

# Public Document Pack

## LANCASHIRE COMBINED FIRE AUTHORITY

### PERFORMANCE COMMITTEE

Wednesday, 15 December 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 - 22)

4. PERFORMANCE MANAGEMENT INFORMATION (Pages 23 - 62)

5. REVIEW OF KPI SUITE (Pages 63 - 70)

6. NORTH WEST FIRE CONTROL QUARTER 2 REPORT (Pages 71 - 80)

7. 999EYE DEMONSTRATION (Pages 81 - 82)

8. DATE OF NEXT MEETING

The next scheduled meeting of the Committee has been agreed for 10:00 hours on 16 March 2022 in Washington Hall, Service Training Centre, Euxton.

Further meetings are: scheduled for 29 June 2022 and 14 September 2022.  
proposed for 14 December 2022.

9. 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.

10. EXCLUSION OF PRESS AND PUBLIC

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

## LANCASHIRE COMBINED FIRE AUTHORITY

### PERFORMANCE COMMITTEE

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

### MINUTES

#### PRESENT:

#### Councillors

K Iddon (Chairman)  
P Rigby (Vice-Chair)  
L Beavers  
A Kay  
J Singleton (Substitute)  
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 30<sup>th</sup> July 2004 (Minute No. 1/04 refers), representatives of the LFRS, the Unions and Audit had been invited to attend all Performance Committee meetings to participate in discussion and debate.

#### Officers

S Healey, Deputy Chief Fire Officer (LFRS)  
M Hutton, Area Manager, Head of Prevention and Protection (LFRS)  
C Burscough, LFRS  
D Brooks, Principal Member Services Officer (LFRS)  
L Barr, Member Services Officer (LFRS)

#### 6-20/21 APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Peter Britcliffe. County Councillor John Singleton was in attendance as a substitute.

#### 7-20/21 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

8-20/21 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 28 July 2021 be confirmed as a correct record and signed by the Chairman.

9-20/21 PERFORMANCE MANAGEMENT INFORMATION

The Deputy Chief Fire Officer presented a detailed report to the Performance Committee. This was the 1<sup>st</sup> quarterly report for 2021/22 as detailed in the Integrated Risk Management Plan 2017-2022 and included an Annual Report in Road Safety Intervention Activity during 2020-21.

The Members were informed by the Deputy Chief Fire Officer, that the KPIs would be reviewed as part of the Community Risk Management Plan (CRMP) and a report would be brought to the Committee in due course. KPI 4 (Valuing Our People) was the main area to be strengthened as a number of indicators were reported to Her Majesty's Inspector of Constabulary and Fire and Rescue Services (HMICFRS).

This quarter's Four KPIs were shown in red which indicated that they were in negative exception. These were 1.3 Accidental Dwelling Fires (ADF); 2.3 Fire Engine Availability – Wholetime, Day crewing and Day Crewing Plus; 2.4 Fire Engine Availability – On Call Duty System; and 4.2.1 Staff Absence – Excluding On-Call Duty System.

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 was 31,862 and the previous year's score was 32,448 meaning that the fire risk continued to reduce.

1.2 Overall Activity

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

Quarter 1 activity 4,867 previous year quarter 1 activity 4,916 a decrease of 1.00% over the same quarter of the previous year.

The Deputy Chief Fire Officer explained that it was expected the Service would respond to approximately 17,500 incidents over the year. There were also opportunities to support agencies such as the Police and North West Ambulance Service (NWAS). He highlighted to Members that there had been a peak in the number of incidents in April which had been a trend for the past three years. With the number of people outdoors increasing due to the start of spring, it could be a reason for the rise in the number of anti-social fires. The mean average should plateau during the year following the rise at the beginning of the 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 43% were false alarms. However, pleasingly the number of false alarms had reduced compared to the last report to the Performance Committee.

The Deputy Chief Fire Officer noted that the Service was currently consulting members of the public and broader stakeholders for their views on the proposed improvements to the Automatic Fire Alarm (AFA) attendance policy. It was pleasing that there had been a significant number of responses. The results would be reported to Members through the relevant Committees.

### 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 1 activity was 236, the previous year quarter 1 activity was 225, which represented an increase of 4.89% over the same quarter of the previous year.

A negative exception report was presented to Members due to the number of Accidental Dwelling Fires (ADFs) recorded during April 2021 being above the upper control limit. The report analysis explained that there were 103 ADFs during April 2021, against an upper control limit of 101. The start of April coincided with the half term school holidays and the lifting of England's Covid response 'stay at home' rule. Both were factors which interrupted the daily routine and could lead to distraction.

Ignition sources related to cooking appliances continued to account for the largest proportion of ADF incidents. During the month of April, 48% of ADF incidents recorded a cooking appliance incident. That decreased during May and June to 38% and 40% respectively. ADF activity during the following months of May and June had since decreased; with May recording 18% fewer incidents than the five-year average and June's activity being just 3% greater.

Actions were being taken to improve performance. Service and station social media accounts were actively being utilised to warn and inform / advise residents. Community Safety teams continued 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 had resumed face to face Home Fire Safety Checks (HFSC) following a significant period of Covid-19 restrictions. Crews would provide occupiers with advice primarily focusing on cooking safety and preventing secondary fires spreading to property. The Service was continuing to undertake thorough quality assurance of the Post Incident Action Log (PIAL) to ensure internal referrals were completed, along with continued auditing of the Service’s Information recording System (IRS) to ensure incidents are correctly reported.

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

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

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

The latest quarter recorded a combined ‘low’ and ‘medium’ severity of 96.2% which was 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)	
High	↓	7.1%	3.5%	3.9%	7.0%	<b>3.8%</b>
Medium	↑	52.4%	43.9%	47.8%	55.1%	<b>57.6%</b>
Low	↓	40.4%	52.5%	48.3%	37.9%	<b>38.6%</b>

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

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

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	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1*	21	9%	26	12%
Q2				
Q3				
Q4				

\*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.

The Deputy Chief Fire Officer advised that where the number of reported dwellings fires was high, it could suggest that the fire alarms were functioning and effective or, conversely, it could suggest that people were having fires despite the prevention activity. This may be an area where Members require further clarity and the value of reporting these figures may not be too beneficial.

#### 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 last quarterly period. Three casualties were recorded as serious and 6 slight. The same quarter of the previous year recorded no fatalities, 1 serious and 9 slight.

Casualty Status	2021/22 Quarter 1	2020/21 Quarter 1
Fatal	1	0
Victim went to hospital visit, injuries appeared Serious	3	1
Victim went to hospital visit, injuries appeared Slight	6	9
TOTAL	10	10

The Deputy Chief Fire Officer explained that, sadly, the fatality in the 1<sup>st</sup> quarter was an 89-year-old male with the cause of the fire involving smoking materials. In addition, in two separate incidents, which had serious casualties, the cause of the fires also involved smoking materials. As part of the home safety checks, advice was given around smoking cessation.

### 1.5 (a) Accidental Building Fires (Commercial Premises)

This indicator reported the number of primary fires where the cause of fire had been recorded as 'Accidental' or 'unknown' and included property types which were 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, there were recorded separately in KPI 1.5(b).

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

Total number of incidents	2021/22	2020/21
	Quarter 1	Quarter 1
	83	59

The Deputy Chief Fire Officer highlighted that there was a direct correlation between low levels of accidental fires during the lockdown period and the rise of incidents in April when the Covid-19 restrictions were lifted and businesses began operating again.

### 1.5 (b) Accidental Building Fires (Non-Commercial Premises: Private Garages and Private Sheds)

This indicator reported the number of primary fires where the cause of fire had been recorded as 'Accidental' or 'unknown' and included 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.

Following the previous meeting, the Deputy Chief Fire Officer informed that accidental building fires in non-commercial premises such as private garages and private sheds had been presented separately. This provided a more accurate performance indicator as these types of accidental building fires were often recorded as high severity due to the loss of a building, often before the Fire Service had arrived on scene.

### 1.5.1 (a) Accidental Building Fires (Commercial Premises) – Extent of Damage (Fire Severity)

This indicator reported the number of primary fires where the cause of fire had been recorded as 'Accidental' or 'unknown' and included property types which were 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, there were recorded separately in KPI 1.5.1 (b).

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

1.5.1 (a) 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)	
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)

This indicator reported number of primary fires where the cause of fire had been recorded as 'Accidental' or 'unknown' and included non-commercial building types: private garage, private shed, private greenhouse, and private summerhouse. Due to their single room construction, any damage was often classified as 'whole building' which had the effect of increasing their severity category outcome.

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 63.0%. This was an increase of 5.9% against a combined severity of 57.1% in the same quarter of the previous year.

1.5.1 (b) 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)	
High	↓	42.9%	45.0%	30.8%	25.0%	37.0%
Medium	↓	57.1%	35.0%	61.5%	62.5%	51.9%

Low	↑	0.0%	20.0%	7.7%	12.5%	11.1%
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## 1.6 Deliberate Fires

This indicator reported the number of primary and secondary fires where the cause of fire had been recorded as 'Deliberate'. Secondary fires were the majority of outdoor fires including grassland and refuse fires unless they involved casualties or rescues, property loss or 5 or more appliances attended. They included fires in single derelict buildings.

Deliberate Fire Type	2021/22 Quarter 1	2020/21 Quarter 1
1.6.1 Deliberate Fires – Anti-Social Behaviour	552	556
1.6.2 Deliberate Fires – Dwellings	28	18
1.6.3 Deliberate Fires – Commercial Premises	41	29

The Deputy Chief Fire Officer advised that there was a rise in the number of deliberate fires in spring which also occurred in the previous year. The Service would continue to work closely with the Police and numbers would be monitored as it was a worrying trend.

## 1.7 Home Fire Safety Checks

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

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

The Deputy Chief Fire Officer stated that it was pleasing that, since moving out of lockdown, the number of completed HFSC's had increased 61% over the same quarter as the previous year. However, although there were still challenges presented by the pandemic, the modified HFSC engagement process had enabled the Service to deliver HFSCs to the most vulnerable.

	2021/22	2020/21
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	66%	71%
Q2		
Q3		
Q4		

To help illustrate the importance of the Home Fire Safety Check service;

properties that had not accepted the offer of a HFSC, but subsequently suffered an Accidental Dwelling Fire, were monitored. During this quarter 8 properties recorded an ADF after not accepting a HFSC during the previous rolling 12-month period.

The Deputy Chief Fire Officer informed that the wording of 'properties recorded an ADF after refusing an HFSC' would be amended as it was not necessarily that the resident had refused but could be that they were not available. A letter from the Service would have been sent to offer the HFSC, however, the resident may not have responded.

### 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.

An improvement was shown if the percentage of positive influence on participant's behaviour was greater than the comparable quarter of the previous year. This data was not available due to the ongoing pandemic.

During quarter 1, to ensure road safety messages continued to be available, the service had undertaken 3 Wasted Lives sessions involving 25 attendees, along with 2 sessions which trialled the new virtual delivery package. It 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.

The Service also continued to engage with people via social media platforms with road safety videos on the 'Biker down' page and engagement via Twitter and Facebook.

A new virtual delivery pack had been updated and trialled and would be offered to schools into the new academic year.

### 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.

	2021/22					2020/21
	*No. of Inspections	Requiring		Satisfactory Audit	% requiring Formal Activity	% requiring Formal Activity
		Formal Activity	Informal Activity			
Q1	344	25	211	69	7%	4%
Q2						
Q3						
Q4						

The Deputy Chief Fire Officer was pleased to report that frontline crews (as well as carrying out Home Fire Safety Checks), were also carrying out Business Fire Safety Checks in lower risk business premises so that the specialised dedicated team could concentrate on high-risk premises. The number of Inspections and Audits would increase in the coming months.

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

The Deputy Chief Fire Officer wanted to reiterate the standard set in Lancashire was one of the quickest, outside metropolitan districts, that were seen anywhere in the country and to achieve a 90% 6-minute attendance (including call handling), was a fantastic achievement.

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

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

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

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

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

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

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

Year to Date	<b>2021/22 Quarter 1</b>	Previous year to Date	2020/21 Quarter 4
89.17%	<b>89.17%</b>	88.50%	<b>88.50%</b>

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

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

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 1 – 2nd pump response decreased 0.17% of total second pump attendances over the same quarter of the previous year.

Year to Date	<b>2021/22 Quarter 1</b>	Previous year to Date	2020/21 Quarter 1
83.48%	<b>83.48%</b>	83.65%	<b>83.65%</b>

The Deputy Chief Fire Officer explained that the drop in response standards in June could correlate to the availability of on-call fire fighters in relation to the Covid-19 pandemic. If the on-call firefighters were furloughed from their primary employer, they could respond more quickly. However, once they returned to their primary employment, their availability declined, and back-up appliances support would have to travel from further afield.

### 2.2.1 Emergency Response Standards - Critical Special Service – 1st Fire Engine Attendance

This indicator measured how long it took the first fire engine to respond to critical

non-fire incidents such as road traffic collisions, rescues, and hazardous materials incidents. For those incidents there was a single response standard which measured call handling time and fire engine response time. The response standard for the first fire engine attending a critical special call was 13 minutes.

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

The Deputy Chief Fire Officer was pleased to inform that the Service had met the 1<sup>st</sup> pump attendance standard with the standard reached being 91.53%.

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

Year to Date	<b>2021/22 Quarter 1</b>	Previous year to Date	2020/21 Quarter 1
91.53%	<b>91.53%</b>	92.07%	<b>92.07%</b>

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

Year to Date	<b>2021/22 Quarter 1</b>	Previous year to Date	2020/21 Quarter 1
99.19%	<b>99.19%</b>	99.28%	<b>99.28%</b>

The negative exception report was due to the percentage of wholtime (WT) pumps being available to respond to emergencies being below the lower control limit during the month of May.

The availability of WT pumps during May was recorded at 98.82% which was 0.05% outside of the 98.87% control limit and below the Service’s 99.5% standard. Two appliances accounted for 41% of off the run hours during May. 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 was shared between the Chorley and Bamber Bridge stations.

The likelihood of the USAR function of both stations being deployed at the same incident for a prolonged period of time would be rare and the appliances being off the run due to extended welfare may rarely reoccur. The Service would continue to monitor for such occurrences in the future. 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.

#### 2.4 Fire Engine Availability – On-Call Duty System

This indicator measured the availability of fire engines that were crewed by the on-call duty system. It was measured as the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were designated as unavailable (off the run) for the following reasons which include the percentage of off the run hours that each reason contributed to the total. Members noted that fire engines can be off the run for more than one reason; hence the percentages were interpreted individually (rather than as a proportion of the total):

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

Standard: above 95%

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

Year to Date	2021/22 Quarter 1	Previous year to Date	2020/21 Quarter 1
85.07%	<b>85.07%</b>	96.25%	<b>96.25%</b>

The negative exception report was 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.

The availability of OC pumps during June was recorded at 82.02% which was 1.36% outside the 83.38% control limit and below the Service’s 95% aspirational standard. A contributing factor may also have been the changes due to the national lockdown ending and the effect on the OC’s crew’s primary employment.

Two stations within the Western area were running below their optimum function. 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 had also lost three Firefighters during the quarter. Availability shortfalls were being managed by staff working above their contracted hours, and existing staff increasing their skill qualifications to cover vacant posts. The latest recruitment campaign had seen 22 applicants across both stations.

Actions being taken to improve performance were:

- Continue with a driven recruitment strategy, utilising a targeted approach to stations that are in exception.
- A focused look at existing contract alignment whilst 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 the support required.

Local action plans for stations with availability of less than 85% would 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)

##### Subset of KP1 2.4 and provided for information only

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

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

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

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

The percentage of time that On-Call crewed engines were available for quarter 1 was 82.95%. This excluded the wholetime detachments shown in KPI 2.4. The cost of detaching wholetime firefighters to on-call stations was significant, with not



a significant impact on appliance availability across the county.

The Deputy Chief Fire Officer advised that there was software available which could actively identify any gaps in emergency cover which it would display on a map and pumps would be sent to the area requiring cover. A report to the future meeting of the Performance Committee would be provided.

## 2.5 Staff Accidents

This indicator measured the number of staff accidents.

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

Year to Date	2021/22 Quarter 1	Previous year to Date	2020/21 Quarter 1
21	21	17	17

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

### 3.1 Progress against Savings Programme

The annual budget for 2021/22 was set at £58.2m with a budget to 30 June of £15.4 million. The spend for the same period was £15.2m giving an underspend of £0.2m.

### 3.2 Overall User Satisfaction

Since April 2012, 2,726 people had been surveyed and the number satisfied with the service was 2,696; %, satisfied was 98.90% against a standard of 97.50%; a variance of 1.44%.

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

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

### 4.2.1 Staff Absence – Excluding on-Call Duty System

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

Annual Standard: Not more than 5 shifts lost.

Cumulative total number of monthly shifts lost 1.809.

The negative exception report was due to the number of shifts lost through absence per employee being above the Service target for each month during

quarter 1.

The Deputy Chief Fire Officer presented Members with the analysis, that during quarter 1, April 2021 – June 2021, absence statistics showed above target for all three months for both Whole-time personnel and Non-uniformed personnel during May and June. There were 2 cases of long-term absence which spanned over the total of the 3 months with the reason being:

<b>Green Book</b>	
<b>Reason</b>	<b>Case/s</b>
Mental Health	1

<b>Grey Book</b>	
<b>Reason</b>	<b>Case/s</b>
Cancer	1*

*\*This employee has now retired on the ground of ill-health.*

There were 28 further cases of long-term absence which were also recorded within the 3 months:

<b>Green Book</b>	
<b>Reason</b>	<b>Case/s</b>
Mental Health	1
Neurological	1

<b>Grey Book</b>	
<b>Reason</b>	<b>Case/s</b>
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 showed 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 was above the Service target of 1.25 shifts lost for the quarter.

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

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, addressing review periods/triggers in a timely manner and dealing with capability of staff due to health issues;

- To be included again within the leadership conference to assist future manager's understanding and interpretation of the policy;
- Encouraging employees to make use of the Employee Assistance Programme provider Health Assured and The Firefighter's Charity;
- HR to be in attendance at Stress Risk Assessment meetings to support managers and to offer 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 (PTIs);
- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance programme.

#### 4.2.2 Staff Absence – On-Call Duty System

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

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

Cumulative on-call absence (as % of available hours cover) at the end of the quarter, 0.99%.

The Chairman thanked the Deputy Fire Officer for a comprehensive report. He was pleased that performance had improved. The standard for response times was very high and the Service achievement was excellent. He noted that the public were very satisfied and congratulated the Service on their performance. He also asked that his congratulations were passed onto the Firefighters.

In response to Councillor Singleton's question regarding whether a target should be placed on accidental fires as this was out of the Service's remit, the Deputy Chief Fire Officer advised that the Service was able to have a positive impact on accidental fires through the provision of advice on commercial buildings in terms of alarms, fire doors etc. The target was to reduce the severity of an incident and if those measures were working, they should have a positive effect. The Service also provided fire safety advice in the home, smoking cessation advice and support for those who were most vulnerable. The Prevent and Protection teams were also utilised to give advice. Councillor Singleton stated that the response times were excellent and congratulated all involved in responding to incidents.

