

Public Document Pack

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Wednesday, 15 September 2021 in Washington Hall, Service Training Centre, Euxton commencing at 10.00 am.

If you have any queries regarding the agenda papers or require any further information, please initially contact Diane Brooks on telephone number Preston (01772) 866720 and she will be pleased to assist.

AGENDA

PART 1 (open to press and public)

Chairman's Announcement – Openness of Local Government Bodies Regulations 2014

This meeting will be held in line with Covid-19 restrictions.

Combined Fire Authority members will attend in person.

Members of the press and public can attend in person (subject to national Covid-19 restrictions) or view the meeting via a live webcast on YouTube.

Any persons present at the meeting may photograph, film or record the proceedings, during the public part of the agenda. Any member of the press and public who objects to being photographed, filmed or recorded should let it be known to the Chairman who will then instruct that those persons are not photographed, filmed or recorded.

1. APOLOGIES FOR ABSENCE

2. DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

Members are asked to consider any pecuniary/non-pecuniary interests they may have to disclose to the meeting in relation to matters under consideration on the agenda.

3. MINUTES OF PREVIOUS MEETING (Pages 1 - 18)

4. PERFORMANCE MANAGEMENT INFORMATION (Pages 19 - 70)

5. DATE OF NEXT MEETING

The next scheduled meeting of the Committee has been agreed for 10:00 hours on 15 December 2021 in Washington Hall, Service Training Centre, Euxton.

Further meetings are: scheduled for 16 March 2022 and 29 June 2022
 proposed for 14 September 2022

6. URGENT BUSINESS

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

7. EXCLUSION OF PRESS AND PUBLIC

The Authority is asked to consider whether, under Section 100A(4) of the Local Government Act 1972, they consider that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act 1972, indicated under the heading to the item.

PART 2

8. COMPARATIVE PERFORMANCE (Pages 71 - 82)

(Paragraph 3)

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Wednesday, 28 July 2021, at 10.00 am in the Washington Hall, Service Training Centre, Euxton.

MINUTES

PRESENT:

Councillors

K Iddon (Chairman)
P Rigby (Vice-Chair)
A Kay
H Khan
Z Khan
J Rigby
D Smith
R Woollam

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

S Healey, Deputy Chief Fire Officer (LFRS)
J Charters, Deputy Director for Operational Response (LFRS)
D Brooks, Principal Member Services Officer (LFRS)
L Barr, Member Services Officer (LFRS)

In attendance

G Basson, North West Fire Control
T Cogley, Fire Brigades Union

1-20/21 APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Peter Britcliffe.

2-20/21 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

3-20/21 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 17 March 2021 be

confirmed as a correct record and signed by the Chairman.

4-20/21 PERFORMANCE MANAGEMENT INFORMATION

The Deputy Chief Fire Officer presented a detailed report to the Committee which included an overview of the annual performance. This was the 4th quarterly report for 2020/21 as detailed in the Risk Management Plan 2017-2022, and the end of the Performance year.

The members were informed by the Deputy Chief Fire Officer, that a discussion had taken place with the Chair and Vice-Chair of the Performance Committee concerning proposed amendments to the Key Performance Indicators (KPIs). It was noted that a report regarding these proposals would be submitted to a future Performance Committee meeting and then, onto the CFA.

Members examined each indicator in turn as follows:

KPI 1 – Preventing, fires and other emergencies from happening and Protecting people and property when fires happen

1.1 Risk Map

This indicator measured the fire risk in each Super Output Area. Risk was determined using fire activity over the previous 3 fiscal years along with a range of demographic data, such as population and deprivation.

The standard was to reduce the risk in Lancashire – an annual reduction in the County risk map score.

The current score 32,448, previous year score 31,816.

1.2 Overall Activity

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

Quarter 4 activity 3,725 previous year quarter 4 activity 3,849 a decrease of 3.22% over the same quarter of the previous year.

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 52% were false alarms.

The Deputy Chief Fire Officer updated Members regarding the overall incident number. He advised that an increase in incidents did not necessarily mean a drop in performance. For example, where the Service supported the ambulance service to gain entry, it was a positive activity to undertake.

1.3 Accidental Dwelling Fires

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

It was noted that quarter 4 activity was 214, the previous year quarter 4 activity was 196, which represented an increase of 9.18% over the same quarter. Overall performance for the year was 869 compared with 811 the previous year.

The Deputy Chief Fire Officer advised that there had been a slight increase in Accidental Dwelling Fire incident numbers in the last quarter which could be due to the pandemic and people spending more time in their homes. Home fire safety checks and community safety activity had resulted in a plateau of the 3-year mean average number of incidents.

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

The Deputy Chief Fire Officer advised this indicator set out the damage which had occurred from Accidental Dwelling Fire incidents. He was pleased to report that whilst incident numbers remained fairly static the level of damage sustained was reducing due to proactive work including community safety and smoke alarm ownership.

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 92.5% which was an increase of 0.7% against the 91.8% recorded in the same quarter of the previous year.

Severity (Direction against the same quarter of previous year)	Previous Rolling 4 Quarters				Quarter 4	
	Quarter 4	Quarter 1	Quarter 2	Quarter 3		
High	↓	8.2%	7.1%	3.5%	3.9%	7.5%
Medium	↓	51.0%	52.4%	43.9%	47.8%	54.7%
Low	↑	40.8%	40.4%	52.5%	48.3%	37.9%

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

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

Over the latest quarter, Accidental Dwelling Fires with a previous HFSC decreased 7% 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	ADF’s with previous HFSC	% of ADF’s with previous HFSC
Q1	26	12%	23	11%
Q2	21	11%	26	13%
Q3	32	14%	31	15%
Q4*	14	7%	27	14%

*Quarter 4. The impact of COVID19 working guidelines during the previous 12 months has led to a reduction in the number of Home Fire Safety Checks (HFSC’s) delivered – KPI 1.7 page 17. This has led to a decrease in the percentage of ADF’s with a recorded HFSC within the previous rolling 12-month period.

1.4 Accidental Dwelling Fire Casualties

This indicator reported the number of fire related fatalities, slight and serious injuries at primary fires where a dwelling had been affected and the cause of fire had been recorded as ‘Accidental or Not known’. A slight injury was defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury was defined as; at least an overnight stay in hospital as an in-patient.

The Deputy Chief Fire Officer reported that sadly, there was 1 dwelling fire fatality in the quarter and 2 overall for the year. Three casualties were recorded as serious and 9 slight. The same quarter of the previous year recorded 2 fatalities, 4 serious and 9 slight.

Casualty Status	2020/21 Quarter 4	2019/20 Quarter 4
Fatal	1	2
Victim went to hospital visit, injuries appeared Serious	3	4
Victim went to hospital visit, injuries appeared Slight	9	9
TOTAL	13	15

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 20.55% over the same quarter of the previous year.

Total number of incidents	2020/21 Quarter 4	2019/20 Quarter 4
	58	73

1.5.1 Accidental Building Fires (Non-Dwellings) – Extent of Damage (Fire Severity)

The Deputy Chief Fire Officer advised that whilst the level of damage from accidental dwelling fires was reducing; in commercial buildings it was increasing. On investigation there had been a significant increase in fires in private sheds and outbuildings which could be quickly lost to fire prior to the arrival of the Fire and Rescue Service. These types of building fires often resulted in them being recorded as high severity due to the loss of a building. The Deputy Chief Fire Officer explained that he would bring a report to future meetings of the Committee which omitted shed and garage fires to provide a better performance indicator.

This indicator reported the number of primary fires where the property type was a building, and the property sub-type was not a dwelling and the cause of fire had been recorded as 'Accidental or Not known' presented as a percentage extent of fire and heat damage.

The extent of fire and heat damage was recorded at the time the 'stop' message was sent and included all damage types. The report charted a rolling quarterly severity of accidental 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 63.6%. This was a decrease of 20.0% against a combined severity of 83.6% in the same quarter of the previous year.

Severity (Direction against the same quarter of previous year)	Previous Rolling 4 Quarters				Quarter 4
	Quarter 4	Quarter 1	Quarter 2	Quarter 3	
High ↑	16.4%	43.4%	39.7%	23.8%	36.4%

Medium	↓	64.4%	47.8%	43.8%	65.0%	54.5%
Low	↓	19.2%	8.8%	16.4%	11.3%	9.1%

1.6 Deliberate Fires

The Deputy Chief Fire Officer reported that through the proactive work undertaken by the Service, there had been significant reduction for the performance year down to 1,441 deliberate fires compared to the previous year of 1,679 which was a reduction of approximately 14%. Factors attributing to the reduction included proactive work that had been carried out by the Service around anti-social behaviour, youth engagement with cadet programmes, engaging with younger groups and delivering the message in terms of not starting anti-social fires. The weather also had an impact regarding the number of people outside and the potential for wildfires. It was most likely that lockdown restrictions also contributed to the downward trend.

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 4	2019/20 Quarter 4
1.6.1 Deliberate Fires – Anti-Social Behaviour	231	259
1.6.2 Deliberate Fires – Dwellings	21	30
1.6.3 Deliberate Fires – Non-Dwellings	14	29

1.7 Home Fire Safety Checks

The Deputy Chief Fire Officer explained that during the Home Fire Safety Visits, the crew would look at the potential for slips, trips and falls, signs of dementia and smoking and would signpost to other organisations if needed. The service endeavoured to carry out 18,000 to 20,000 physical visits per annum to homes with 11,903 delivered last year which was a reduction as a result of the pandemic. However, it was pleasing to see that the percentage of visits the Service delivered which resulted in high-risk outcomes had increased, demonstrating that the Service was targeting those most at risk.

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

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

year.

The number of completed HFSC's had decreased 30% over the same quarter as the previous year; due to the challenges presented by the Covid 19 pandemic. However, through a modified HFSC engagement with the most vulnerable had resulted in a 13% increase of those with a high-risk outcome.

	2020/21	2019/20
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	71%	65%
Q2	72%	61%
Q3	69%	60%
Q4	74	61%

To help illustrate the importance of the Home Fire Safety Check service; properties that had refused a HFSC, but subsequently, suffered an Accidental Dwelling Fire were monitored. During this quarter 5 properties recorded an ADF after refusing a HFSC 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 ¹
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% ²
Q3			16,417	85% ²
Q4			21,516	85% ²

¹ From a sample. ² Estimate.

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 conventional way. However, to ensure road safety messages continued to be available, the service had undertaken Wasted Lives sessions via an online video service. During quarter 4 there had been 6 Wasted Lives sessions, involving 59 attendees; along with 79 Road Sense sessions to 163 schools, with 5,832 pupils in attendance. The Service also continued to engage with people via social media platforms (which included 5 short road safety videos on the 'Biker down' page,

reaching over 28,000 people. There had been 574 engagements on Twitter and a further 17,093 people on Facebook.

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	83	12	59	4	14%	10%
Q4	117	19	73	21	16%	13%

The Deputy Chief Fire Officer advised that the Service continued to inspect based on risk. The percentages shown which required formal activity were higher than the previous year; this demonstrated the successful targeting of buildings most at risk.

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

The Deputy Chief Fire Officer advised that in the main, the Service was reaching very stretching response standards they had set i.e.: setting a 90%, 6-minute attendance standard to very high-risk areas was probably amongst the quickest response arrangements across the country with many other Services having response standards of 10 – 15 minutes. It was noted that those times included the call handling time.

Ged Basson, North West Fire Control, would provide the meeting with a presentation of Call Handling statistics following the Deputy Chief Fire Officer's

overview of the report.

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

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

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

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

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

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

Quarter 4 – 1st pump response increased 0.21% of total first fire engine attendances over the same quarter of the previous year.

Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
88.95%	89.38%	88.51%	89.17%

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.

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

- Very high-risk area = 9 minutes
- High risk area = 11 minutes
- Medium risk area = 13 minutes
- Low risk area = 15 minutes

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

occasions.

Quarter 4 – 2nd pump response increased 1.76% of total second pump attendances over the same quarter of the previous year.

Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
86.75%	87.89%	86.54%	86.13%

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. It was noted that the service had achieved this standard. Given the geography of the county, which included rural areas and motorway networks, there had been an exceptional level of performance.

The latest quarter 1st pump response increased 3.58% over the same quarter of the previous year.

Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
89.21%	91.40%	88.92%	87.82%

2.3 Fire Engine Availability – Wholtime, Day Crewing and Day Crewing Plus

This indicator measured the availability of fire engines that were crewed by wholtime, 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

Staff sickness was also highlighted as a reason for fire engines being unavailable.

Standard: 99.5%

Year to date availability of 99.32% was a decrease of 0.20% over the same period of the previous year. The Deputy Chief Fire Officer emphasised that it was exceptional to have almost 100% availability.

Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
99.32%	99.40%	99.52%	99.55%

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 64%
- Crew deficient 65%
- Not enough BA wearers 57%
- No driver 39%

Standard: above 95%

Year to date availability 90.37%, a 2.88% increase against the previous year to date total availability of 87.49%.

Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
90.37%	90.09%	87.49%	90.20%

For the benefit of new members on the Committee, the Deputy Chief Fire Officer advised that on-call workers had other day jobs in the community and had to live within 5 minutes of the fire station. On-Call fire stations were situated in lower-risk areas across the county. The Deputy Chief Fire Officer made reference to the high levels of availability of on-call fire engines.

2.4.1 Fire Engine Availability – On-Call Duty System (without wholtime 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 wholtime detachments were not used to support availability. It was measured by calculating the percentage of time a fire engine was available to respond compared to the total time in the period.

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

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

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

The percentage of time that OC crewed engines were available for quarter 4 was 88.35%. This excluded the wholtime detachments shown in KPI 2.4.

The Deputy Chief Fire Officer explained that resources from the wholtime duty system were moved to subsidise the on-call fire station when needed. A report would be brought forward to a future Performance Committee for members to consider prior to it being presented to the Fire Authority, which would propose using alternative software to determine how to keep stations available based on risk and demand, as opposed to arbitrary arrangements which sometimes did not always improve service-wide cover.

2.5 Staff Accidents

This indicator measured the number of staff accidents.

The number of staff accidents during the latest quarter decreased by 45.45% against the same quarter of the previous year.

Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
56	6	73	11

The Deputy Chief Fire Officer advised that there had been a 23% reduction in the number of accidents from this year compared to last year which was testimony to the positive health and safety culture and how staff were encouraged to report near-misses.

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 and the spend for the year was currently £56.9m, giving an underspend of £0.4m. However, the closure of the accounts process in May and June (including year-end accounting adjustments in respect of items such as provisions and transfers and capital accounting) had yet to be finalised. Following completion of the year end process, this was expected to remain in a similar position and would be reported to a future meeting of the Resources Committee.

3.2 Overall User Satisfaction

There had been 2,674 people surveyed since April 2012 and the number satisfied with the service was 2,645; % satisfied was 98.92% against a standard of 97.50%; a variance of 1.40%.

During the latest quarter, 122 people were surveyed and 120 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

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

4.2.1 Staff Absence – Excluding on-Call Duty System

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

Annual Standard: Not more than 5 shifts lost
Cumulative total number of monthly shifts lost 7.372

This was a negative exception report due to the number of shifts lost through absence per employee being above the Service target for each month during quarter 4.

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

During quarter 4, January 2021 – March 2021, absence statistics showed above target for all three months for both Whole-time personnel and Non-uniformed personnel. There were 7 cases of long-term absence which spanned over the total of the 3 months and there were 22 other cases of long-term absence which were also recorded within the 3 months; reasons for these absences were set out in the report. It was noted that during the quarter 10 employees had returned to duty.

At the end of March 2021, the cumulative totals showed that non-uniformed staff absence was above target at 8.58 shifts lost per employee, for whole-time uniformed staff absence was also above target at 6.99 shifts lost per employee.

Overall absence for all staff (except On Call staff) was 7.37 shifts lost which was above the Service target of 5.00 shifts lost for the year.

