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<u>LANCASHIRE COMBINED FIRE AUTHORITY</u>

<u>PERFORMANCE COMMITTEE</u>

<u>Wednesday, 16 March 2022 in Washington Hall, Service Training Centre, Euxton commencing at 10.00 am.</u>

<u>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.</u>

<u>AGENDA</u>

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

<u>Chairman's Announcement – Openness of Local Government Bodies Regulations 2014</u>
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. <u>APOLOGIES FOR ABSENCE</u>

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

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

3. <u>MINUTES OF PREVIOUS MEETING</u> (Pages 1 - 26)

4. <u>PERFORMANCE MANAGEMENT INFORMATION</u> (Pages 27 - 66)

5. <u>REVIEW OF FAMILY GROUP COMPARATIVE INFORMATION</u>

    (Verbal Report)

6. <u>BRIGHTSPARX PRESENTATION</u> (Pages 67 - 76)

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

    The next scheduled meeting of the Committee has been agreed for 10:00 hours on <u>29 June 2022</u> in Washington Hall, Service Training Centre, Euxton.

    Further meetings are: scheduled for 14 September 2022 and 14 December 2022
                            proposed for 15 March 2023

8. <u>URGENT BUSINESS</u>

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

9. <u>EXCLUSION OF PRESS AND PUBLIC</u>

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 December 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
P Britcliffe
A Kay
Z Khan
D Smith
R Woollam
N Hennessy (Substitute)
J Singleton (Substitute)

In accordance with the resolution of the predecessor Performance Review Committee at its inaugural meeting on the 30th July 2004 (Minute No. 1/04 refers), representatives of the LFRS, the Unions and Audit had been invited to attend all Performance Committee meetings to participate in discussion and debate.

Officers

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

In attendance

G Basson, North West Fire Control

12-20/21   APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Hasina Khan and Councillor Jean Rigby. County Councillor Nikki Hennessy and County Councillor John Singleton were in attendance as substitutes.

13-20/21   DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

14-20/21   MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 15 September 2021 be confirmed as a correct record and signed by the Chairman.

15-20/21   PERFORMANCE MANAGEMENT INFORMATION

The Chairman congratulated the Service on being awarded Emergency Service of the Year at the Excellence in Fire and Emergency Awards 2021.

The Deputy Chief Fire Officer presented a detailed report to the Performance Committee. This was the 2nd quarterly report for 2021/22 as detailed in the Integrated Risk Management Plan 2017-2022.

The Members were informed by the Deputy Chief Fire Officer, that a report on the review of the KPI suite would be presented to them in the meeting.

This quarter, 2 KPIs were shown in red which indicated that they were in negative exception. These were 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 2 activity 4,968 previous year quarter 2 activity 4,582 an increase of 8.42% over the same quarter of the previous year.

Incidents attended consisted of a myriad of different types. The report presented a chart which represented the count and percentage that each activity had contributed to the overall quarter's activity; most notably was that 50% were false

alarms.

The Deputy Chief Fire Officer stated that the changes to the Automatic Fire Alarm (AFA) attendance policy which would result in activity improvement in this area.

1.3   Accidental Dwelling Fires

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

It was noted that quarter 2 activity was 195, the previous year quarter 2 activity was 198, which represented a decrease of 1.52% over the same quarter of the previous year.

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

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 93.9% which was a decrease of 2.5% against the 96.4% recorded in the same quarter of the previous year.

Members were informed by the Deputy Chief Fire Officer that, pleasingly, Fire Severity continued to be recorded as low or medium. Therefore, although the number of fires was static, damage was limited.

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)	
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%**

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

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

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	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1*	19	8%	26	12%
Q2	14	7%	21	11%
Q3			32	14%
Q4			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 were now increasing, this had 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. In the Review of Key Performance Indicators (KPIs) report to the Planning Committee (for consideration later on the agenda), Members would decide whether to recommend the continuation of this KPI.

1.4 Accidental Dwelling Fire Casualties

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

The Deputy Chief Fire Officer reported that sadly, there was 1 dwelling fire fatality in the last quarterly period. Two casualties were recorded as serious and 12 slight. The same quarter of the previous year recorded no fatalities, 1 serious and 3 slight.

Casualty Status	2021/22 Quarter 2	2020/21 Quarter 2
Fatal	1	0
Victim went to hospital visit, injuries appeared Serious	2	1
Victim went to hospital visit, injuries appeared Slight	12	3
TOTAL	15	4

The Deputy Chief Fire Officer explained that, although the fire detector had activated and there was a quick response time, sadly, there had been a fatality of a 75-year-old male in the Blackpool area who had died before the Service arrived.

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 36.0% over the same quarter of the previous year.

Total number of incidents	2021/22 Quarter 2	2020/21 Quarter 2
	68	50

The Deputy Chief Fire Officer highlighted that the current mean average for the number of Accidental Building Fires was 24 with a three year mean average of 21 so the difference was only 3. He also noted that there was a direct correlation between low levels of accidental fires during the lockdown periods and the rise of incidents 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 remained static over the same quarter of the previous year.

Total number of incidents	2021/22 Quarter 2	2020/21 Quarter 2
	23	23

As in the previous meeting, the Deputy Chief Fire Officer informed that statistics for 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) <u>Accidental Building Fires (Commercial Premises) – Extent of Damage (Fire Severity)</u>

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 82.3%. This was an increase of 10.3% against a combined severity of 72.0% 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 2 (2021/22)
		Quarter 2 (20/21)	Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (21/22)	
High	⇩	28.0%	16.9%	20.9%	18.9%	**17.6%**
Medium	⬆	48.0%	67.8%	69.8%	67.6%	**67.6%**
Low	⇩	24.0%	15.3%	9.3%	13.5%	**14.7%**

1.5.1 (b) <u>ABF (Non-Commercial Premises: Private Garages and Private Sheds) – Extent of Damage (Fire Severity)</u>

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 65.2%. This was an increase of 30.4% against a combined severity of 34.8% in the same quarter of the previous year.

The Deputy Chief Fire Officer explained that the severity of most fires had reduced which was due to the quick action of the Service.

1.5.1 (b) 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)	
High	⇩	65.2%	45.5%	33.3%	51.7%	**34.8%**
Medium	⬆	34.8%	54.5%	53.3%	48.3%	**60.9%**
Low	⬆	0.0%	0.0%	13.3%	0.0%	**4.3%**

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 2	2020/21 Quarter 2
1.6.1 Deliberate Fires – Anti-Social Behaviour	395	366
1.6.2 Deliberate Fires – Dwellings	30	36
1.6.3 Deliberate Fires – Commercial Premises	36	31

The Deputy Chief Fire Officer highlighted that 6 of the incidents for quarter 2 in commercial premises were deliberate fire setting in prisons within two prisons across the county.

It was brought to the Members' attention by the Deputy Chief Fire Officer that the number of deliberate anti-social fires followed a trend where there were less in the winter months and they increased in the spring and summer months as young people were outside more.

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 18% over the same quarter as the previous year, with the cumulative year to date HFSC's increasing by 36% against the same period of 2020/21. The Deputy Chief Fire Officer explained that the significant increase, compared to the same period of 2020/21, was due to more HFSCs being carried out following the removal of lockdown measures, whereas those restrictions were in place during the same period of the previous year.

	2021/22	2020/21
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	66%	71%
Q2	68%	72%
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 7 properties recorded an ADF after not accepting a HFSC during the previous rolling 12-month period.

1.8   Road Safety Education Evaluation

This indicator reported the percentage of participants of the Wasted Lives and Road Sense education packages that showed a positive change to less risky behaviour following the programme; based on comparing the overall responses to an evaluation question before and after the course.

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

An improvement was shown if the percentage of positive influence on participant's behaviour was greater than the comparable quarter of the previous year.

To align with the start of the academic year, LFRS staff had been delivering Road Sense events in schools across Lancashire. Feedback had been requested from teachers to enable the Service to evaluate how effective the package and delivery was. Teachers were asked whether they thought that the session would have positively influenced the behaviour of children regarding road safety. From

the feedback received, 77% of teachers recorded that they felt the package and delivery was outstanding in achieving this, with the remaining 23% recording good. Monitoring and evaluation would continue throughout the academic year.

During quarter 2, to ensure road safety messages continued to be available, the service had undertaken 5 Wasted Lives sessions involving 224 attendees and Biker Down was delivered to 11 attendees in 1 session.

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.

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

	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	8%	4%
Q2	538	28	336	109	5%	7%
Q3						
Q4						

The Deputy Chief Fire Officer was pleased to report that crews and Inspectors had increased the number of Fire Safety Enforcement inspections they carried

out following the easing of Covid-19 restrictions. Members were informed that a pilot had been launched in the northern and western areas where operational firefighters, as well as carrying out HFSCs, were undertaking training to deliver low level business fire safety checks in commercial buildings. A specialist team of highly qualified inspectors checked the higher risk buildings such as high-rise buildings, hospitals, and care homes with the number of inspections increasing.

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

The Deputy Chief Fire Officer wanted to reiterate the response standard set in Lancashire was one of the quickest, outside metropolitan districts, that were seen anywhere in the country. The Service set a 6-minute attendance standard which included 1 minute for call handling at North West Fire Control.

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

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

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

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

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

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

Quarter 2 – 1st pump response decreased 0.92% of total first fire engine attendances over the same quarter of the previous year.

Year to Date	**2021/22 Quarter 2**	Previous year to Date	2020/21 Quarter 2
88.36%	**87.39%**	88.41%	**88.31%**

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 2 – 2nd pump response decreased 5.62% of total second pump attendances over the same quarter of the previous year.

Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
82.99%	82.35%	85.64%	87.97%

2.2.1 <u>Emergency Response Standards - Critical Special Service – 1st Fire Engine Attendance</u>

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

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

The latest quarter 1st pump response increased 0.66% over the same quarter of the previous year.

Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
89.58%	87.82%	89.24%	87.16%

The Deputy Chief Fire Officer advised that a report would be presented to the Planning Committee in February to determine whether to consider refining Service response standards. He explained that the risk with setting such high response standards was that the public expected the Service to achieve those 90% of the time and when they failed to meet them, it had to be justified, adding that LFRS response standards were currently one of the highest (quickest) across the country.

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

This indicator measured the availability of fire engines that were crewed by wholetime, day crewing and day crewing plus shifts. It was measured as the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were designated as unavailable for the following reasons:

- Mechanical
- Crew deficient
- Engineer working on station
- Appliance change over
- Debrief

- Lack of equipment
- Miscellaneous
- Unavailable
- Welfare

Recovery times for crews following a significant incident was also highlighted as a reason for fire engines being unavailable.

Standard: 99.5%

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

Year to Date	**2021/22 Quarter 2**	Previous year to Date	2020/21 Quarter 2
99.26%	**99.34%**	99.36%	**99.43%**

2.4   Fire Engine Availability – On-Call Duty System

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

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

- Manager deficient   57%
- Crew deficient   81%
- Not enough BA wearers   69%
- 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%.

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Year to Date	**2021/22 Quarter 2**	Previous year to Date	2020/21 Quarter 2
80.38%	**75.74%**	91.75%	**87.30%**

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 3 months of quarter 2.

The 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 equated to 2,328 fewer hours, meaning On-Call establishment was running below its optimal hours.

There were a variety of different reasons cited to account for the On-Call leavers: moving out of area, pursuing other career options, family commitments, retirements and commitments becoming too demanding. Staffing was predicted to improve over the next 12 months as On-Call recruit's courses had now returned to pre-pandemic numbers of 24 recruits per course. At the peak of the pandemic, there were 12 recruits per course. A lack of officers and drivers on certain stations were still a contributing factor, along with sickness and isolation periods on stations due to the continuing Covid-19 pandemic.

The Deputy Chief Fire Officer explained that the drop in response standards 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.

Actions being taken to improve performance were:

- Continue with a driven recruitment strategy, utilising a targeted approach to stations that were in exception.
- A focused look at existing contract alignment whilst ensuring staff were fulfilling existing contracts when under contracted hours.
- Balancing availability of Light Goods Vehicle (LGV) and Officers in Charge (OIC) qualifications to meet station requirements.
- 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 received 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.

The Deputy Chief Fire Officer advised that staff views were being sought on how to improve the availability of fire engines in the rural areas. It was a national challenge to keep on-call fire engines on the run.

It was suggested to the Chairman by the Deputy Chief Fire Officer that the Committee consider appointing a Task & Finish Group to contemplate options to improve on-call fire engine availability.

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 2 was 73.55%. This excluded the wholetime detachments shown in KPI 2.4. The cost of detaching wholetime firefighters to on-call stations was significant.

The Deputy Chief Fire Officer advised that the Service was seeking to procure software available (dynamic cover tool), 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.

2.5 Staff Accidents

This indicator measured the number of staff accidents.
The number of staff accidents during the latest quarter increased by 5 incidents against the same quarter of the previous year.

Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
44	23	35	18

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 September of £28.7 million. The spend for the same period was £28.5m giving an underspend for the period of £0.2m. the current anticipated year end outturn was an underspend of £0.3m, however, this would be updated over the coming months and would be reported to Resources Committee.

3.2   Overall User Satisfaction

Since April 2012, 2,824 people had been surveyed and the number satisfied with the service was 2,696%; satisfied was 98.87% against a standard of 97.50%; a variance of 1.4%.

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

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

4.2.1 Staff Absence – Excluding on-Call Duty System

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

Annual Standard: Not more than 5 shifts lost.
Cumulative total number of monthly shifts lost 4.068.

The negative exception report was due to the number of shifts lost through absence per employee being above the Service target for quarter 2.

The Deputy Chief Fire Officer presented Members with the analysis, that during quarter 2, July 2021 – September 2021, absence statistics showed above target for the quarter.

Whole-time personnel and 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 spanned over the total of the 3 months with the reasons being:

Green Book			Grey Book	
Reason	**Case/s**		**Reason**	**Case/s**
Mental Health	1		Covid	1
Neurological	1		Mental Health	1

There were 36 further 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.

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.

The Deputy Chief Fire Officer informed Members that in the Review of KPIs ahead of the report to Planning Committee later on the agenda, it would be proposed to split the statistics for staff into operational staff and support staff. The Service was also considering reporting the staff sickness statistics in a different format with clear indicators in line with other Fire Services, which would allow for comparison.

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, 0.90%.

The Chairman thanked the Deputy Fire Officer for a comprehensive report.