In response to a question from Councillor Singleton concerning the reason for the information on page 40 being provided in percentages and the information on page 41 being provided in numbers, the Deputy Chief Fire Officer explained that the percentages related to the severity of incidents and the numbers on page 41 was the number of deliberate fires. He added, in response to an additional question from Councillor Singleton in relation to the percentage of fires being a result of arson on page 40, that the information displayed the severity of fires in non-commercial premises and therefore, did not correlate with deliberate fires on page 41. The Chairman informed that he and the Deputy Chief Fire Officer had

been in discussion regarding how to improve the presentation of the information to the Committee in future.

Councillor Beavers raised the issue of retaining on-call firefighters due to the number of hours of cover expected and the level of training required. She asked if resources would be better spent recruiting full time firefighters and reducing the number of on-call firefighters. The Deputy Chief Fire Officer advised that part of his role on the National Fire Chiefs' Council (NFCC) focused on the on-call firefighter role. He advised that there was some research being done by NFCC looking at other countries to see how they managed to keep crews available and looking at how firefighters were remunerated. He confirmed that in Lancashire, on-call firefighters were paid more than the national terms and conditions and a lot of work was being done to attract and retain them. This included looking at whether the 5-minute area catchment could be extended to 6 or 7 minutes. It was noted that an Emergency Cover Review (ECR) would be considered on a refreshed Community Risk Management Plan to look at how many and what types of appliances would be needed and the associated crewing arrangements. The ECR would be considered by the Authority early next year once the Government financial settlement was known. The NFCC was also looking at lessons that could be learned from other organisations and whether something could be done with primary employers.

In response to a question raised by Councillor Smith regarding cross-border support, the Deputy Chief Fire Officer confirmed that the whole sector was doing as much as it could to improve the availability of on-call firefighters to ensure the duty system was sustainable now and in the future. He confirmed the nearest engine would be sent to an incident and cross-border support was provided. It was noted that this was high on the agenda of the Inspectorate.

In response to a question from Councillor Singleton regarding whether there were any instances where an appliance was not available, the Deputy Chief Fire Officer advised that this report tracked engine availability for wholetime, day crewing and day crewing plus and the on-call duty system. He advised that there were occasions when an appliance was off the run for staff welfare or vehicle defects. Across the country, there were occasions where engines were not available, but the Service always responded.

## **ANNUAL REPORT ON ROAD SAFETY INTERVENTION ACTIVITY 2020/21**

Members noted that, through the Integrated Risk Management Plan 2017-2022 (IRMP), prevention and protection services and the structure for delivery were reviewed to ensure that the Service was delivering appropriate services in line with the changing operating environment. As a result, working practices had changed with a strategic focus on the quality of the services that continued to be delivered. The services were 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 the prevention priority, the Service had dedicated thematic groups which reviewed current practice and results.

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

### **Lancashire Fire & Rescue Service Prevention Support – Road Safety**

Clare Burscough, Prevention Support Officer (LFRS), provided the meeting with a presentation regarding Road Safety which explained the Service's core prevention offer and also the issues on Lancashire's roads.

Lancashire Fire and Rescue has a statutory duty to attend Road Traffic Collisions (RTC), however, not to deliver road safety education. She informed the meeting that, in 2019, sadly, 46 people lost their lives and unfortunately, 1011 were injured on Lancashire's roads with 14% being children up to the age of 15 years old. Nationally, the number of people killed or seriously injured on UK roads was rising each year. The Service had a wide role in community safety issues risk management and play an active role in preventing road safety concerns.

Statistics for those killed or seriously injured were split into age groups which enabled people to be educated collectively and in a similar way as the Service had to consider how to best use resources. Statistics were also available for each district so local issues could be discussed with crews and community safety staff. Trends could help identify if current Road Safety Prevention measures were working or if the focus needed to shift. As part of the Road Safety Partnership, the emphasis was on the core prevention offer.

The cost of road fatalities to society was £2.3 million with serious injuries costing £189,000 and slight injuries costing £18,000. The Service was an active member of the Lancashire Road Safety Partnership (LRSP). The aims of the partnership were: to reduce the number and rate of road traffic fatalities across Lancashire; to reduce the number and rate of road traffic injuries across Lancashire; to reduce the fatalities and injuries rate across road user and age group; to adapt and change the attitude and perception of road safety across the population; and to improve the community response to road safety. The Service aimed towards a figure of zero for road traffic accidents as it was felt that no number of casualties was an acceptable figure. A large number of collisions were preventable and so they were investigating the reason for those and how to tackle the issues.

In terms of engagement, Lancashire Fire and Rescue was a trusted brand seen as an educator and not an enforcer. The Service provided good role models for young people (the 16-24 hard to reach) and communities. They were tied in with schools to deliver 'safety' messages through the national curriculum which was a relationship they could then build on. This year, Road Safety Week (15<sup>th</sup> – 21<sup>st</sup> November) would be hosted by Brake (the road safety charity). Staff from the Service had carried out a lot of prevention work as it was an easier year in respect of engagement, however, they were not good at celebrating success.

Some key partners were not able to deliver their road safety engagement during

the Covid-19 pandemic, however, Lancashire Fire and Rescue continued to successfully deliver Road Sense. Road Sense was delivered to Year 6 children in primary school as at age 10 – 11, they become at risk as pedestrians, cyclists, and bus users. The Year 6 delivery was revisited and it now included fire plans in the home, deliberate fire setting and the road safety offer. Road Sense was delivered to 6,000 children across Lancashire using MS Teams and the chat facility which enabled feedback. It was noted that the behaviour of the children changed when they were able to feedback.

An updated suite of packages was available for Wasted Lives in 2021. Sessions could now be delivered in person or virtually and either in an assembly format which would accommodate a full year group, or in a class with up to 35 students. These sessions explored Lancashire's fatal five which included: drink and drug driving; speeding; mobile phone use; seat belts; and distractions. The sessions helped young people to explore issues and with coping strategies. There was a successful delivery of Wasted Lives throughout Covid-19 and it would be relaunched for Road Safety Week in November.

Motorbike users accounted for less than 1% of the road user population, although they accounted for 50% of Lancashire's fatalities in the last 12 months. Biker Down sessions could not be run throughout the Covid-19 pandemic due to restrictions. Short video clips were created for social media which were successful in obtaining 30,000 interactions from the public. Biker Down was a free three-hour course which was offered to members of the public which offered them practical skills in incident management, first aid, and the science of being seen. The first course would take place on 27<sup>th</sup> September 2021.

The Chairman thanked the Prevention Support Officer for her presentation which was excellent. He had been the Lead Member for Highways and took Road Safety Prevention very seriously. It was pleasing that education was being delivered to schools and the issues facing bikers was being tackled.

In response to a question from Councillor Woollam in relation to what age group of people riding motorbikes were involved in fatal road traffic accidents, the Prevention Support Officer explained that there was an increase in 'born again bikers'. These were people over 40 years old who were now financially stable and had returned to biking. It was this group that the Service should focus resources on. 17-Year-olds were more likely to use a 125cc bike and wear unsuitable clothing. If they wore suitable clothing, their injuries would be less severe. Different age groups would be educated using different methods. Over 40s used social media such as Facebook and Twitter, and young used platforms such as Snapchat and Tiktok. Prior to Covid-19, the Service was working with colleges to attempt to obtain a mannequin which would provide a visual demonstration of injuries to young people.

Councillor Singleton questioned how the cost for road traffic collision fatalities came to £2.3 million. The Prevention Support Officer informed that the information was provided by the Department for Transport which was collected nationally and included costs for closing a motorway or carriageway for 5-9 hours, costs of people missing work, the cost of people missing appointments and the

cost of resources such as the police and repairing the road etc.

RESOLVED: - That the Committee endorsed the Quarter 1 Measuring Progress report and noted the content of the 4 negative exception reports.

#### 10-20/21 COMPARATIVE PERFORMANCE

The Chairman agreed that the comparative performance report could be taken in Part 1 (the public part of the meeting) in view of the fact that all of the data within it was openly available. The Deputy Chief Fire Officer presented the April 2020 to March 2021 Comparative Performance Report to the meeting. Arrangements were in place within the old Best Value (BV) family group 4 to compile an annual comparative report in respect of the two (now withdrawn) national fire indicators.

The comparative fire and rescue service continued to comprise those which made up the old BV family group 4 as detailed in table 1 below:

TABLE 1 – COMPARATIVE FIRE & RESCUE SERVICES

Avon	Kent
Cheshire	Lancashire
Cleveland	Leicestershire
Derbyshire	Lincolnshire
Essex	N. Ireland
Hampshire	Nottinghamshire
Hereford & Worcester	South Wales
Hertfordshire	Staffordshire
Humberside	Surrey

Lancashire Fire and Rescue were high in levels of progress in reducing each of the indicators and performance had improved. The only area in which Lancashire was over the Family Group 4 average was in the number of primary fires per 100,000 population, which needed to be improved upon. Performance, on a whole, was better than the previous year.

The Deputy Chief Fire Officer informed that the information contained within the report was open to the public and was brought to committee once per year. The Services within the family group were very different and he proposed that he would bring something in the report for the broader KPIs from 2022 onwards that would allow members to consider if there was value within the Comparative Performance Report and whether to continue to bring the report to the Performance Committee. Councillor Beavers acknowledged the differences between the areas in the Family Group, however, she felt that the comparison was a good way of informing how well the Service was performing and the report should be kept, although, perhaps not with the same family.

RESOLVED :- That the Performance Committee noted the report and considered the comparative outcomes.

11-20/21 DATE OF NEXT MEETING

The next meeting of the Committee would be held on 15 December 2021 at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

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

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood



## **LANCASHIRE COMBINED FIRE AUTHORITY PERFORMANCE COMMITTEE**

Meeting to be held on 15<sup>th</sup> December 2021

### **PERFORMANCE MANAGEMENT INFORMATION FOR 2ND QUARTER 2021/22 (Appendix 1 refers)**

Contact for further information:

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

#### **Executive Summary**

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

#### **Recommendation**

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

#### **Information**

As set out in the report.

#### **Business Risk**

High

#### **Environmental Impact**

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

#### **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**

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



Lancashire Fire  
and Rescue Service

## Measuring Progress Performance Report

July 2021 - September 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.

<b>Table of Contents</b>	<b>Page (s)</b>
Introduction	3
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Explanation of Performance Measures	5
Index	6 - 7
Key Performance Indicators	9 - 37

## 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.

<b>1</b> Preventing fires and other emergencies from happening.  Protecting people and property when fires happen.	1.1	Critical Fire Risk Map Score
	1.2	Overall Activity
	1.3	Accidental Dwelling Fires (ADF)
	1.3.1	ADF – Extent of Damage (Fire Severity)
	1.3.2	ADF – Number of incidents where occupants have received a Home Fire Safety Check
	1.4	ADF Casualties
	1.5(a)	Accidental Building Fires (Commercial Premises)
	1.5(b)	Accidental Building Fires (Non-Commercial Premises)
	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	
<b>2</b> Responding to fire and other emergencies quickly and competently.	2.1.1	Critical Fire Response – 1 <sup>st</sup> Fire Engine Attendance
	2.1.2	Critical Fire Response – 2 <sup>nd</sup> Fire Engine Attendance
	2.2.1	Critical Special Service Response – 1 <sup>st</sup> Fire Engine Attendance
	2.3	Fire Engine Availability (Wholetime, Day Crewing & Day Crewing Plus)
	2.4	Fire Engine Availability (On Call)
	2.4.1	Fire Engine Availability (On Call) – Without wholetime detachments
2.5	Staff Accidents	
<b>3</b> Delivering value for money in how we use our resources.	3.1	Progress Against Savings Programme
	3.2	Overall User Satisfaction
<b>4</b> Valuing our people so that they can focus on making Lancashire safer.	4.2.1	Staff Absence (Excluding On Call)
	4.2.2	Staff Absence (On Call)

**Explanation of Performance Measures**

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

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

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

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

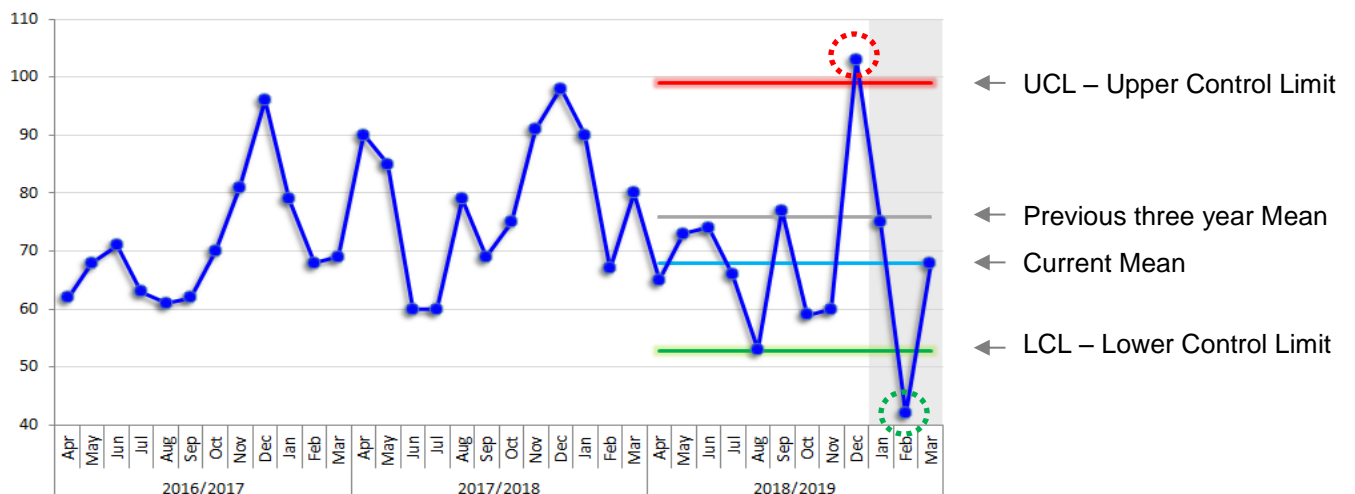
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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

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




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










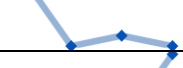






















**Example XmR chart:** In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (●) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (○) for meeting rule 2.



**Key Performance Index and Indicator trends**


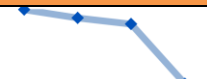

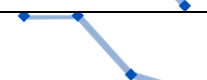








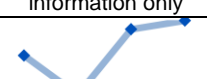



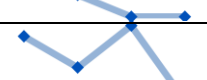




This section provides an overview of the performance direction of the KPI's. Each KPI is shown within its priority with an indicator, called Sparkline's, which are the inset summary charts below and indicate the relative direction of travel and trends over the last four quarters; so the last point of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

The cell shading denotes whether the indicator is - within accepted limits:   
 is in positive exception:   
 or is in negative exception: 

KPI		Description	Progress	Page (s)
<b>1</b>	<b>Preventing fires and other emergencies from happening. Protecting people and property when fires happen.</b>			
1.1		Risk Map Score		9
1.2		Overall Activity		10
1.3		Accidental Dwelling Fires (ADF)		12
1.3.1		ADF - Extent of Damage (Fire Severity)		13
1.3.2		ADF - Number of Incidents Where Occupants have Received a HFSC		14
1.4		Accidental Dwelling Fire Casualties		15
1.5(a)		Accidental Building Fires (Commercial Premises)		16
1.5(b)		Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)		17
1.5.1(a)		Accidental Building Fires (Commercial Premises) - Extent of Damage (Fire Severity)		18
1.5.1(b)		Accidental Building Fires (Non-Commercial: Private Garages & Private Sheds) - Extent of Damage (Fire Severity)		19
1.6.1		Deliberate Fires - Anti-Social Behaviour		20
1.6.2		Deliberate Fires - Dwellings		20
1.6.3		Deliberate Fires - Commercial Premises		20
1.7		High Risk Home Fire Safety Checks		21
1.8		Road Safety Education Evaluation		22
1.9		Fire Safety Enforcement		23



**Key Performance Index and Indicator trends**

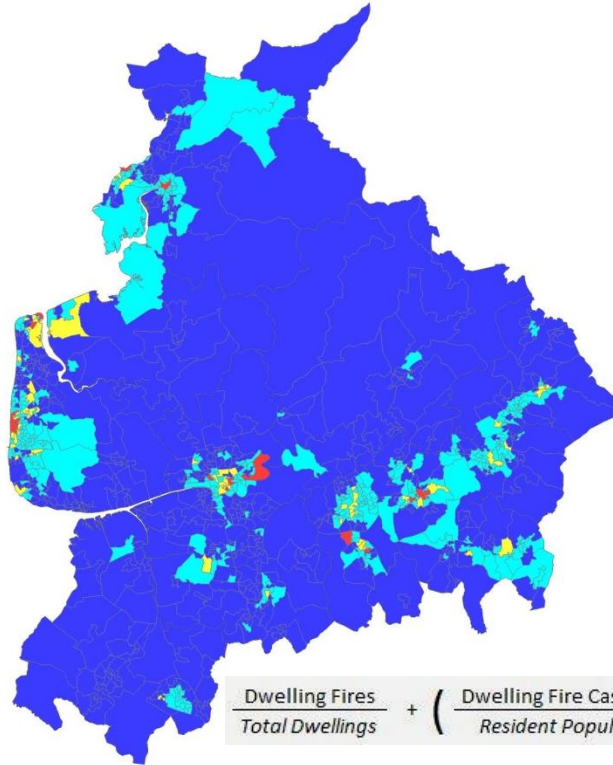
KPI		Description	Progress	Page (s)
<b>2 Responding to fire and other emergencies quickly and competently.</b>				
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		24
2.1.2		Critical Fire Response - 2nd Fire Engine Attendance		25
2.2.1		Critical Special Service Response - 1st Fire Engine Attendance		26
2.3		Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		27
2.4		Fire Engine Availability - On-Call Duty System		28
2.4.1		Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	30
2.5		Staff Accidents		31
<b>3 Delivering value for money in how we use our resources.</b>				
3.1		Progress Against Savings Programme		32
3.2		Overall User Satisfaction		33
<b>4 Valuing our people so that they can focus on making Lancashire safer.</b>				
4.2.1		Staff Absence - Excluding On-Call Duty System		34
4.2.2		Staff Absence - On-Call Duty System		37

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**Lancashire Fire and Rescue Service**  
**Measuring Progress**  
**July 21 – September 21**

<b>1.1 Risk Map</b>		Risk Score <b>31,862</b>
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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
<b>Total</b>		<b>31,816</b>	<b>941</b>	<b>32,448</b>	<b>941</b>	<b>31,862</b>	<b>941</b>