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

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, ensuring the appropriate management of individual long-term cases, signposting to support, addressing review periods / triggers in a timely manner;
- Signposting to the Employee Assistance Programme, Health Assured who offer support to deal with practical and emotional challenges may face and confidential support services;
- Delivering leadership development events to those in a leadership role focusing on strengthening resilience, employee engagement, health, and wellbeing.
- Signposting and encouraging employees to make use of other forms of support including the Firefighters Charity and other forms of support for those who have challenges with their mental health;
- Undertaking Stress Risk Assessments ensuring the causation of stress are identified and the measures and controls to mitigate stress are implemented;
- Provision of fitness advice via the Fitness Advisor and Personal Training Instructors (PTIs);
- Provision of dietary advice through Occupational Health;
- Provision of physiotherapy and muscular health advice and guidance;
- Promotion of health, fitness and wellbeing via the routine bulletin and the Engine House;
- Building resilience programme on the Health and Wellbeing pages on the Engine House;
- Health and Wellbeing talks;
- Health and Wellbeing campaign;
- TRiM (Trauma Risk Management) assessments;
- Ageing Workforce Task and Finish Group.

4.2.2 Staff Absence – On-Call Duty System

This indicator measured the percentage of contracted hours lost due to sickness for all on-call 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, 1.01%.

The Chairman noted that overall user satisfaction was high and it was pleasing to see how the Service had performed. He congratulated the Service on how they had performed under difficult circumstances this year.

In response to a question from Councillor Woollam regarding the criteria used for home fire safety check visits, the Deputy Chief Fire Officer advised that there was an online platform where people could enter their details which aimed to identify the most vulnerable who would receive a visit. Lower risk households received bespoke fire safety advice by email. In addition, the Service worked with over 250 partners who made referrals. Individuals who were the most vulnerable and

at risk were prioritised i.e: referrals from LCC adult social care and others including dementia groups. Members could also signpost vulnerable people to specialist services using the details on the website. The Deputy Director for Operational Response added that the Service used partnership referrals and data received to proactively promote fire safety awareness. Near miss incidents (where the Service had attended a fire alarm that did not result in a fire) were followed up. It was noted that home fires were recognised in the community as a significant event which presented an opportunity for the Service to engage with local community members to raise fire safety awareness.

As a Wyre Councillor, Councillor Kay recalled a recent event where a travelling community had set a fire to burn waste; in response to her request to tidy the site before leaving. At the time of the fire she liaised with Wyre Council, Lancashire Constabulary and the Service to ensure the fire did not cause disruption to the local community. She queried whether there could be an identified liaison person to provide advice to the travelling community regarding fire safety. In response, the Deputy Chief Fire Officer advised that local community fire safety teams did undertake preventative work with district council housing colleagues and community safety partnerships and the Service Delivery Manager for Fleetwood would be asked to contact Councillor Kay to provide advice and support.

In response to a question from Councillor Smith regarding Road Safety Education being delivered back in school settings, the Deputy Chief Fire Officer advised that the intention was to return to face-to-face events and demonstrations from September, although throughout the pandemic the Service had made use of digital technology to continue delivering prevention advice.

In response to a further question from Councillor Smith concerning whether the recent increase in notifications from the NHS Covid-19 application had caused problems with staff having to isolate, the Deputy Chief Fire Officer stated that this had impacted on the Service 2 weeks previously where there had been 60-70 staff isolating/sick with covid-19, but numbers were now starting to decline. Services and activities had been maintained through high standards of health and safety. The Service had worked closely with the FBU and staff were following national covid-19 secure hands, face and space and fresh air guidelines. In addition, due to the control measures in place, the Director of Public Health for Lancashire was allowing the Service to move away from the 10-day isolation period for staff identified as a close contact because of activity whilst on duty and, subject to a negative PCR test, staff could attend work providing lateral flow tests were undertaken for the following 10 days.

In response to a question from Councillor Kay regarding road safety education for youths speeding in the Wyre district, the Deputy Chief Fire Officer advised that the Service delivered a number of road safety education packages which included 'Wasted Lives' which was aimed at young drivers. A presentation on this would be provided for the next Performance Committee. The Deputy Director for Operational Response advised that Safety Advisors and the Road Safety Partnership could provide something bespoke to a specific group to try and reduce that risk as required and this could be discussed outside the meeting.

The Chairman thanked members and officer for their questions and responses.

NWFC – Call Handling Times

Ged Basson, Senior Operations Manager, North West Fire Control (NWFC), provided the Committee with a presentation regarding call handling times at NWFC. NWFC operated the call handling function for Lancashire and other fire services in the North West. Within Lancashire, in the last 12 months, there had been 24,000 admin (approximately 2,000 per month) calls relating to issues such as engines off the run, defective equipment, exercise and training, and advice on mobilisations. Admin calls had experienced a downward trend for the last 3 years.

Emergency calls were calls from the public, firefighters, the police, ambulance service and automatic fire alarm companies. There were 32,000 calls in the last twelve months showing a decrease which was positive as it demonstrated that prevention work had been effective. Not all incidents were attended as this could depend on the content of the call when challenged. It was noted that 41% of calls were not mobilised over the last 12 months. This had a positive impact in terms of fuel and appliance availability.

Three years of data showed a significant increase in performance and especially over the last 12 months with call handling times. Last year, the average call handling time to property fires was 78 seconds compared to 94 seconds the previous year.

Special Service Calls were not fire related and the 90 second target had not been met. However, performance had significantly improved over the last two years.

Councillor David Smith questioned the reason for the difference in call handling policies and times in other areas of the North West. The Senior Operations Manager, NWFC explained that the areas of the North West had varying landscapes and a call from a city would vary from a call in a rural area. On some occasions, in the rural areas, it could be difficult to establish the location of a caller and they were exploring obtaining software which pinpointed the location of the person using the GPS on their mobile phone. Currently, callers were asked to use the 'What 3 Words' app to find their location.

In response to a question from the Chairman, the Senior Operations Manager, NWFC advised that he currently attended the Performance Committee twice per year but could attend more frequently if required.

The Deputy Chief Fire Officer advised that some of the KPIs needed a refresh. The KPI 90 second standard was discussed when NWFC was first developed, 9 years ago. He acknowledged the outstanding work of the call handlers and stated that the technology at NWFC was among the best in the country. Acquiring new technology would allow a caller to be pinpointed to within metres of their location. He offered Members a visit to NWFC which was welcomed.

RESOLVED: - That the Committee endorsed the Measuring Progress report for Quarter 4 (including noting the contents of the 1 negative exception report).

5-20/21 DATE OF NEXT MEETING

The next meeting of the Committee would be held on 15 September 2021 at 10:00 hours in Washington Hall, at Lancashire Fire & Rescue Service Training Centre, Euxton.

Further meeting dates were noted for 15 December 2021 and 16 March 2022 and agreed for 29 June 2022.

M NOLAN
Clerk to CFA

LFRS HQ
Fulwood

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LANCASHIRE COMBINED FIRE AUTHORITY PERFORMANCE COMMITTEE

Meeting to be held on 15 September 2021

PERFORMANCE MANAGEMENT INFORMATION FOR FIRST QUARTER 2021/22 (Appendices 1 and 2 refer)

Contact for further information:

Steve Healey, Deputy Chief Fire Officer (DCFO) – Tel No. 01772 866801

Table 1 Executive Summary and Recommendations

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 (as appendix 1) and includes an Annual Report on Road Safety Intervention Activity during 2020-2021 (as appendix 2).

Recommendation(s)

The Performance Committee is asked to endorse the Quarter 1 Measuring Progress report and note the content of the 4 negative exception reports.

Information

As set out in the report.

Business Risk

High – Whilst reporting arrangements are already comprehensive, the addition of regular comparative information allows for a greater understanding of relative progress and aids the challenge process from a performance management standpoint.

Environmental Impact

High

Equality & Diversity Implications

High – the report appraises the Committee of the Authority's progress.

HR Implications

Medium

Financial Implications

Medium

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

Table 2 Details of any background papers

Paper:	Performance Management Information
Date:	15 September 2021
Contact:	Steve Healey (DCFO)
Reason for inclusion in Part 2 if appropriate:	N/A



Measuring Progress

Performance Report

April 2021 - June 2021

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Introduction

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

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

Table of Contents	Page (s)
Introduction	3
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Explanation of Performance Measures	5
Index	6 - 7
Key Performance Indicators	9 - 38

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.

<p>1 Preventing fires and other emergencies from happening. Protecting people and property when fires happen.</p>	<ul style="list-style-type: none"> 1.1 Critical Fire Risk Map Score 1.2 Overall Activity 1.3 Accidental Dwelling Fires (ADF) <ul style="list-style-type: none"> 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(a) Accidental Building Fires (Commercial Premises) 1.5(b) Accidental Building Fires (Non-Commercial Premises) <ul style="list-style-type: none"> 1.5.1(a) ABF (Commercial Premises) – Extent of Damage (Fire Severity) 1.5.1(b) ABF (Non-Commercial Premises: Private Garages and Private Sheds) – Extent of Damage (Fire Severity) 1.6.1 Deliberate Fires – Antisocial Behaviour (ASB) 1.6.2 Deliberate Fires – Dwellings 1.6.3 Deliberate Fires – Commercial Premises 1.7 High Risk HFSC 1.8 Road Safety Education 1.9 Fire Safety Enforcement
<p>2 Responding to fire and other emergencies quickly and competently.</p>	<ul style="list-style-type: none"> 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) <ul style="list-style-type: none"> 2.4.1 Fire Engine Availability (On Call) – Without wholetime detachments 2.5 Staff Accidents
<p>3 Delivering value for money in how we use our resources.</p>	<ul style="list-style-type: none"> 3.1 Progress Against Savings Programme 3.2 Overall User Satisfaction
<p>4 Valuing our people so that they can focus on making Lancashire safer.</p>	<ul style="list-style-type: none"> 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.

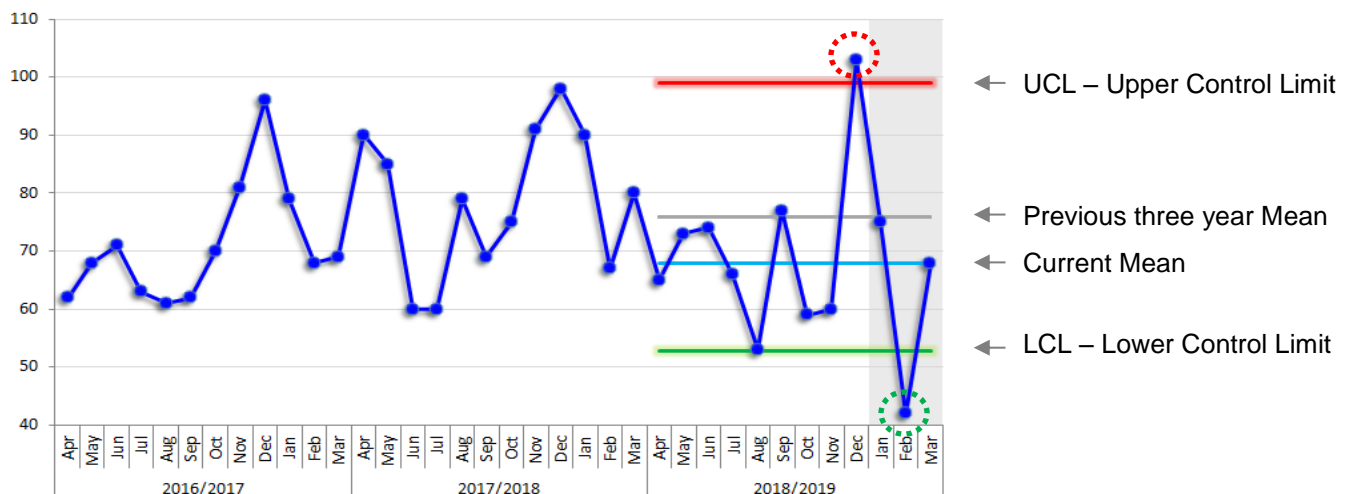
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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.






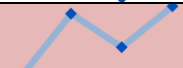

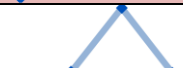


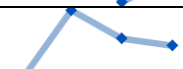



















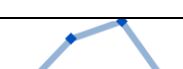
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (●) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (○) for meeting rule 2.



















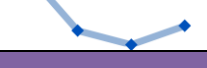




Key Performance Index and Indicator trends

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)		14
1.3.2	 ADF - Number of Incidents Where Occupants have Received a HFSC		15
1.4	 Accidental Dwelling Fire Casualties		16
1.5(a)	 Accidental Building Fires (Commercial Premises)		17
1.5(b)	 Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)		18
1.5.1(a)	 Accidental Building Fires (Commercial Premises) - Extent of Damage (Fire Severity)		19
1.5.1(b)	 Accidental Building Fires (Non-Commercial: Private Garages & Private Sheds) - Extent of Damage (Fire Severity)		20
1.6.1	 Deliberate Fires - Anti-Social Behaviour		21
1.6.2	 Deliberate Fires - Dwellings		21
1.6.3	 Deliberate Fires - Commercial Premises		21
1.7	 High Risk Home Fire Safety Checks		22
1.8	 Road Safety Education Evaluation		23
1.9	 Fire Safety Enforcement		24

Key Performance Index and Indicator trends

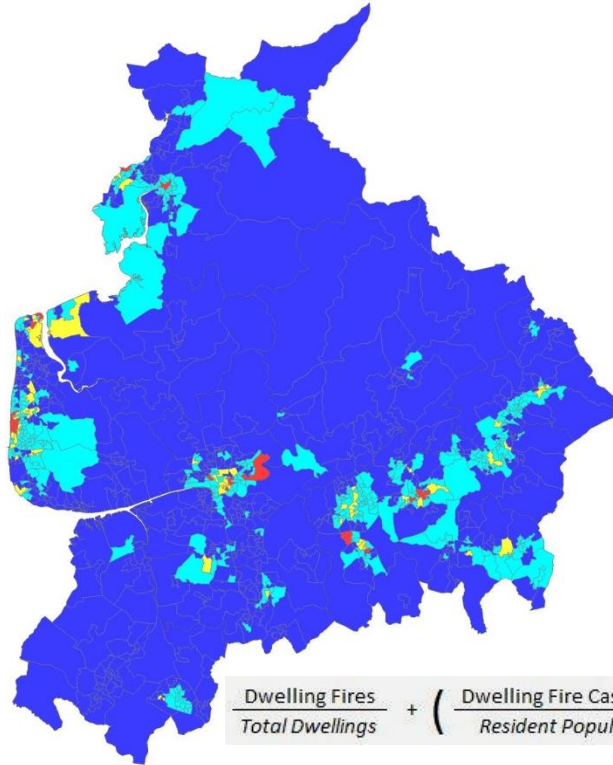
KPI	Description	Progress	Page (s)
2 Responding to fire and other emergencies quickly and competently.			
2.1.1	 Critical Fire Response - 1st Fire Engine Attendance		25
2.1.2	 Critical Fire Response - 2nd Fire Engine Attendance		26
2.2.1	 Critical Special Service Response - 1st Fire Engine Attendance		27
2.3	 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		28
2.4	 Fire Engine Availability - On-Call Duty System		30
2.4.1	 Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	32
2.5	 Staff Accidents		33
3 Delivering value for money in how we use our resources.			
3.1	 Progress Against Savings Programme		34
3.2	 Overall User Satisfaction		35
4 Valuing our people so that they can focus on making Lancashire safer.			
4.2.1	 Staff Absence - Excluding On-Call Duty System		36
4.2.2	 Staff Absence - On-Call Duty System		38

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Lancashire Fire and Rescue Service
Measuring Progress
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1.1 Risk Map		Risk Score 31,862
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This indicator measures the fire risk in each Super Output Area (SOA). Risk is determined using fire activity over the previous three fiscal years along with a range of demographic data, such as population and deprivation.



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

Once an SOA has been assigned a score, it is then categorised by risk grade.






Standard: To reduce the risk in Lancashire - an annual reduction in the County risk map score.