In response to Councillor Smith's question regarding the national difficulties in recruiting to some posts, and if the Fire Service had found it difficult to recruit drivers and also to others posts, the Deputy Chief Fire Officer advised that one of the reasons for fire engines being off the run was crew deficiency. A crew of 4 was needed to respond to fire incidents, whereas some other authorities would respond with a crew of 3, therefore, crew numbers was something the Fire Service would consider, as the nearest resource was not always responding to incidents. He added that, due to the lack of a driver for some incidents, resources had been directed to driver training and also recruiting an additional driving instructor. Another strategy being considered, by the On-Call Improvement Group, was recruiting to driver-only roles which could be filled by firefighters approaching retirement.

In response to a query from County Councillor Woollam regarding the ability to increase the attendance of road safety education sessions through the involvement of parish councils to raise awareness, the Deputy Chief Fire Officer confirmed that the Service did engage with parish councils and acknowledged the significant role Members had in engaging communities.

In response to a further question from County Councillor Woollam regarding the ability to raise awareness of the issues and problems of deliberate fire setting, the Deputy Chief Fire Officer explained that there had been a recent rise with prisoners setting fires which was a challenging problem to resolve. The Service worked with the Police and other bodies to tackle deliberate fires with a group of officers, (SIAG – Service Intelligence and Analysis Group), who met every quarter to investigate trends.

Councillor Beavers queried the feasibility of recruiting on-call firefighters along the same lines as the Territorial Army. The Chairman stated that the Committee could take the decision to establish a Task & Finish Group relating to on-call

firefighters as suggested by the Deputy Chief Fire Officer. The Deputy Chief Fire Officer advised that support through a Task & Finish Group would be welcome and added that research was being undertaken by the National Fire Chief's Council (NFCC) to look at the sustainability of on-call and how it could be improved.

In response to a comment from County Councillor Hennessy regarding deliberate fire setting, the Deputy Chief Fire Officer explained that, given a lot of deliberate fires were started by young adults, the Service carried out a lot of educational work and delivered skills packages in schools. There was also a successful fire cadet scheme, and the Prince's Trust also worked with children experiencing difficult circumstances. Specialist advice was given to those individuals who had been identified as having started a fire and the Service also worked with the police. Following a deliberate fire incident, the Incident Intelligence Officer would investigate, the Service would work alongside the police and individuals would be prosecuted through the criminal justice system.

In response to County Councillor Hennessy's question regarding the number of Fire Inspectors in the Service, and whether existing firefighters were being trained as Inspectors and the mentoring of staff, the Deputy Chief Fire Officer informed that Area Manager, Mark Hutton was in the process of engaging staff in the Prevention and Protection Team in further reshaping, as there had been a drive from government in fire prevention following the Grenfell tragedy. The Service had received a £350,000 grant from the government over the last 12 months which would hopefully form part of the base budget to add additional Inspectors to the team. The challenge the Service faced was that it took approximately 2-3 years to fully train an Inspector with a number of staff currently going through that process. The Deputy Chief Fire Officer explained that consultations were ongoing with trade unions and staff to increase the level of remuneration to attract and retain staff. Regarding mentoring staff, the Deputy Chief Fire Officer advised that the Service had a programme of training frontline crews to give them knowledge and understanding of fire protection to enable them to carry out low level Fire Safety Checks which would hopefully encourage some to become Inspectors to ensure sustainability of the team.

In response to a question raised by County Councillor Hennessy regarding emergency response standards and information about any delayed responses, the Deputy Chief Fire Officer stated that every incident was tracked and a full debrief carried out subsequently. He advised that the response standard targets were very stretching and included a call handling time of 1 minute with the general national standard being 90 seconds.

County Councillor Kay was concerned that the possible return of the Covid-19 Pandemic could result in excess waste from shops presenting an opportunity for deliberate fires. She asked whether business owners would be given advice over the Christmas period in relation to Fire Safety Enforcement. The Deputy Chief Fire Officer explained that the Business Fire Safety Checks did include that element. He advised that although there were highly qualified Inspectors who primarily focused on high-risk premises such as high-rise buildings, care home and hospitals, crews would carry out Home Fire Safety Checks and Business Fire

Checks over the Christmas period on lower risk premises. Additionally, some proactive communication would be issued and spot check sampling would be carried out. The Deputy Director for Operational Response added that the role of local Managers at fire stations was to manage risk in their areas to which they had a great deal of local knowledge, knew where those risks existed and which premises were vulnerable. Arson vulnerability assessments were also undertaken and business owners at high risk were educated about how they could more effectively manage and reduce the risk of arson fire to their premises.

In response to a question from County Councillor Kay in relation to the policy for staff sick pay and if there was any provision for private medical care, the Deputy Chief Fire Officer stated that the standard terms and conditions for firefighters was 6 months at full pay and a further 6 months at half pay, however, if it was work related absence then it could be extended to 12 months. He advised that there were many systems in place to support staff with their wellbeing and occupational health. The Service supported staff to help them back to work. For those who were absent long-term, they received support from their line manager and would have an additional manager assigned to support them. Mental Health Stress Assessments were also carried out with HR when needed with any necessary adjustments put in place and phased returns were also offered.

In response to a question asked by Councillor Rigby in relation to there being value in sending a secondary crew of 3 out to incidents when the first crew were already in attendance, the Deputy Chief Fire Officer said that the Service would allow a crew of 3 to respond to low level incidents when the first crew was already in attendance, however, they would not be dispatched to property fires. Lancashire Fire and Rescue maybe the only emergency service that did not send the nearest resource and sending smaller crews would be discussed with staff and trade unions as all Incident Commanders were trained to make risk assessments and risk informed decisions.

In response to a question by County Councillor Britcliffe regarding deliberate fires in residential properties, the Deputy Director for Operational Response advised that sometimes there were determined arsonists, and there were many societal factors, some of which resulted in people electing to use fire as a weapon. The role of the Service was to ensure that the Incident Officers and Operational Crews, were adequately equipped with the knowledge and skills to fully investigate those incidents. The Service also worked with the police and partner agencies to establish cause, bring perpetrators to justice, and reduce the risk of further arson incidents in the future.

County Councillor Singleton raised the issue of the Service assisting with booster injections due to the new Omicron variant of Covid-19 and asked how this would affect the performance of the Service. The Deputy Chief Fire Officer assured that performance would not be affected. Many staff supported the roll out of the booster in their days off and some administrative staff were seconded from their roles. He confirmed that the Service was committed to keeping all 58 fire engines on the run. Resources would be directed to support the roll out and the Service would adapt which demonstrated the flexibility of the organisation.

All Members agreed to the establishment of a Task & Finish Group for the improvement of on-call fire engine availability.

RESOLVED :- That the Performance Committee endorsed the Quarter 2 Measuring Progress report and noted the contents of the 2 negative exceptions. The Committee would establish a Task & Finish Group to investigate improving on-call fire engine availability.

16-20/21   REVIEW OF KPI SUITE

The Deputy Chief Fire Officer presented a report to Members detailing the proposed update to the Key Performance Indicators (KPIs). The proposal was to reorder the KPIs to prioritise 'Valuing Our People' to reflect the Service's STRIVE values. Several KPIs had been added or amended to provide information in a way which was clearer to understand and to enable measurement against targets.

The existing arrangements of KPIs were:-

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.

The new proposals for the arrangements of KPIs were:-

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.

It was proposed to remove 1.3.2 (Accidental Dwelling Fire (ADF) – number of incidents where occupants have a received a Home Fire Safety Check (HFSC)). This indicator was difficult to understand and explain. Success was implied if the percentage of households that experienced a fire after having had a HFSC increased (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.

Five new KPI headings had been added to under the new KPI 1 (Valuing our people so that they can focus on making Lancashire safer), to enable the Service to better measure progress and identify areas for improvement. The KPI for staff accidents had been relocated to this KPI from 'Responding to Incidents', as the section reflected LFRS' commitment to staff.

The existing KPIs were:-

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

The proposed KPIs were:-

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

Two new KPI headings had been added to the new KPI 2 (Preventing fires and other emergencies from happening and Protecting people and property when fires happen), to provide a clearer representation of the data and activity levels. Percentages could be misleading when dealing with relatively small numbers, therefore, the KPIs would move to publishing numbers as opposed to percentages where appropriate. This would provide a more representative account of the data.

The proposed new KPIs were:-

2.6 Deliberate Fires Total: Specific performance measure of deliberate fires.
2.10 Building Regulation Consultations (BRC) (number and completed on time).

Due to the Fire Safety and Building Safety Bills, FRS involvement with Building Regulations Consultations (BRC) would gain an increased focus. The volume of BRC activities undertaken were not currently visible to Members/staff/public, however, they represented a significant proportion (over 500 per quarter) of Fire Safety Inspectors work. KPI 2.10 had therefore been added for Members to have oversight.

A new KPI heading had been added to the new KPI 3 (Responding to fire and other emergencies quickly), to provide an accurate 'Lancashire wide' view of overall Fire Engine Availability and a greater level of scrutiny.

It was proposed to remove Critical Fire Response – 2nd Fire Engine Attendance to align with the majority of the other 45 Fire and Rescue Services in England. It was proposed that response times would be measured against immediate interventions which would form from the first attending appliance, which also included call handling times.

The proposed new KPI was:-

    3.3   Total Fire Engine Availability.

A new KPI heading had been added to the new KPI 4 (delivering value for money in how we use our resources), for Partnership collaboration which would provide a qualitative analysis of collaboration across Lancashire.

The proposed new KPI was:-

    4.2   Partnership Collaboration.

The Deputy Chief Fire Officer reassured Members that staff were engaged through a staff survey. Questions asked were appropriate to measure how staff felt valued and engaged as part of the Service's STRIVE values. It was noted that the Planning Committee would determine the level of engagement in relation to the proposed changes to KPIs.

RESOLVED :- That the Committee approved the proposed changes to KPIs and their inclusion within the Service's Measuring Progress Report be recommended to the scheduled Planning Committee meeting in February 2022 who would then consider and agree the relevant performance levels.

17-20/21   NORTH WEST FIRE CONTROL QUARTER 2 REPORT

Ged Basson, Senior Operations Manager, North West Fire Control (NWFC), provided the Committee with a report detailing the performance of NWFC during quarter 2 (July – September 2021-2022).

Within quarter 2, a total of 6116 admin calls were received for Lancashire Fire and Rescue (LFRS). This was a 2.8% reduction compared to quarter 2 of the previous year (6296 calls), and 1.5% reduction compared to quarter 1 of this year (6203). In total, of 29,432 admin calls were received by NWFC in quarter 2, of which, LFRS represented 20.7% of those calls. Members were advised that a total of 12,319 admin calls were received for LFRS for the year which showed a downward trend. Admin calls included crews and officers contacting NWFC for either guidance, or to offer advice such as notification of missing equipment, defective resources, liaising with control regarding exercises or resources availability.

A total of 10,414 emergency calls were received in quarter 2 for LFRS, which was a 21.6% increase compared to quarter 2 of the previous year (8,164 calls), and 0% difference compared to quarter 1 of the current year (10,431). In total, NWFC received 43,583 emergency calls for quarter 2, of which, LFRS represented 23.9% of these calls. It was noted that 20,845 emergency calls were received for LFRS for the year, displaying a downward trend.

It was noted that 42% of calls were not mobilised in quarter 2, following call challenging. Lancashire was currently unaligned to other NWFC partners and therefore would mobilise resources to Automatic Fire Alarms (AFAs) on a more frequent basis. For NWFC, mobilising performance times for fires in quarter 2, was 79 seconds which compared to 78 seconds for the previous quarter. LFRS mobilising times for fires in quarter 2 continued to be under the 90 second target. An upward trend for mobilising times was indicated, however it was due to a spike of 85 seconds in June.

Mobilising performance times for all NWFC in quarter 2 for special service calls was 124 seconds compared to 125 seconds for the previous quarter. LFRS mobilising times for special service calls in quarter 2 were slightly above the average due to relatively low mobilising times in April and May, with the spike in June. It was explained that several incidents were excluded from the data where there was not an automatic response from NWFC but when Lancashire had asked that further clarification was sought from a specialist officer, e.g. NILO, prior to mobilisation due to the type of incident, such as suspect packages, and missing persons. Other incidents excluded were, when crews had proceeded to fix a defective smoke alarm several hours after being notified or where incidents had to be queued due to a depletion of FRS resources in a location. The NWFC board of directors had asked that NWFC not report a target of 90 seconds for special service calls, but to investigate improving the average mobilising times for special service calls, due to the complexity of the call challenge process when dealing with that type of incident compared to fires.

Members were informed that, over the previous 18-month period, the call handling time for fires, for LFRS continued to be relatively favourable compared to Cumbria, Cheshire and Greater Manchester Fire and Rescue Services.

In August 2021, NWFC assisted LFRS in managing an incident which involved 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 incidents in other fire services they partnered with. They also assisted with 118 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 they provide for London.

RESOLVED :- That the Performance Committee endorsed the Quarter 2 NWFC Performance report.

18-20/21   999EYE DEMONSTRATION

Ged Basson, Senior Operations Manager, North West Fire Control (NWFC), provided the Committee with a presentation regarding 999eye.

999eye Emergency Streaming enabled a 999 caller with a smartphone to stream

live footage, direct from their phone's camera, into North West Fire Control Room, providing vital live footage that allows operators to make more informed decisions on mobilising the right resources. It provides GPS locations to the control room, and recorded footage.

Ged Basson explained that 999eye was originally developed by firefighters in the West Midlands and sold to Capita. It was a web-based product and NWFC could request that callers send them images when they were experiencing a fire so NWFC could risk assess whether the predetermined attendance set by the Service was adequate.

The software would operate by sending a message to the caller's mobile phone, the caller would then click on the link and the call operator could then see through the phone's camera. This gave the operator situational awareness of the incident although there were some incidents where this would not be used i.e., where someone was seriously injured. Where callers had difficulty speaking, they could communicate by text messaging and live chat. The software could also be used to help locate callers by using the mobile phone's operating system. This would improve call handling times, and therefore, response times.

A trial of the 999eye software was currently taking place with Greater Manchester Fire and Rescue Service. Once NWFC received the results, they could demonstrate the software's benefits and introduce it to all the Fire and Rescue Services.

In response to a question from Councillor Smith in relation to NWFC using 'What 3 Words', Ged Basson advised that 'What 3 Words' was a web-based package where a link could be sent to callers, or they could give the 3 words if they have that information, which they use to help locate them. Hopefully, the 999eye software would be available next year, however, 'What 3 Words' was an additional tool.