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

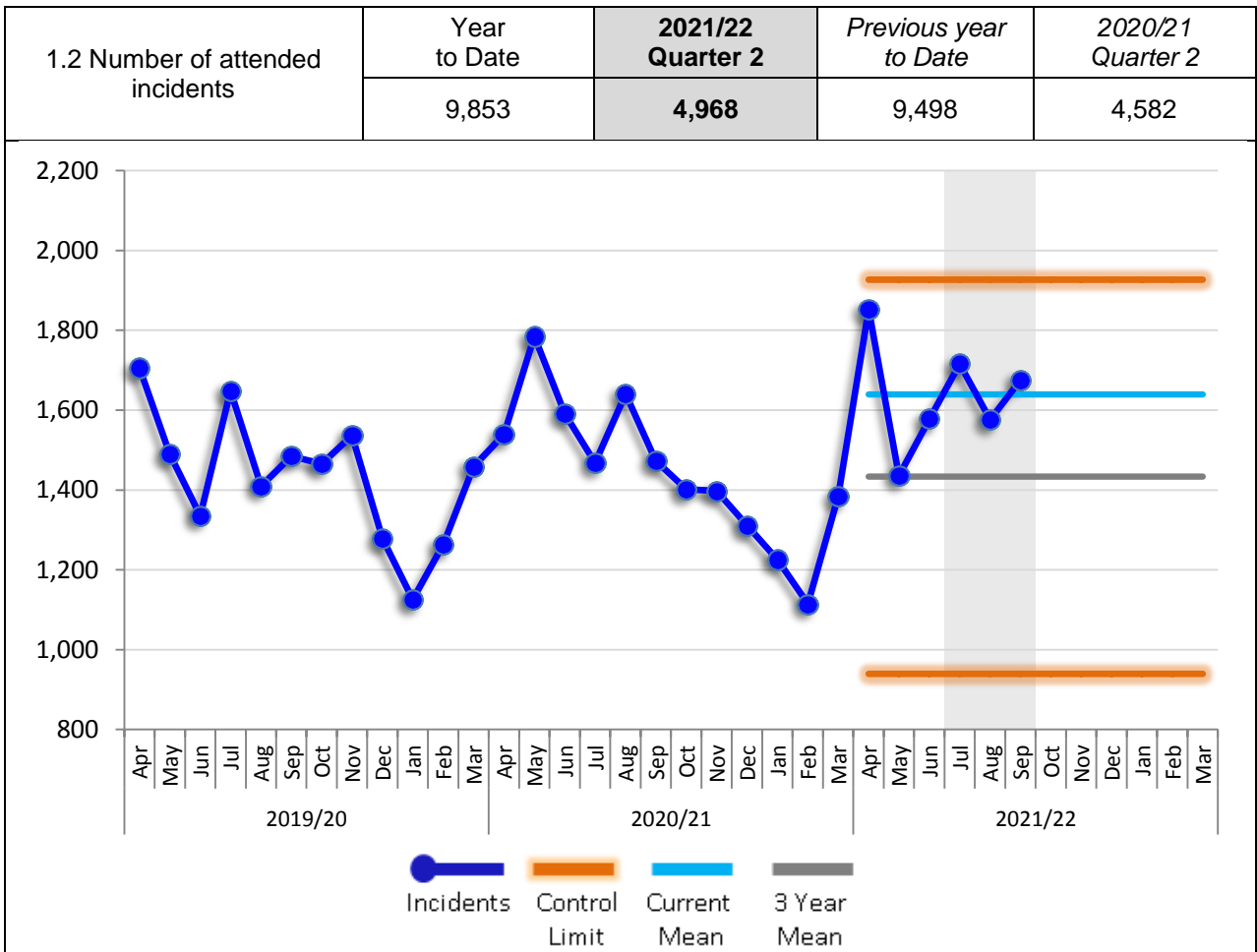
**Lancashire Fire and Rescue Service**  
**Measuring Progress**  
**July 21 – September 21**

<b>1.2 Overall Activity</b>		Quarter activity <b>4,968</b>
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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 increased 8.42% over the same quarter of the previous year.**



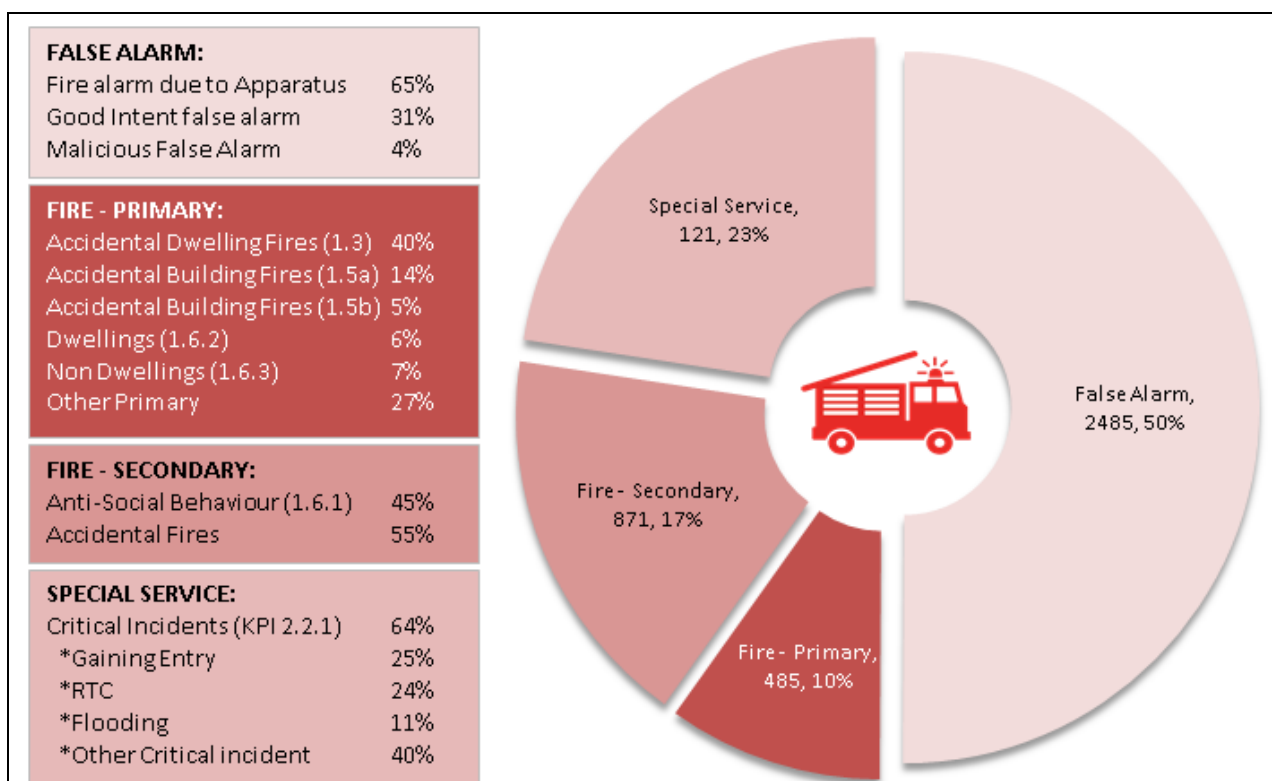
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2020/21	2019/20	2018/19
1,639	1,433	1,445	1,434	1,422





<b>1.2 Overall Activity Breakdown</b>		Quarter activity <b>4,968</b>
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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*

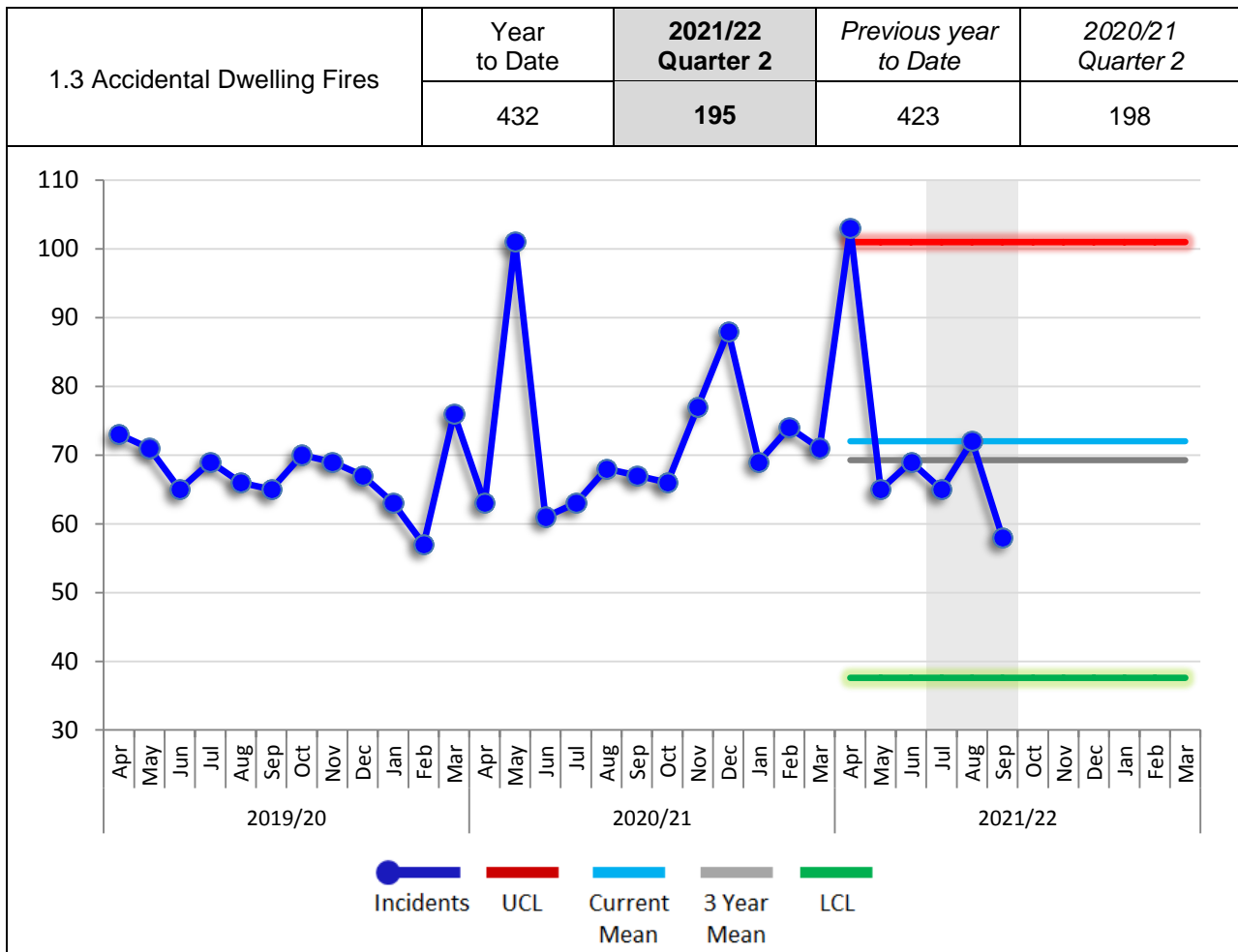
	FALSE ALARM incidents make up half of the Service’s activity, with 65% being Fire alarm due to Apparatus incidents. Along with 31% recorded as Good Intent false alarm and the remaining 4% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 40% and are shown later 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 ongoing Covid pandemic, as such, 55% are recorded as having an accidental/unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, with 64% being defined as a critical incident and are captured within KPI 2.2.1. Of which, 25% resulted in the use of tools to gain entry to a property on behalf of the Ambulance Service, 24% are Road Traffic Collisions (RTC) and 11% are flooding related.

<b>1.3 Accidental Dwelling Fires</b>		Quarter activity <b>195</b>
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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 decreased 1.52% 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
72	69	72	68	68

<b>1.3.1 ADF - Extent of Damage (Fire Severity)</b>		Quarter activity: <b>93.9%</b>
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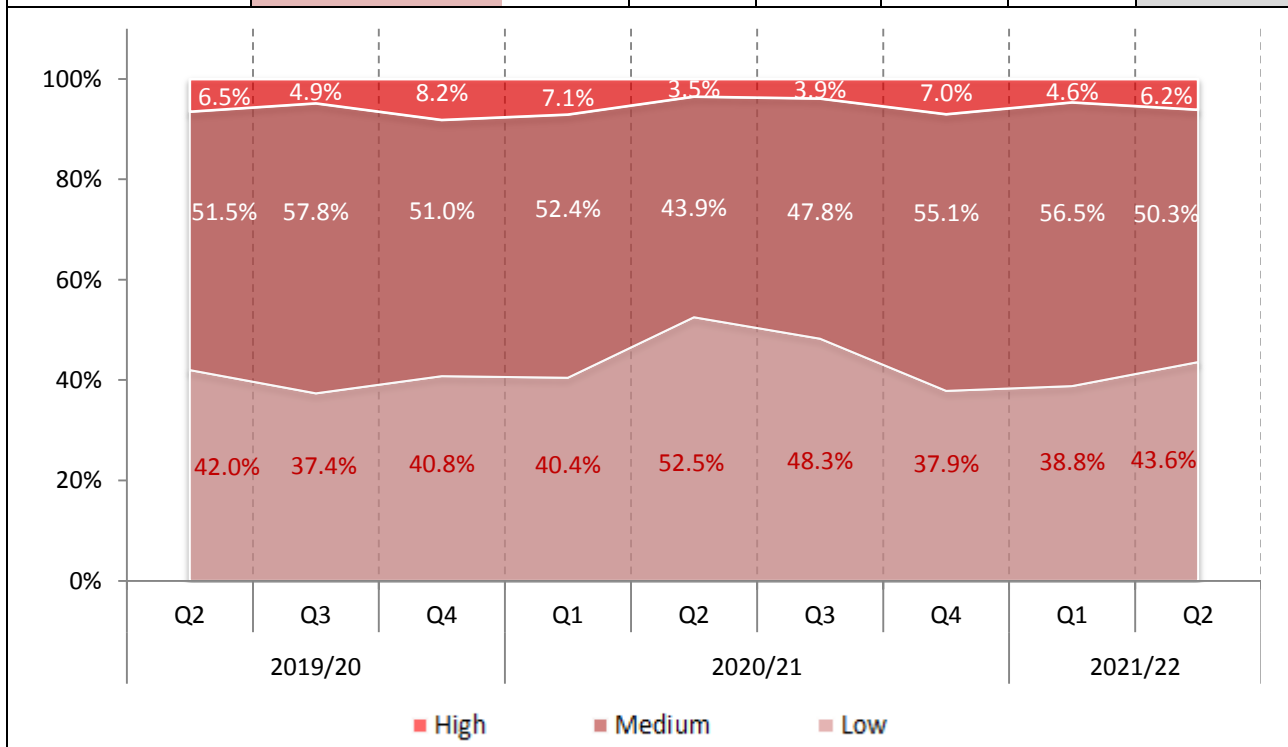
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.


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 93.9%. This is a decrease of 2.5% against the 96.4% recorded in the same quarter of the previous year.**

	Severity (Direction against the same quarter of previous year)	Previous Rolling 4 Quarters				Quarter 2 (2021/22)	
		Quarter 2 (20/21)	Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (20/21)		
1.3.1 ADF – Severity of Fire	High	↑	3.5%	3.9%	7.0%	4.6%	6.2%
	Medium	↑	43.9%	47.8%	55.1%	56.5%	50.3%
	Low	↓	52.5%	48.3%	37.9%	38.8%	43.6%



<b>1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC</b>		% with previous HFSC <b>7%</b>
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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 4% 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*	19	8%	↓	26	12%
Quarter 2*	14	7%	↓	21	11%
Quarter 3			-	32	14%
Quarter 4			-	14	7%

\*Quarter 1 and 2. The impact of COVID19 working guidelines during the previous 18 months had led to a reduction in the number of Home Fire Safety Checks (HFSC's) delivered - KPI 1.7, page 21. Although these are now increasing, this has led to a decrease in the percentage of ADF's with a recorded HFSC within the previous rolling 12 month period.



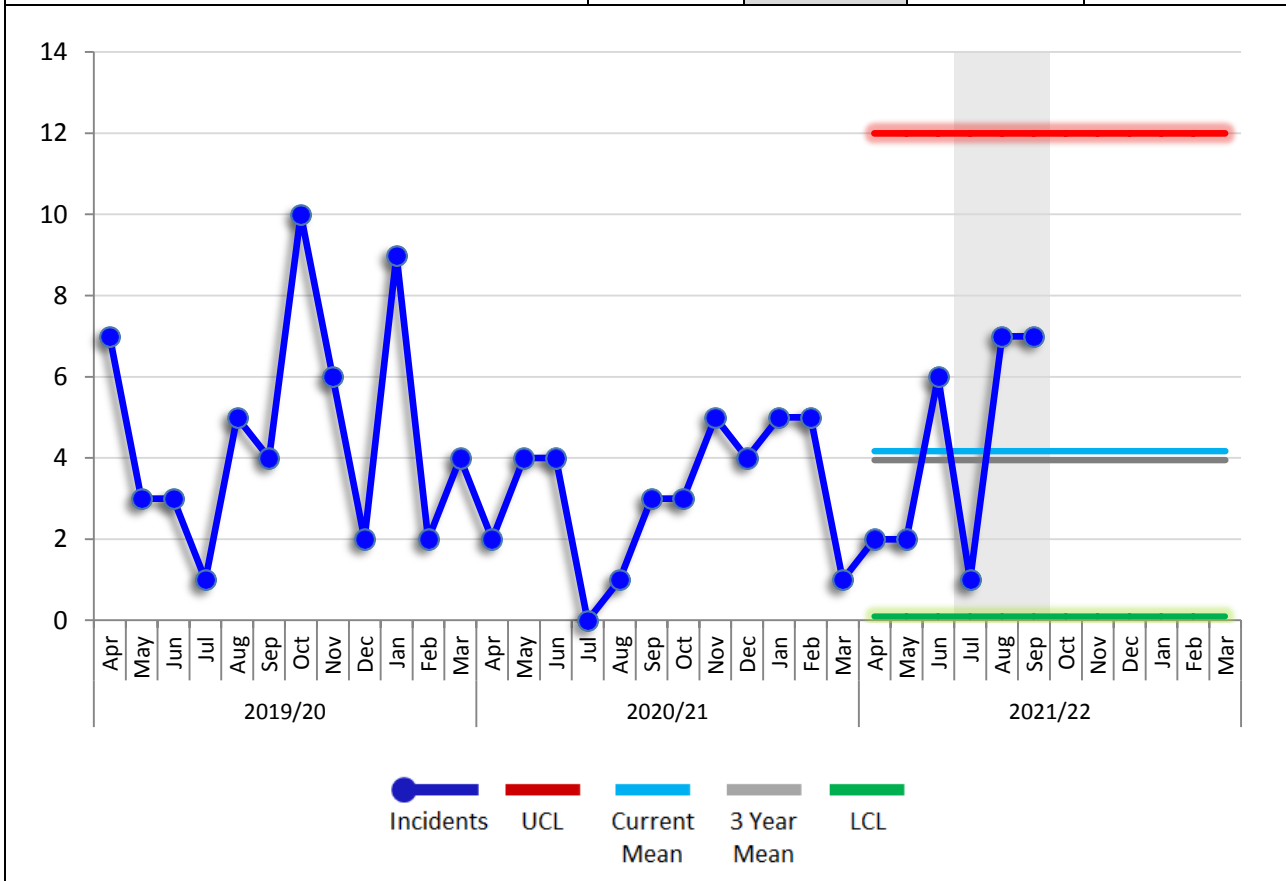
<b>1.4 Accidental Dwelling Fire Casualties</b>		Quarter activity <b>15</b>
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ADF criteria as 1.3. The number of fire related fatalities, slight and serious injuries.