The County risk map score is updated annually, before the end of the first quarter. An improvement is shown by a year on year decreasing 'score' value.

Current score 31,862, previous year score 32,448.

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

Score Category	Risk Grade	Score (16-19)	SOA Count (16-19)	Score (17-20)	SOA Count (17-20)	Score (18-21)	SOA Count (18-21)
Less than 36	L	12,528	542	12,058	520	12,038	521
Between 36 & 55	M	13,230	310	13,798	324	14,190	338
Between 56 & 75	H	4,306	68	4,718	74	3,896	61
Greater than 75	VH	1,752	21	1,871	23	1,738	21
Total		31,816	941	32,448	941	31,862	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2020 count	23	74	324	520	32,448
2021 count	21	61	338	521	31,862
Change	 -9% Overall decrease in Very High risk SOA's	 -18% Overall decrease in High risk SOA's	 4% Overall increase in Medium risk SOA's	 0% Overall increase in Low risk SOA's	 -2% Overall decrease in fire risk

Lancashire Fire and Rescue Service
Measuring Progress
April 21 – June 21

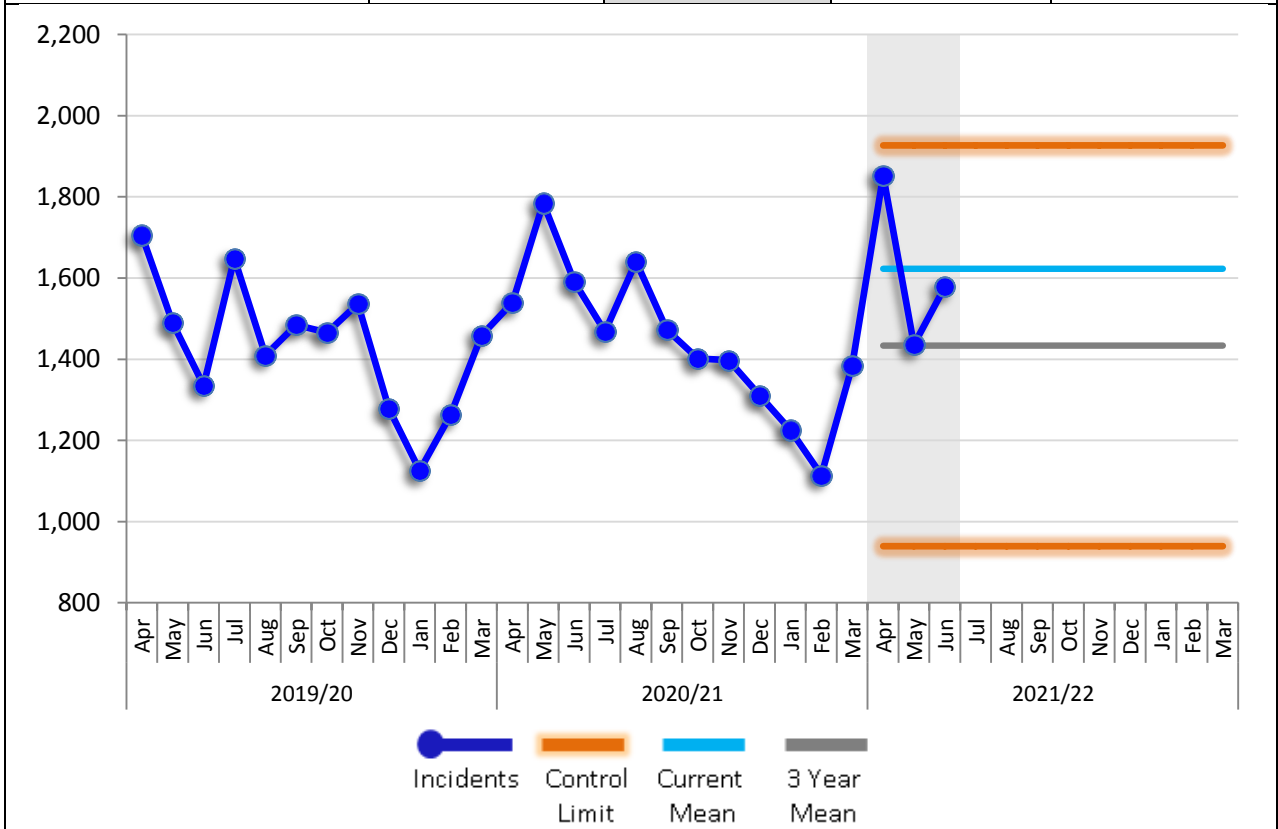
1.2 Overall Activity		Quarter activity 4,867
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The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, 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 1.00% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	2021/22 Quarter 1	Previous year to Date	2020/21 Quarter 1
	4,867	4,867	4,916	4,916



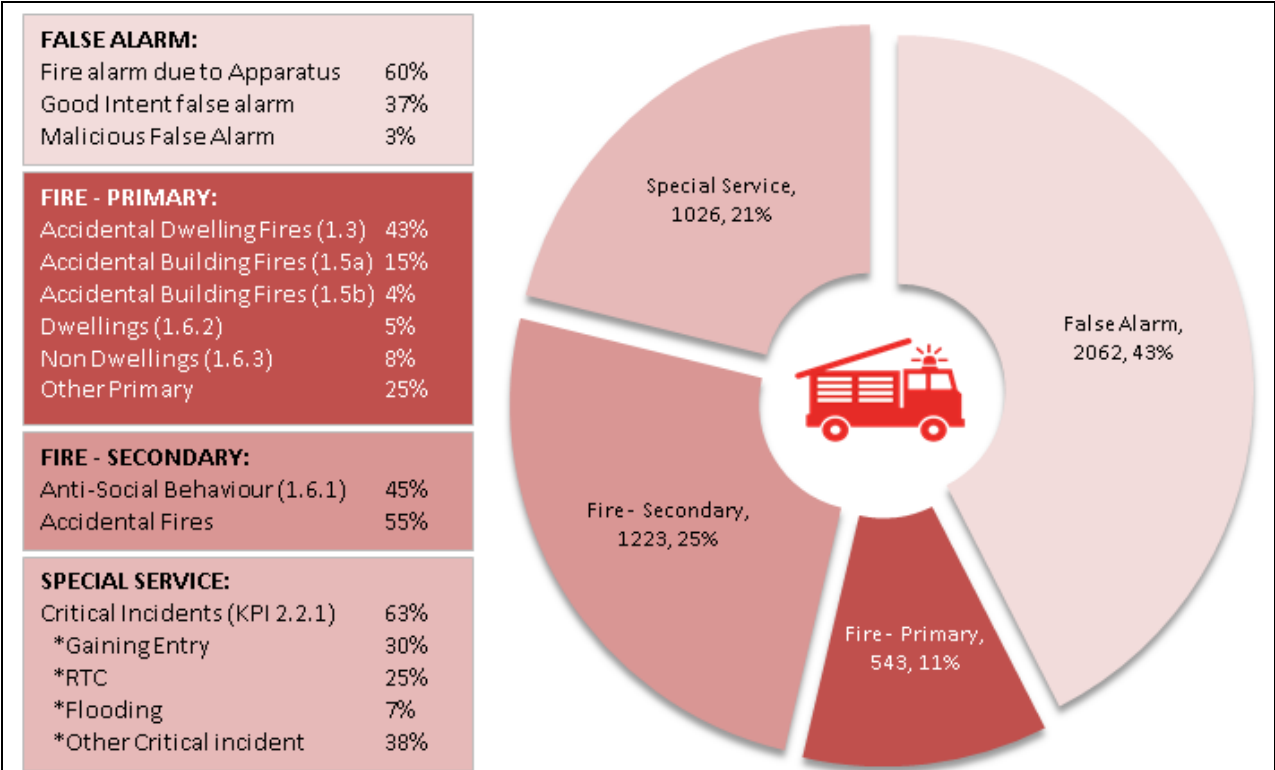
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2020/21	2019/20	2018/19
1,622	1,433	1,445	1,434	1,422





1.2 Overall Activity Breakdown		Quarter activity 4,867
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Incidents attended by Lancashire Fire and Rescue Service consist of a myriad of different types. The breakdown below, whilst not an exhaustive list, aims to illustrate how activity captured within KPI 1.2 Overall Activity is split by the different types of incidents.

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



*Chimney fires only contribute a small proportion and are not shown in the above chart. *Included within KPI 2.2.1*

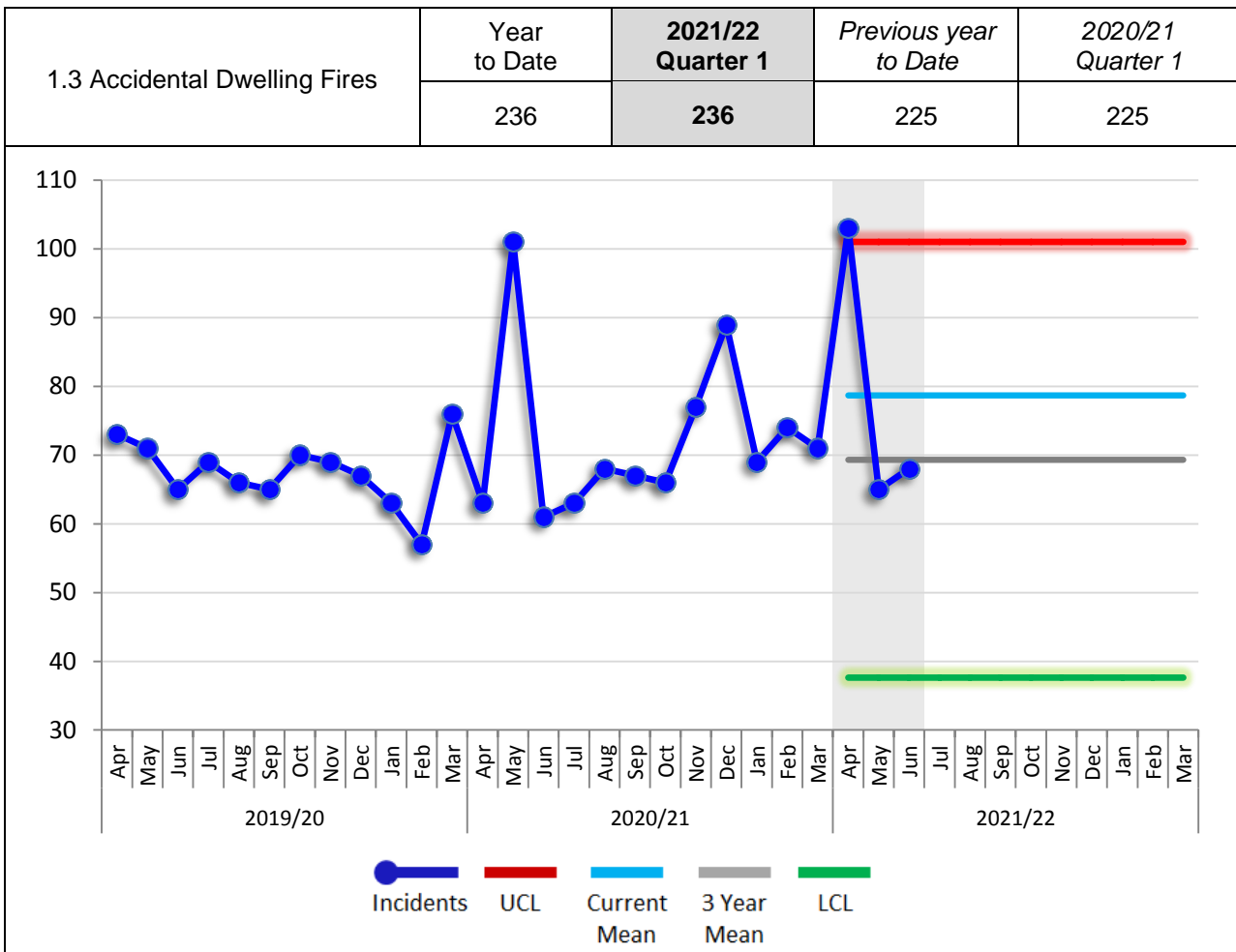
	FALSE ALARM incidents make up almost half of the Service’s activity, with 60% being Fire alarm due to Apparatus incidents. Along with 37% recorded as Good Intent false alarm and the remaining 3% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 43% and are shown later in the report within KPI 1.3. Accidental Building Fires are split between commercial and non-commercial premises and are covered within KPI 1.5(a) and KPI 1.5(b). Deliberate fires within dwellings are covered in KPI 1.6.2 and other buildings in KPI 1.6.3.
	SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These mainly involve loose refuse; however, accidental fires increased during the Covid period, as such, 55% are recorded as having an accidental/unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, with 63% being defined as a critical incident and are captured within KPI 2.2.1. Of which, 30% resulted in the use of tools to gain entry to a property on behalf of the Ambulance Service, 25% are Road Traffic Collisions (RTC) and 7% are flooding related.

1.3 Accidental Dwelling Fires		Quarter activity 236
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The number of primary fires where a dwelling has been affected and the cause of fire has been recorded as 'Accidental' or 'Not known'.

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

Quarterly activity increased 4.89% over the same quarter of the previous year.



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

Current Mean	3 year Mean	Monthly Mean		
		2020/21	2019/20	2018/19
79	69	72	68	68

What are the reasons for an Exception Report

This is a negative exception report due to the number of Accidental Dwelling Fires (ADF's) recorded during April 2021 being above the upper control limit.

Analysis

There were 103 ADF's during April 2021, against an upper control limit of 101. Although this is only 2 incidents above the standard, April's activity was 46% greater than the previous five year monthly average.

The start of April coincided with the half term school holidays and the lifting of England's Covid response 'stay at home' rule. Both are factors which interrupt the daily routine and could lead to distraction.

Ignition sources related to cooking appliances continue to account for the largest proportion of ADF incidents. During the month of April 48% of ADF incidents recorded a cooking appliance incident. This decreased during May and June to 38% and 40% respectively.

ADF activity during the following months of May and June have since decreased; with May recording 18% fewer incidents than the 5 year average and June's activity being just 3% greater.

Actions being taken to improve performance

Service and station social media accounts are being actively utilised to warn and inform / advise residents.

Community Safety teams continue to ensure they deliver post incident advice to all occupiers following an accidental dwelling fire, along with targeted engagement in identified sheltered accommodation and super output areas based upon ADF activity within similar property types and areas.

Operational crews have resumed face to face HFSC's, following a significant period of COVID restrictions. Crews will provide occupiers with advice primarily focusing on cooking safety and preventing secondary fires spreading to property.

And we are continuing to undertake thorough quality assurance of the Post Incident Action Log (PIAL) to ensure internal referrals are completed, along with continued auditing of the Service's Information Recording System (IRS) to ensure incidents are correctly reported.