County Councillor Singleton questioned whether the signal to the mobile phone would determine the time it would take to receive the text message from the call handler. Ged Basson responded that the text message would be sent instantaneously, depending on the caller's network it would work as fast as the caller could accept the text message, they would click on the link which took them to webpage to accept the information and they could then start the video. He added that the software should be a lot quicker when using the mainframe system in the control room. The Deputy Chief Fire Officer explained to Members that the 999eye technology would be used whilst fire engines were already on route to an incident and could help pinpoint the exact location. The software could also give the call handler situational awareness to help them make an informed decision about resources needed. Ged Basson assured Members that a 3-step approach was taken to mobilising fire engines; stage 1 was identifying the location, stage 2 was getting the resources moving out, and stage 3 was then asking secondary questions.

In response to a question from Councillor Z. Khan regarding calls from a landline, Ged Basson informed that the software would not work with landline and it would

only work with a mobile phone. If the caller did not have a lot of data on their phone, they could take pictures but the software needed access to the phone's camera.

County Councillor Woollam queried whether fire crews would also have access to the video. Ged Basson explained that, at present, it would just be the control room who could see the video for their own assessment for dynamic mobilising. There was a share option on the software to send the video to officers' mobile phones, however, he was unsure whether technology was available in the pumps which would allow them to receive video images. It was anticipated that the technology would be available in future as part of the Emergency Service Network that NWFC would be moving to in the next few years.

RESOLVED :- That the Performance Committee noted the available technology and supported its roll-out to LFRS.

19-20/21   DATE OF NEXT MEETING

The next meeting of the Committee would be held on 16 March 2022 at 10:00 hours in Washington Hall, Service Training Centre, Euxton.

Further meeting dates were noted for 29 June 2022 and 19 September 2022 and agreed for 14 December 2022.

M NOLAN
Clerk to CFA

LFRS HQ
Fulwood

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LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE
Meeting to be held on 16th March 2022

PERFORMANCE MANAGEMENT INFORMATION FOR 3RD QUARTER 2021/22
(Appendix 1 refers)

Contact for further information:
Jon Charters, Assistant Chief Fire Officer (ACFO) – Tel No. 01772 866801

Executive Summary

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

Recommendation

The Performance Committee is asked to endorse the Quarter 3 Measuring Progress report, note the contents of the 3 negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

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

Paper	Date	Contact
Performance Management Information		Jon Charters (ACFO)
Reason for inclusion in Part 2, if appropriate: N/A		

Measuring Progress
Performance Report

October 2021 - December 2021

making Lancashire **safer**

2021-22 **Quarter 3**

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Introduction

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

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

Performance Framework

The Combined Fire Authority sets the Service challenging targets for a range of key performance indicators (KPI) which help them to monitor and measure our performance in achieving success and meeting our priorities. Performance against these KPIs is scrutinised every quarter at the Performance Committee.

The below graphic illustrates our priorities and how their respective KPI's fit within the overall performance framework.

1	**Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.	1.1	Critical Fire Risk Map Score
		1.2	Overall Activity
		1.3	Accidental Dwelling Fires (ADF)
		1.3.1	ADF – Extent of Damage (Fire Severity)
		1.3.2	ADF – Number of incidents where occupants have received a Home Fire Safety Check
		1.4	ADF Casualties
		1.5(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

2	**Responding** to fire and other emergencies quickly and competently.	2.1.1	Critical Fire Response – 1st Fire Engine Attendance
		2.1.2	Critical Fire Response – 2nd Fire Engine Attendance
		2.2.1	Critical Special Service Response – 1st Fire Engine Attendance
		2.3	Fire Engine Availability (Wholetime, Day Crewing & Day Crewing Plus)
		2.4	Fire Engine Availability (On Call)
		2.4.1	Fire Engine Availability (On Call) – Without wholetime detachments
		2.5	Staff Accidents

3	**Delivering** value for money in how we use our resources.	3.1	Progress Against Savings Programme
		3.2	Overall User Satisfaction

4	**Valuing** our people so that they can focus on making Lancashire safer.	4.2.1	Staff Absence (Excluding On Call)
		4.2.2	Staff Absence (On Call)

Explanation of Performance Measures

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

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

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

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

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

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

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

1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.
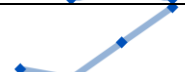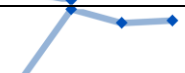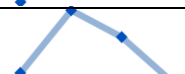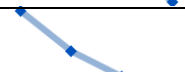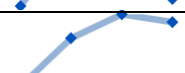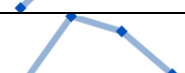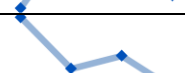
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (⭕) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (⭕) for meeting rule 2.
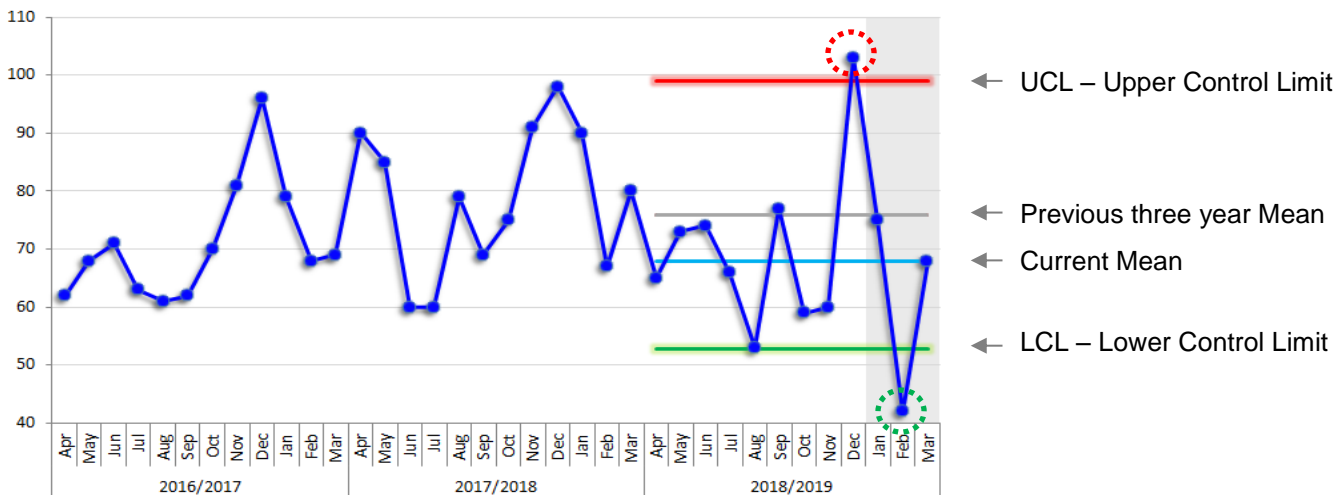
Key Performance Index and Indicator trends

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

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

is in positive exception:

or is in negative exception:

KPI		Description	Progress	Page (s)
1		**Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.		
1.1		Risk Map Score		9
1.2		Overall Activity		10
1.3		Accidental Dwelling Fires (ADF)		12
1.3.1		ADF - Extent of Damage (Fire Severity)		13
1.3.2		ADF - Number of Incidents Where Occupants have Received a HFSC		14
1.4		Accidental Dwelling Fire Casualties		15
1.5(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
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Key Performance Index and Indicator trends

KPI		Description	Progress	Page (s)
2		**Responding** to fire and other emergencies quickly and competently.		
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		24
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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		29
2.4.1		Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	31
2.5		Staff Accidents		32
3		**Delivering** value for money in how we use our resources.		
3.1		Progress Against Savings Programme		33
3.2		Overall User Satisfaction		34
4		**Valuing** our people so that they can focus on making Lancashire safer.		
4.2.1		Staff Absence - Excluding On-Call Duty System		35
4.2.2		Staff Absence - On-Call Duty System		38

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1.1 Risk Map		Risk Score 31,862

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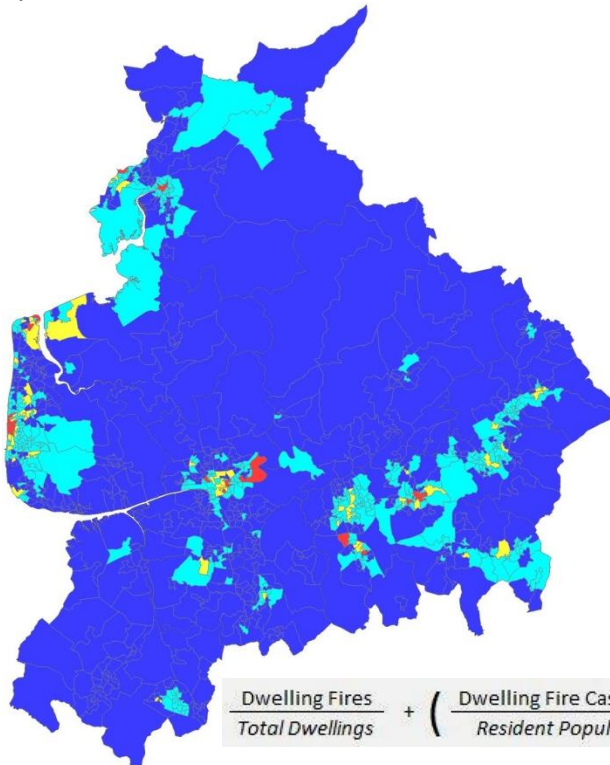
Specifically, the risk score for each SOA is calculated using the formula shown below.

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.

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

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

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

1.2 Overall Activity		Quarter activity 4,616

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 12.28% over the same quarter of the previous year.
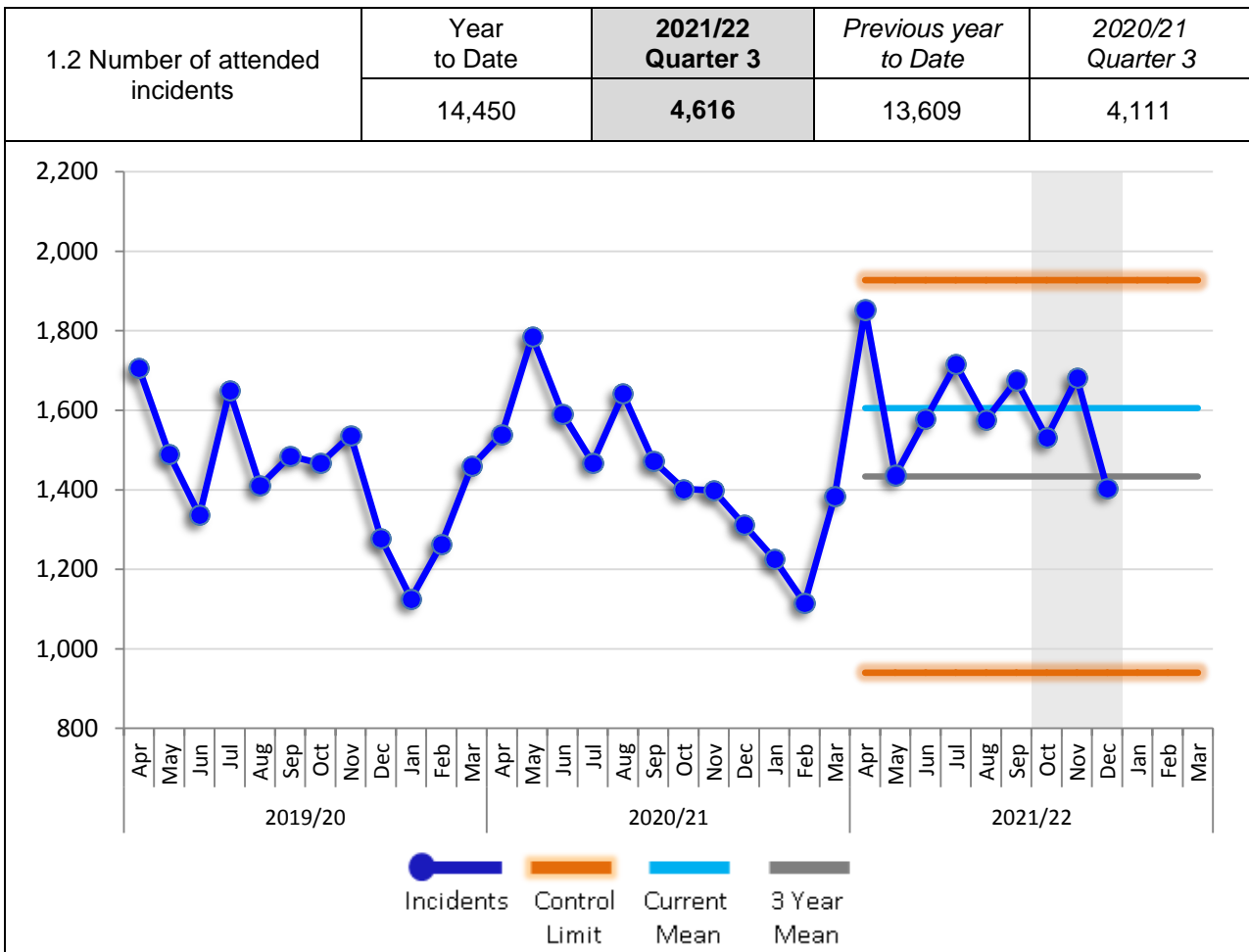
1.2 Number of attended incidents	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	14,450	**4,616**	13,609	4,111

| | | 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. |

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**
1,606	1,433	1,445	1,434	1,422

1.2 Overall Activity Breakdown		Quarter activity **4,616**

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

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

FALSE ALARM:
Fire alarm due to Apparatus	68%
Good Intent false alarm	28%
Malicious False Alarm	4%

FIRE - PRIMARY:
Accidental Dwelling Fires (1.3)	46%
Accidental Building Fires (1.5a)	15%
Accidental Building Fires (1.5b)	3%
Dwellings (1.6.2)	6%
Non Dwellings (1.6.3)	4%
Other Primary	26%

FIRE - SECONDARY:
Anti-Social Behaviour (1.6.1)	48%
Accidental Fires	52%

SPECIAL SERVICE:
Critical Incidents (KPI 2.2.1)	55%
*Gaining Entry	28%
*RTC	29%
*Flooding	11%
*Other Critical incident	32%