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. Two casualties are recorded as serious and 12 slight. The same quarter of the previous year recorded no fatalities, 1 serious and 3 slight.**

Casualty Status	Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
Fatal	2	1	0	0
Victim went to hospital, injuries appear Serious	5	2	2	1
Victim went to hospital, injuries appear Slight	18	12	12	3
<b>Total</b>	<b>25</b>	<b>15</b>	<b>14</b>	<b>4</b>



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
4	4	3	5	4

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**1.5(a) Accidental Building Fires (Commercial Premises)**

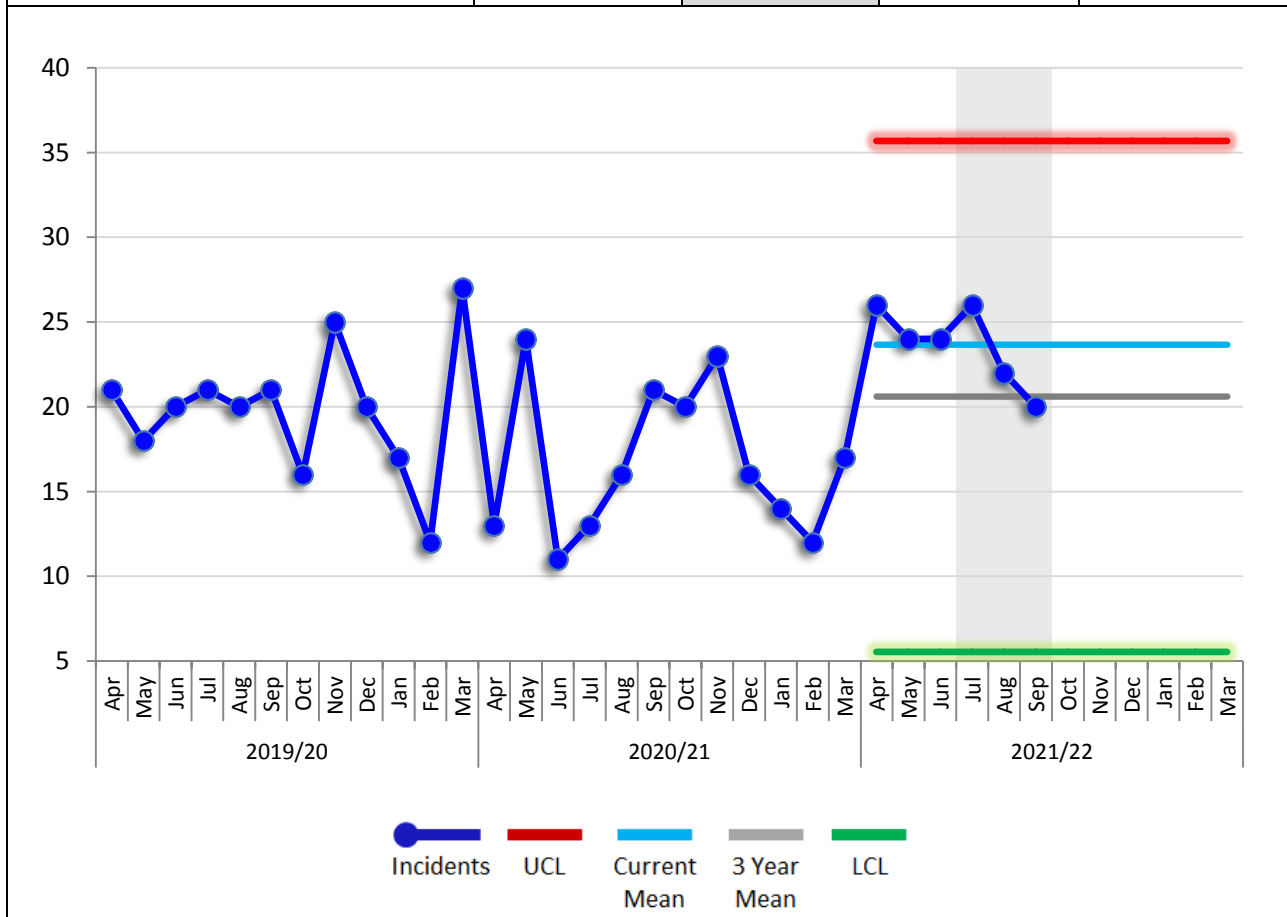


Quarter activity  
**68**

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 36.0% over the same quarter of the previous year.

1.5(a) Accidental Building Fires (Commercial premises)	Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
	142	<b>68</b>	98	50



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
24	21	17	20	25

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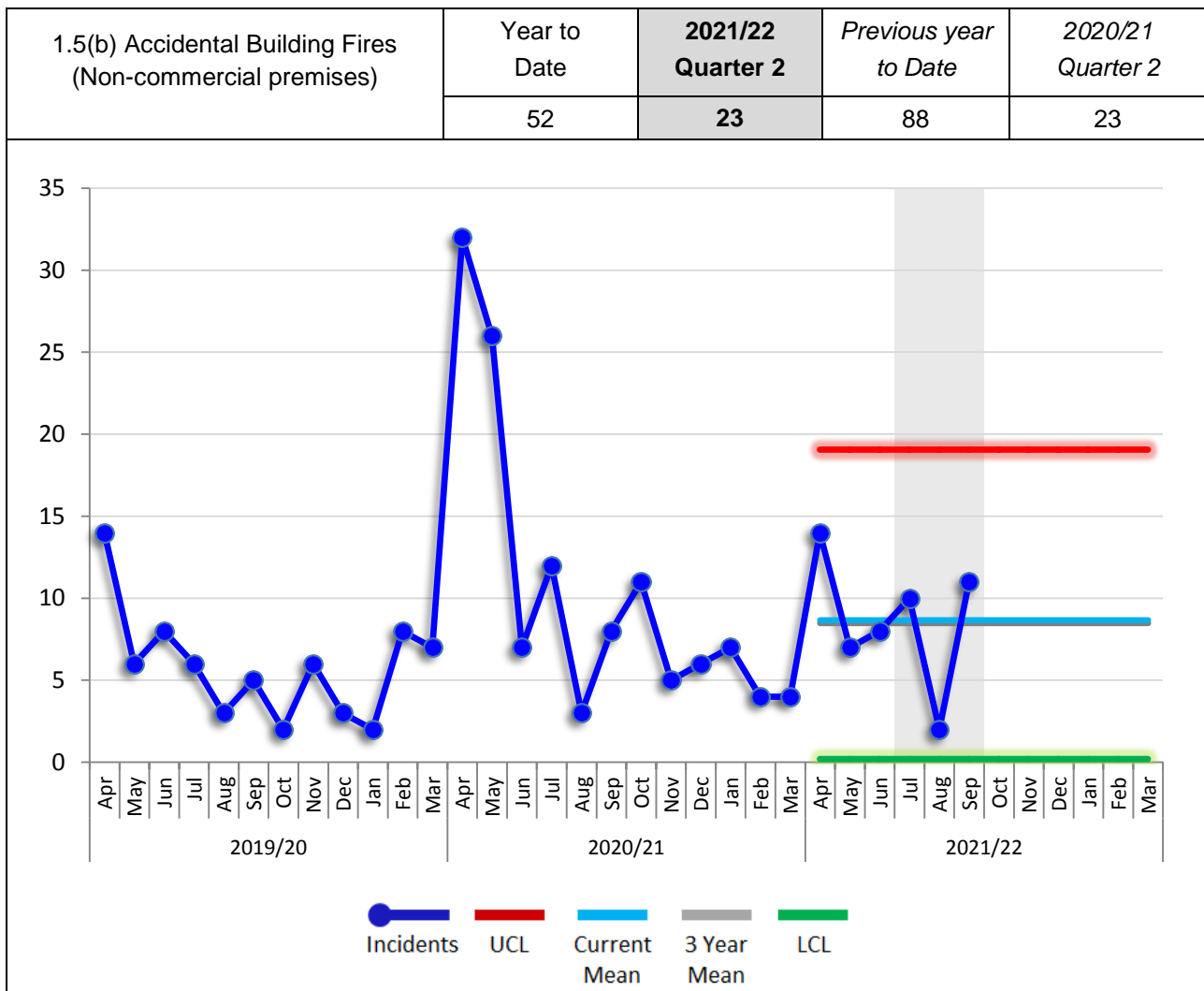
**1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)**



Quarter activity  
**23**

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, private summerhouse and other private non-residential building.

Quarterly activity remained static 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	8	10	6	9

# 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:  
**82.3%**

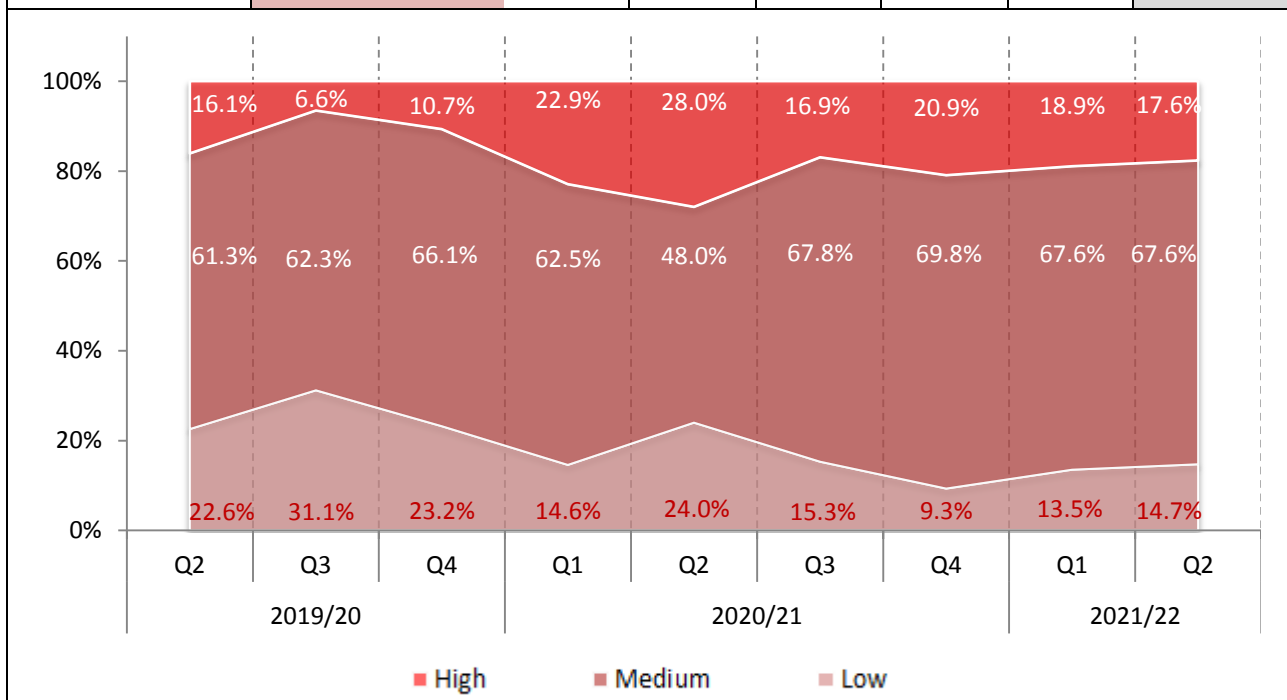
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. This KPI includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction 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 82.3%. This is an increase of 10.3% against the combined severity of 72.0% recorded in the same quarter of the previous year.**

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 2 (2021/22)
			Quarter 2 (20/21)	Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (21/22)	
1.5.1(a) ABF – Severity of Fire	High	↓	28.0%	16.9%	20.9%	18.9%	<b>17.6%</b>
	Medium	↑	48.0%	67.8%	69.8%	67.6%	<b>67.6%</b>
	Low	↓	24.0%	15.3%	9.3%	13.5%	<b>14.7%</b>



## Lancashire Fire and Rescue Service

### Measuring Progress

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



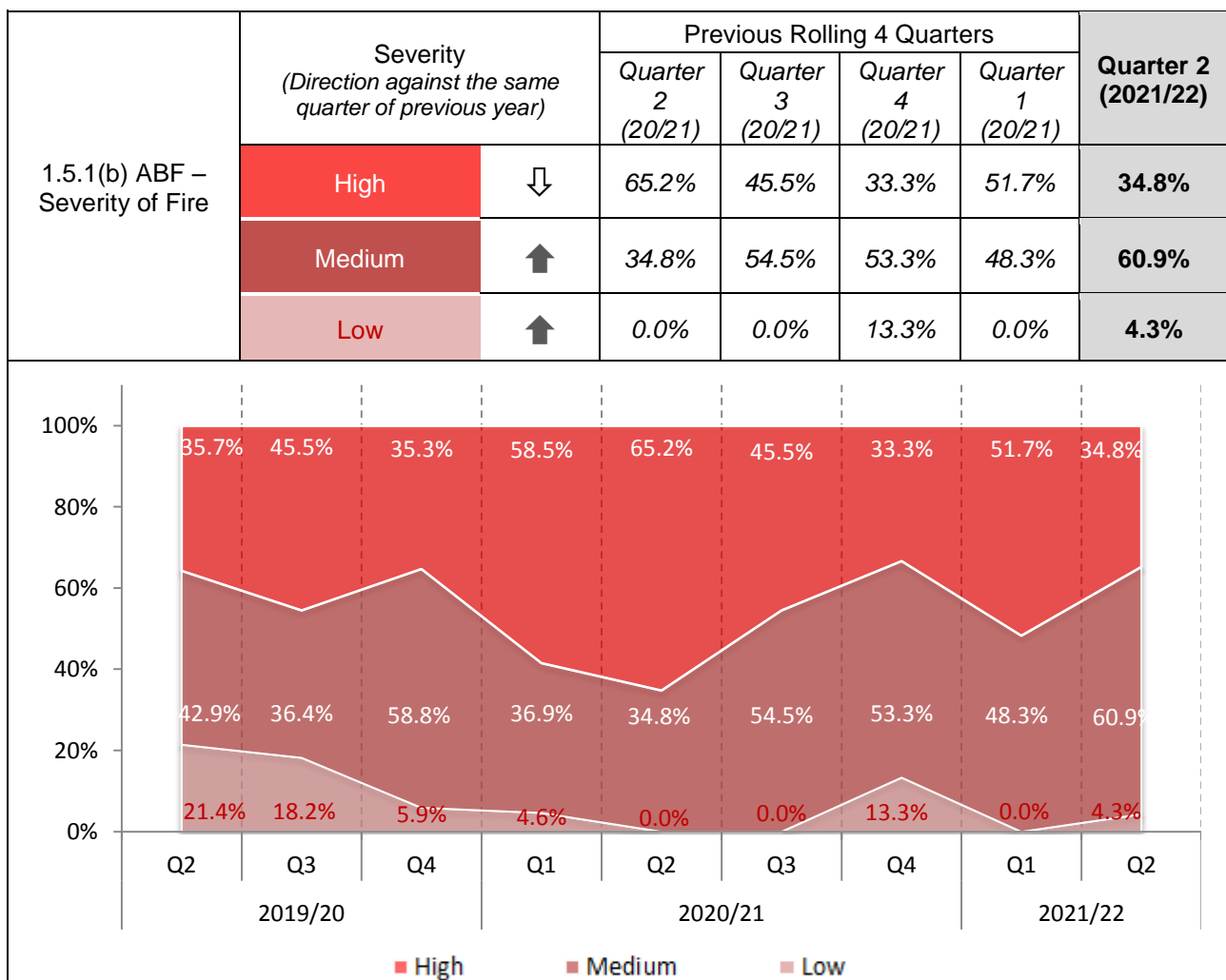
Quarter activity:  
**65.2%**

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, private summerhouse and other private non-residential building; 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 65.2%. This is an increase of 30.4% against the combined severity of 34.8% recorded in the same quarter of the previous year.**

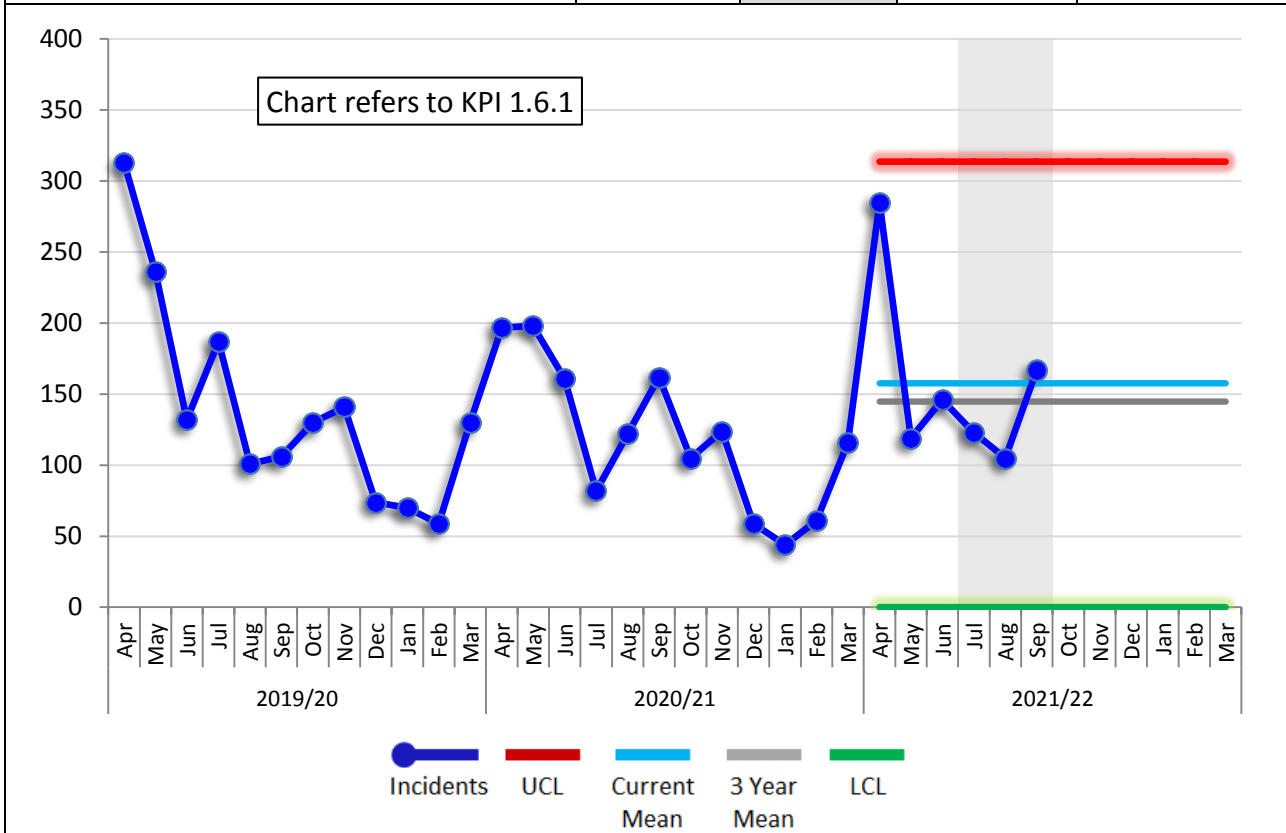





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**July 21 – September 21**

<b>1.6 Deliberate Fires</b>		Quarter activity *(1.6.1 only) <b>395</b>
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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	<b>2021/22 Quarter 2</b>	Previous year to Date	2020/21 Quarter 2
	945	<b>395</b>	922	366