Lancashire Fire and Rescue Service
Measuring Progress
April 21 – June 21

1.3.1 ADF - Extent of Damage (Fire Severity)		Quarter activity: 96.2%
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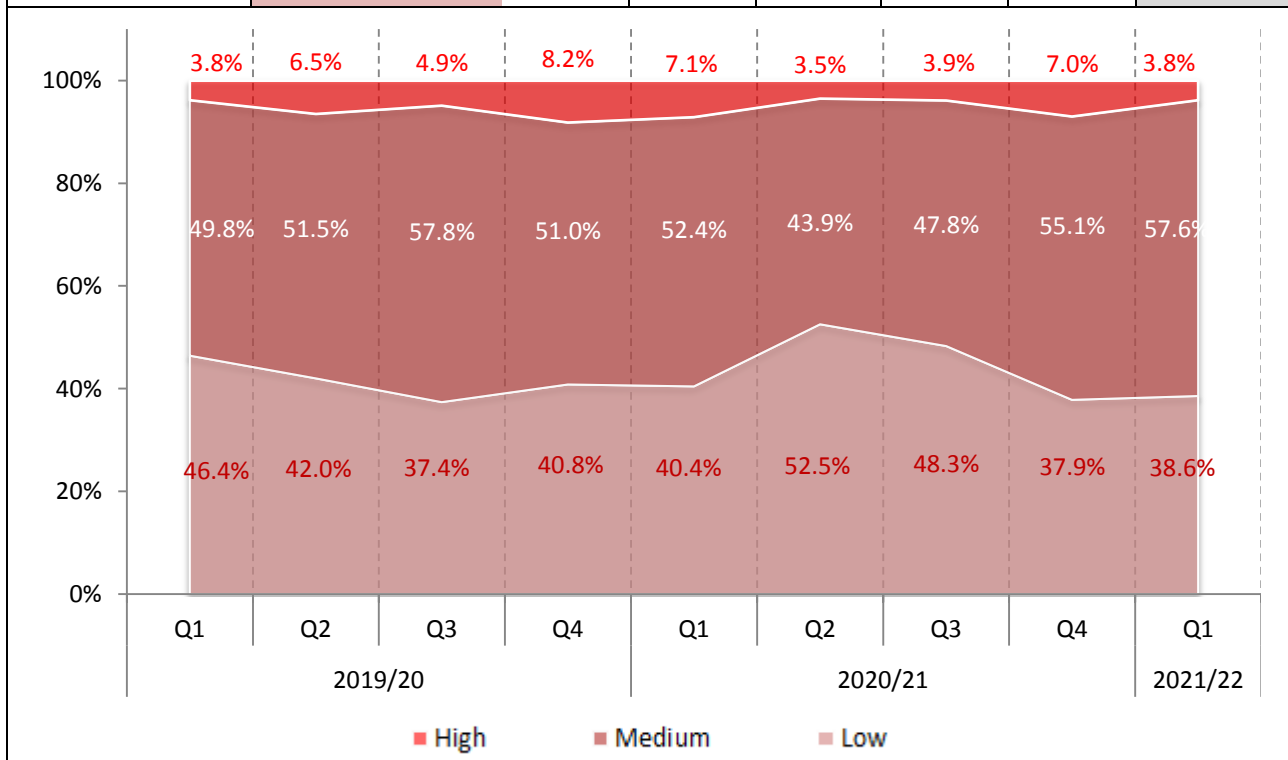
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.


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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 96.2%. This is an increase of 3.3% against the 92.9% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 1 (2021/22)
			Quarter 1 (20/21)	Quarter 2 (20/21)	Quarter 3 (20/21)	Quarter 4 (20/21)	
1.3.1 ADF – Severity of Fire	High	↓	7.1%	3.5%	3.9%	7.0%	3.8%
	Medium	↑	52.4%	43.9%	47.8%	55.1%	57.6%
	Low	↓	40.4%	52.5%	48.3%	37.9%	38.6%



1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 9%
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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 3% against the total number of ADF's over the same quarter of the previous year.

	2021/22		↑/↓	2020/21	
	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*	21	9%	↓	26	12%
Quarter 2			-	21	11%
Quarter 3			-	32	14%
Quarter 4			-	14	7%

*Quarter 1. The impact of COVID19 working guidelines during the previous 15 months has led to a reduction in the number of Home Fire Safety Checks (HFSC's) delivered - KPI 1.7, page 17. This has led to a decrease in the percentage of ADF's with a recorded HFSC within the previous rolling 12 month period.

Lancashire Fire and Rescue Service
Measuring Progress
April 21 – June 21

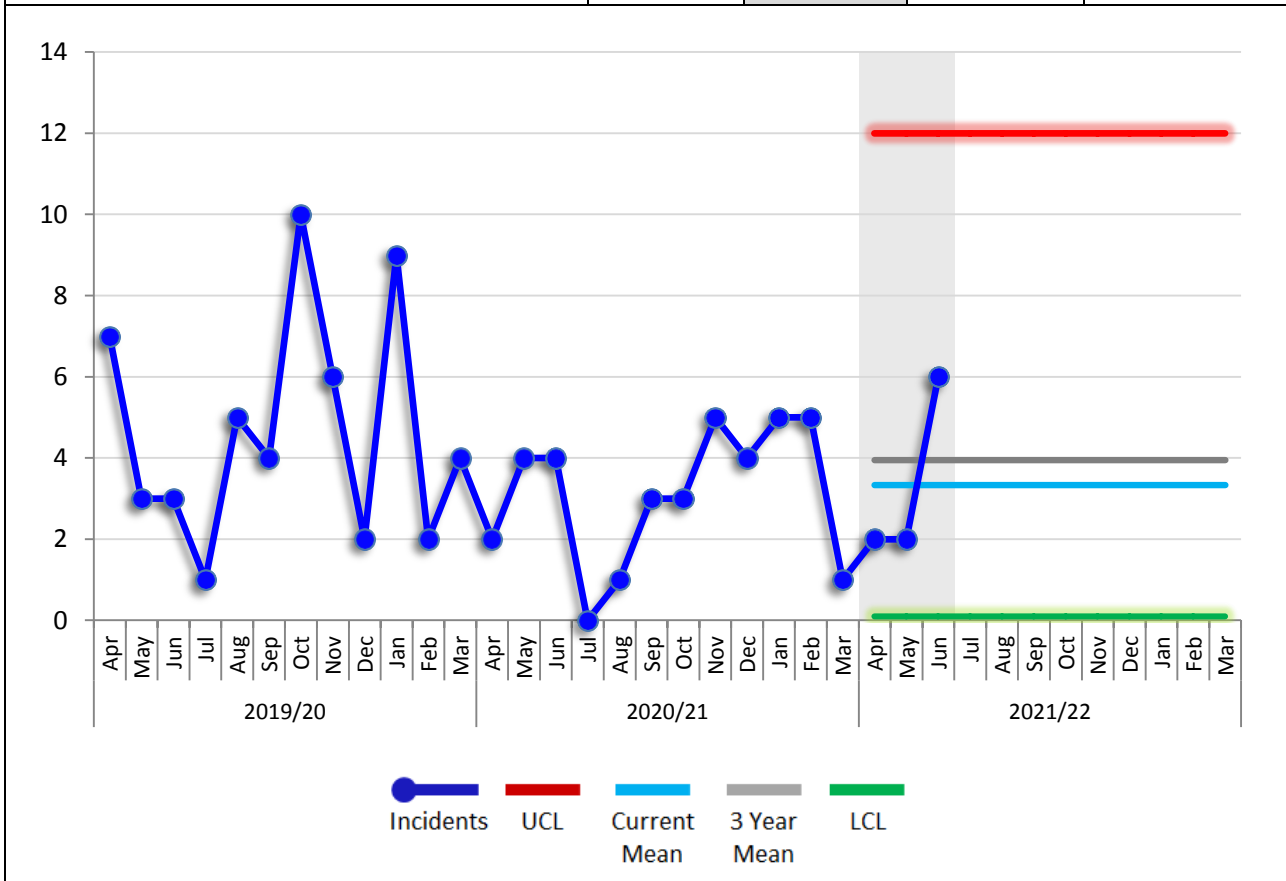
1.4 Accidental Dwelling Fire Casualties		Quarter activity 10
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ADF criteria as 1.3. The number of fire related fatalities, slight and serious injuries.

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. Three casualties are recorded as serious and 6 slight. The same quarter of the previous year recorded no fatalities, 1 serious and 9 slight.

Casualty Status	Year to Date	2021/22 Quarter 1	Previous year to Date	2020/21 Quarter 1
Fatal	1	1	0	0
Victim went to hospital, injuries appear Serious	3	3	1	1
Victim went to hospital, injuries appear Slight	6	6	9	9
Total	10	10	10	10



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

Current Mean	3 year Mean	Monthly Mean		
		2020/21	2019/20	2018/19
3	4	3	5	4

Lancashire Fire and Rescue Service
Measuring Progress
April 21 – June 21

1.5(a) Accidental Building Fires (Commercial Premises)

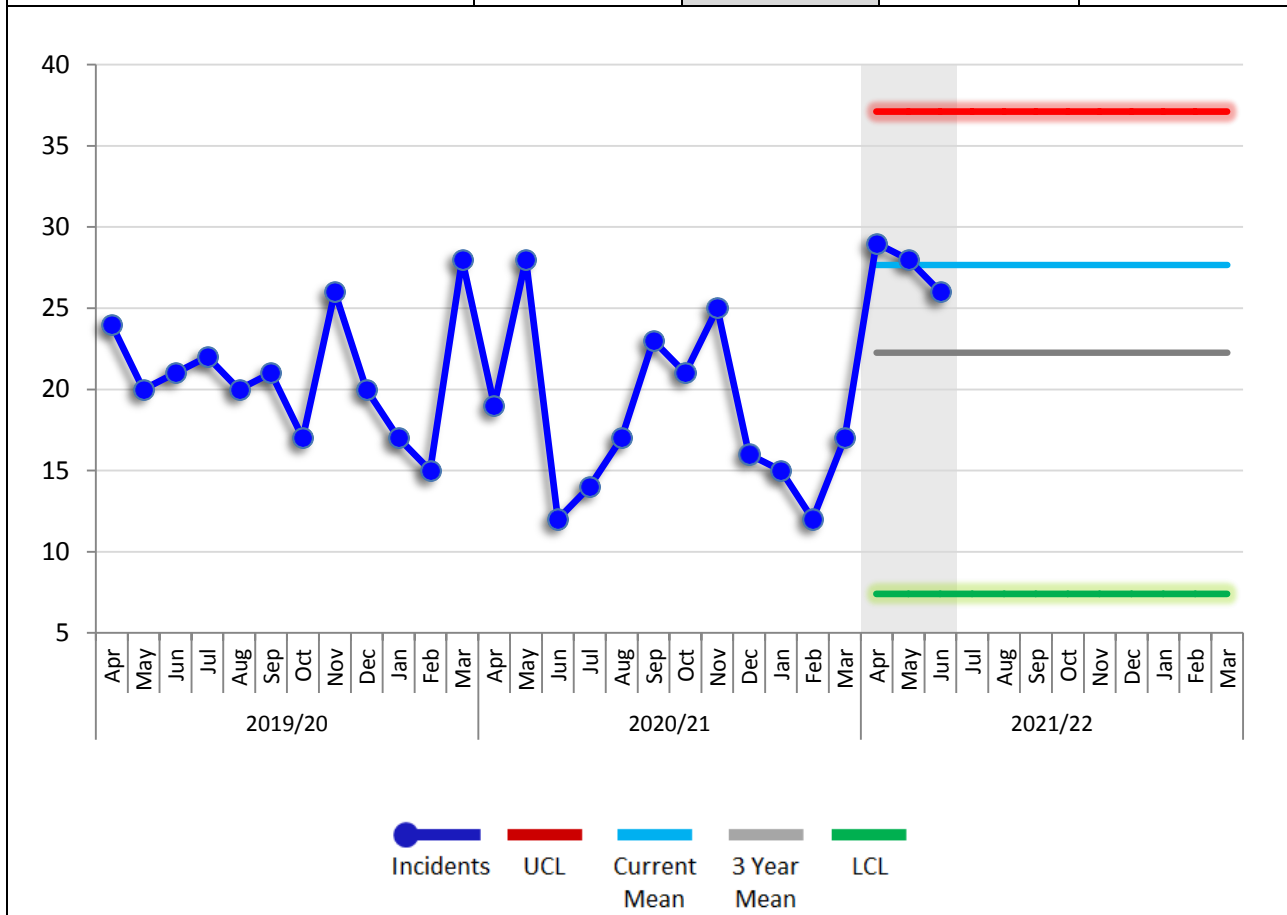


Quarter activity
83

Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: Primary fires where the cause of fire has been recorded as 'Accidental' or 'Not known' and includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction of private garages and private sheds, which are often a single room, these are recorded separately in KPI 1.5(b).

Quarterly activity increased 40.68% over the same quarter of the previous year.


1.5(a) Accidental Building Fires (Commercial premises)	Year to Date	2021/22 Quarter 1	Previous year to Date	2020/21 Quarter 1
	83	83	59	59



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.

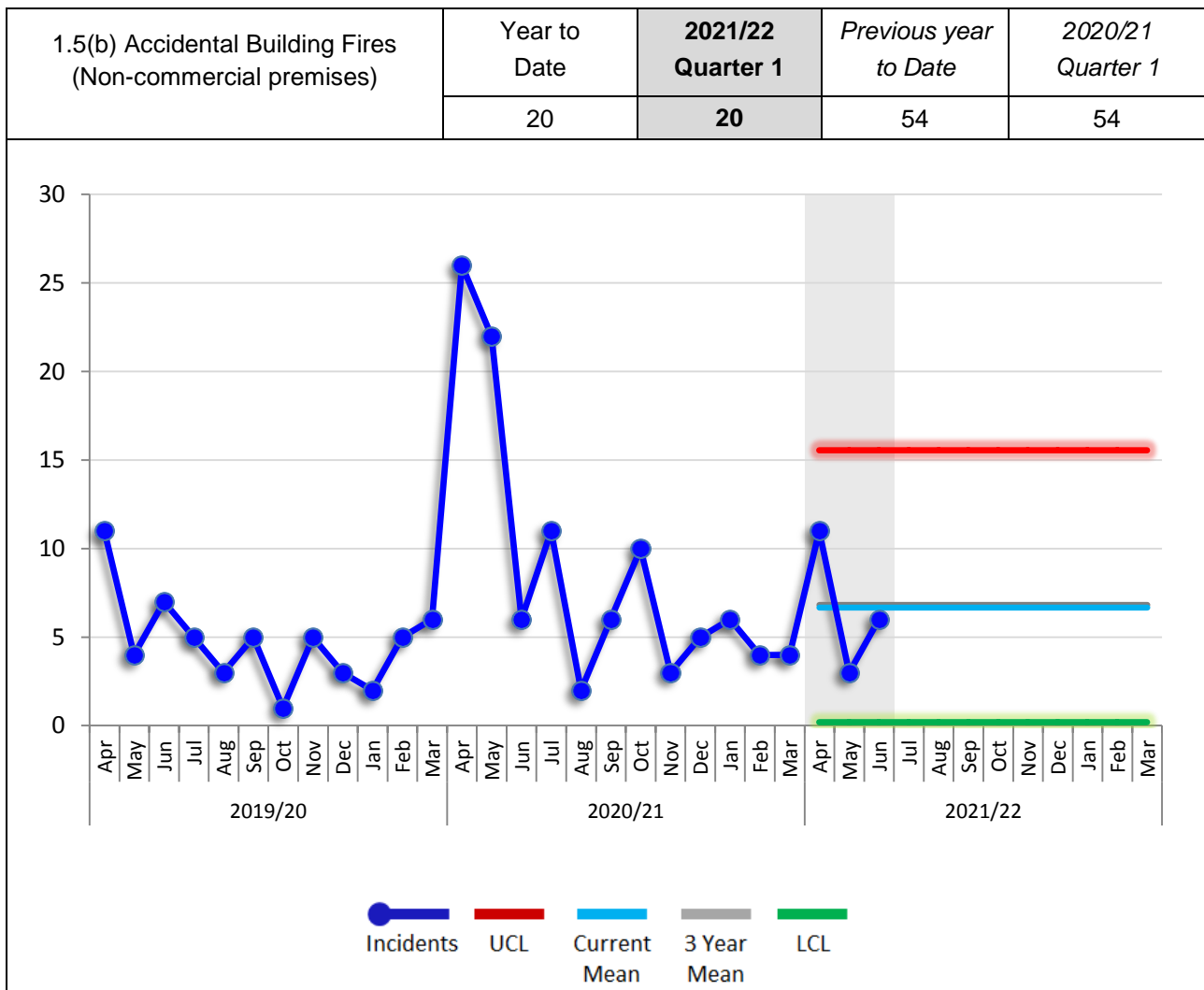
Current Mean	3 year Mean	Monthly Mean		
		2020/21	2019/20	2018/19
28	22	18	21	28

Lancashire Fire and Rescue Service
Measuring Progress
April 21 – June 21

1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)		Quarter activity 20
--	---	-------------------------------

Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: Primary fires where the cause of fire has been recorded as 'Accidental' or 'Not known' and includes non-commercial building types: private garage, private shed, private greenhouse and private summerhouse.