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

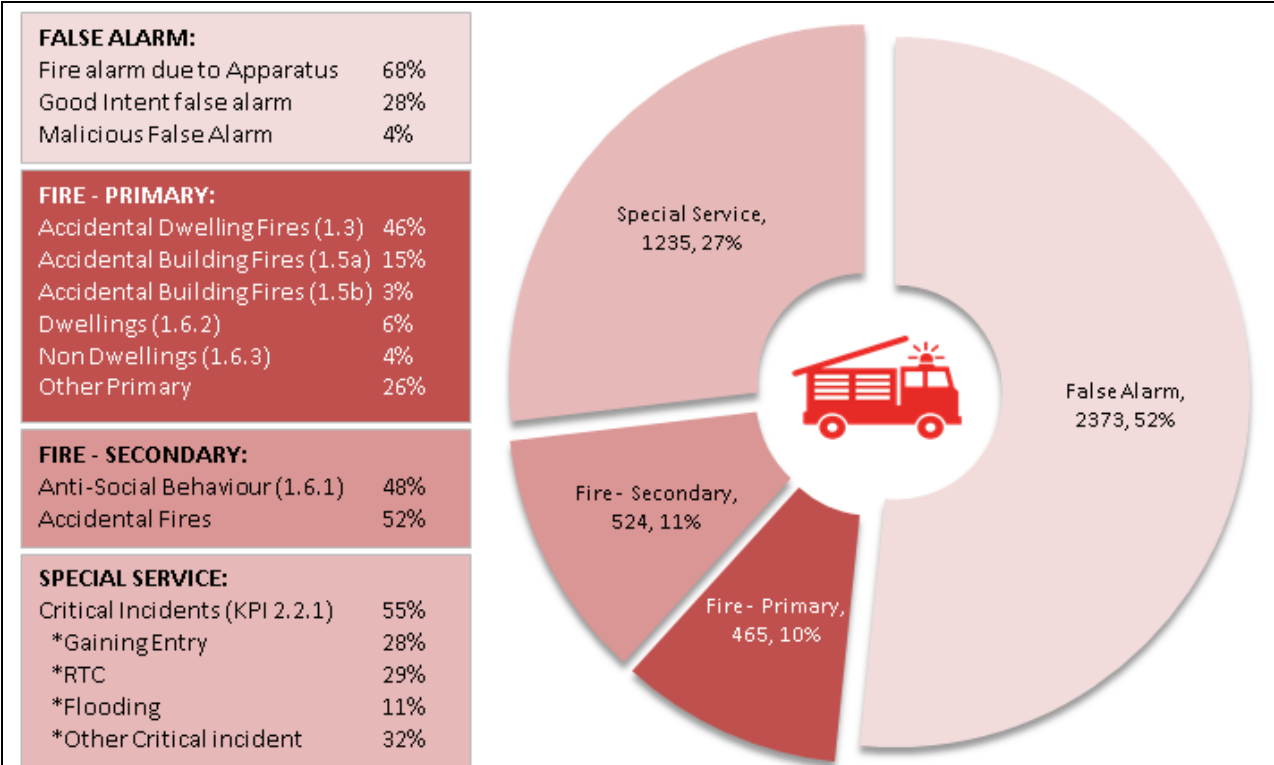|	
	FALSE ALARM incidents make up half of the Service's activity, with 68% being Fire alarm due to Apparatus incidents. Along with 28% recorded as Good Intent false alarm and the remaining 4% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 46% and are shown 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, 52% are recorded as having an accidental/unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, with 55% being defined as a critical incident and are captured within KPI 2.2.1. Of which, 28% resulted in the use of tools to gain entry to a property on behalf of the Ambulance Service, 29% are Road Traffic Collisions (RTC) and 11% are flooding related.

1.3 Accidental Dwelling Fires		Quarter activity 212

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

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

Quarterly activity decreased 8.23% over the same quarter of the previous year.
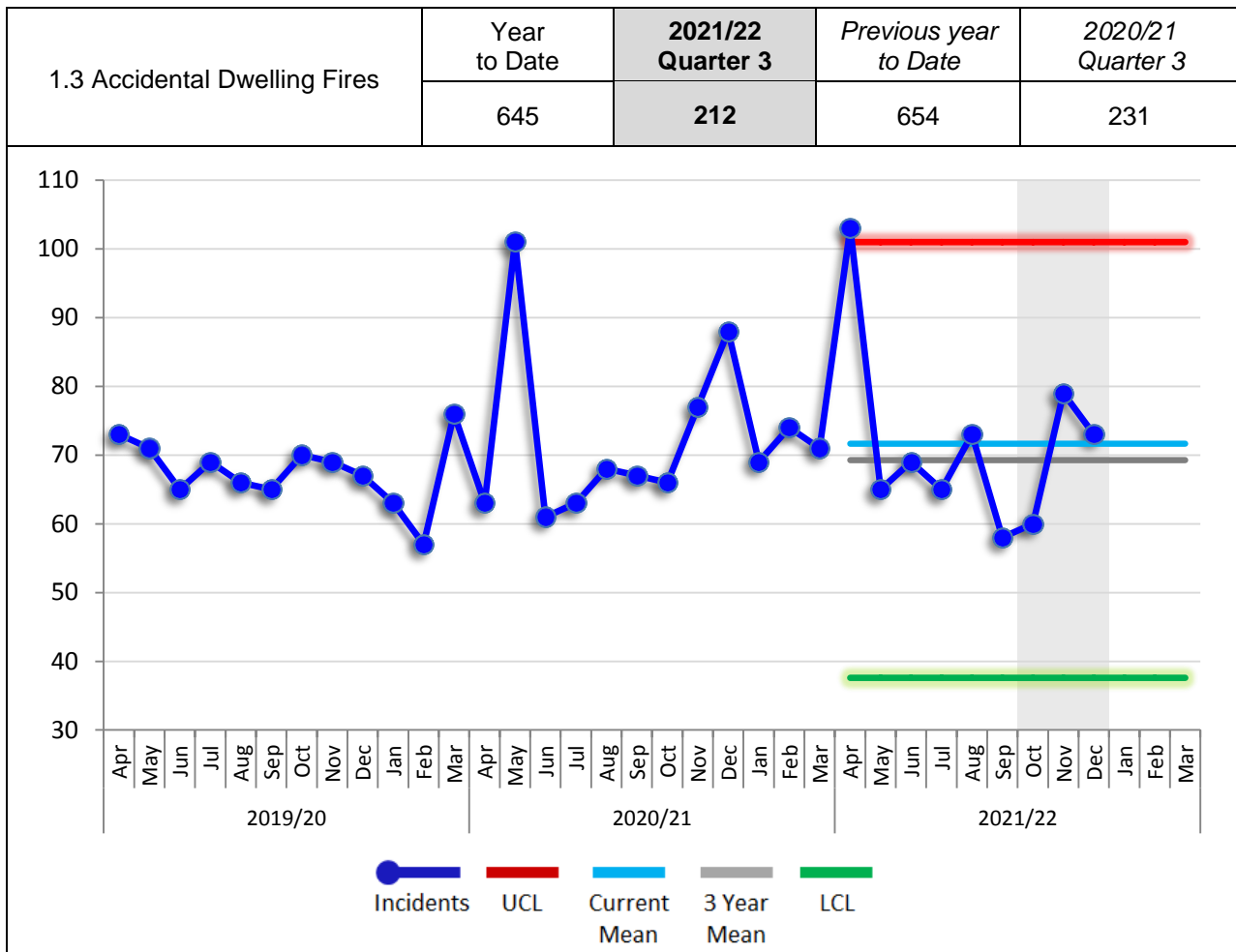
1.3 Accidental Dwelling Fires	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	645	**212**	654	231

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

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

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

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity:
92.0%

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

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 92.0%. This is a decrease of 4.6% against the 96.6% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 3 (2021/22)**
			Quarter 3 (20/21)	*Quarter 4 (20/21)*	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	
1.3.1 ADF – Severity of Fire	High	⬆	*3.5%*	*7.0%*	*4.6%*	*5.6%*	**8.0%**
	Medium	⬆	*48.1%*	*55.1%*	*56.5%*	*50.5%*	**56.6%**
	Low	⬇	*48.5%*	*37.9%*	*38.8%*	*43.9%*	**35.4%**
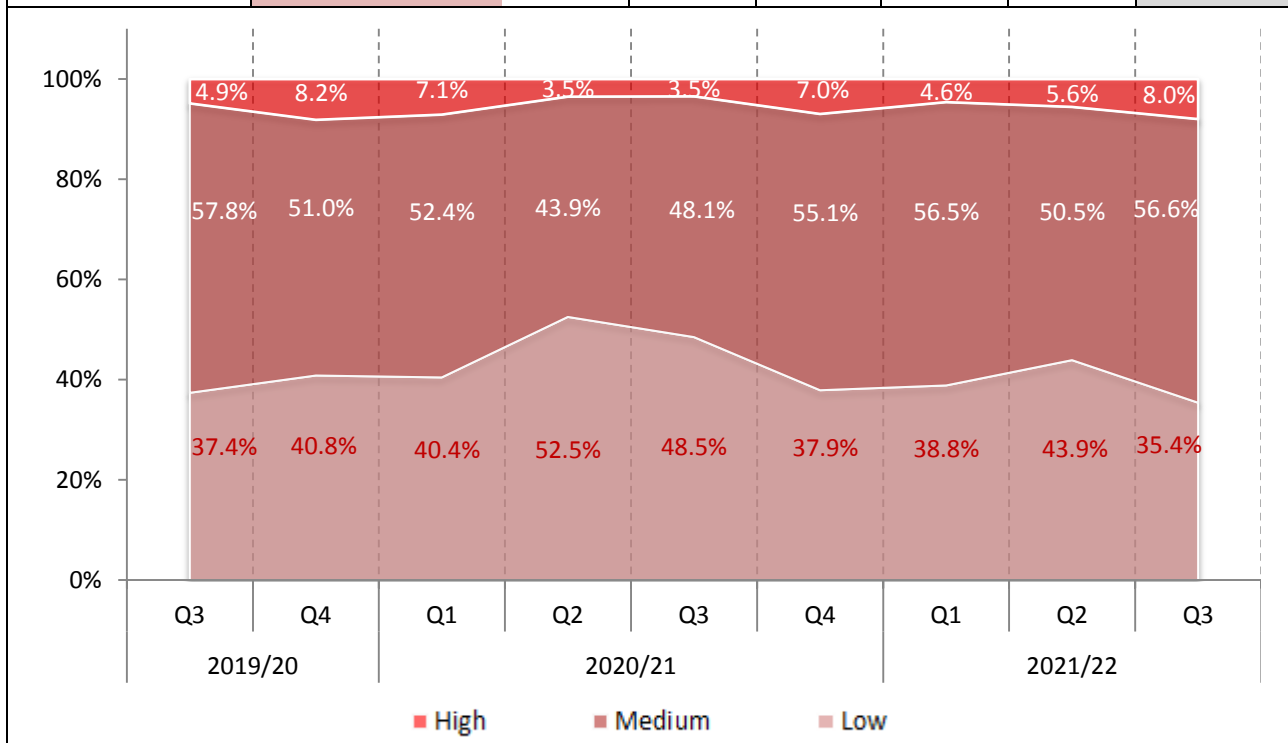
	1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC **4%**

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 10% 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*	17	7%	⬇	26	12%
Quarter 2*	14	7%	⬇	21	11%
Quarter 3*	8	4%	⬇	32	14%
Quarter 4			-	14	7%

*Quarter 1 to 3. The impact of COVID19 working guidelines during the previous 21 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.

1.4 Accidental Dwelling Fire Casualties		Quarter activity 18

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

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

There were 4 fatalities during the latest quarterly period. Four casualties are recorded as serious and 10 slight. The same quarter of the previous year recorded one fatality, 1 serious and 10 slight.

Casualty Status	Year to Date	2021/22 Quarter 3	Previous year to Date	2020/21 Quarter 3
Fatal	5	4	1	1
Victim went to hospital, injuries appear Serious	9	4	3	1
Victim went to hospital, injuries appear Slight	28	10	22	10
Total	42	18	26	12

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**
5	4	3	5	4

1.5(a) Accidental Building Fires (Commercial Premises)	Quarter activity 69

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 underlined 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 16.95% over the same quarter of the previous year.

1.5(a) Accidental Building Fires (Commercial premises)	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	211	**69**	157	59

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

Current Mean	3 year Mean	Monthly Mean		
		2020/21	**2019/20**	**2018/19**
23	21	17	20	25

1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)		Quarter activity 13

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 underlineincludes non-commercial building types: private garage, private shed, private greenhouse, private summerhouse and other private non-residential building.

Quarterly activity decreased 40.91% over the same quarter of the previous year.

1.5(b) Accidental Building Fires (Non-commercial premises)	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	65	**13**	110	22

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.