Deliberate Fire Type		Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
	1.6.1 Deliberate Fires - ASB	945	<b>395</b>	922	366
	1.6.2 Deliberate Fires - Dwellings	57	<b>30</b>	54	36
	1.6.3 Deliberate Fires - Commercial Premises	78	<b>36</b>	60	31

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
158	145	119	140	175

**Lancashire Fire and Rescue Service**  
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<b>1.7 Home Fire Safety Checks</b>		Quarter outcome <b>68%</b>
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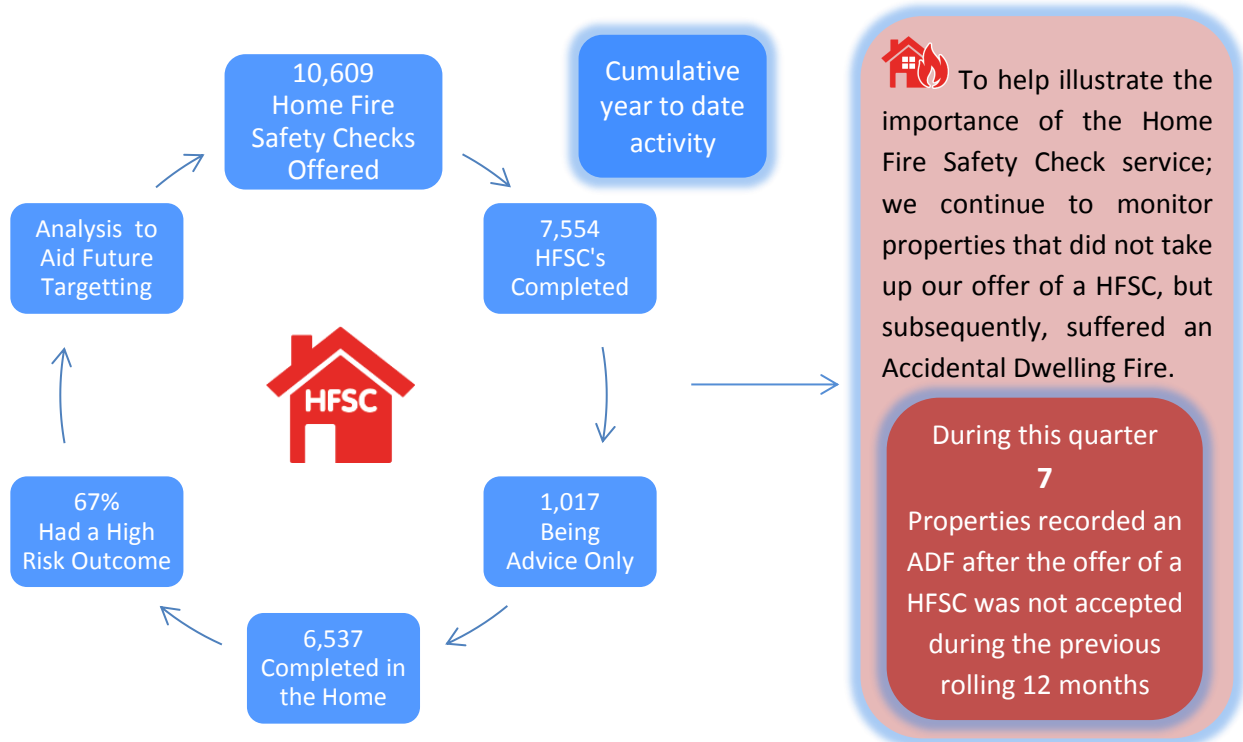
The percentage of completed HFSC's (KPI 1.7.1), excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.


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 18% over the same quarter of the previous year, with the cumulative year to date HFSC's increasing by 36% against the same period of 2020/21.

	2021/22		↑/↓	2020/21	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Quarter 1	3,646	66%	↑/↓	2,260	71%
Quarter 2	3,908	68%	↑/↓	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.*

To align with the start of the academic year, LFRS staff have been delivering Road Sense in schools across Lancashire. As part of the delivery we request feedback from the teacher, to enable us to evaluate how effective both our package and delivery is.

When the teachers were asked whether they thought that the session will have positively influenced the behaviour of children regarding road safety, 77% recorded that they felt the package and delivery was outstanding in achieving this with the remaining 23% recording good.


We will continue to monitor and evaluate throughout the remainder of the academic year.

Wasted Lives has had a fresh launch to coincide with Road Safety Week in November and further evaluation will be collected in relation to this specific Road Safety prevention offering.

- During quarter 2, there have been 5 Wasted Lives sessions, involving 224 attendees.
- Biker Down was delivered to 11 attendees in 1 session.

We also 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.



<b>1.9 Fire Safety Enforcement</b>		Quarter activity <b>5%</b>
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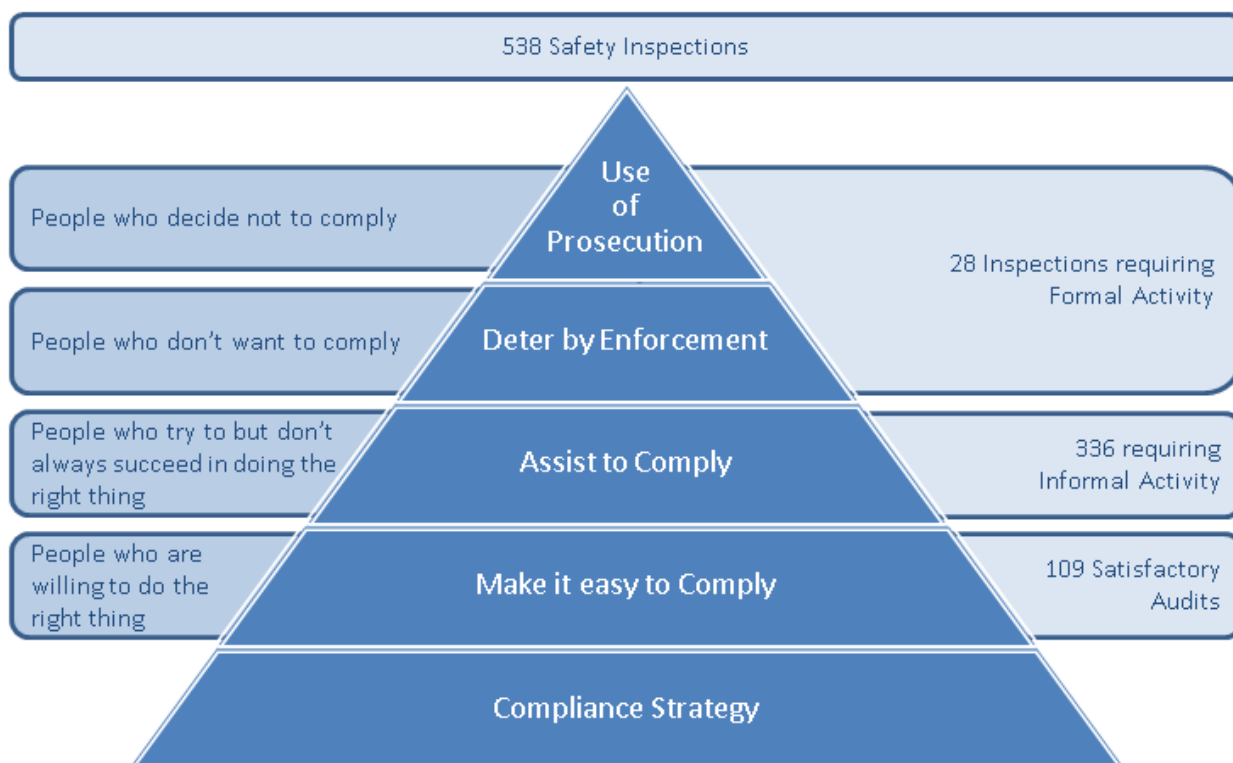
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more 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.

**Quarter 2 recorded there an increase of 56% on the previous quarter's inspections.**

Quarter	2021/22								↑/↓ Progress	2020/21	
	Number of Inspections	Requiring		Satisfactory Audit	*Business Safety Advice	% requiring		% requiring			
		Formal Activity	Informal Activity			Formal Activity	Informal Activity	Formal Activity		Informal Activity	
1	344	25	211	69	39	8%	62%	↑	4%	8%	
2	538	28	336	109	65	5%	62%	↓	7%	31%	
3								-	10%	56%	
4								-	11%	47%	

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



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<b>2.1.1 Emergency Response Standards - Critical Fires - 1<sup>st</sup> Fire Engine Attendance</b>		Quarter response <b>87.39%</b>
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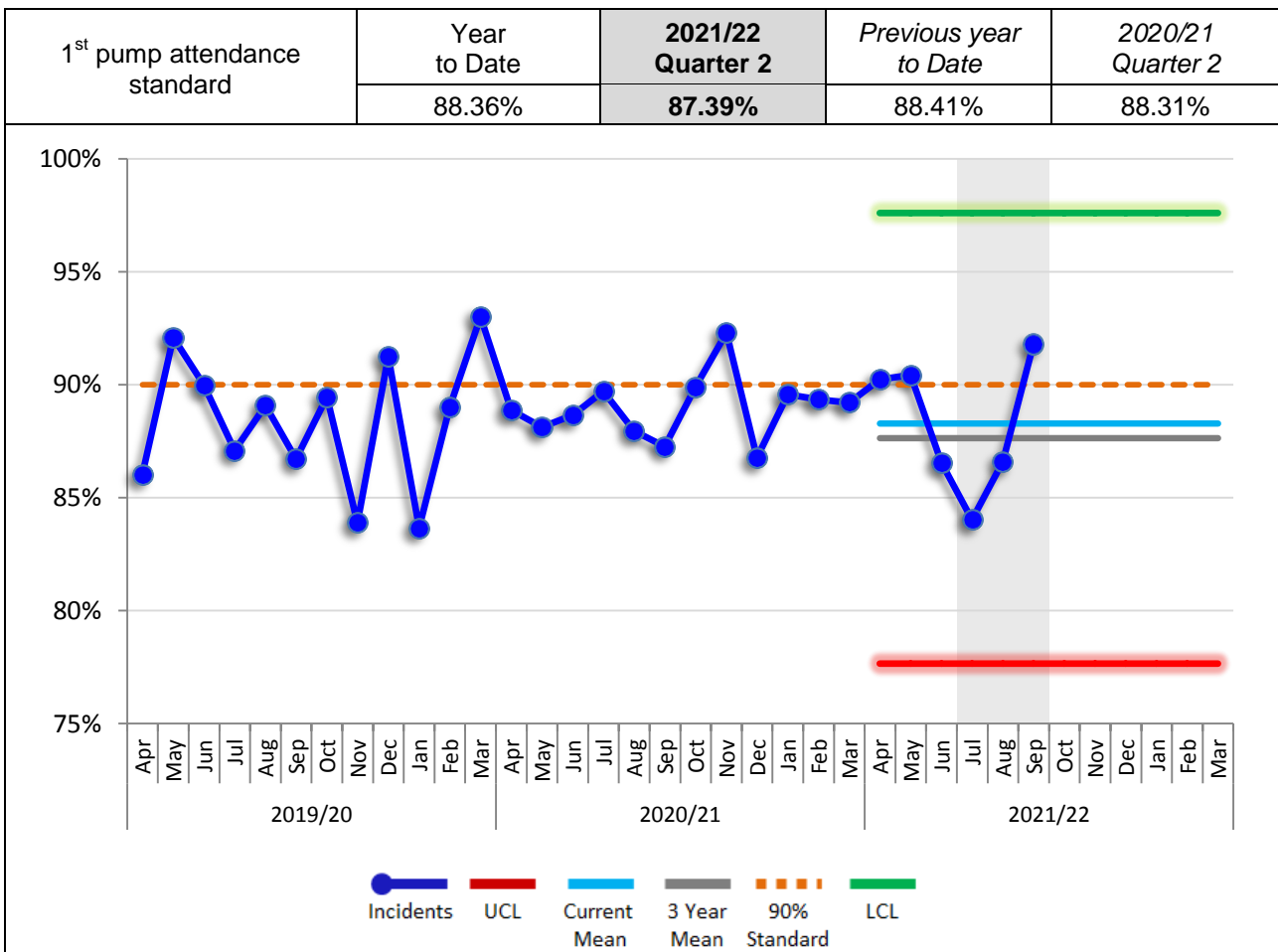
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 1<sup>st</sup> pump response decreased 0.92% of total first fire engine attendances over the same quarter of the previous year.



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<b>2.1.2 Emergency Response Standards - Critical Fires – 2<sup>nd</sup> Fire Engine Attendance</b>		Quarter response <b>82.35%</b>
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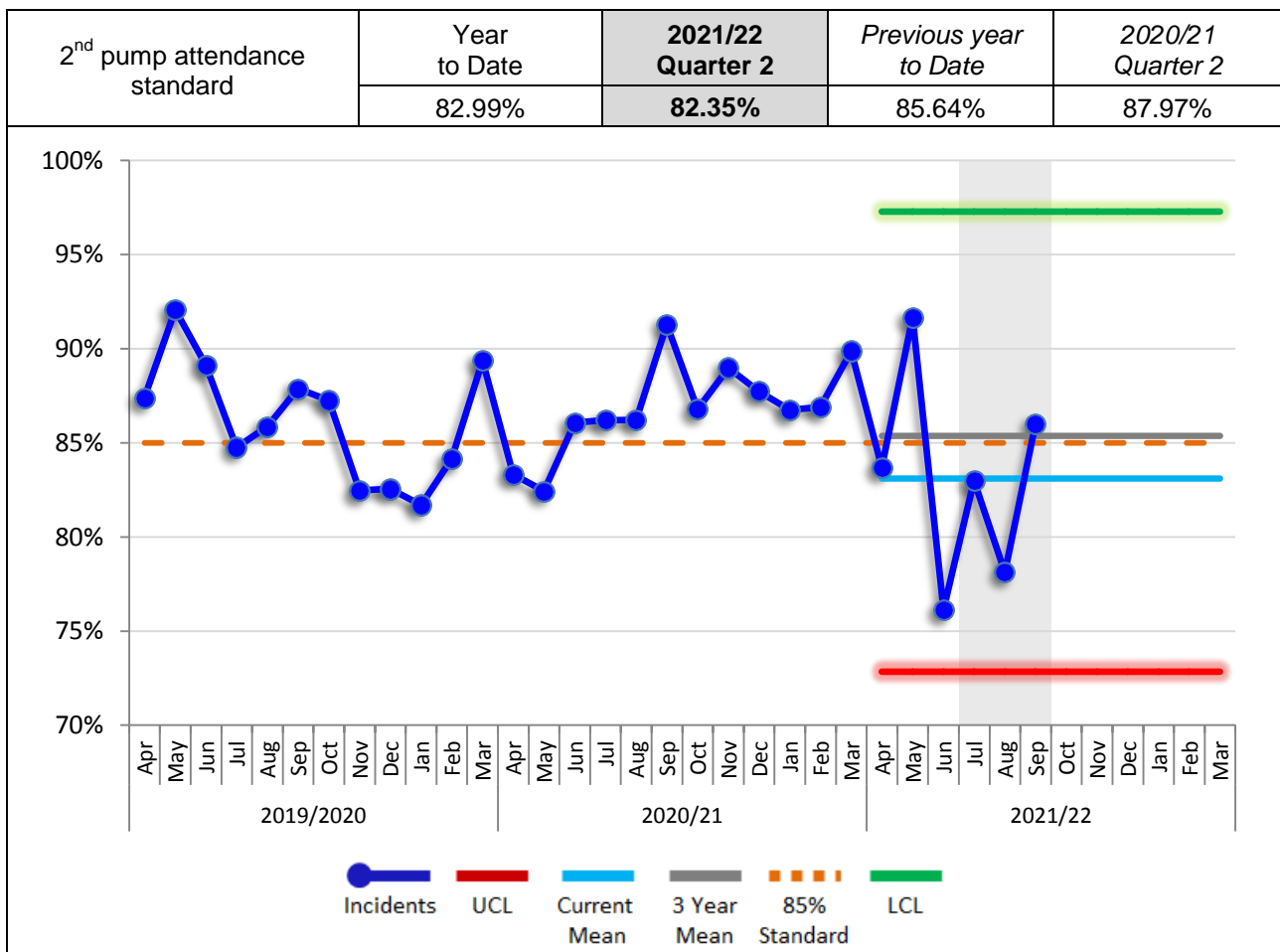
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

The response standards include call handling and fire engine response time for the 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 2<sup>nd</sup> pump response decreased 5.62% of total second pump attendances over the same quarter of the previous year.



**Lancashire Fire and Rescue Service**  
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**2.2.1 Emergency Response Standard - Critical Special Service - 1<sup>st</sup> Fire Engine Attendance**

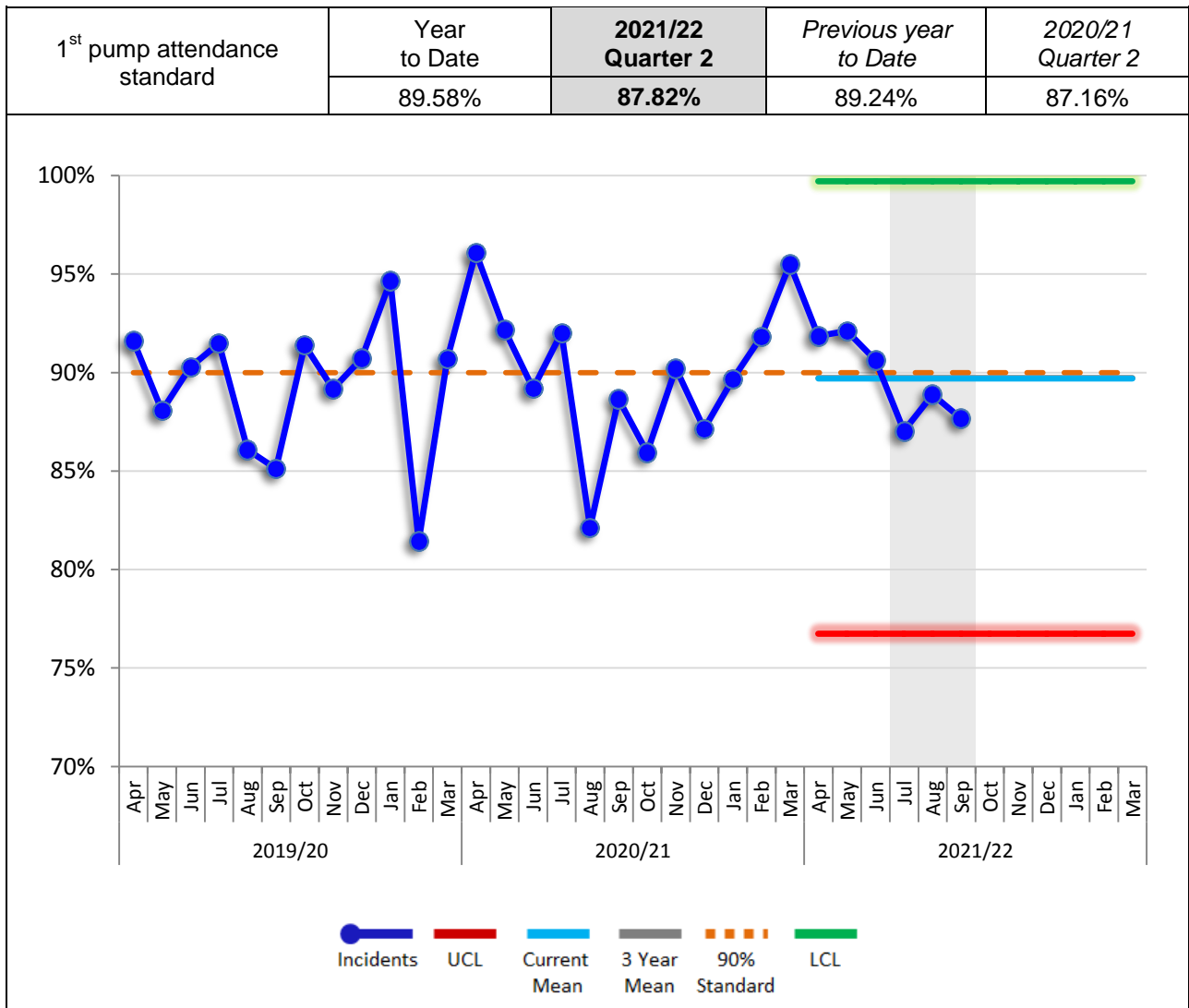


Quarter response  
**87.82%**

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 1<sup>st</sup> pump response increased 0.66% of the total responses over the same quarter of the previous year.