Quarterly activity decreased 62.96% over the same quarter of the previous year.




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

Current Mean	3 year Mean	Monthly Mean		
		2020/21	2019/20	2018/19
—	—	9	5	6

Lancashire Fire and Rescue Service

Measuring Progress

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1.5.1(a) ABF (Commercial Premises) - Extent of Damage (Fire Severity)		Quarter activity: 75.0%
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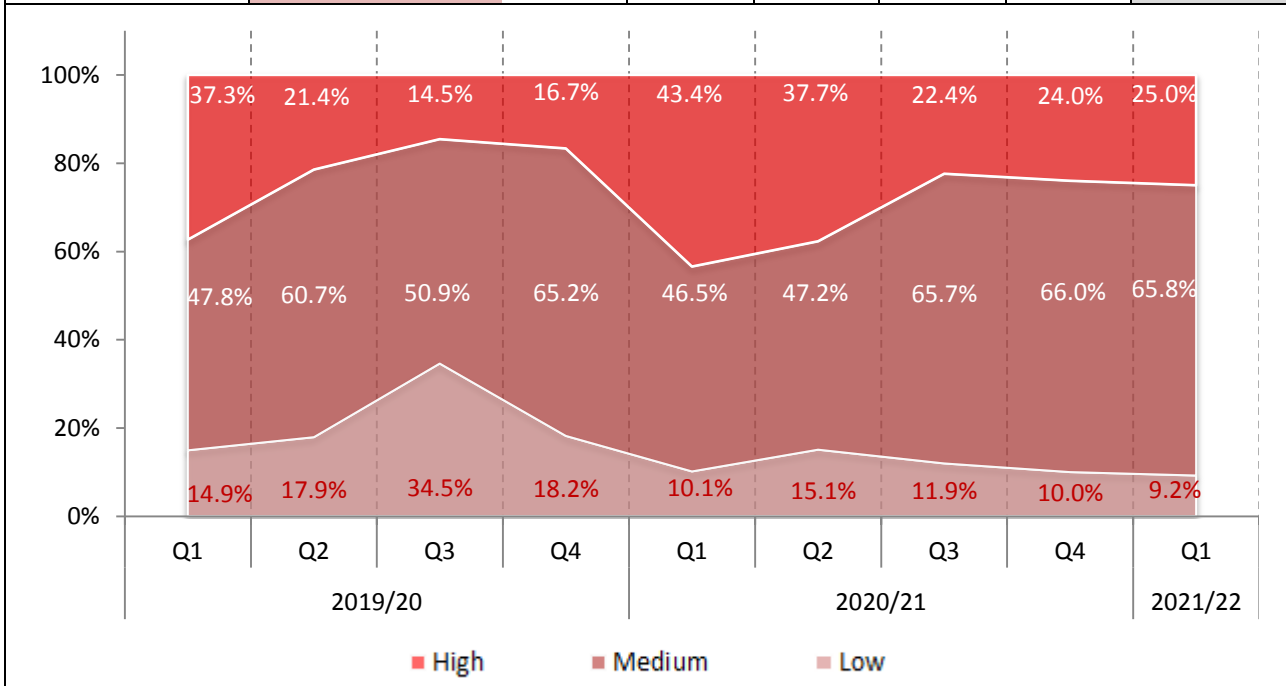
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. This KPI includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction of private garages and private sheds, which are often a single room, these are recorded separately in KPI 1.5.1(b).

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 75.0%. This is an increase of 18.4% against the combined severity of 56.6% recorded in the same quarter of the previous year.

	Severity <i>(Direction against the same quarter of previous year)</i>		Previous Rolling 4 Quarters				Quarter 1 (2021/22)
			Quarter 1 (20/21)	Quarter 2 (20/21)	Quarter 3 (20/21)	Quarter 4 (20/21)	
1.5.1(a) ABF – Severity of Fire	High	↓	43.4%	37.7%	22.4%	24.0%	25.0%
	Medium	↑	46.5%	47.2%	65.7%	66.0%	65.8%
	Low	↓	10.1%	15.1%	11.9%	10.0%	9.2%



1.5.1(b) ABF (Non-Commercial Premises: Private Garages and Private Sheds)- Extent of Damage (Fire Severity)



Quarter activity:
63.0%

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 the property types: private garage, private shed, private greenhouse and private summerhouse; 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 63.0%. This is an increase of 5.9% against the combined severity of 57.1% recorded in the same quarter of the previous year.



1.6 Deliberate Fires

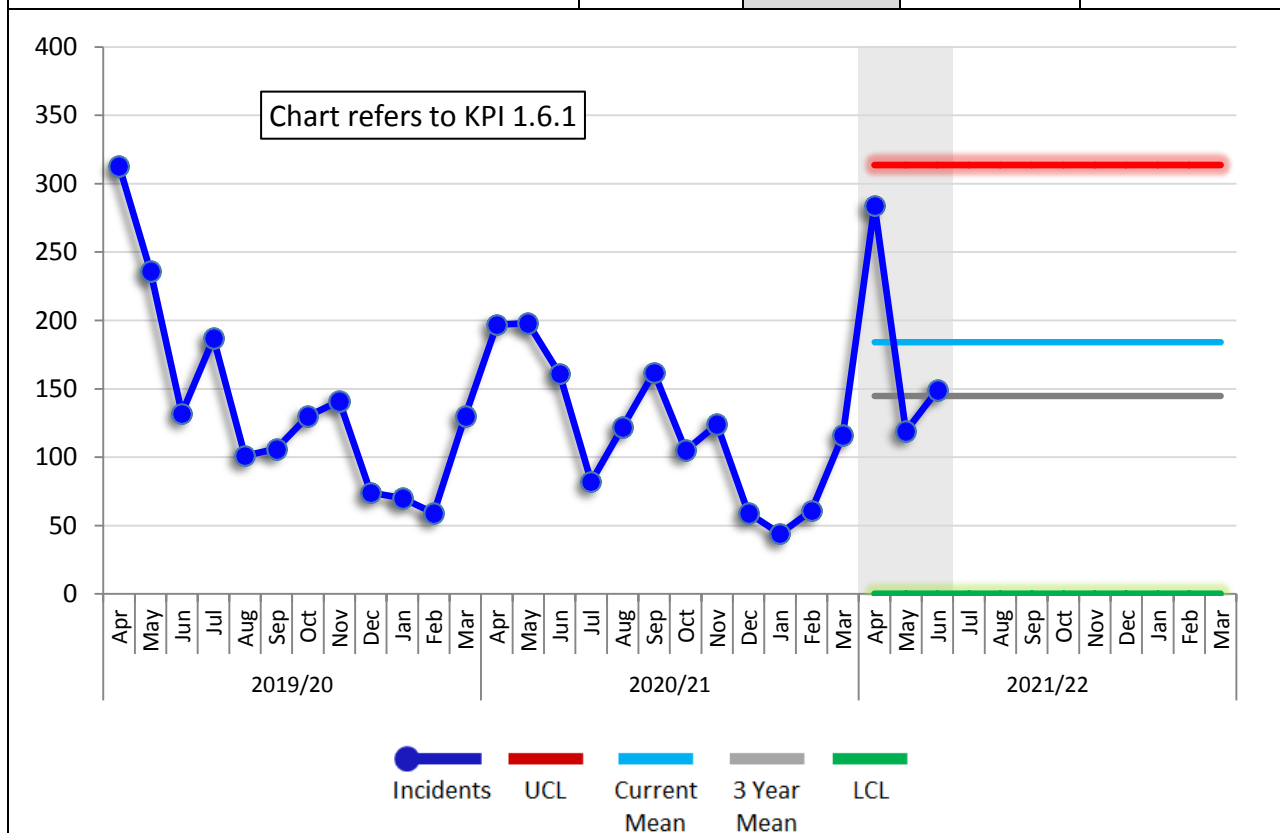


Quarter activity
*(1.6.1 only)

552

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	2021/22 Quarter 1	Previous year to Date	2020/21 Quarter 1
	552	552	556	556




Deliberate Fire Type		Year to Date	2021/22 Quarter 1	Previous year to Date	2020/21 Quarter 1
	1.6.1 Deliberate Fires - ASB	552	552	556	556
	1.6.2 Deliberate Fires - Dwellings	28	28	18	18
	1.6.3 Deliberate Fires - Commercial Premises	41	41	29	29

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		
		2020/21	2019/20	2018/19
184	145	119	140	175

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1.7 Home Fire Safety Checks		Quarter outcome 66%
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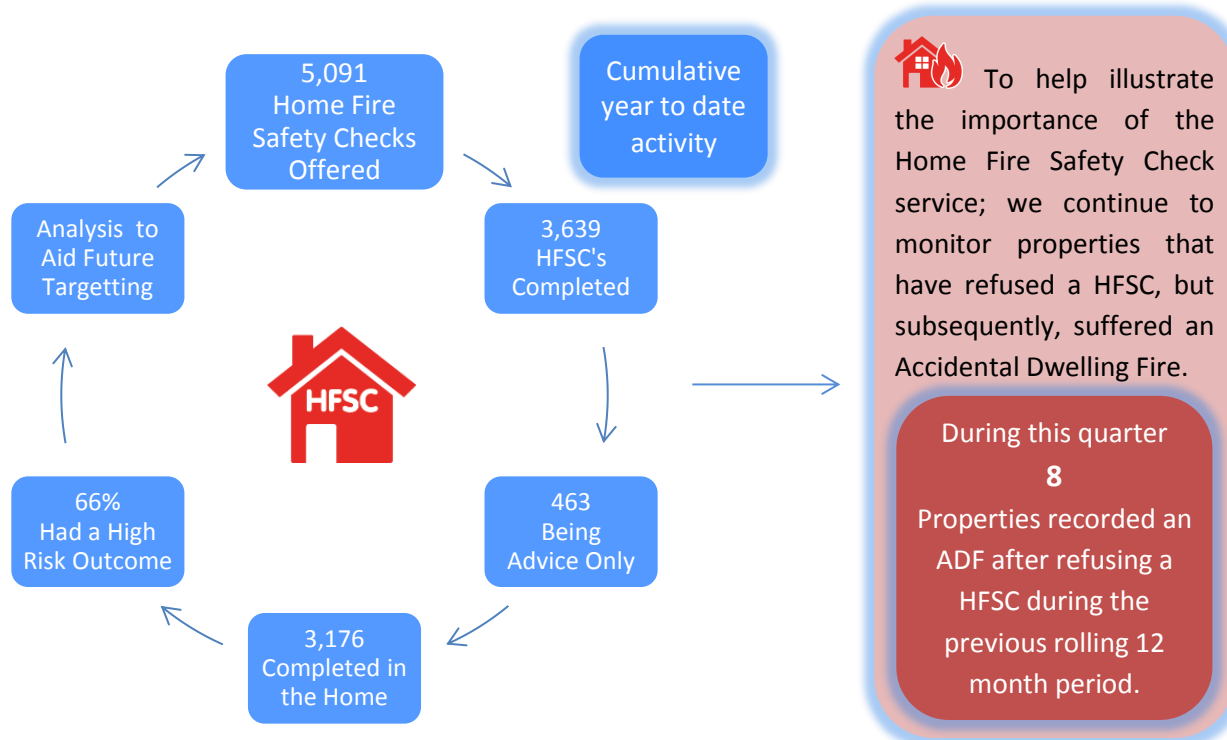
The percentage of completed HFSC's (KPI 1.7.1), excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.


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.

As we move out of the Covid 19 pandemic the numbers of completed HFSC's have increased 61% over the same quarter of the previous year. Although there are still challenges presented by pandemic, our modified HFSC process enables us to deliver HFSC's to the most vulnerable.

	2021/22		↑/↓	2020/21	
	<i>HFSC completed</i>	<i>% of High HFSC outcomes</i>	Progress	<i>HFSC completed</i>	<i>% of High HFSC outcomes</i>
Quarter 1	3,638	66%	↑/↓	2,260	71%
Quarter 2			-	3,302	72%
Quarter 3			-	3,505	69%
Quarter 4			-	2,836	74%



1.8 Road Safety Education Evaluation		Quarter activity n/a
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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.

During quarter 1, there have been 3 Wasted Lives sessions, involving 25 attendees; along with 2 sessions which trialled the new virtual delivery package. This was presented to 2 full year groups of 360 pupils.

Five Road Sense sessions were delivered to 125 students that missed the course due to the Covid 19 pandemic.

To ensure our road safety messages continue to be available, we continue to engage with people via our social media platforms: with road safety videos on our 'Biker down' page, and engagements via Twitter and Facebook.

We have also used this time to update the packages ready for September and trial a new virtual delivery pack that we will continue to offer to schools into the new academic year.

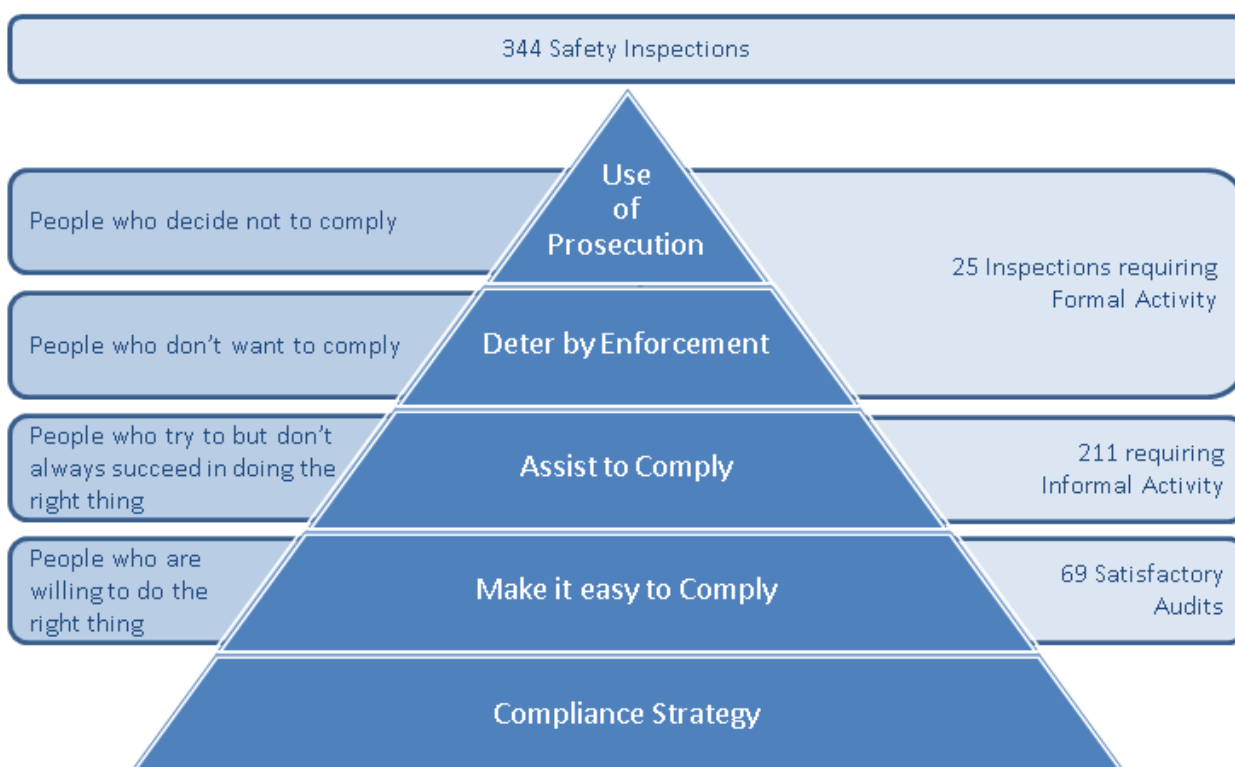
1.9 Fire Safety Enforcement		Quarter activity 7%
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The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action 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.