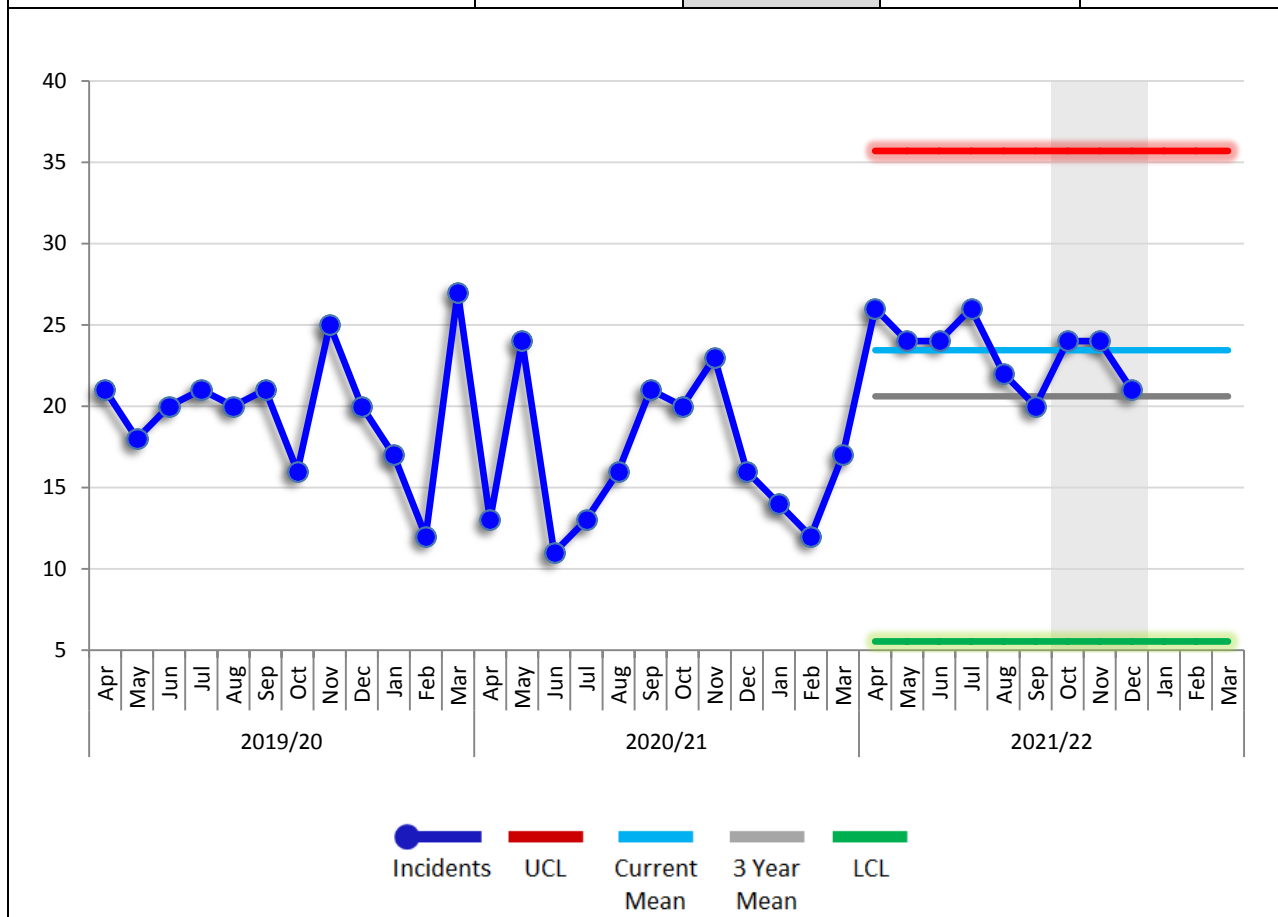| **Current Mean**	**3 year Mean**	**Monthly Mean**		
		2020/21	**2019/20**	**2018/19**
7	8	10	6	9

1.5.1(a) ABF (Commercial Premises) - Extent of Damage (Fire Severity)

Quarter activity:
82.6%

ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. 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 82.6%. This is a decrease of 0.5% against the combined severity of 83.1% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 3 (2021/22)
			Quarter 3 (20/21)	*Quarter 4 (20/21)*	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	
1.5.1(a) ABF – Severity of Fire	High	⬆	*16.9%*	*20.9%*	*18.9%*	*17.6%*	**17.4%**
	Medium	⬇	*67.8%*	*69.8%*	*67.6%*	*67.6%*	**66.7%**
	Low	⬆	*15.3%*	*9.3%*	*13.5%*	*14.7%*	**15.9%**

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

Quarter activity:
53.8%

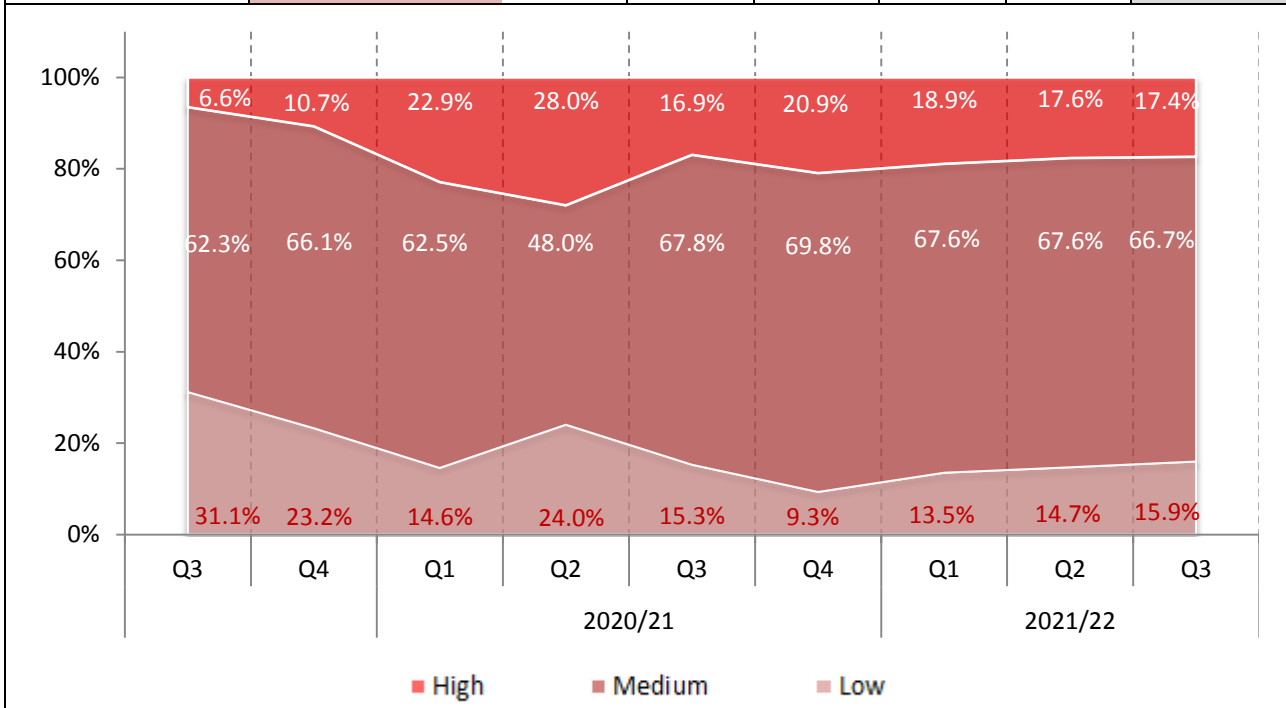*ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are the property types: private garage, private shed, private greenhouse, private summerhouse and other private non-residential building; due to 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 53.8%. This is a decrease of 0.7% against the combined severity of 54.5% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 3 (2021/22)
			Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (21/22)	Quarter 2 (21/22)	
1.5.1(b) ABF – Severity of Fire	High	⬆	45.5%	33.3%	51.7%	34.8%	**46.2%**
	Medium	⬇	54.5%	53.3%	48.3%	60.9%	**53.8%**
	Low	-	0.0%	13.3%	0.0%	4.3%	**0.0%**
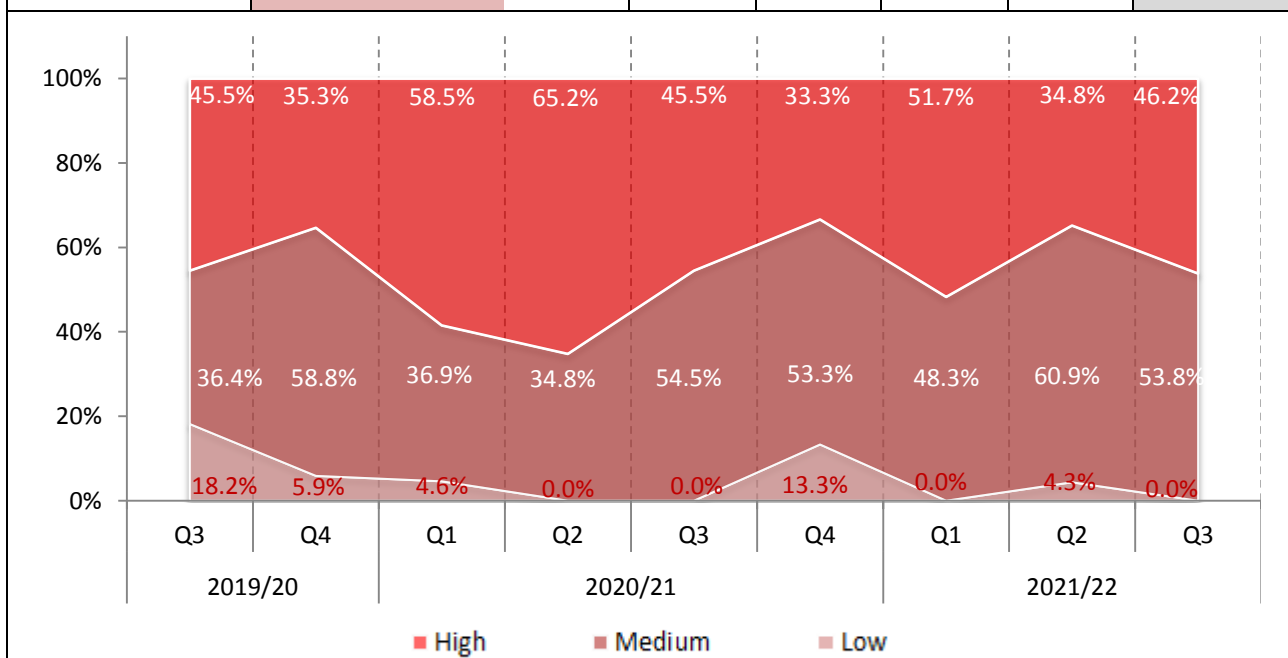
1.6 Deliberate Fires

Quarter activity
*(1.6.1 only)
253

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

*1.6.1 Deliberate ASB Fires	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	1198	**253**	1210	288

Chart refers to KPI 1.6.1

Legend: Incidents, UCL, Current Mean, 3 Year Mean, LCL
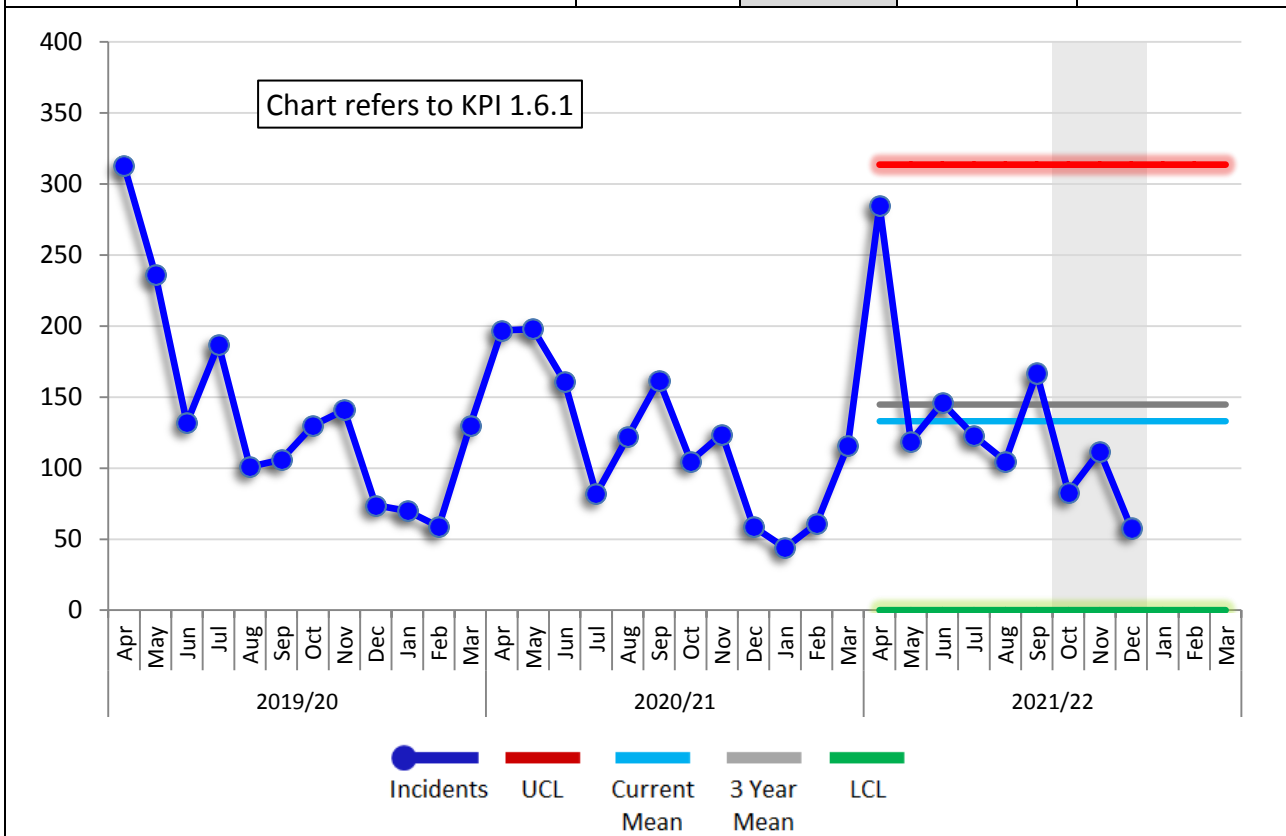
Deliberate Fire Type		Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	1.6.1 Deliberate Fires - ASB	1198	**253**	1210	288
	1.6.2 Deliberate Fires - Dwellings	86	**29**	84	30
	1.6.3 Deliberate Fires - Commercial Premises	97	**19**	87	27

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
133	145	119	140	175

making Lancashire **safer**

1.7 Home Fire Safety Checks	HFSC	Quarter outcome 63%

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 42% over the same quarter of the previous year, with the cumulative year to date HFSC's increasing by 72% 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	3,647	66%	⬆/⬇	2,260	71%
Quarter 2	3,926	68%	⬆/⬇	3,302	72%
Quarter 3	4,994	63%	⬆/⬇	3,505	69%
Quarter 4			-	2,836	74%

18,189 Home Fire Safety Checks Offered

Analysis to Aid Future Targetting

Cumulative year to date activity

12,567 HFSC's Completed

65% Had a High Risk Outcome

1,647 Being Advice Only

10,920 Completed in the Home

To help illustrate the importance of the Home Fire Safety Check service; we continue to monitor properties that did not take up our offer of a HFSC, but subsequently, suffered an Accidental Dwelling Fire.

During this quarter **5** Properties recorded an ADF after the offer of a HFSC was not accepted during the previous rolling 12 months

1.8 Road Safety Education Evaluation	⚠🚗	Quarter activity Refer below narrative

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 supply the teacher with a feedback form, so that we can evaluate how effective both our package and delivery is.