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<b>2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus</b>		Quarter availability <b>99.34%</b>
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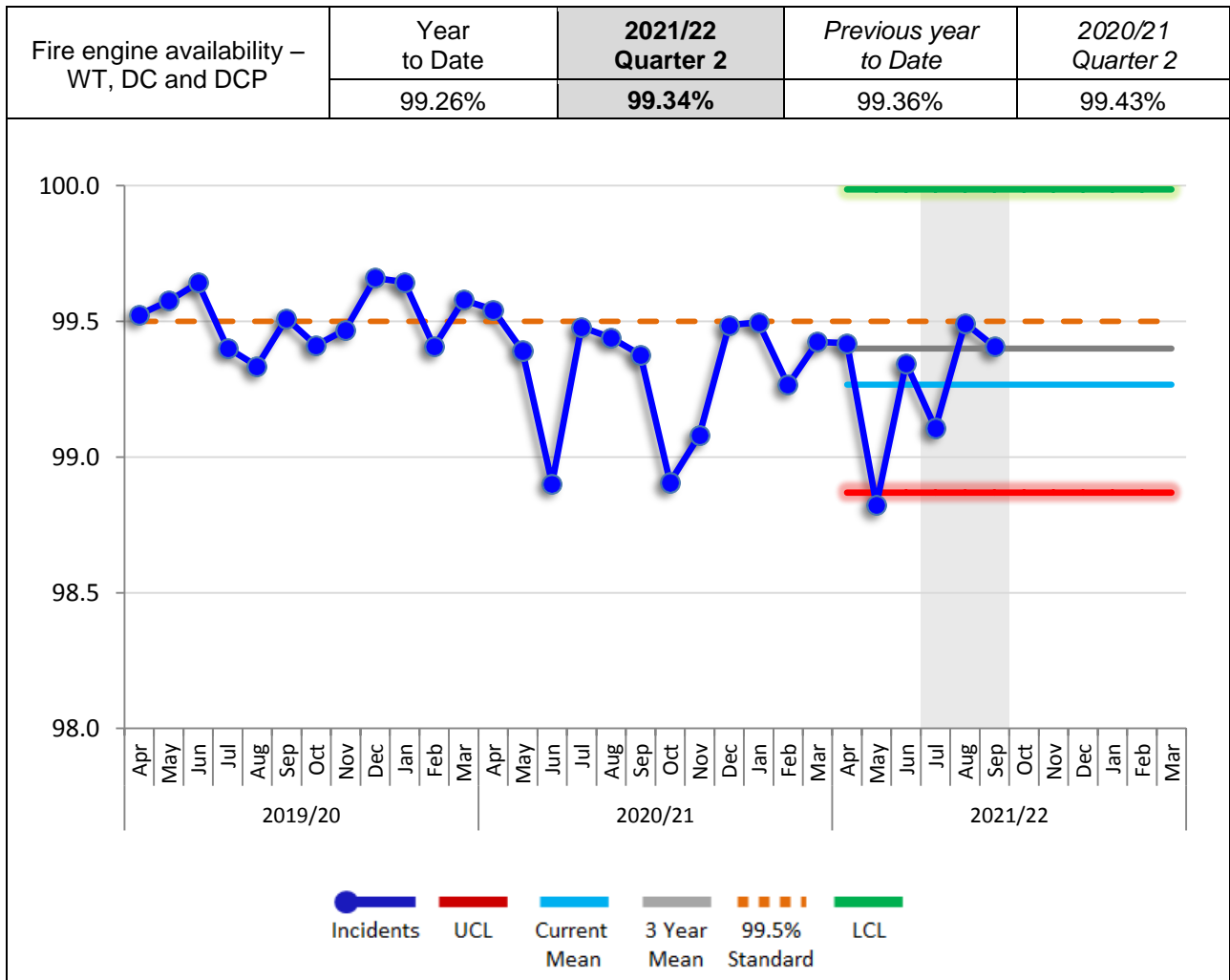
*This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.*

Fire engines are designated as unavailable for the following reasons:


- Mechanical
- Lack of equipment
- Appliance change over
- Crew deficient
- Miscellaneous
- Debrief
- Engineer working on station
- Unavailable
- Welfare

**Standard: 99.5%**

**Year to date availability of 99.26% is a decrease of 0.10% over the same period of the previous year.**



**Lancashire Fire and Rescue Service**  
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<b>2.4 Fire Engine Availability – On-Call Duty System</b>		Quarter availability <b>75.74%</b>
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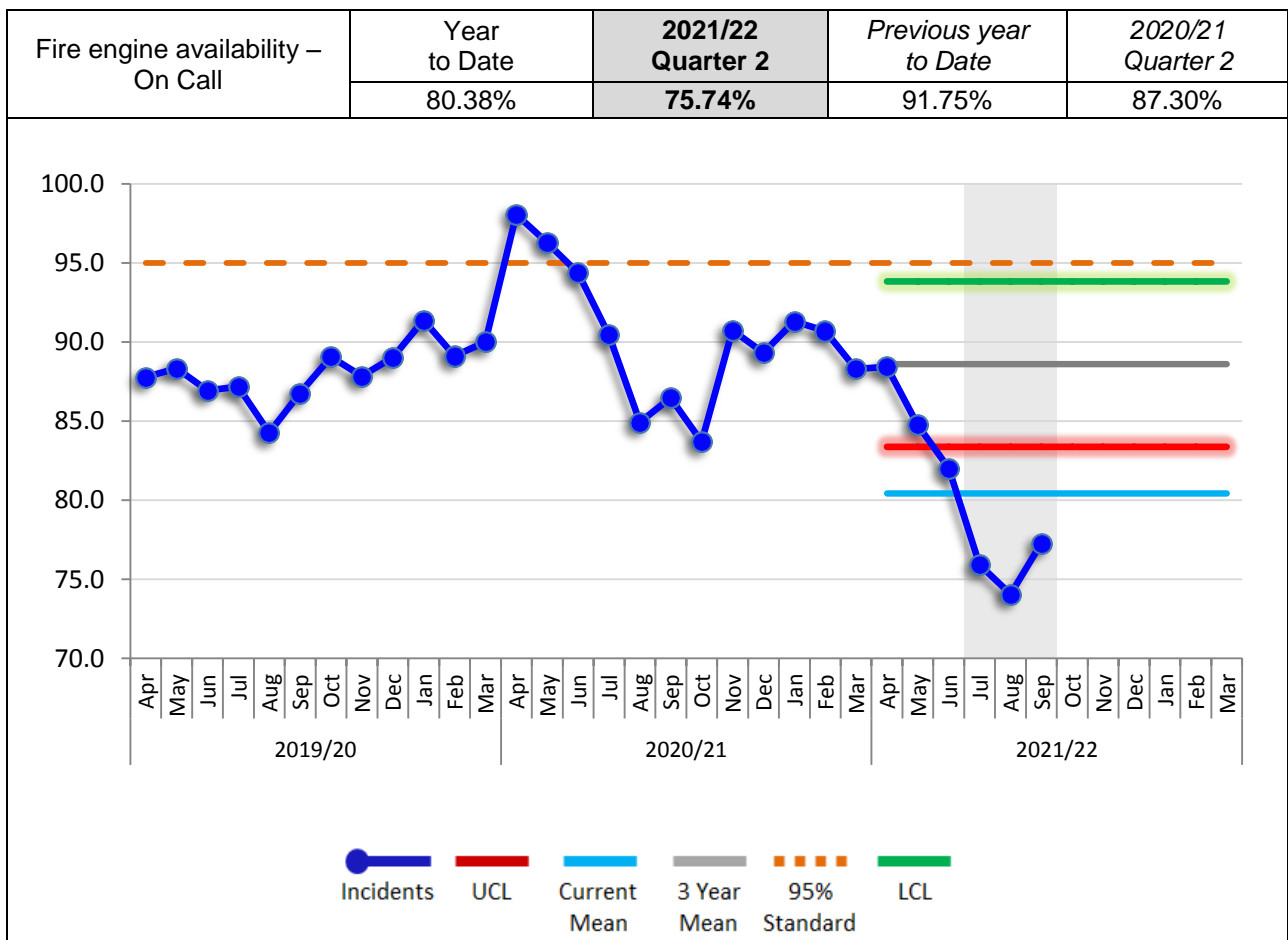
This indicator measures the availability of fire engines that are crewed by the On-Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.

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 57%
- Not enough BA wearers 69%
- Crew deficient 81%
- No driver 38%

**Standard: Aspirational Standard 95%**

**Year to date availability 80.38%, an 11.37% decrease against the previous year to date total availability of 91.75%.**



**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 3 months of quarter 2.

**Analysis**

Availability of OC pumps during the quarter was recorded at 75.74%, with each month being outside the 83.38% control limit, and below the Service's 95% aspirational standard.

The primary contributing factor was the loss of staff; recording 35 fewer staff in quarter 2 compared with the previous quarter. This equates to 2,328 fewer hours, meaning On-Call establishment was running below its optimal hours.

There was no one notable reason to account for the OC leavers, with a variety of different reasons cited: moving out of area, pursuing other career options, family commitments, retirements and commitment becoming too demanding.


Staffing is predicted to improve over the next 12 months as On-Call recruit's courses have now returned to pre pandemic numbers of 24 recruits per course, at the peak of pandemic there were 12 recruits per course.

A lack of Officers and Drivers on certain stations are also still a contributing factor, along with sickness and isolation periods on stations, due to the continuing Covid pandemic.

**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-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.

<b>2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).</b>		Quarter availability <b>73.55%</b>
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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 73.55%. This excludes the wholetime detachments shown in KPI 2.4**



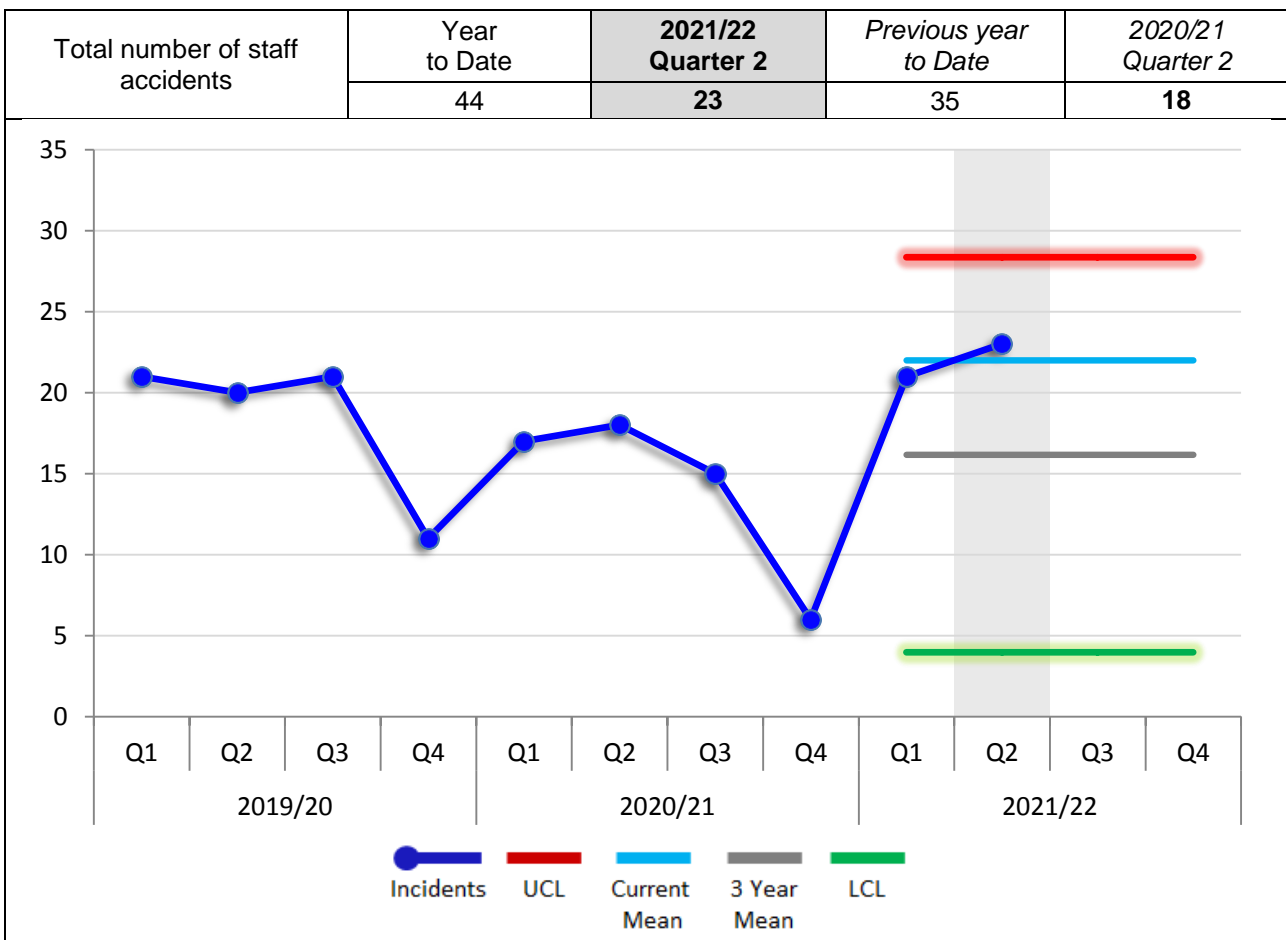
**Lancashire Fire and Rescue Service**  
**Measuring Progress**  
**July 21 – September 21**

<b>2.5 Staff Accidents</b>		Quarter activity <b>23</b>
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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 5 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
22	16	14	18	16

3.1 Progress against Savings Programme



Quarter variance

-0.34%

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

**Budget to end of September 2021 £28.7 million. The spend for the same period was £28.5 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 September of £28.7 million. The spend for the same period was £28.5 million, which gives an under spend for the period of £0.2 million. The current anticipated year end outturn is an underspend of £0.3m, however this will be updated over the coming months and will be reported to Resources Committee.

Variance:

-0.34%

**Lancashire Fire and Rescue Service**  
**Measuring Progress**  
**July 21 – September 21**

<b>3.2 Overall User Satisfaction</b>		Percentage satisfied <b>99%</b>
--------------------------------------	--	------------------------------------

*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.*

**98 people were surveyed; 96 responded that they were very or fairly satisfied.**

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything in to account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	2,824	2,792	98.87%	97.50%	1.40%

There have been 2,824 people surveyed since April 2012.

During the latest quarter - 98 people were surveyed and 96 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

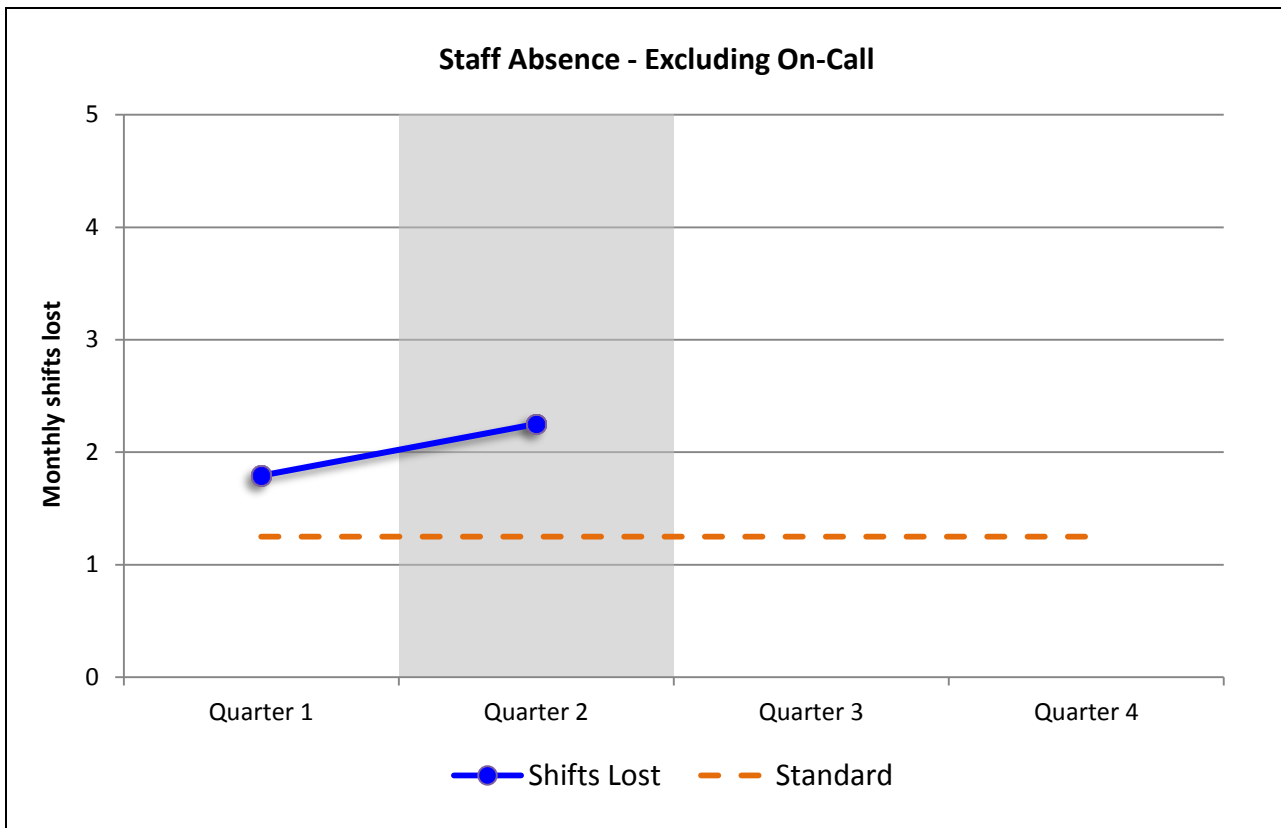
**4.2.1 Staff Absence - Excluding On-Call Duty System**



Shifts lost  
**4.068**

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 ÷ 4 quarters)



Cumulative total number of quarterly shifts lost:

4.068

**Lancashire Fire and Rescue Service**  
**Measuring Progress**  
**July 21 – September 21**

**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 quarter 2.

**Analysis**

During quarter one July 2021 – September 2021, absence statistics show above target for the quarter.