QTR	Number of Inspections	2021/22		Satisfactory Audit	*Business Safety Advice	Percentage requiring Formal Activity	↑/↓ Progress	2020/21
		Requiring Formal Activity	Requiring Informal Activity					Percentage requiring Formal Activity
1	344	25	211	69	39	7%	↑	4%
2							-	7%
3							-	10%
4							-	11%

*Includes business safety advice, advice to other enforcement authorities, or not previously captured.



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2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance		Quarter response 89.17%
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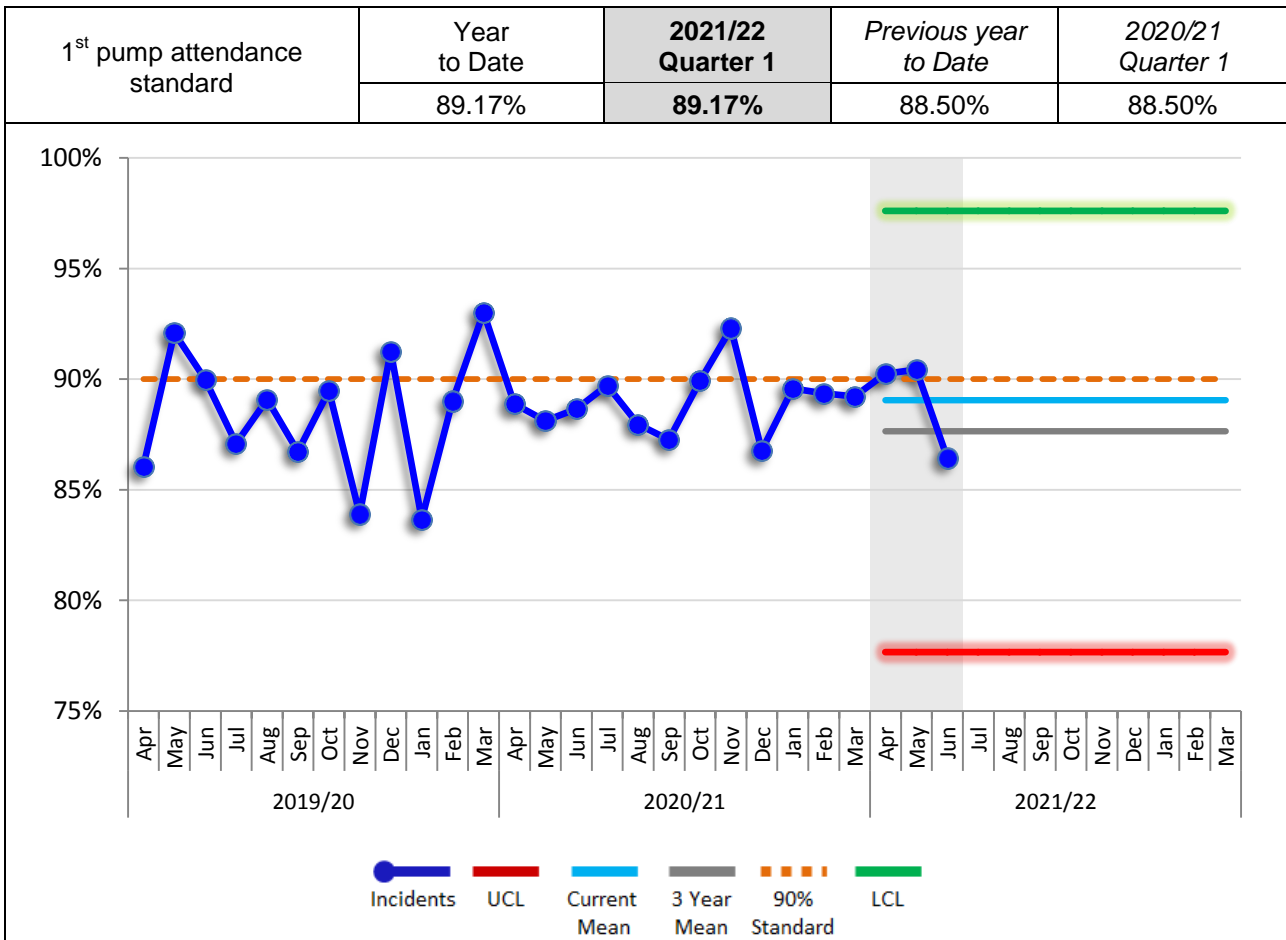
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

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

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

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

The latest quarter 1st pump response increased 0.67% of total first fire engine attendances over the same quarter of the previous year.



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



Quarter response
83.48%

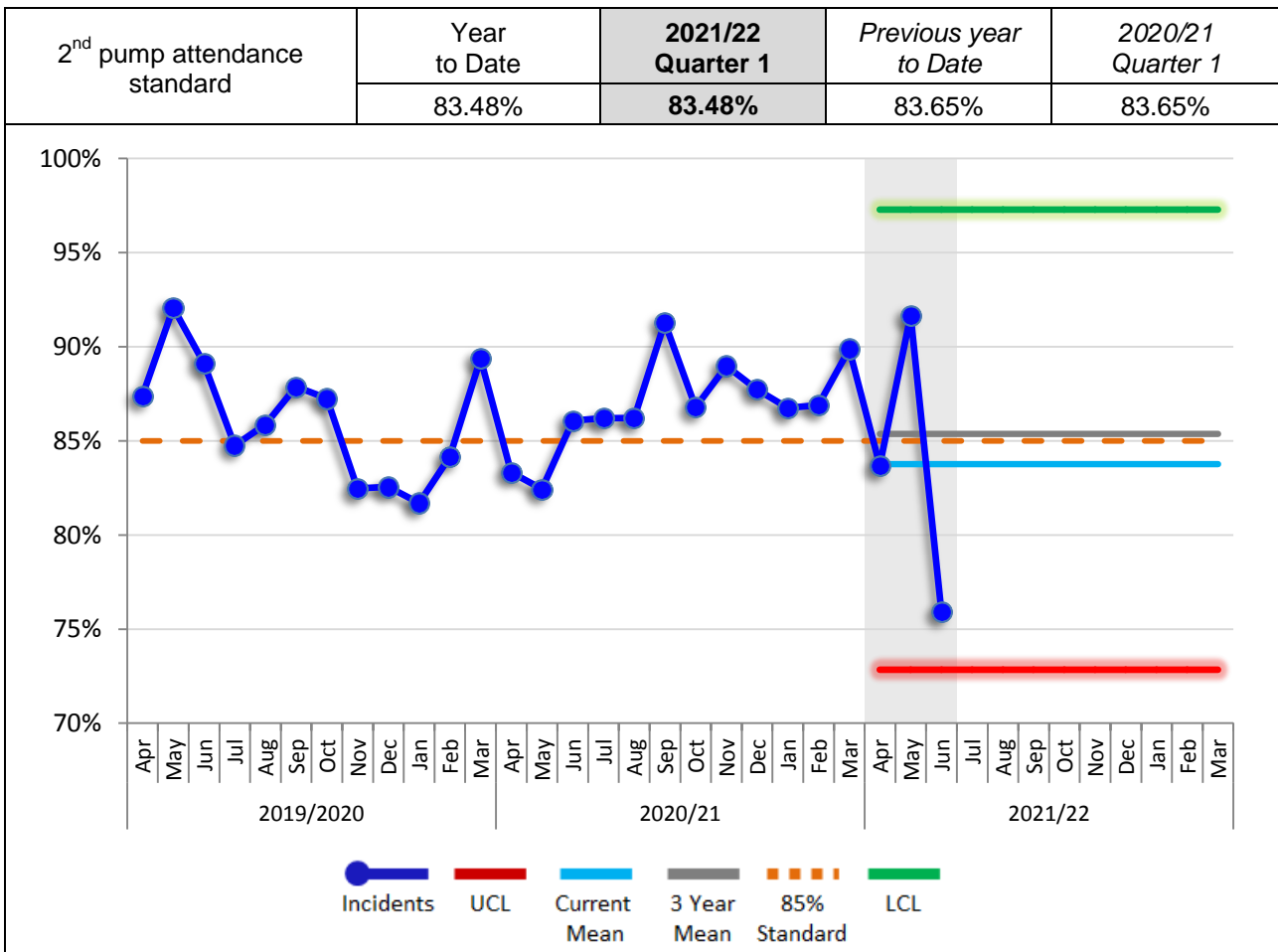
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 decreased 0.17% of total second pump attendances over the same quarter of the previous year.



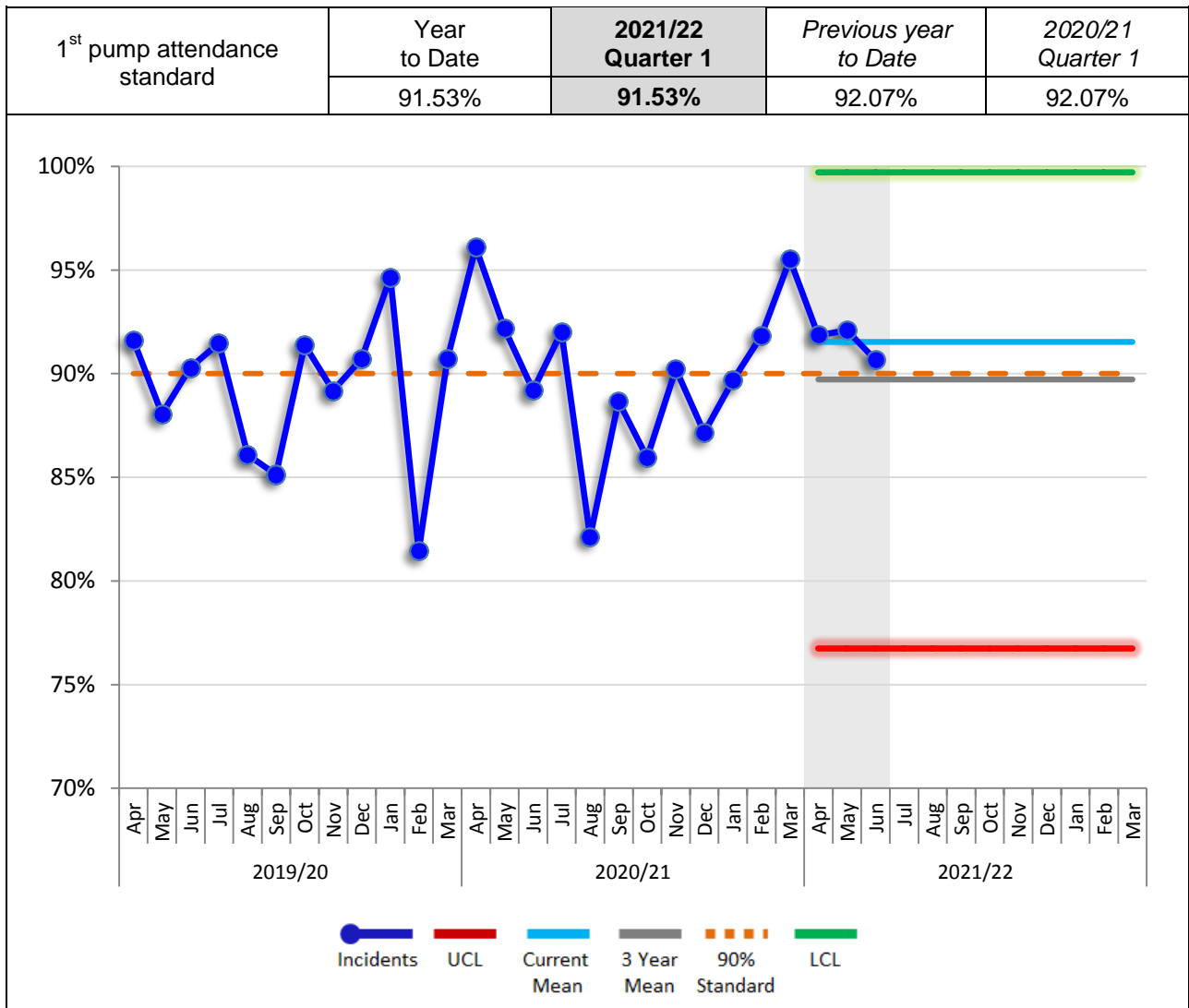
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2.2.1 Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance		Quarter response 91.53%
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Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time. The response standard for the first fire engine attending a critical special service call is 13 minutes.

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

The latest quarter 1st pump response decreased 0.54% of the total responses over the same quarter of the previous year.



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2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		Quarter availability 99.19%
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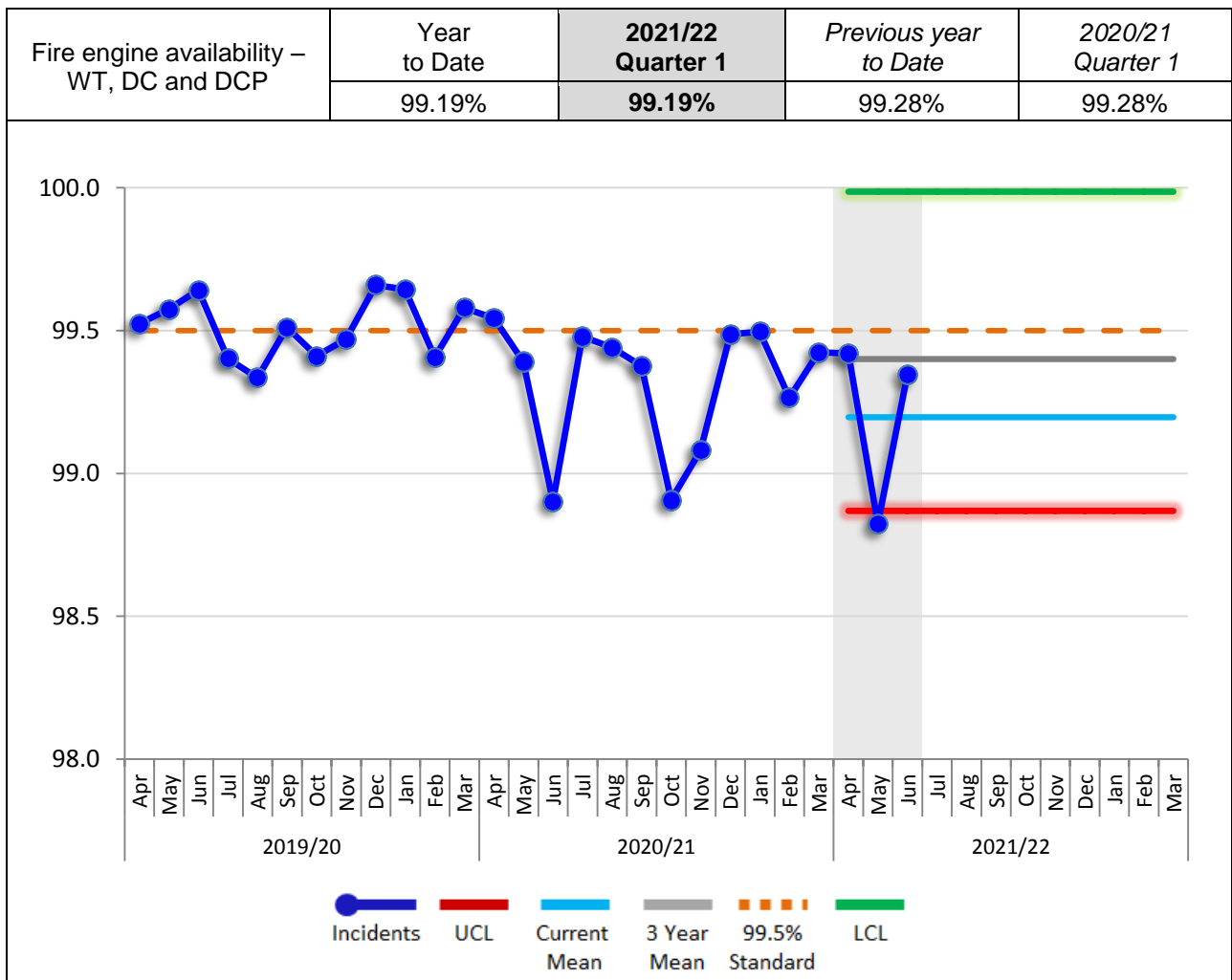
This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

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 99.19% is a decrease of 0.09% over the same period of the previous year.