During the October to December 2021 period teachers were asked whether they thought the session will have positively influenced the behaviour of children regarding road safety, 83% recorded that they felt the package and delivery was outstanding in achieving this and the remaining 17% recording the achievement as good; with no sessions being marked as satisfactory or inadequate.

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

Wasted Lives 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.

- Road Sense recorded 2,171 students.
- Wasted Lives sessions have been delivered to 1,058 students.
- Safe Drive Stay Alive (SDSA) to 934 students.
- Biker Down was delivered to 58 attendees.

Over the course of the three month period, we recorded a total of 4,221 attendees.

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.

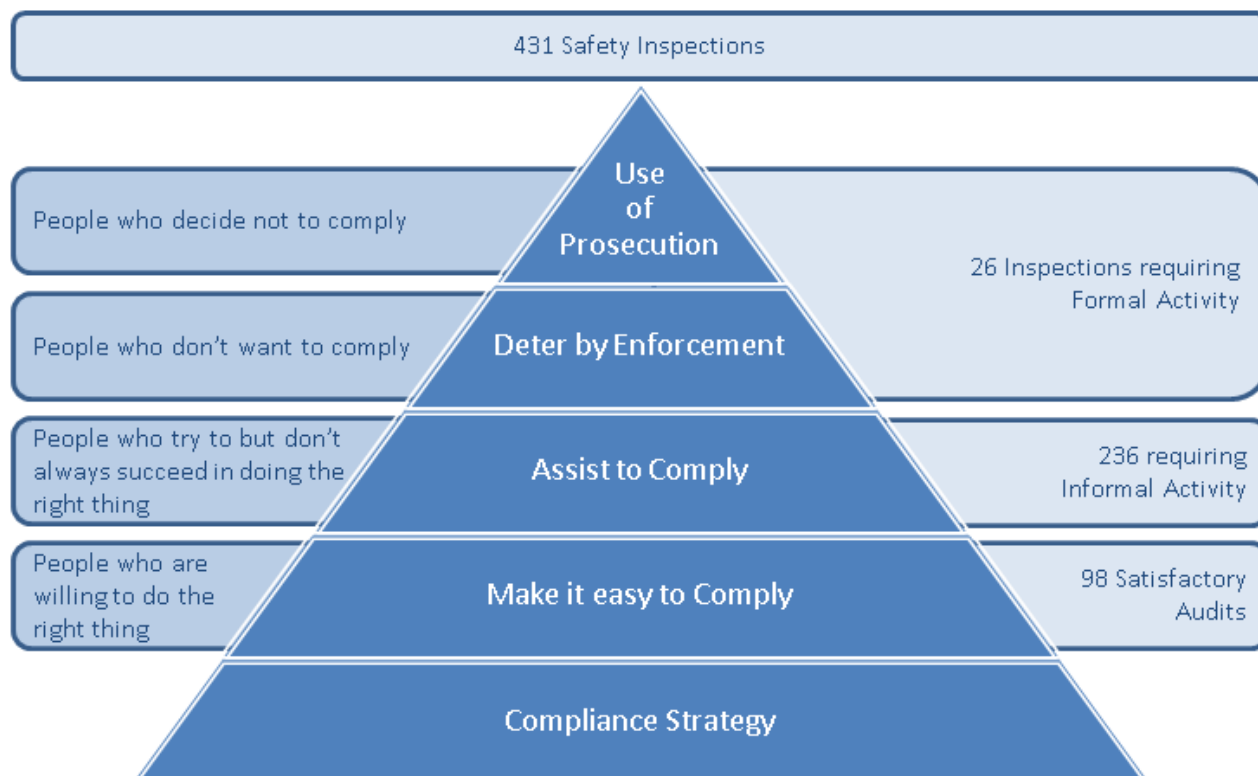| 1.9 Fire Safety Enforcement		Quarter activity 6%

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 3 recorded a decrease of 4% against the same quarter of the previous year.

Quarter	2021/22							⬆/⬇	2020/21	
	Number of Inspections	Requiring		Satisfactory Audit	*Business Safety Advice	% requiring		Progress	% 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	431	26	236	98	71	6%	55%	⬇	*10%*	*56%*
4								-	*11%*	*47%*

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

2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance		Quarter response 84.73%

Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

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

- *Very high risk area = 6 minutes*
- *High risk area = 8 minutes*

- *Medium risk area = 10 minutes*
- *Low risk area = 12 minutes*

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

The latest quarter 1st pump response decreased 4.91% of total first fire engine attendances over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	87.24%	**84.73%**	88.83%	89.64%

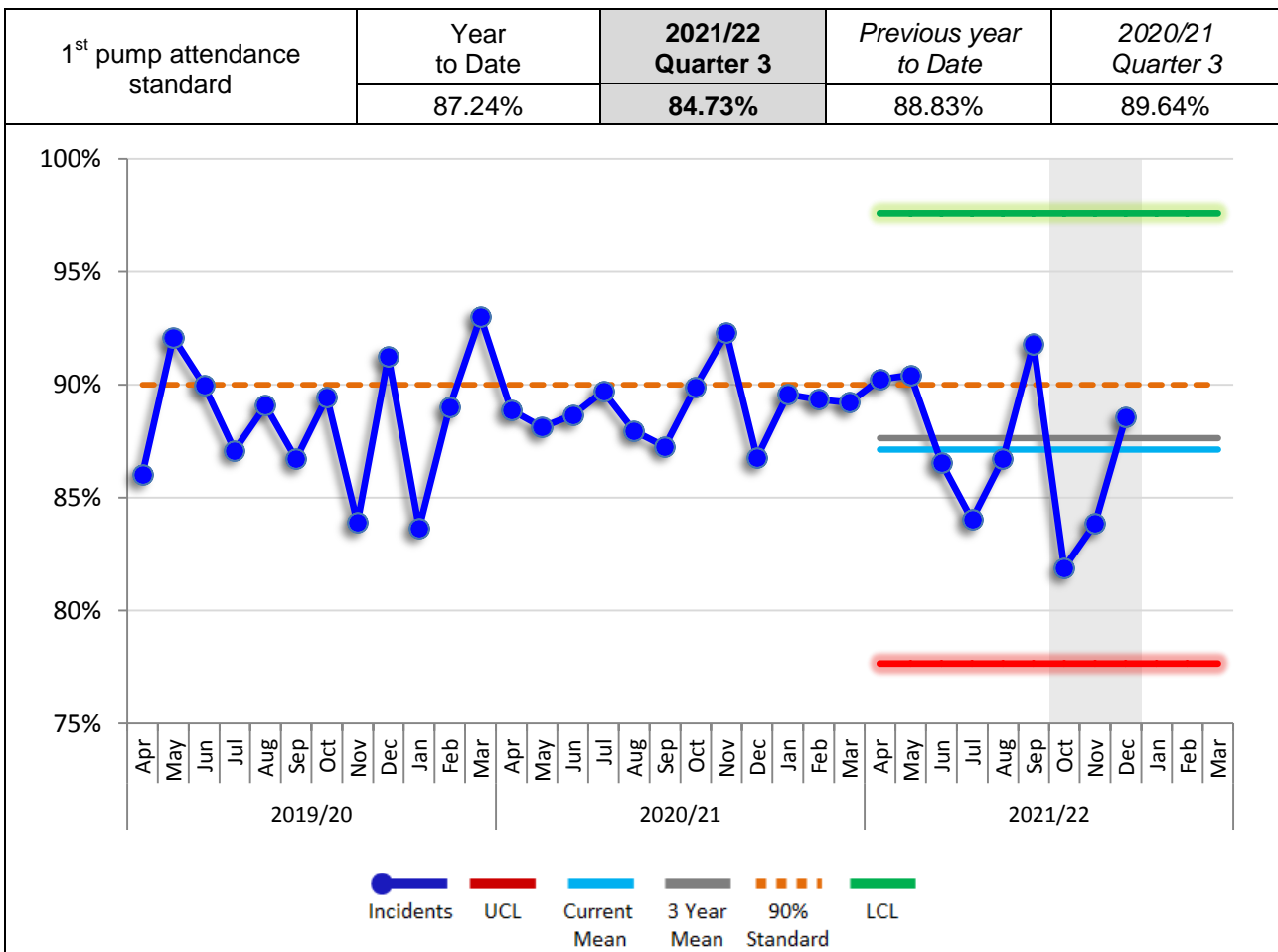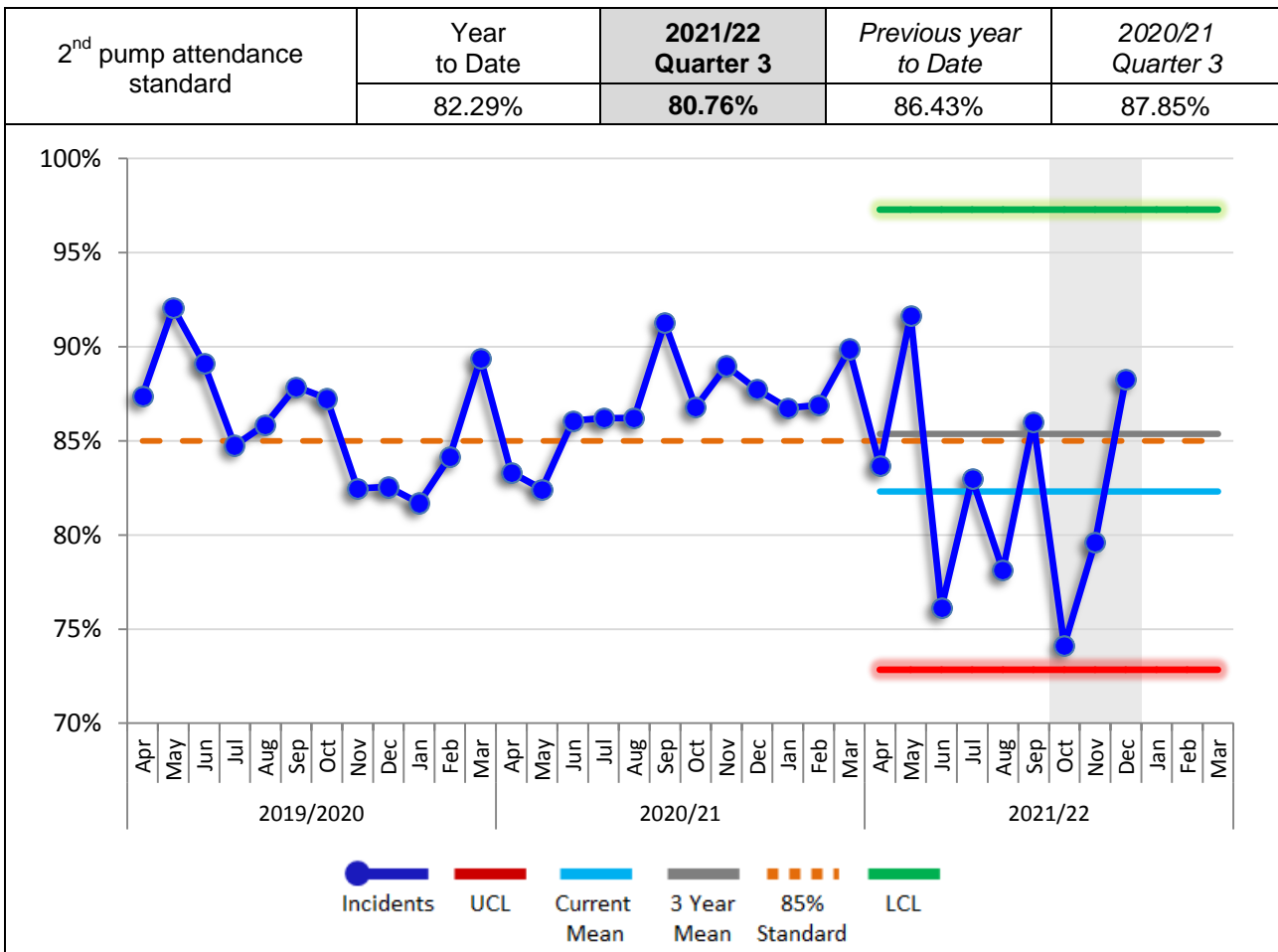| 2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance		Quarter response 80.76%

Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

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

- *Very high risk area = 9 minutes*
- *High risk area = 11 minutes*

- *Medium risk area = 13 minutes*
- *Low risk area = 15 minutes*

*We have achieved our **85% standard** when the time between the 'Time of Call' and 'Time in Attendance' of second fire engine arriving at the incident is less than the relevant response standard.*