Whole-time personnel and for Non-uniformed personnel were both above the target.

Non-uniform - 467 shifts lost = 2.31

Wholetime - 1,384 shifts lost = 2.23

There were 4 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
Neurological	1

Grey Book	
Reason	Case/s
Covid	1
Mental health	1

There were 36 other cases of long-term absence which were also recorded within the 3 months:

Grey Book - 32 cases

Green Book - 4 cases

Overall (including the 4 cases of long-term absence which span over the total of the 3 months):

Reason	Case/s
Covid	10
Mental health (other)	10
Musculo skeletal	7
Hospital operation	5
Neurological	2

Injury – non work related	2
Back and spinal disorder	1
Cancer	1
Gastrointestinal	1
Mental health (work)	1

During the quarter, 28 of the 40 employees returned to duty.

**Actions being taken to improve performance**

The Service aims to continue with:

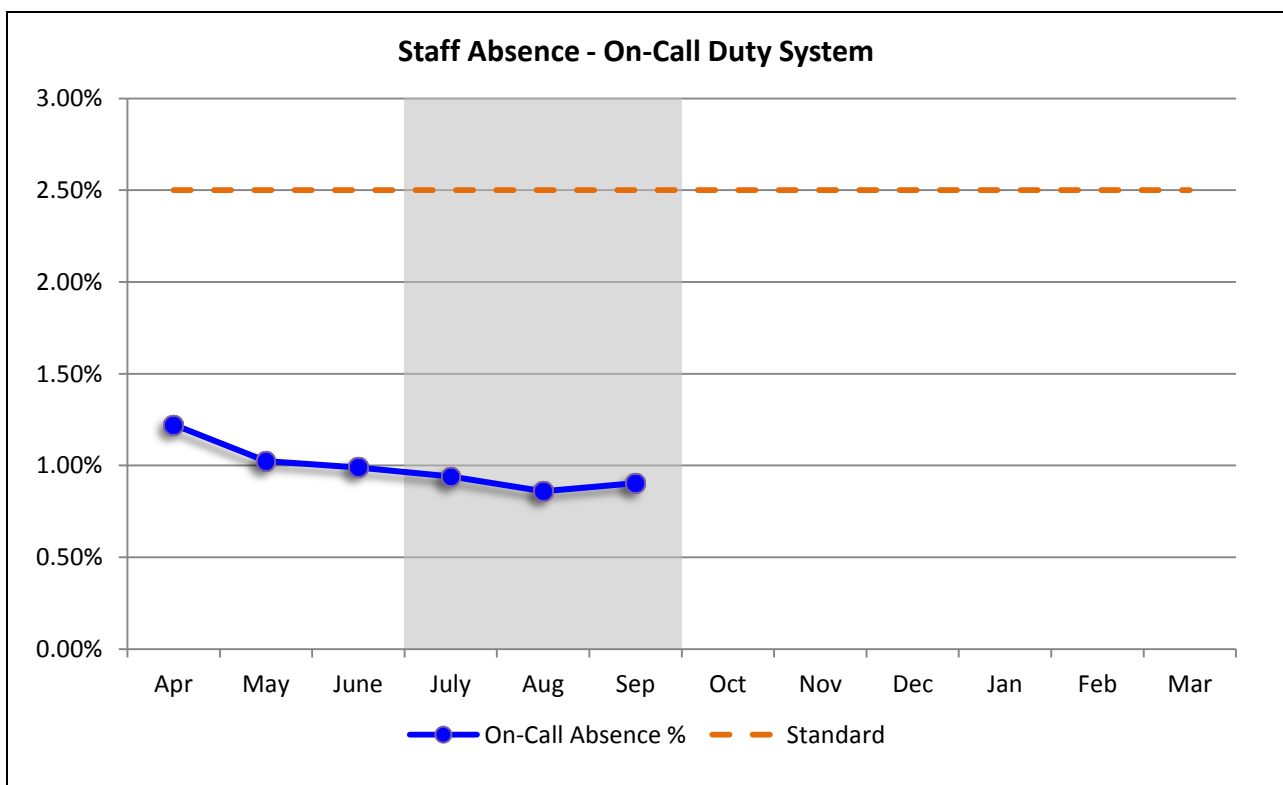
- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.
- Human Resources (HR) supporting managers in following the Absence Management Policy managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due 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.

<b>4.2.2 Staff Absence – On-Call Duty System</b>		Absence <b>0.90%</b>
--	--	-------------------------

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, 0.90%**

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



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

**0.90%**

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## LANCASHIRE COMBINED FIRE AUTHORITY PERFORMANCE COMMITTEE MEETING

Meeting to be held on 15 December 2021

### REVIEW OF KPIS AHEAD OF REPORT TO PLANNING COMMITTEE

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

*Table 1 Executive Summary and Recommendations*

#### **Executive Summary**

The Key Performance Indicators (KPIs) have been re-ordered, prioritising 'Valuing Our People' to reflect the service's values as set out by STRIVE. Several supplementary KPIs have been included to provide a tool with which to measure the Service's progress and several KPIs have been amended/removed to provide a more relevant reflection of performance.

Our response KPI's are proposed to remain the same with regards to the first fire engine response time standards. This is due to the strong correlation of our risk map scoring and effectively and efficiently being able to respond to our highest risk areas. The removal of the second fire engine response time will allow Lancashire Fire and Rescue Service (LFRS) to align with most Fire and Rescue Services' across the country, whilst still delivering a response to risk methodology and ensuring LFRS interventions will occur on arrival as a result of first fire engine response for both critical fire and special service calls.

#### **Recommendation(s)**

Performance Committee is asked to approve the changes to KPIs and their inclusion within the Service's Measuring Progress Report. The recommendations will then progress to the scheduled Planning Committee meeting in February 2022 who will then be asked to agree the relevant performance levels.

#### **Information**

##### **Proposed update to KPIs**

The KPIs have been re-ordered to prioritise 'valuing our people' to better reflect the service's STRIVE values and several KPIs have been added or amended to provide better information in a more understandable way and to enable measurement against goals.

The proposed changes will be implemented as and when the underpinning technology and integration within new PowerBi performance management software comes into effect within LFRS, anticipated in the second half of 2022-23 performance year.

## Re-ordered KPIs

### Existing arrangements

**1** Preventing fires and other emergencies from happening.  
  
Protecting people and property when fires happen.

**2** Responding to fire and other emergencies quickly and competently.

**3** Delivering value for money in how we use our resources.

**4** Valuing our people so that they can focus on making Lancashire safer.



### New Proposals

**1** Valuing our people so that they can focus on making Lancashire safer.















**2** Preventing fires and other emergencies from happening.  
  
Protecting people and property when fires happen.

**3** Responding to fire and other emergencies quickly.

**4** Delivering value for money in how we use our resources.

## Current KPI 1 Reporting and removal of 1.3.2

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

1.1		Risk Map Score
1.2		Overall Activity
1.3		Accidental Dwelling Fires (ADF)
1.3.1		ADF Extent of Damage (Fire Severity)
1.3.2		<del>ADF Number of Incidents where occupants have received a home fire safety check (HFSC)</del>
1.4		Accidental Dwelling Fire Casualties
1.5		Accidental Building Fires (ABF) – Non Dwellings
1.5.1		ABF Non-Dwellings Extent of Damage (Fire Severity)
1.6.1		Deliberate Fires Antisocial Behaviour
1.6.2		Deliberate Fires Dwellings
1.6.3		Deliberate Fires Non Dwellings
1.7		High Risk Home Fire Safety Checks
1.8		Road Safety Education Evaluation
1.9		Fire Safety Enforcement

**1.3.2 Remove:** The current performance measure of **Accidental Dwelling Fire (ADF) – number of incidents where occupants have received a Home Fire Safety Check (HFSC)**. It is difficult to understand and explain this indicator - success is implied if the % of households that experience a fire after having had a HFSC goes up (as this is alleged to be indicative of correct targeting) but arguably it's also indicative of the Service not being able to fully mitigate risk.

## New KPI 1

### Valuing our people so that they can focus on making Lancashire safer

Five **new** KPI headings have been added to enable the Service to better measure progress and identify areas for improvement. The staff accidents KPI has been moved into this KPI from 'Responding to Incidents', as this section reflects LFRS' commitment to our staff.

#### Existing KPIs

4.2.1	Staff Absence (Excluding On-Call)
4.2.2	Staff Absence (On Call)

#### Proposed KPIs

1.1	<b>Overall Staff Engagement:</b> Performance measure of how engaged our staff are.
1.2.1	<b>Staff Absence Wholetime (WT):</b> Specific measure of WT absence.
1.2.2	Staff Absence On-Call
1.2.3	<b>Staff Absence Greenbook:</b> Specific measure of Greenbook absence.
1.3.1	<b>Workforce Diversity (as a %):</b> Performance measure of how representative our staff are of our communities.
1.3.2	<b>Workforce Diversity Recruited (as a %):</b> Performance measure of our success in recruiting a diverse workforce.
1.4	Staff Accidents: <i>(Now included within KPI 1.)</i>

## New KPI 2

### Preventing fires and other emergencies from happening. Protecting people and property when fires happen.

Two new KPI headings have been added to provide a clearer representation of the data and activity levels.

When dealing with relatively small numbers, percentages can be misleading; the KPIs will move to publishing numbers as opposed to percentages where appropriate, in order to provide a more representative account of the data.

Due to the Fire Safety and Building Safety Bills, FRS involvement with Building Regulations Consultations (BRC) will gain an increased focus. BRC are not currently shared with members/staff/public, yet they represent a significant proportion (over 500 per quarter) of Fire Safety Inspectors work. This has therefore been added as a KPI so Elected Members have oversight and challenge on Service performance.

### Proposed KPIs

2.1	Critical Fire Risk Map Score
2.2	Overall Activity
2.3	Accidental Dwelling Fires (ADF)
2.3.1	ADF - Harm to people - Casualties
2.3.2	ADF – Harm to Property- Extent of Damage (Fire Severity)
2.4	Accidental Building Fires (Commercial Premises)
2.4.1	ABF (Commercial Premises) – Harm to property - Extent of Damage (Fire Severity). To provide a clearer representation of the data and activity levels.
2.5	ABF (Non-Commercial Premises)
2.5.1	ABF (Non-Commercial Premises: Private Garages and Private Sheds) – Harm to Property - Extent of Damage (Fire Severity).
2.6	<b>Deliberate Fires Total:</b> Specific performance measure of deliberate fires.
2.6.1	Deliberate Fires – Dwellings
2.6.2	Deliberate Fires – Commercial Premises
2.6.3	Deliberate Fires – Other (rubbish, grassland etc)
2.7	HFSC:
2.8	Numbers of other prevention activities such as Childsafe / wasted lives etc:
2.9	Fire Safety Enforcement (including business FSC)
2.10	<b>Building Regulation Consultations (BRC) (number and completed on time):</b>

### **New KPI 3**

#### **Responding to fire and other emergencies quickly**

In addition to the proposed changes to monitoring response standards as detailed in the Executive summary above, a new KPI has been added which gives overall Fire Engine Availability to provide an accurate 'Lancashire wide' view and a greater level of scrutiny.

Critical Fire Response – 2<sup>nd</sup> Fire Engine Attendance is proposed to be removed to align to the majority of the other 45 FRs in England. It is proposed that our response times will be measured against immediate interventions which will be from the first attending appliance, which also includes call handling times.

#### **Proposed KPIs**

3.1	Critical Fire Response – 1 <sup>st</sup> Fire Engine Attendance
3.2	Critical Special Service Response – 1 <sup>st</sup> Fire Engine Attendance
3.3	Total Fire Engine Availability
3.3.1	Fire Engine Availability Wholetime Shift Systems
3.3.2	Fire Engine Availability On-Call Shift Systems

### **New KPI 4**

#### **Delivering value for money in how we use our resources**

A new KPI for partnership collaboration has been added, which will provide a qualitative analysis of collaboration across Lancashire.

#### **Proposed KPIs**

4.1	Progress Against Allocated Budget
4.2	Partnership Collaboration

### **Business Risk**

It is essential that the Service uses a set of KPIs which are SMART and that any measure applied reflects performance accurately. In doing so this must provide a robust assessment framework by which the Authority can both understand and measure performance of the Service in an accurate and meaningful way. Which will allow for effective scrutiny of Service level performance.

The implementation of the new suite of KPI's is intrinsically linked to the development, testing and implementation of new digital developments, which will enable a more robust reporting mechanism through all levels within the Service. The new KPI suite cannot be fully brought to life until the workstream is introduced as business as usual. To ensure KPI performance is maintained to the authority the current KPI's will remain and the new KPIs be introduced at the appropriate time.

**HR Implications**

None.

**SHE Implications**

None.

**Financial Implications**

Consideration on the appropriate resources to complete the work

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

*Table 2 Details of any background papers*

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

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## LANCASHIRE COMBINED FIRE AUTHORITY PERFORMANCE COMMITTEE

Meeting to be held on 15 December 2021

### NORTH WEST FIRE CONTROL QUARTER 2 PERFORMANCE REPORT (APPENDIX 1 REFERS)

Contact for further information:

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

#### **Executive Summary**

This paper provides a clear measure of North West Fire Control's (NWFC) performance during quarter 2 (July -Sept) of 2021-2022.

#### **Recommendation(s)**

The Performance Committee is asked to endorse the Quarter 2 NWFC Performance report, challenging any relevant data as required.

#### **Information**

As set out in the report.

#### **Business Risk**

High

#### **Environmental Impact**

High

#### **Equality and Diversity Implications**

High

#### **HR Implications**

Medium

#### **Financial Implications**

Medium

#### **Local Government (Access to Information) Act 1985**

#### **List of Background Papers**

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

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## NORTH WEST FIRE CONTROL

Quarter

2

2021/2022

## Lancashire Fire & Rescue Service Performance Committee

Delivering Outstanding Critical Control Functions

## 1.0 Executive Summary

### Activity

A total of 6116 admin calls received in Q2 for LFRS. This is a 2.8% reduction compared to Q2 the previous year (6296 calls) and a 1.5% compared to Q1 this year (6203 calls).

In total, NWFC received 29432 admin calls for Q2. LFRS represents 20.7% of these calls.

A total of 10414 emergency calls received in Q2. This is a 21.6% increase compared to Q2 previous year (8164 calls) and 0% difference compared to Q1 this year (10431)

In total, NWFC received 43583 emergency calls for Q2. LFRS represent 23.9% of these calls.

### Service Delivery

Call challenge for Q2 for all of NWFC is 42% of calls received and not mobilised to. Lancashire is currently unaligned to the other NWFC partners and therefore will mobilise resources to AFAs on a more frequent basis.

Mobilising performance times for all of NWFC for Q2 for fires are 79 seconds, which compares to 78 seconds for previous quarter. LFRS mobilising times for fires for Q2 are under the 90 second target.

Mobilising performance times for all NWFC for Q2 for special service calls are 124 seconds, compared to 125 seconds for previous quarter. LFRS mobilising times for special service calls for Q2 are slightly above the average.

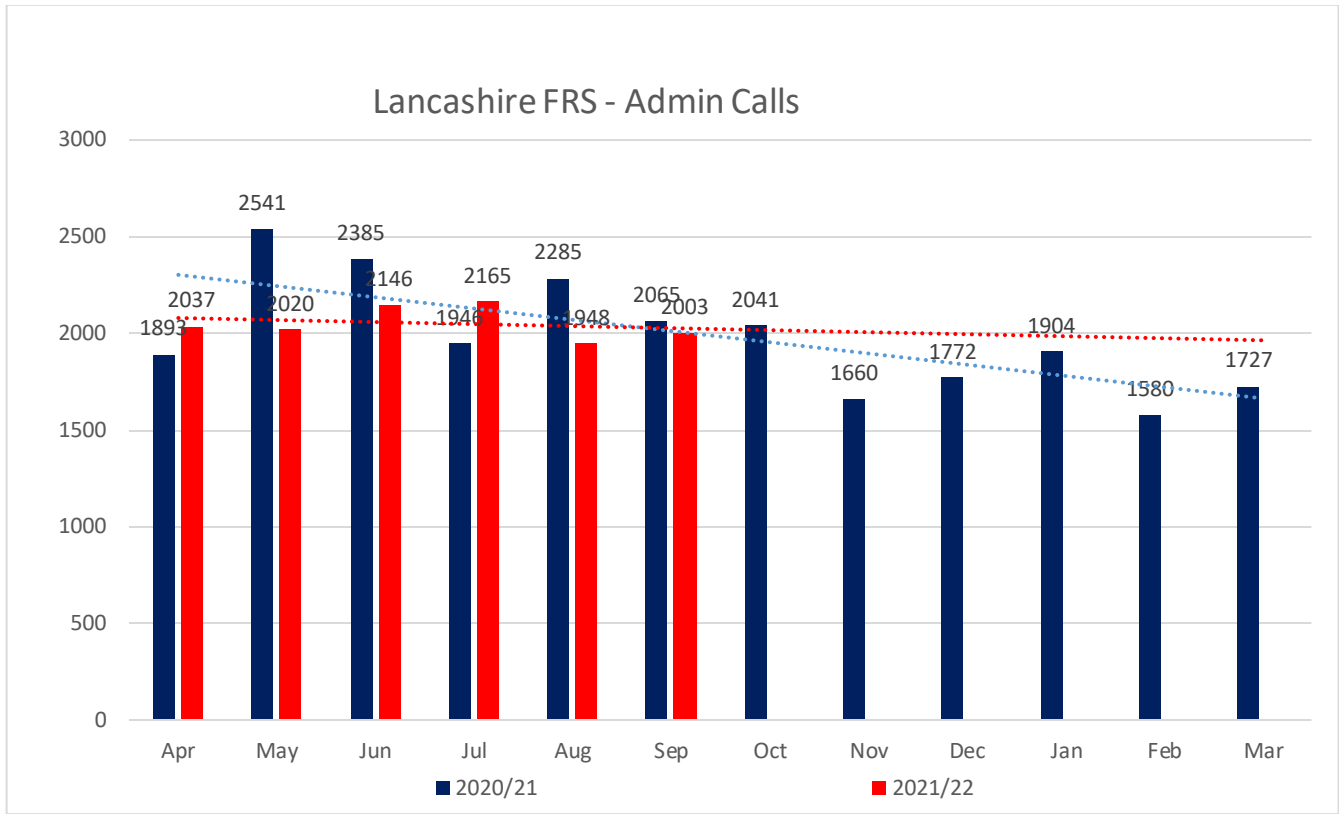
### Incidents of Note

In August 2021, NWFC assisted LFRS with managing an incident involving petrol inside a building on Walton Summit Industrial estate, Bamber Bridge. Resources attending included 10 Pumps, 2 Aerial Ladder Platforms, 1 Stinger and 1 Hose Laying Lorry. It was deemed a Significant Incident for Fire Safety (SIFS).