What are the reasons for an Exception Report

This is a negative exception report due to the percentage of wholetime (WT) pumps being available to respond to emergencies being below the lower control limit during the month of May.

Analysis

The availability of WT pumps during May was recorded at 98.82%. This is 0.05% outside the 98.87% control limit, and below of the Service's 99.5% standard.

Just two appliances accounted for 41% of the off the run hours during this month: The Day crewing plus pump (DCP) L54P1 at Chorley, accounted for 23% of the hours; along with L53P1 (DCP) at Bamber bridge, with 18%.

A significant proportion of the time these two pumps had recorded as being off the run was attributed to crew welfare, due to recovery following a protracted gas explosion incident at Heysham.

The Urban Search and Rescue (USAR) function is shared between the Chorley and Bamber Bridge stations.


Actions being taken to improve performance

As the likelihood of the USAR function of both stations being deployed at the same incident for such a prolonged period of time are quite rare, this scenario of the appliances being off the run due to extended welfare may rarely reoccur.

However, we will continue to monitor for such occurrences in the future.

Additionally, during the welfare recovery periods, the On-Call pumps also based at the Chorley and Bamber Bridge stations continued to provide cover for the surrounding areas.

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2.4 Fire Engine Availability – On-Call Duty System		Quarter availability 85.07%
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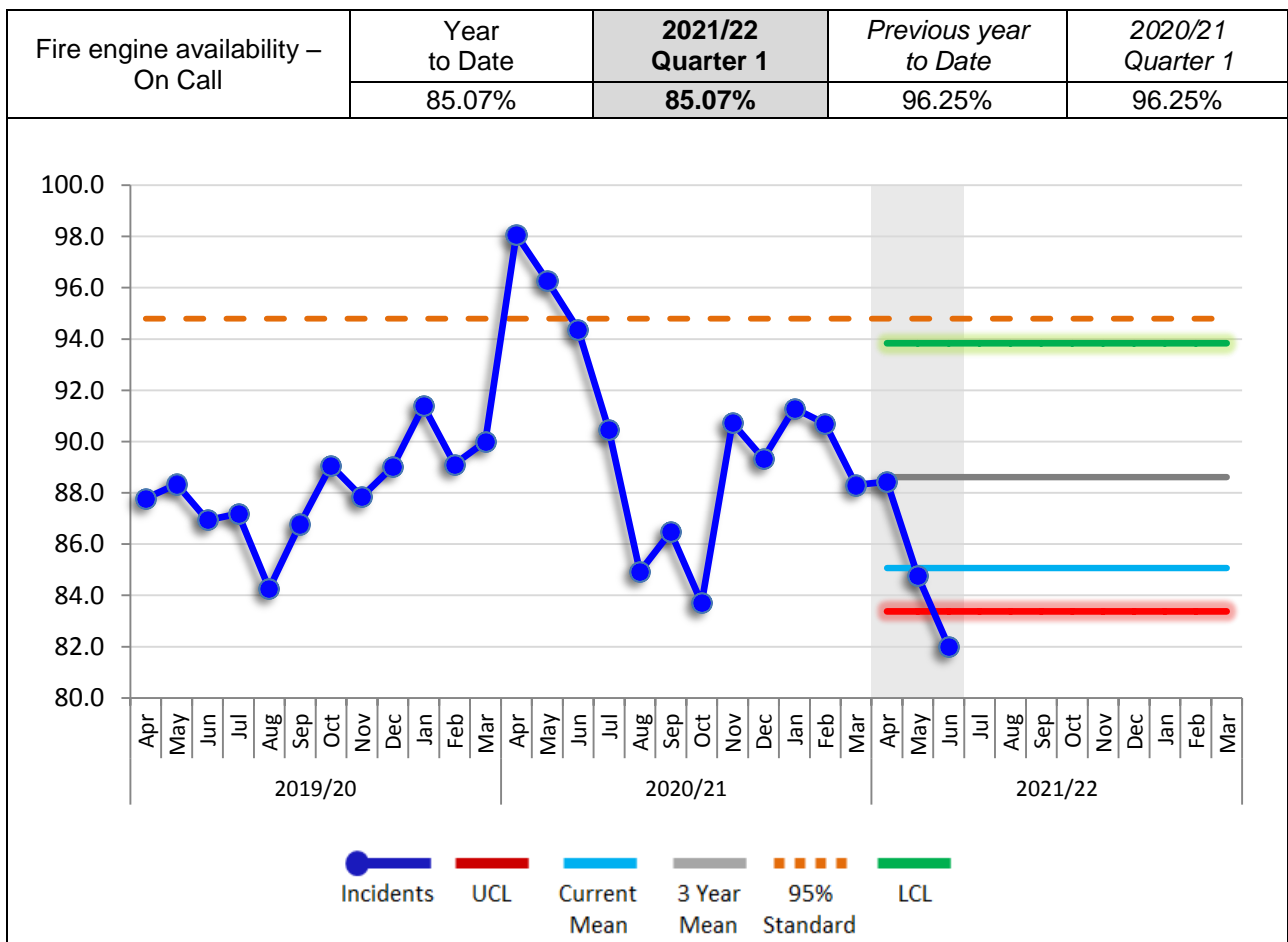
This indicator measures the availability of fire engines that are crewed by the On Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.

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

- Manager deficient 59%
- Not enough BA wearers 67%
- Crew deficient 79%
- No driver 36%

Standard: Aspirational Standard 95%

Year to date availability 85.07%, an 11.18% decrease against the previous year to date total availability of 96.25%.



What are the reasons for an Exception Report

This is a negative exception report due to the percentage of On-Call (OC) pumps available to respond to emergencies being below the lower control limit during the month of June.

Analysis

The availability of OC pumps during June was recorded at 82.02%. This is 1.36% outside the 83.38% control limit, and below the Service's 95% aspirational standard.

Changes due to the national lockdown ending and the effect on OC crew's primary employment may also have been a contributing factor.

Two stations within Western area were running below their optimum establishment: Lytham station had seen a number of staff losses; with a Firefighter transferring to another station and the resignation of a watch manager.


St Annes were also running significantly below their establishment due to having lost three Firefighters during the quarter.

Availability shortfalls are being managed by staff working above their contracted hours, existing staff are increasing their skill qualifications to cover vacant posts, and the latest recruitment campaign has seen 22 applicants across both stations.

Actions being taken to improve performance

- Continue with a driven recruitment strategy, utilising a targeted approach to stations that are in exception.
- A focused look at existing contract alignment while ensuring staff are fulfilling existing contracts when under contracted hours.
- Lack of Light Goods Vehicle (LGV) and Officers in Charge (OIC) continue to be an issue on stations.
- On-Call Support Officer's (OCSOs) and unit managers to support Firefighter development to assist with future OIC/LGV development.
- Support national On-Call campaigns and utilise their recruitment literature and designs.
- Invest in On-Call through recruitment material and resources.
- Fill OCSO Team vacancies to ensure all units receive support required.

Local action plans for stations with availability of less than 85% should continue to be produced in conjunction with Station District Managers, Unit Managers and OCSOs to tailor the support required to each unit.

2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).		Quarter availability 82.95%
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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 82.95%. This excludes the wholetime detachments shown in KPI 2.4

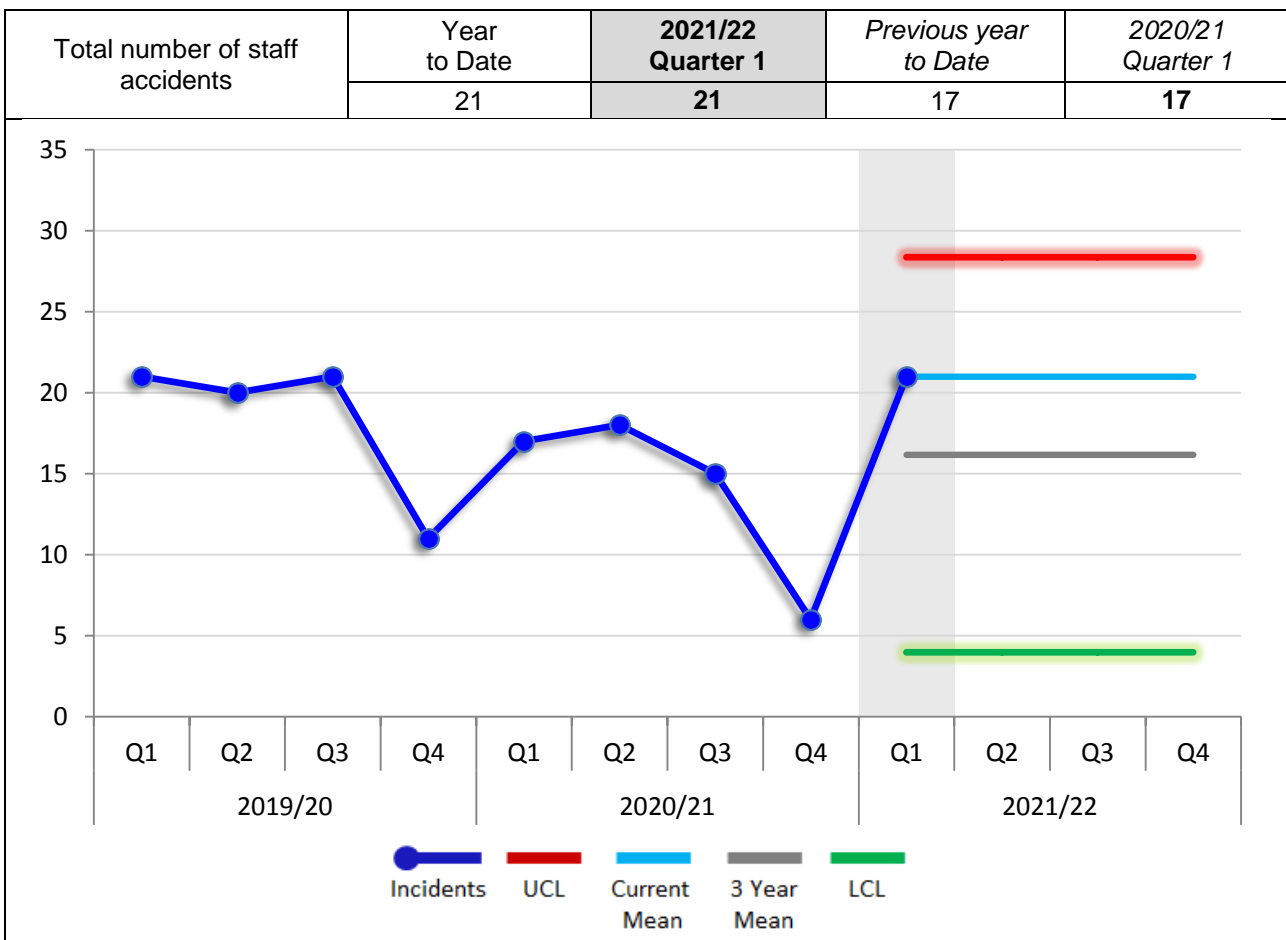
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2.5 Staff Accidents		Quarter activity 21
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The number of staff accidents.


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

The number of staff accidents during the latest quarter increased by 4 incidents against the same quarter of the previous year.



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

Current Mean —	3 year Mean —	Quarterly Mean		
		2020/21	2019/20	2018/19
21	16	14	18	16

3.1 Progress against Savings Programme		Quarter variance -0.34%
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The total cumulative value of the savings delivered to date compared to the year's standard and the total.

Budget to end of June 2021 £15.4 million. The spend for the same period was £15.2 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 2021/22 was set at £58.2 million, with a budget to 30 June of £15.4 million. The spend for the same period was £15.2 million. This gives an under spend for the period of £0.2 million.

Variance:

-0.34%

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3.2 Overall User Satisfaction		Percentage satisfied 99%
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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.

52 people were surveyed; 51 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything into account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	2,726	2,696	98.90%	97.50%	1.44%

There have been 2,726 people surveyed since April 2012.

During the latest quarter - 52 people were surveyed and 51 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

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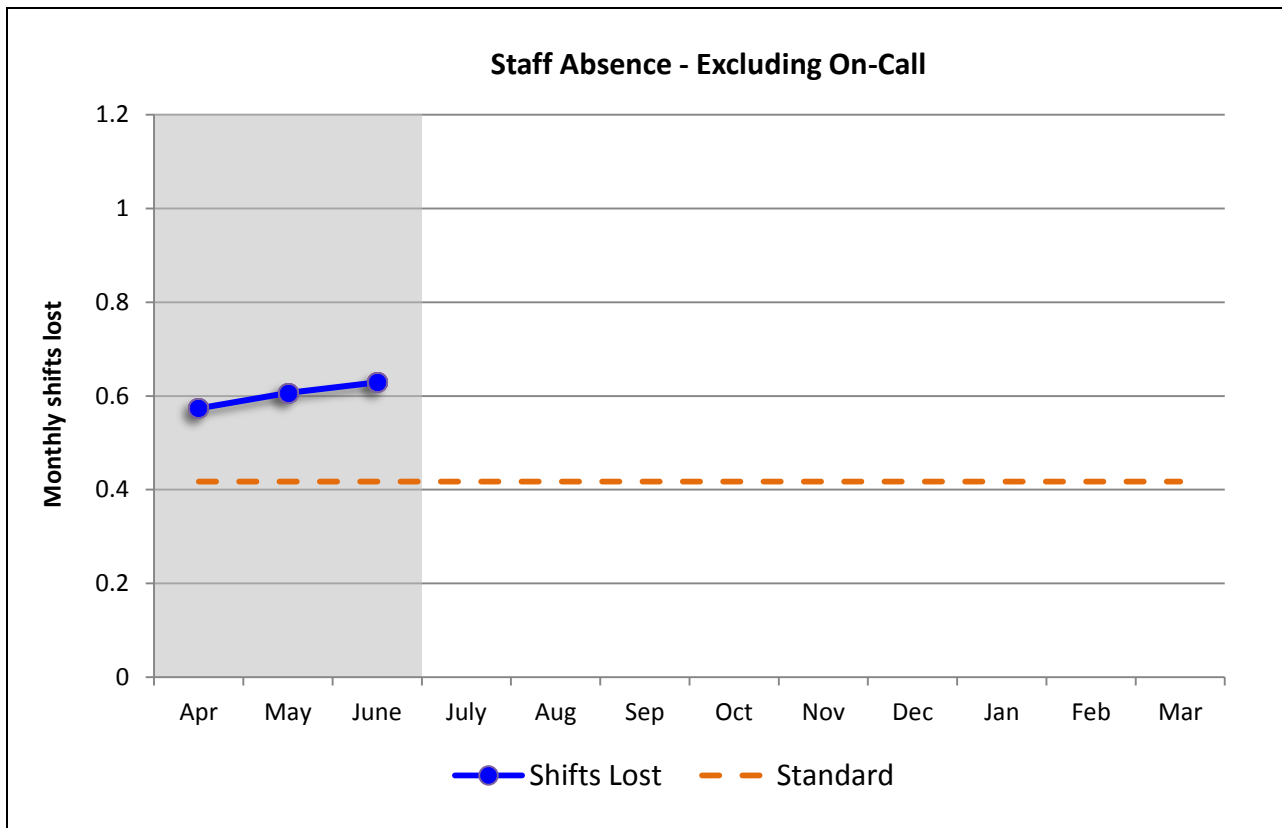
4.2.1 Staff Absence - Excluding On-Call Duty System



Shifts lost
1.809

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:

1.809

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 1.

Analysis

During quarter one April 2021 – June 2021, absence statistics show above target for all three months for Whole-time personnel and for Non-uniformed personnel during May and June.