The latest quarter 2nd pump response decreased 7.09% of total second pump attendances over the same quarter of the previous year.
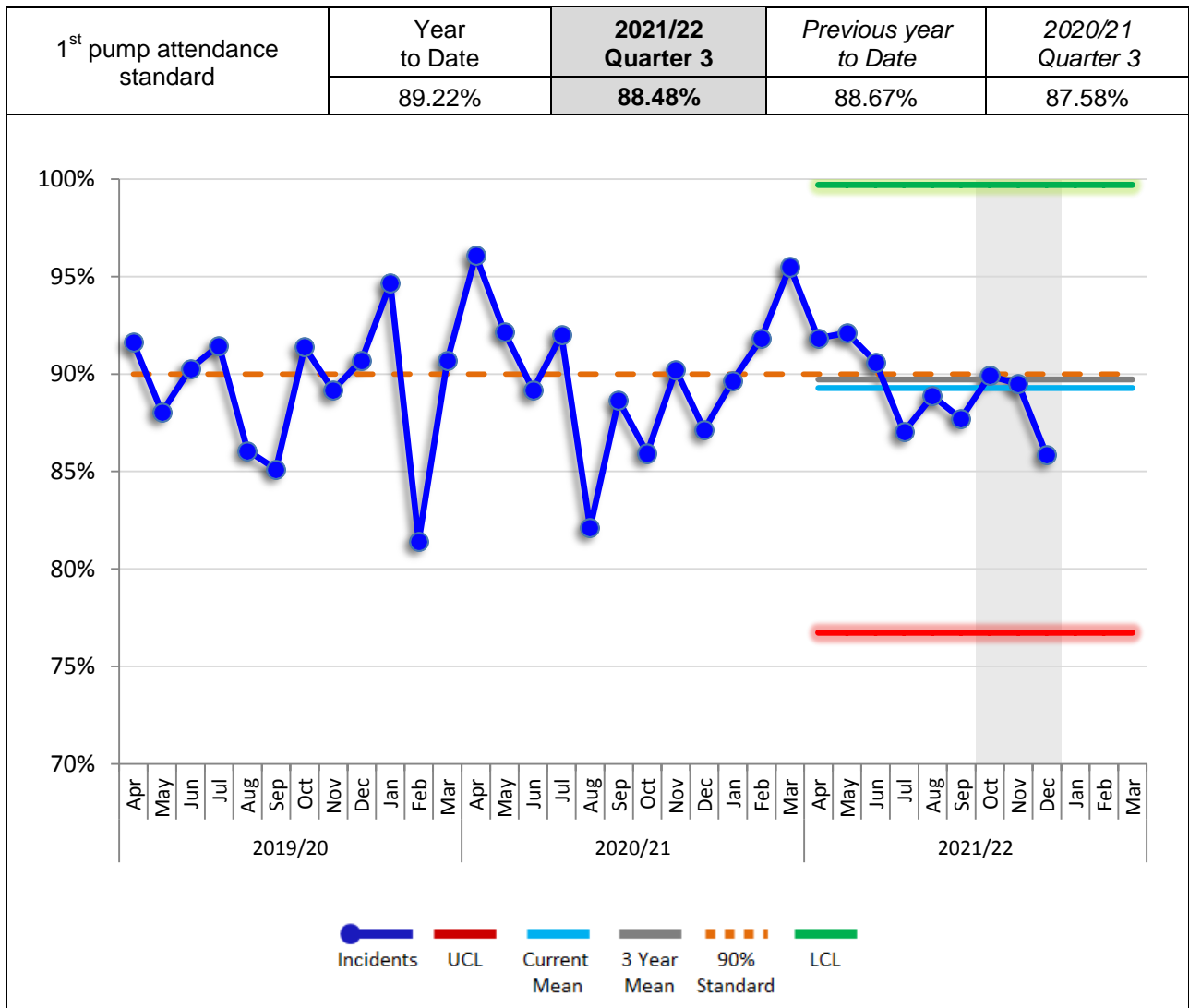
2nd pump attendance standard	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	82.29%	**80.76%**	86.43%	87.85%

2.2.1 Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance		Quarter response 88.48%

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

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

The latest quarter 1st pump response increased 0.90% of the total responses over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	89.22%	**88.48%**	88.67%	87.58%

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

This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable for the following reasons:

- *Mechanical*
- *Crew deficient*
- *Engineer working on station*

- *Lack of equipment*
- *Miscellaneous*
- *Unavailable*

- *Appliance change over*
- *Debrief*
- *Welfare*

Standard: 99.5%

Year to date availability of 99.23% is a decrease of 0.06% over the same period of the previous year.
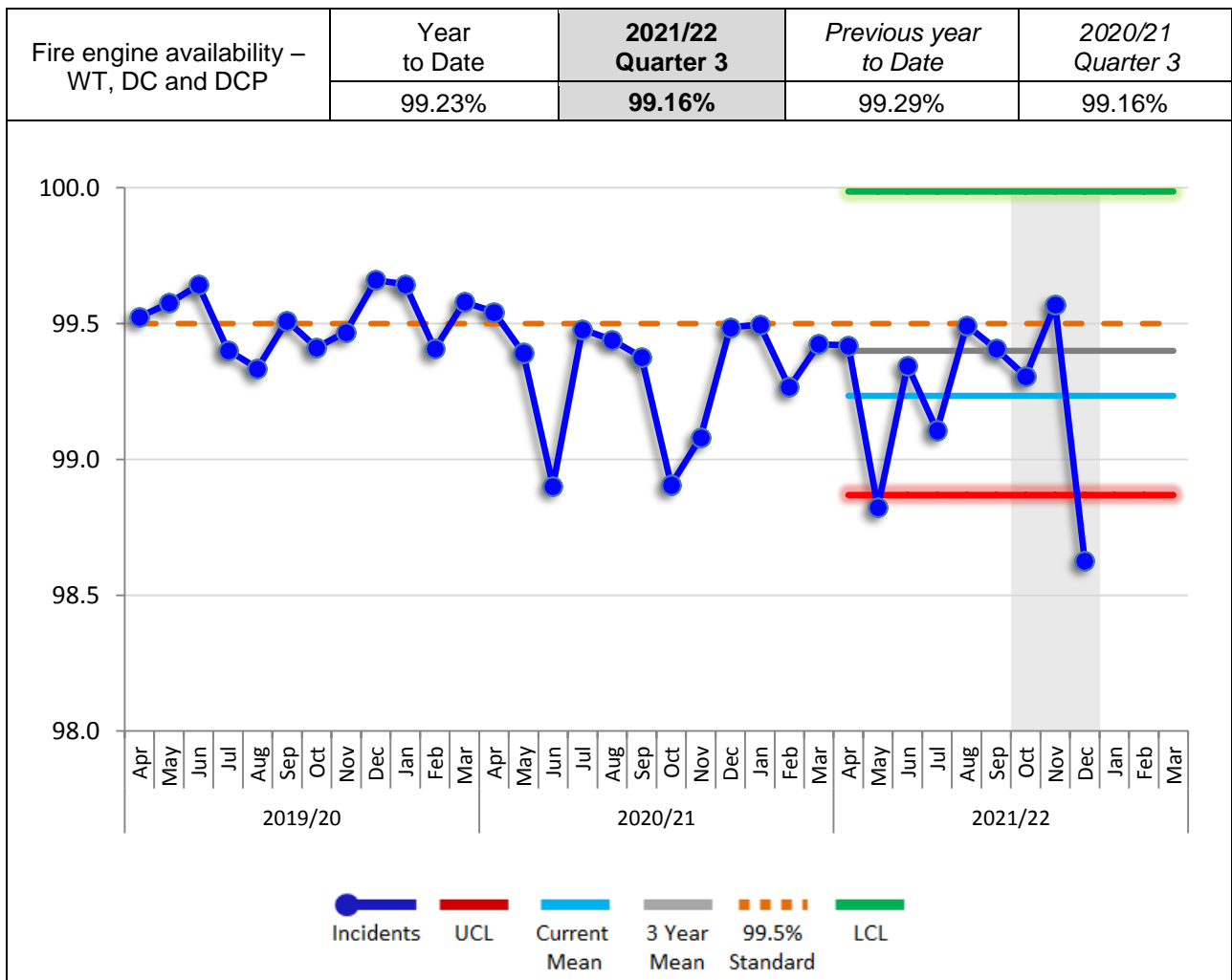
Fire engine availability – WT, DC and DCP	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	99.23%	**99.16%**	99.29%	99.16%

What are the reasons for an Exception Report

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

Analysis

The availability of WT pumps during December was recorded at 98.63%. This is 0.24% outside the 98.87% control limit, and below of the Service's 99.5% standard.

This was due to a pump at Blackpool and a pump at Burnley recording a combined total of 157 hours off the run.

Due to a spike in Covid related absences during the last week of December the Service adopted a degradation model* to ensure wholetime cover could be maintained at every WT station.

This necessitated one of the two pumps based at Blackpool (W30) being the first appliance to be intentionally taken off the run, followed by one of the two pumps at Burnley (P90).

In total, there were four occasions of one of the above pumps being taken off the run.

The plan also allowed for an appliance at Blackburn, then one at Preston, to have been taken off the run next, but this was not required.

It is worth noting that the special appliances of the Aerial Ladder Platform at Blackpool (W30) and the Hazardous Materials Unit at Burnley (P90) went to a primary crew model to ensure they were still available, the extra resource was then utilised to fill shortfalls.

Actions being taken to improve performance

The exception was generated following a planned model, in response to the Covid pandemic. As the situation appears to be past the peak in infections, and subsequent isolations, then the situation should not arise again unless required.

*The degradation model is designed to be used for any type of staff absence, in this instance; it was due to Covid 19.

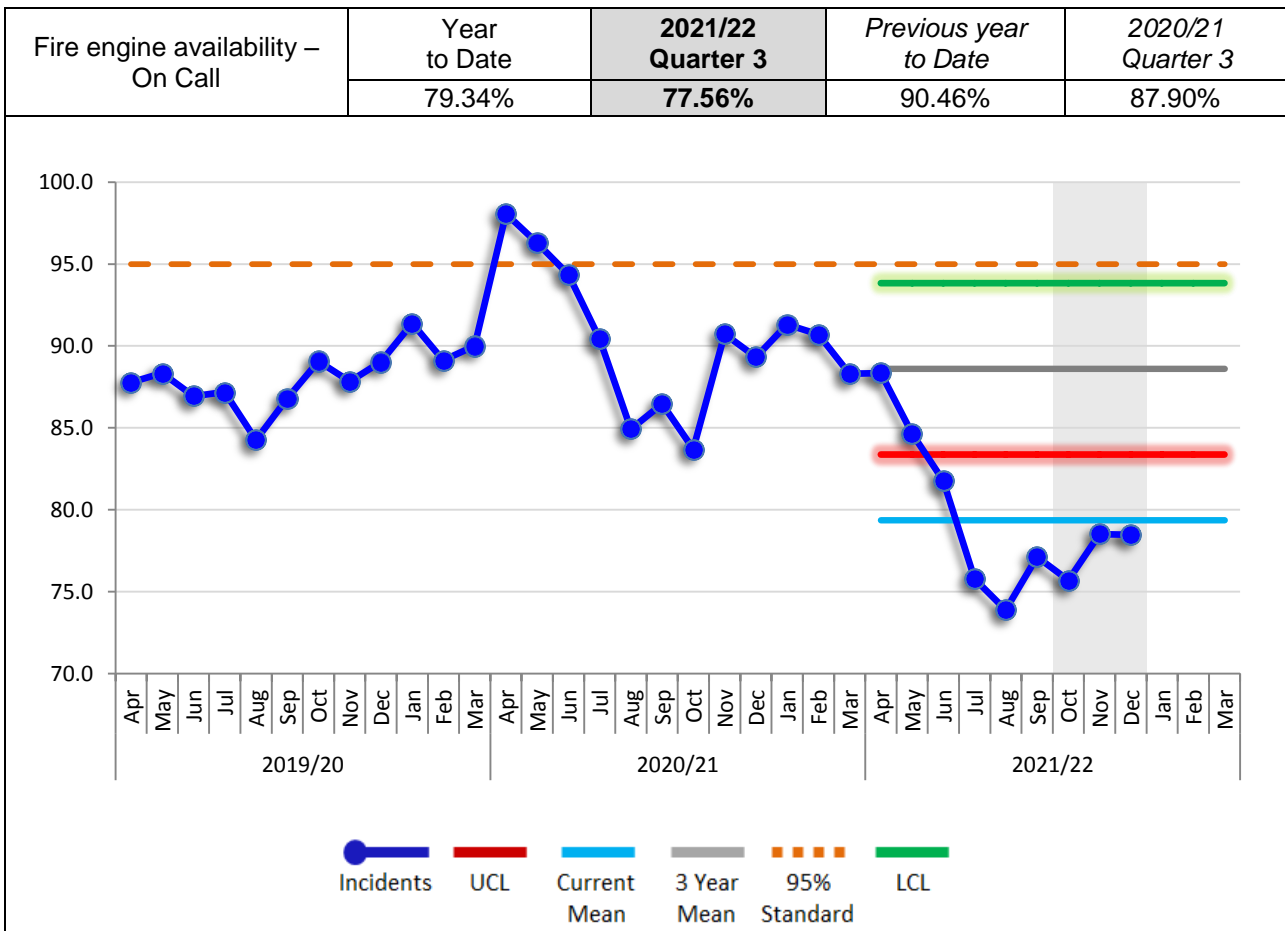| 2.4 Fire Engine Availability – On-Call Duty System		Quarter availbility **77.56%**

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*   `55%`
- *Crew deficient*   `80%`

- *Not enough BA wearers*   `69%`
- *No driver*   `41%`

Standard: Aspirational Standard 95%

Year to date availability 79.34%, an 11.12% decrease against the previous year to date total availability of 90.46%.

Fire engine availability – On Call	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	79.34%	**77.56%**	90.46%	87.90%

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 each month of quarter three.

Analysis

Availability of OC pumps during the quarter was recorded at 77.56%, 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 13 fewer staff in quarter 2 compared with the previous quarter. Thirty new On-Call firefighters were recruited during quarter 3; however, there have been approximately 43 staff members leave the organisation during the same period.

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, retirements and commitment becoming too demanding.

Staffing is predicted to improve over the next 12 months as 20 recruits are due to join the organisation in February, along with 2 full recruit courses later in the year, with 24 recruits each.

To help limit the spread of the Covid 19 key station status was removed from several stations, which means that the use of wholetime imports to bolster availability was restricted.

Actions being taken to improve performance

- Continue with our 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.

- High levels of sickness are still an issue on a small number of stations, and Covid is continuing to have a small effect on availability throughout the OC.