In addition, NWFC dealt with other large-scale incident in other fire services we partner and also assisted with 118 calls and 115 calls respectively for London Fire Brigade for two large scale flooding incidents in July. The calls were received as part of the buddy arrangements that we provide for London.

## 2.0 Call Volume and Incidents

### 2.1 Lancashire Fire & Rescue Service – Admin Calls to NWFC



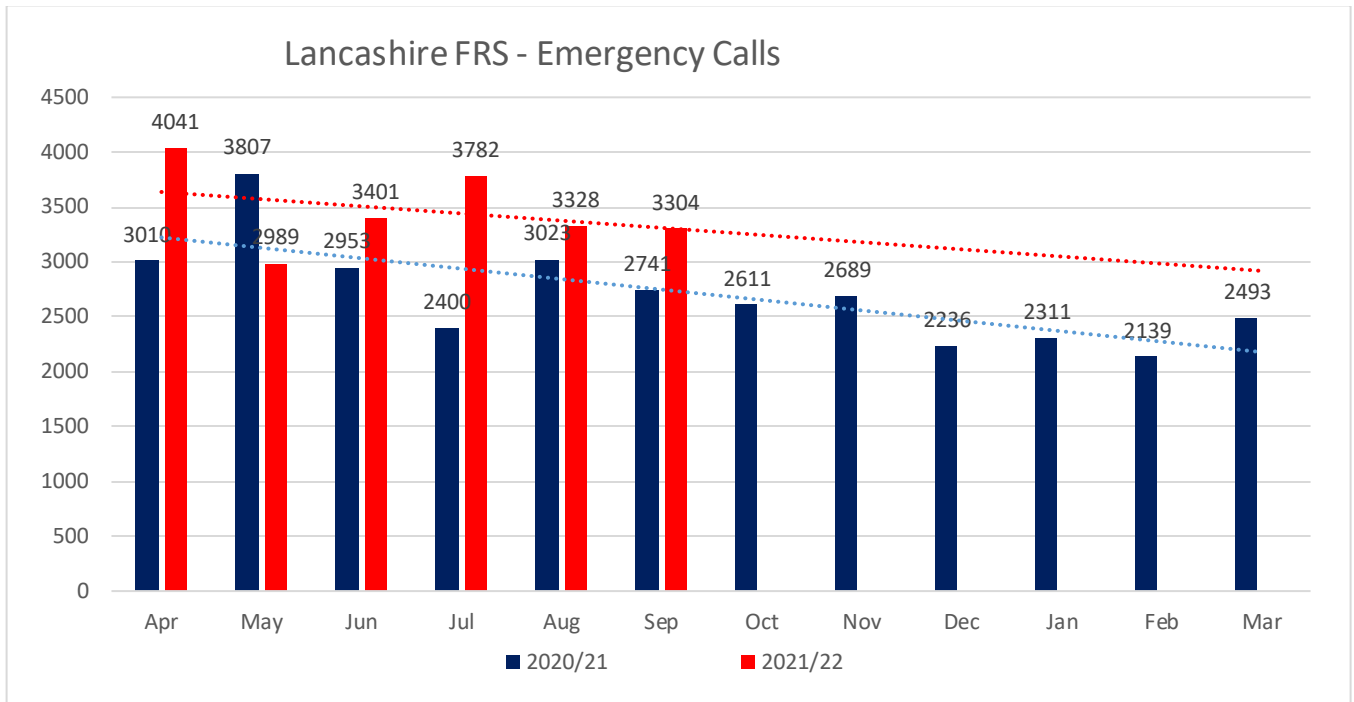
These calls will include crews and officers contacting NWFC for either guidance or to offer advice, for example: Notification of missing equipment, defective resources, liaising with control regarding exercises or resource availability.

A total of 12,319 calls received at NWFC this year, with the graph showing a slight downward trend.

A total of 6116 admin calls received in Q2. This is a 2.8% reduction compared to Q2 the previous year (6296 calls) and a 1.5% compared to Q1 this year (6203 calls).

In total, NWFC received 29432 admin calls for Q2. LFRS represents 20.7% of these calls.

## 2.2 Lancashire Fire & Rescue Service – Emergency Calls to NWFC



These calls will include 999 calls from members of the public and emergency calls from Lancashire Constabulary and North West Ambulance Service.

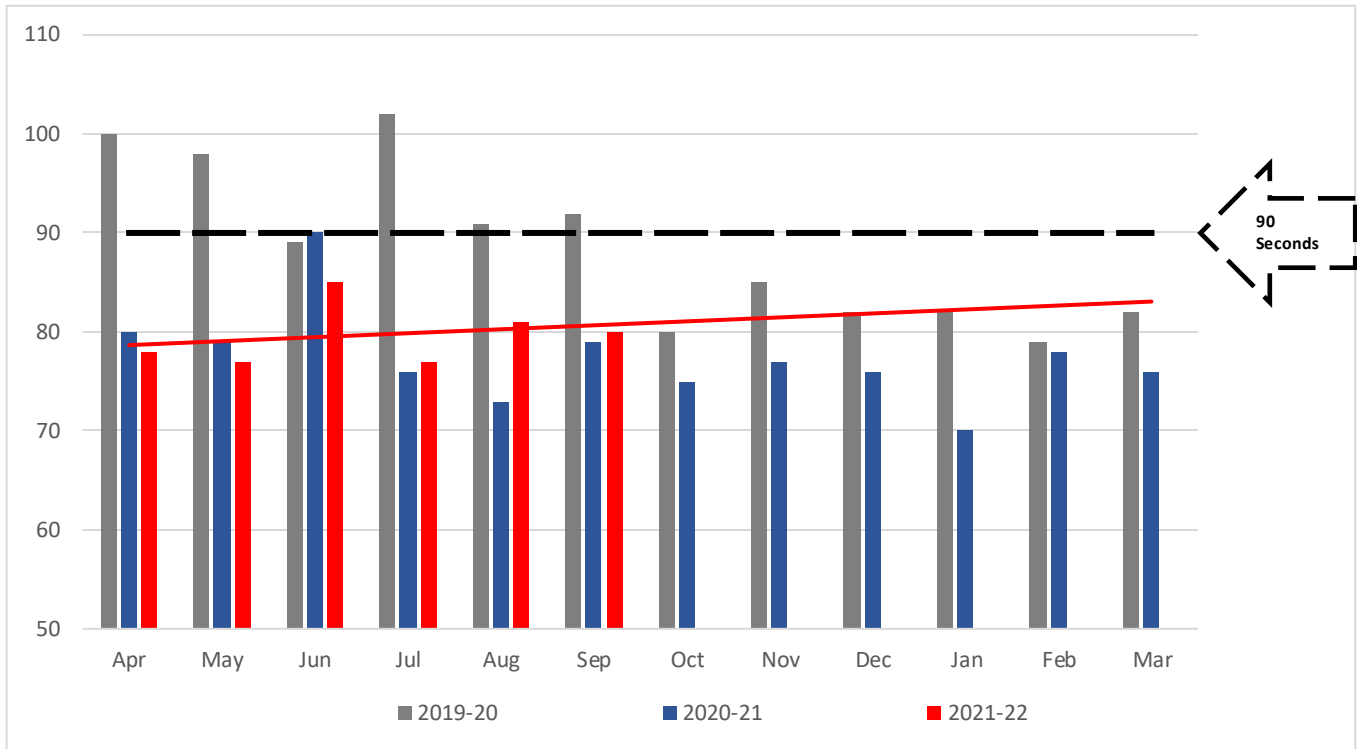
A total of 20,845 emergency calls received this year, with the graph showing a downward trend.

A total of 10414 emergency calls received in Q2. This is a 21.6% increase compared to Q2 previous year (8164 calls) and 0% difference compared to Q1 this year (10431)

In total, NWFC received 43583 emergency calls for Q2. LFRS represent 23.9% of these calls.

### 3.1 Lancashire FRS Fires: Call Handling Mobilisation Time

The graph indicates the length of time from answering the call to mobilising the first resource for incidents that involve fires.



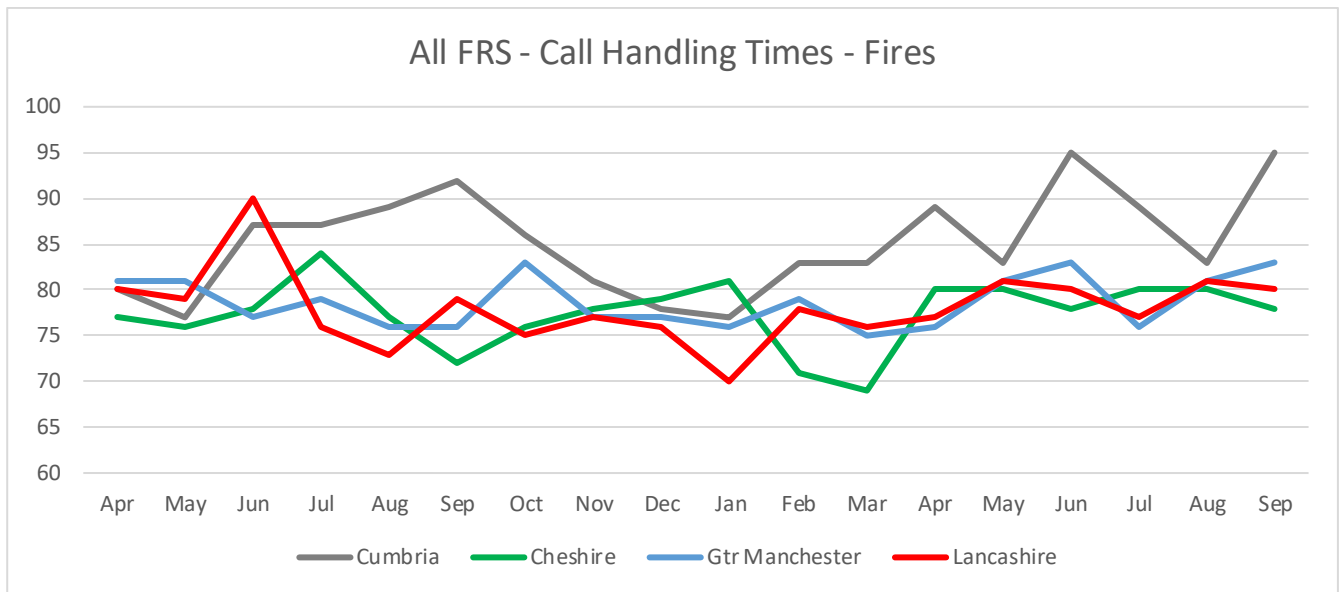
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2019-20</b>	100	98	89	102	91	92	80	85	82	82	79	82
<b>2020-21</b>	80	79	90	76	73	79	75	77	76	70	78	76
<b>2021-22</b>	78	77	85	77	81	80						

Mobilising performance times for all NWFC for Q2 for fires are 79 seconds, which compares to 78 seconds for previous quarter.

LFRS mobilising times for fires for Q2 continue to be under the 90 second target. The graph shows an upward trend mobilising times, however this is due to the spike of 85 seconds in June.

### 3.2 Call Handling Times for Fires for Each FRS – 2020/21

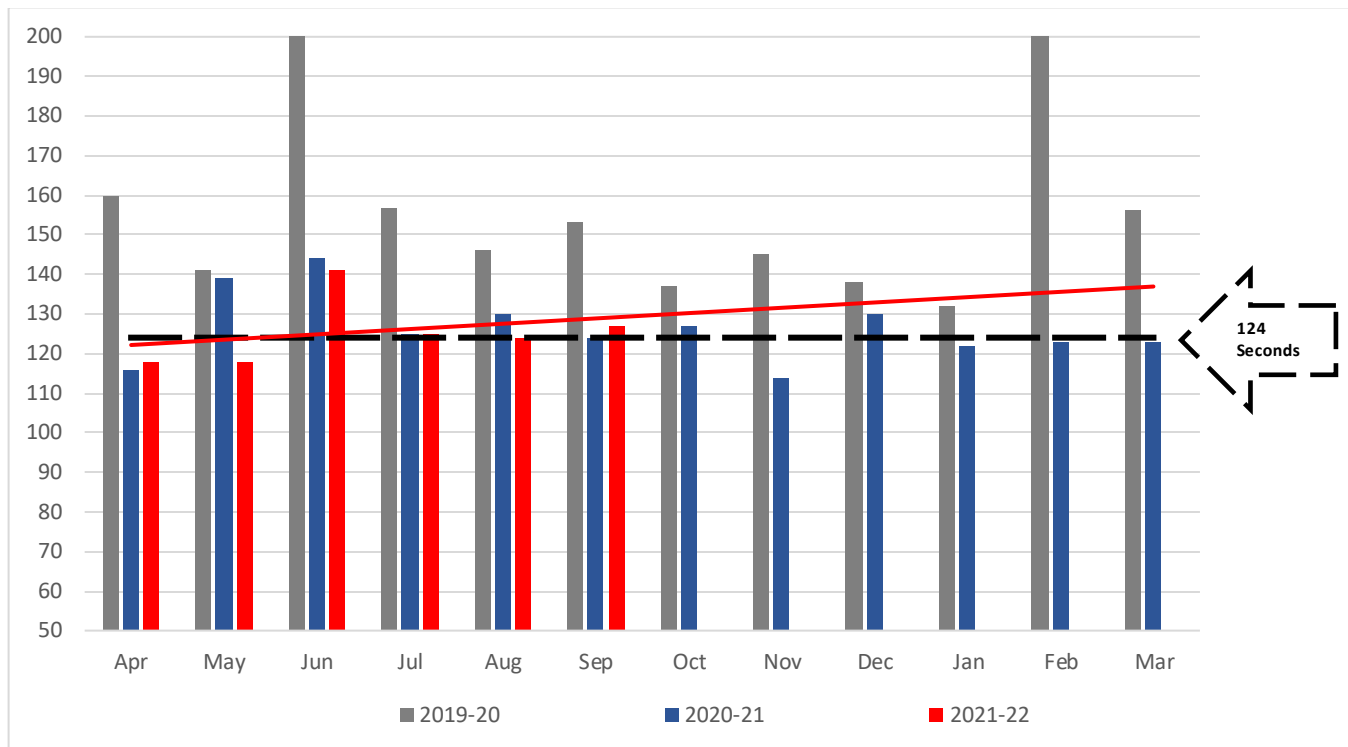
The table below compares the call handling mobilisation times for the four different fire and rescues services partnered with NWFC, for fire related incidents.



The red line represents the call handling times for fires for LFRS over the previous 18-month period, which continues to be relatively favourable compared to other fire and rescues services.



### 3.3 Lancashire FRS Special Service Calls: Call Handling Mobilisation Time



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2019-20</b>	160	141	208	157	146	153	137	145	138	132	227	156
<b>2020-21</b>	116	139	144	125	130	124	127	114	130	122	123	123
<b>2021-22</b>	118	118	141	125	124	127						

The data has several incidents exempted. These include those incidents where there is not an automatic response from NWFC, but when Lancashire FRS have asked that further clarification is sought from a specialist officer, e.g. NILO, prior to mobilisation due to the type of incident, such as suspect packages, missing persons. Other incidents excluded are where crews have proceeded to fix a defective smoke alarm several hours after being notified or where incidents have had to be queued due to a depletion of FRS resources in a location.

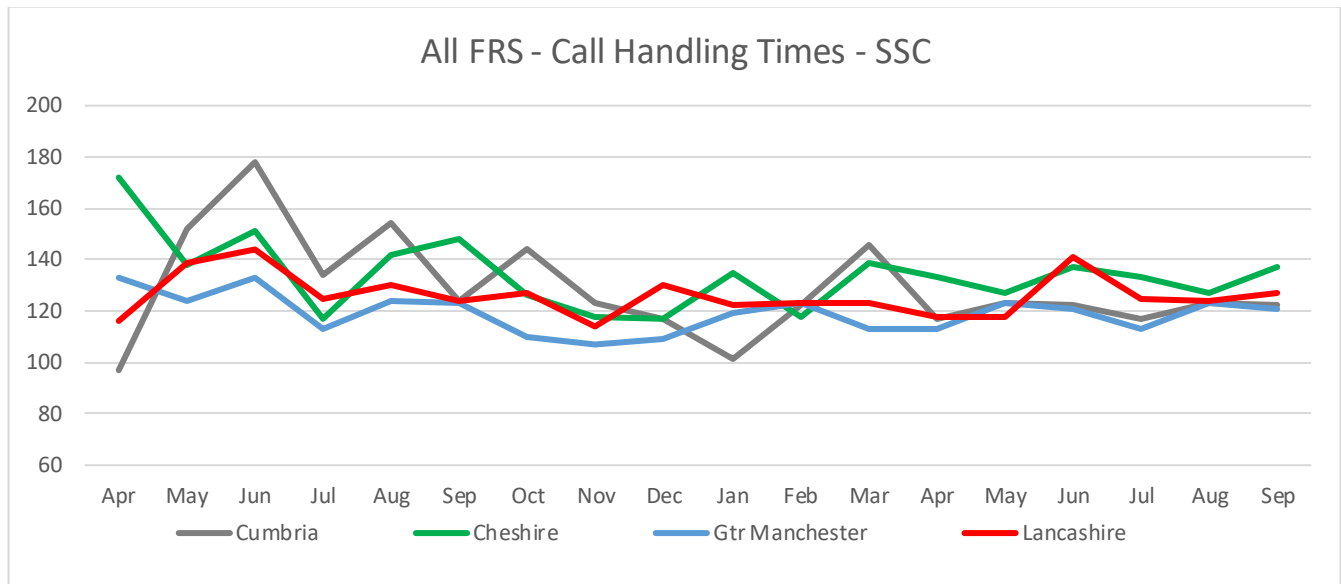
Mobilising performance times for all NWFC for Q2 for special service calls are 124 seconds, compared to 125 seconds for previous quarter.

LFRS mobilising times for special service calls for Q2 are slightly above the average of 124 seconds and there is an upward trend due to the relatively low mobilising times in April and May, with the spike in June.

The NWFC board of directors have asked for NWFC not to report a target of 90 seconds for special service calls, but to look at improving the average mobilising times for special service calls, due to complexity of the call challenge process when dealing with this type of incident compared to fires.

### 3.4 Call Handling Times for Special Service Calls for Each FRS – 2020/21

The table below compares the call handling mobilisation times for the four different fire and rescues services supported by NWFC for special service calls.



The red line indicates the month-by-month performance indicators for LFRS compared to other FRSs.

## LANCASHIRE COMBINED FIRE AUTHORITY PERFORMANCE COMMITTEE

Meeting to be held on 15 December 2021

### NORTH WEST FIRE CONTROL 999EYE PRESENTATION

Contact for further information:

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

#### **Executive Summary**

There will be a presentation on new technology available in the North West Fire Control Room in relation to improving situational awareness for call handlers and responding crews.

#### **Recommendation(s)**

The Performance Committee is asked to note the available technology and support its roll out to LFRS.

#### **Information**

As set out in the presentation.

#### **Business Risk**

None.

#### **Environmental Impact**

None.

#### **Equality and Diversity Implications**

None.

#### **HR Implications**

None.

#### **Financial Implications**

None.

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

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

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