There were 2 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

Grey Book	
Reason	Case/s
Cancer	1*

**This employee has now retired on the grounds of ill-health*

In addition to the above there were 28 other cases of long-term absence which were also recorded within the 3 months:

Green Book	
Reason	Case/s
Mental Health	1
Neurological	1

Grey Book	
Reason	Case/s
Muscular skeletal	8
Mental Health	7
Hospital/post-operative	5
Coronavirus	3
Blood disorder	1
Cardiac	1
Neurological	1

During the quarter, 18 of the 30 employees returned to duty.

At the end of June 2021, the cumulative totals show that non-uniformed staff absence was above target at 0.526 shifts lost per employee, for whole-time uniformed staff absence was also above target at 1.88 shifts lost per employee. Overall absence for all staff (except On Call staff) was 1.809 shifts lost which is above the Service target of 1.25 shifts lost for this quarter.

The cumulative figures in this period include employees absent due to coronavirus but do not include those required to self-isolate as a result of coronavirus.

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 (PTI's).
- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance programme.

4.2.2 Staff Absence – On-Call Duty System

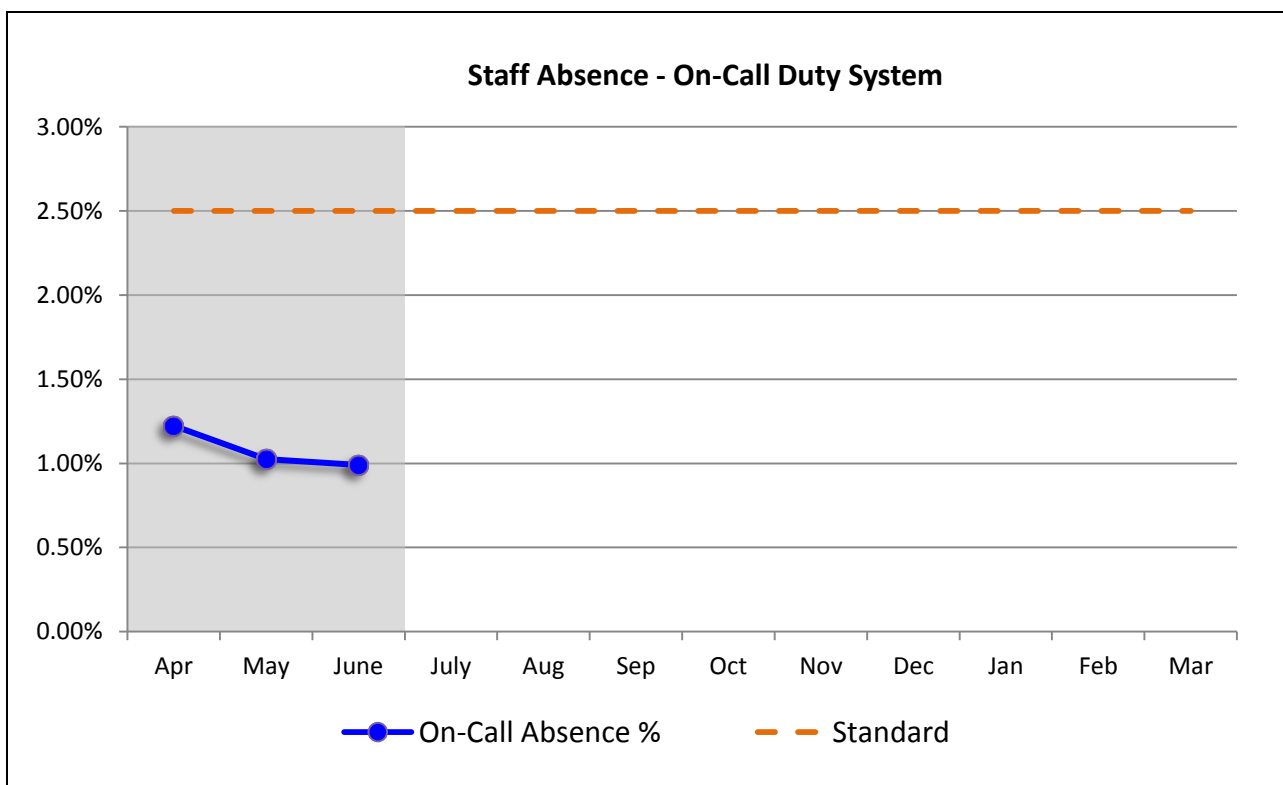


Absence
0.99%

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, 0.99%

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



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

0.99%

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Appendix 2

Annual Report on Road Safety Intervention Activity

Annual Report

Road Safety Intervention Activity 2020-2021

Introduction

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

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

Road Safety Thematic Group

During 2020 - 2021 the Thematic Road Safety Group became well established. We have membership from all areas of the county and a good mix of both Community Safety and Operational personnel. CFA member Cllr Jane Hugo has also been part of the group.

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

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

Unfortunately, as we moved into March 2020 the coronavirus pandemic hit, subsequently a number of our priorities were either put on hold or we have had to develop new ways of working in order to reach our 'at risk' groups.

Lancashire Road Safety Partnership (LRSP)

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

The Partnership has 2 staff posts:

- i) Road Safety Analyst – Andrew Wright hosted by Lancashire Constabulary
- ii) Road Safety Coordinator, Rhiannon Leeds hosted by LFRS.

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

The Road Safety Coordinator post aligns all partnership action plans and priorities and ensures the Partnership's road safety activity is effective. An ongoing action plan is monitored to ensure outcomes are reviewed with recommendations made and implemented.

LFRS Road Safety Thematic Group Priorities 2020-2021

Understandably the Covid pandemic has impacted on our ability to progress as previously planned; however, we have been keen to adapt our approach and deliver activity in new and innovative ways to enable the continuing promotion of road safety. Where we have developed new methods, these have been evaluated and used to influence future delivery so that we can maximise the benefits of alternative delivery methods.

The following provides a short summary of activity:

1. Promote delivery of Road Sense in every primary school and roll out an updated package - this was delivered virtually due to the pandemic.
2. Develop an assembly format and promote delivery of Wasted Lives for year 11/10 - again this was delivered virtually due to the pandemic.
3. Further delivery of Biker Down courses – the Biker Down team produced a series of videos for continuity of engagement with planning throughout the pandemic via the specifically created Prevention Recovery group to establish the courses back on station.
4. Promote and record the use of Crashed Cars – due to the restrictions enforced due to Covid on public gatherings these were paused but will be progressed via the Prevention Recovery group and re-introduced at the appropriate time.
5. Support Safe Drive Stay Alive events – due to the large audiences these events were paused during the pandemic and again will be re-introduced via the Prevention Recovery group for re-introduction at the appropriate time.
6. Roll out Tyre Safe at Fire Fighters Charity car washes – car washes were paused due to Covid and as they are re-introduced the Tyre Safe will be progressed.
7. Trial Driving for Better Business – once again paused due to Covid to be re-instated when appropriate.
8. Use road safety statistics to inform area-based road safety delivery and promote Casualty Reduction Partnerships – the data analyst from the LRSP was seconded into the Lancashire Resilience Forum and played a key role in supporting the county in tackling the Covid pandemic. On his return to the LRSP this will be progressed.
9. Support the National Fire Chiefs Council Road Safety Calendar – supported using digital means where appropriate.

10. Senior Road User Workshops – appreciating that likely participants are likely to form some of the most vulnerable to Covid, this has been paused and features in the Prevention Recovery group, to be re-established when appropriate and aligned to risk.

Road Sense

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

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

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

Background

Prior to the outbreak of Covid, Road Sense was offered by LFRS to all Year 6 children across the county and had been since 2017. Following a full academic year of delivery an evaluation took place with schools and LFRS staff. The findings of this allowed us to completely revamp the package and a full consultation was carried out across all CFS teams and 20 Operational crews. At the start of 2020 the new package was ready to launch and a small number of staff received training to trial the updated version. Unfortunately, only 10 sessions were delivered before all school visits had to be halted due to the outbreak of Covid 19. On a positive note, the 10 schools that received the delivery were very pleased with the updated package. Feedback from staff was also favourable, they felt it was more engaging and had improved functionality of IT due to the introduction of Stone Create.

Covid Restrictions

When the Coronavirus pandemic hit in March 2020 all school visits were put on hold. Comparison of the numbers of pupils that had received the Road Sense input to previous years was made and, due to the figures not being significantly different, the decision was made to cease delivery for this academic year. Personnel that would have been involved in the development of digital sessions had also been redeployed to support the Covid response, specifically coordinating and carrying out visits to those identified by the government as vulnerable across the county and supporting our partners within the Lancashire Resilience Forum.

As the new academic year started in September 2020 further restrictions were imposed resulting in no physical visits to schools being possible. Following discussions with the Lancashire Resilience Forum Education Subgroup and the Lancashire Road Safety Partnership it was felt that it was important to still deliver to the 2020/2021 cohort of Year 6 students where possible, as data suggests children at this age are a high-risk group on our roads as they move towards high school and independent travel.

Changes to the Package

As the Road Sense package had just been moved on to the Stone Create platform (part of the LFRS website) it was ideal for digital delivery via MS Teams. No changes were required to the package itself, only changes to the delivery notes. This ensured the 5 break out activities were structured and fed back onto the presentation. Staff were trained to deliver virtually and use the chat function to keep the engagement of the students, with Road Sense delivery carried out by a central team of 6 staff.

Delivery

The package was delivered via MS Teams and utilised Eventbrite as the booking platform, with all administration and bookings managed by the Prevention Support Team. Several requests were received to deliver via Zoom, Showbie and Google School so we offered to run a test with these schools to give them confidence they could join as a guest via MS Teams. The delivery required at least 2 staff, sometimes 3 for the larger sessions. The first person was responsible for delivery then the second looked after the chat function and readmitted anyone throughout the session who had lost connection at their end. It was not possible to do both delivery and chat at the same time. Schools had the option of 12 sessions per week to choose from for 12 weeks so there was plenty of available slots. Sessions were capped at 5 schools to ensure sufficient engagement.

Promotion

A poster was developed and used to promote the Road Sense offer. Initially an email was sent to members of the Lancashire Resilience Forum Education Subgroup. A week later this was followed up by a Facebook post on the main LFRS page. All schools subsequently received an email to encourage them to book on. The Prevention Support Team re-contacted all the schools who hadn't booked onto a session after the February half term, with this coordinated promotion resulting in the delivery of 79 sessions to a total of 163 schools, with 5,832 pupils attending (virtually) and a further 3066 engagements with our Facebook post.

Evaluation

The feedback on the session through the chat has been really positive and we have had positive twitter posts (see below). We have also received emails of thanks stating how much the pupils had enjoyed the session and learnt from the activities. We noticed uptake in booking following a boost in social media posts or a follow up email being sent out.



Year 6 have had some important safety messages from Lancashire Fire and Rescue Service. Check smoke alarms. Stop Drop Roll. Make a fire plan. Be seen Be safe. Wear a seatbelt. Take off your headphones and put your phone away when you cross the road.



Survey Monkey

Following completion of the 3 months of delivery a Survey Monkey was sent out by the Prevention Support Team to all schools who took part. We received 40 responses and the feedback was as follows:

	Outstanding	Good	Satisfactory	Inadequate
Content was age appropriate for my students	16	23	0	0
Content matched what you expected	15	21	3	0
The session maintained the audience's attention	16	20	3	0
The length of the session was suitable for your class (1 hour approx.)	18	20	2	0
The delivery of the session by the staff	19	19	1	0

We also asked about Microsoft Teams and Eventbrite:

	Outstanding	Good	Satisfactory	Inadequate
Microsoft Teams was easy to access and attend the session	15	20	2	2
My students and I were easily able to navigate MS Teams and engage	15	16	5	3
Eventbrite was easy to use and navigate	14	23	1	0
Eventbrite allowed staff to easily book on a session	14	25	0	0
There was plenty of choice for session dates and times to choose from	18	18	4	0

Our final question asked, 'If you have experienced face to face delivery from us prior to the Covid pandemic how did this virtual delivery compare.'

Very Effective	15
Somewhat Effective	12
Somewhat Ineffective	2
Very Ineffective	0

It seems most teachers were happy with the virtual delivery although 2 did suggest they felt it was somewhat ineffective. We also allowed a free text section after this for further comments. We only received 9 responses in this. We had both positive and negative comments regarding MS Teams. For some we surmised it was most likely a Wi-Fi glitch at the school's end as we resolved our connection problems by delivering solely from the Team room at Chorley Fire Station. Largely the feeling was that face to face is more effective when engaging with young people, however this was a welcome virtual delivery to ensure the students had the opportunity to engage with LFRS and receive key Fire and Road Safe messages during Covid.

As part of the evaluation speaking to LFRS staff each member of the small team felt the project was a success. The fact we offered set sessions helped staff to be organised, the sessions were capped so the deliverer did not feel overwhelmed by the number of students. Each member of the team preferred to have a set 'role' for each session, having a minimum of 2 people, 3 on the larger sessions. It felt really positive to be able to maintain our engagement with schools during the pandemic.

'Wasted Lives' Young Driver Road Safety Education Programme

LFRS are now the only delivery partner for Wasted Lives following changes at Lancashire County Council. The programme is aimed at young and pre-drivers and

hopes to influence behaviour and change attitudes either as a driver or a passenger, thereby reducing risk to this specific group and to other road users.

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

Since the introduction of Wasted Lives in 2010, LFRS has delivered road safety education to over 115,000 young people throughout Lancashire, Blackpool and Blackburn with Darwen. For the period 2020–2021 LFRS has delivered the programme to 219 young people, using Microsoft Teams.

We will continue to focus our delivery of Wasted Lives to year 10/11 students as pre-drivers and those employed as apprentices. In 2020 work started on developing an assembly format as this is a request we often receive from schools due to timetables being very tight in Yr10 and Yr 11. Although students will get more involvement in the classroom-based sessions we have to adapt to requests from the schools. The pandemic has given us the opportunity to develop different ways of working and we are now trialling a MS Teams version of Wasted Lives and accompanying resource pack with a small number of high schools.

The initial trial using Microsoft Teams was undertaken with Princes Trust groups which enabled us to maintain a link with the groups and get key road safety messages to the students.

Safe Drive Stay Alive

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

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

Safe Drive Stay Alive is emotional and encourages reflection.

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

Fire Fighters Charity Car Wash - Incorporating Vehicle Safety

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

The pilot was so successful it got through to the final of the National Highways England Awards. The trial has assisted the development of a toolkit which is supported by the

NFCC and will hopefully be adopted by other FRS across the country. Although there is an option to work with Highways England and utilise the laser tyre scanners they purchased, it is easy to replicate using manual tread depth checkers for very little cost. This trial continued in the March 2020 car washes and work is being undertaken with the Fire Fighters Charity to support the roll out nationally.

Although the outbreak of coronavirus stopped the car washes taking place, work has continued behind the scenes and it is hoped that the initiative will be launched nationally in September 2021.

Biker Down

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

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

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

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

Due to covid restrictions we have been unable to run sessions face to face. We have continued to receive requests for courses, so we have created some short clips for social media. These have proved to be successful. In the most recent week of action in total, we reached 28,041 people with 574 engagements on Twitter, and 17,093 people on Facebook with 734 engagements.

Casualty Reduction Partnerships

This work is currently ongoing with LFRS taking the lead and chairing all three Casualty Reduction Partnerships which take their steer from the Lancashire Road Safety Partnership. This has enabled all road safety partners to come together, look at the risks on the roads in each area and more importantly put action plans together in an attempt to reduce those killed or seriously injured on Lancashire's roads. As it is a meeting practitioners attend it has forged strong links and allowed partners to work far more effectively together. Unfortunately, Covid has meant that these groups have not met in a while. When the timing due to the pandemic is appropriate these will be re-instated with support from the LRSP.

Senior Road Users Workshops

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

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

In light of a national trend in the increase in collisions involving the more senior road user it is a welcome addition to Road Safety delivery. LFRS delivers the in car safety presentation which explores the importance of seat belt use and car seat safety for transporting children under 12. Due to the potential vulnerability of those attending these sessions these have been put on hold during Covid, to be restarted when the time is appropriate.

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