- 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 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).	ON-CALL	Quarter availbility 75.56%

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 75.56%. This excludes the wholetime detachments shown in KPI 2.4
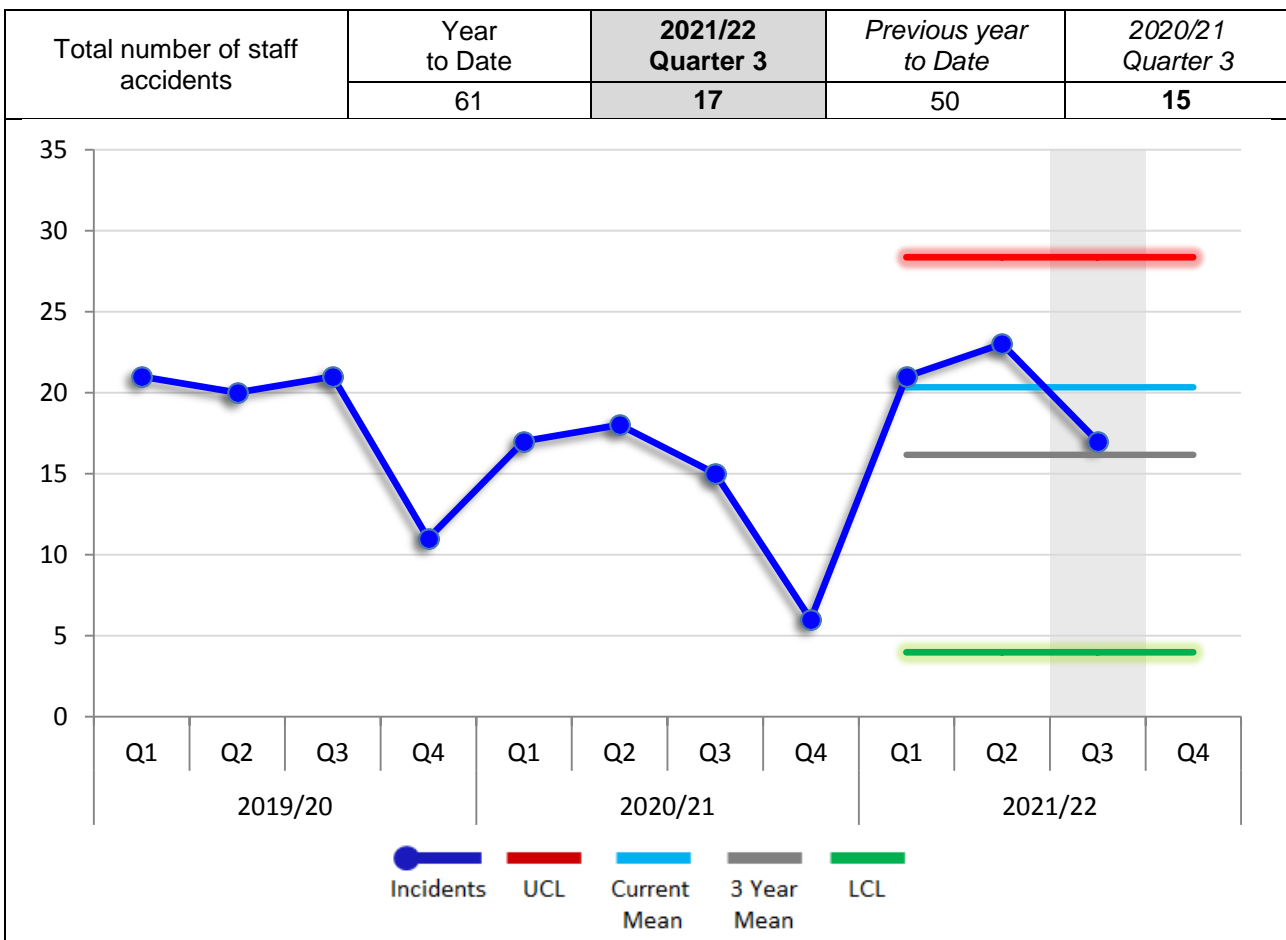
2.5 Staff Accidents		Quarter activity 17

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 2 incidents against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	61	**17**	50	**15**

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**
20	16	14	18	16

3.1 Progress against Savings Programme		Quarter variance -1.03%

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

Budget to end of December 2021 £42.1 million. The spend for the same period was £41.5 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 31 December of £42.1 million. The spend for the same period was £41.5 million, which gives an under spend for the period of £0.6 million.

Variance:	-1.03%

3.2 Overall User Satisfaction		Percentage satisfied 99%

The percentage of people who were satisfied with the service received as a percentage of the total number of people surveyed.

People surveyed include those who have experienced an accidental dwelling fire, a commercial fire or a special service incident that we attended.

The standard is achieved if the percentage of satisfied responses is greater than the standard.

49 people were surveyed; 49 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everthing in to account, are you satisfied, dissatistfied, or neither with the service you received from Lancashire Fire and Rescue Service?	2,873	2,841	98.89%	97.50%	1.42%

There have been 2,873 people surveyed since April 2012.

During the latest quarter - 49 people were surveyed and 49 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

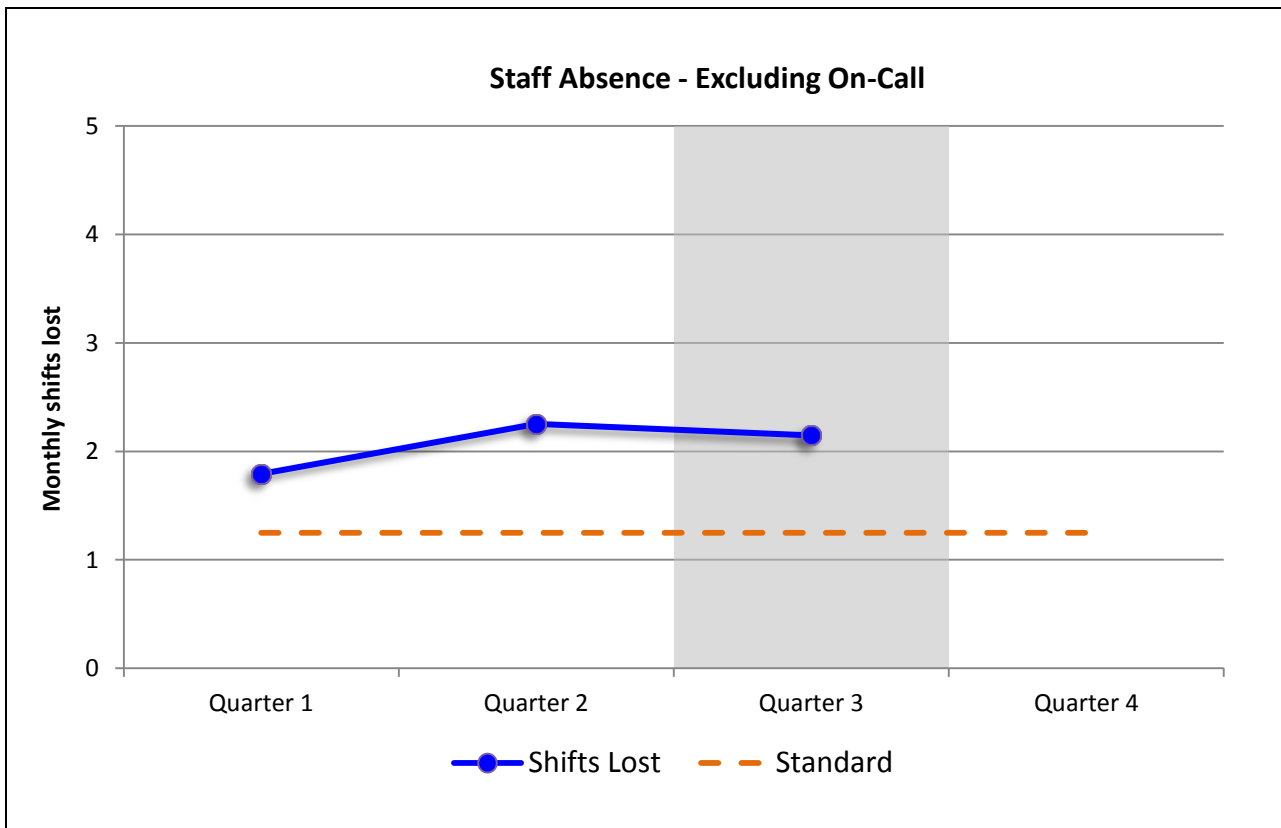| 4.2.1 Staff Absence - Excluding On-Call Duty System		Shifts lost 6.198

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: 6.198

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 3.

Analysis

During quarter three October 2021 – December 2021, absence statistics show above target for the quarter. Whole-time personnel and Non-uniformed personnel were both above the target

Absence by quarter:

Non-uniform	-	482	shifts lost = 2.36	Target	-	1.25
Wholetime	-	1,292	shifts lost = 2.08	Target	-	1.25

Absence by quarter (Cumulative to date):

Non-uniform	-	1,306	shifts lost = 6.4*	Target	-	3.75
Wholetime	-	3,820	shifts lost = 6.14*	Target	-	3.75

Per person

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

Green Book	
Reason	Case/s
Ear/Nose/Throat	1
Neurological	1

Grey Book	
Reason	Case/s
Mental Health	1
Gastro-intestinal	1
Coronavirus	1

There were 39 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s		
Hospital/Post-operative	9	Cancer and Tumours	1
Covid-16 Coronavirus	6	Cause known, but not specified	1
Mental health – Other	5	Ear/Nose/Throat	1
Musculo skeletal – lower limb	4	Headache/Migraine/Neurological	1
Musculo skeletal – Other	3	Heart, Cardiac & Circulatory problems	1
Musculo skeletal – Back	2	Musculo skeletal – Neck	1
Mental Health – Stress	2	Other known causes (not specified above)	1
		Respiratory – Cold/Cough/Influenza	1

During the quarter there were 28 of the 39 employees who returned to duty.

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Actions being taken to improve performance

The Service aims to continue with:

- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.

- Human Resources (HR) supporting managers in following the Absence Management Policy managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due to health issues.

- To be included again within the leadership conference to assist future managers understanding and interpretation of the policy.

- Encouraging employees to make use of our Employee Assistance Programme provider Health Assured and The Firefighters Charity.

- HR to be in attendance at Stress Risk Assessment meetings, to support managers and to offer appropriate support to the employee along with signposting.

- OHU to organise health checks for individuals on a voluntary basis.

- Support from Service Fitness Advisor/Personal Training Instructors (PTI's).

- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance programme.

4.2.2 Staff Absence – On-Call Duty System		Absence 0.98%

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, 0.98%

Annual Standard: No more than 2.5% lost as % of available hours of cover.
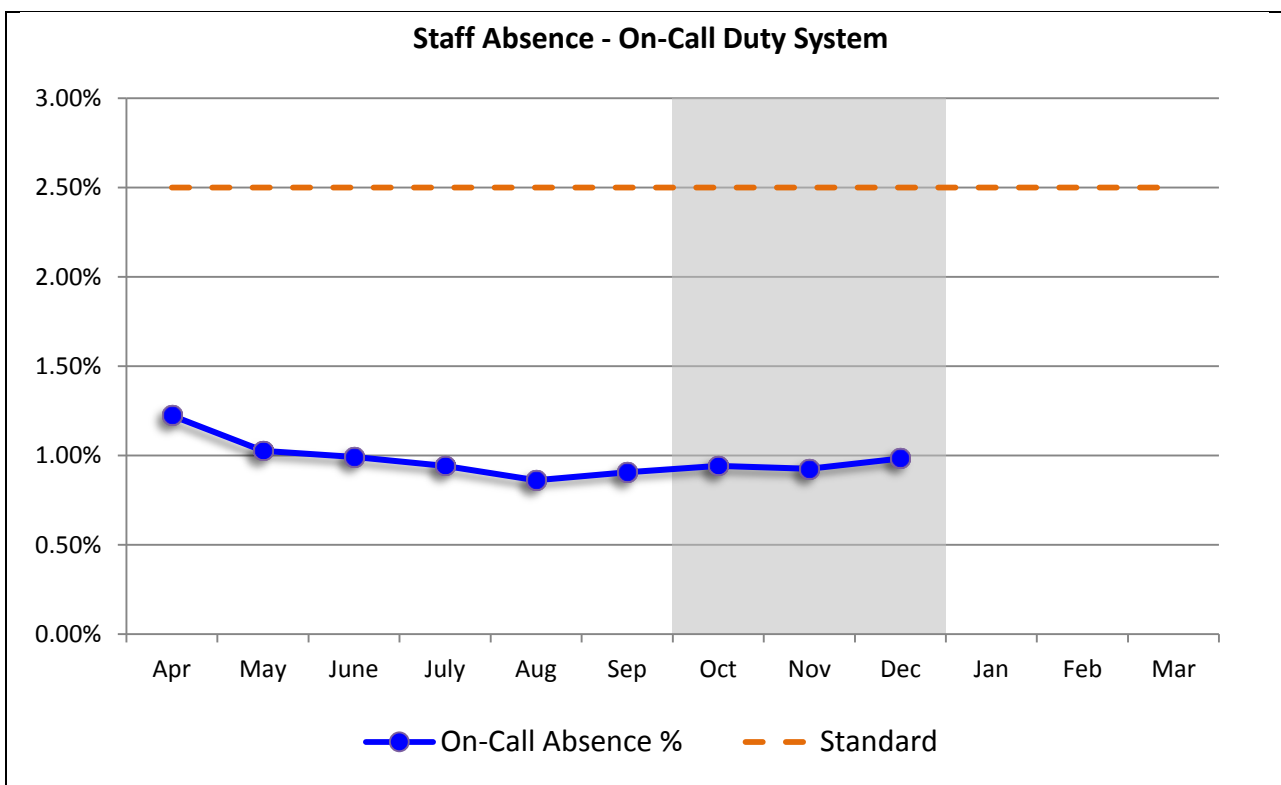
Cumulative On-Call absence (as % of available hours of cover):	0.98%

2021 Bright Sparx Campaign

Group Manager Prevention Kirsty McCreesh

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What is Bright Sparx?

- Campaign around Bonfire night period

- Data driven following the principles of Equality Impact Assessment

- Multi faceted – Prevention, Protection, Response, Preparation, Corporate Communications

- Multi agency – Local Authorities, Police, NWAS, Community Groups

Objectives for the 2021 campaign included;

- Maximise public and responder safety
- Encourage public to attend LFRS Virtual Fireworks event or public events
- Target resources at areas of greatest risk based on incident intelligence and data
- Address legal compliance regarding safe storage and sale of fireworks
- Identify and work closely with appropriate partners to reduce risk and provide effective and safe response
- Public reassurance

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We Delivered

- Bright Sparx education package virtually to 12,505 learners and in person to 4,683 learners
- Working in partnership with local authorities to remove waste alongside arson vulnerability assessments for derelict buildings
- Joint working between LFRS and trading standards – 164 premises recorded and followed up regarding firework storage
- 5 Multi agency assessment vehicles supported by additional flexi duty officers
- Working with the media and using social media sharing safety messages that reached over 3 million people

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Virtual Fireworks Event

Building on the success of the virtual bonfire in 2020 when, due to the pandemic, there were no organised displays we streamed a fireworks display

The video was broadcast as live on both Facebook and YouTube and reached over 20,000 people

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Outcomes

Anti-social behaviour fires during the 2021 Bright Sparx campaign recorded the lowest number over the last 5 years.

2017	2018	2019	2020	2021
290	260	217	197	138

This is a 29.9% decrease over the previous year and a 52.4% decrease over the 5 year high of 290 recorded in 2017.

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Attacks on Firefighters

- Numbers of attacks to firefighters over the bonfire night period has decreased over the last 5 years

2017	2018	2019	2020	2021
8	6	3	4	3

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- Debrief and evaluation of 2021 campaign will provide the basis for the 2022 campaign
- We will ensure the campaign continues to be data driven to use our resources to best effect
- Planning will be starting soon

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