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LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Wednesday, 29 June 2022 in Main Conference Room, Service Headquarters, Fulwood commencing at 10.00 am.

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

AGENDA	
PART 1 (open to press and public)	

Chairman's Announcement – Openness of Local Government Bodies Regulations 2014
Any persons present at the meeting may photograph, film or record the proceedings, during the public part of the agenda. Any member of the press and public who objects to being photographed, filmed or recorded should let it be known to the Chairman who will then instruct that those persons are not photographed, filmed or recorded.

1.	APOLOGIES FOR ABSENCE
2.	DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS Members are asked to consider any pecuniary/non-pecuniary interests they may have to disclose to the meeting in relation to matters under consideration on the agenda.
3.	MINUTES OF PREVIOUS MEETING (Pages 1 - 22)
4.	PERFORMANCE MANAGEMENT INFORMATION FOR 4TH QUARTER 2021/22 (Pages 23 - 62)
5.	NORTH WEST FIRE CONTROL (Pages 63 - 76)
6.	FAMILY GROUP COMPARATIVE PERFORMANCE INFORMATION FOR 4TH QUARTER 2021/22 (Pages 77 - 86)
7.	ANNUAL REPORT ON ROAD SAFETY INTERVENTION ACTIVITY 2021/22 (Pages 87 - 94)
8.	RISKS TO THE COMMUNITY FROM HOARDING Verbal report and presentation.
9.	DATE OF NEXT MEETING The next scheduled meeting of the Committee has been agreed for 10:00 hours on 14 September 2022 in the Main Conference Room, at Lancashire Fire & Rescue

	Service Headquarters, Fulwood. Further meetings are: scheduled for 14 December 2022 and 15 March 2023 proposed for 28 June 2023
10.	URGENT BUSINESS An item of business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency. Wherever possible, the Clerk should be given advance warning of any member's intention to raise a matter under this heading.
11.	EXCLUSION OF PRESS AND PUBLIC ***The Authority is asked to consider whether, under Section 100A(4) of the Local Government Act 1972, they consider that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act 1972, indicated under the heading to the item.***

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Wednesday, 16 March 2022, at 10.00 am in Washington Hall, Service Training Centre, Euxton.

MINUTES

PRESENT:

Councillors

K Iddon (Chairman)
L Beavers
H Khan
Z Khan
J Rigby
D Smith
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 Fryer, Area Manager, Acting Deputy Director of Operational Response (LFRS)
M Hutton, Area Manager, Head of Prevention and Protection (LFRS)
K McCreesh, Group Manager - Prevention (LFRS)
L Barr, Member Services Officer (LFRS)

20-20/21 APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Peter Britcliffe, County Councillor Andrea Kay, County Councillor Paul Rigby and County Councillor Ron Woollam.

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

None received.

22-20/21 MINUTES OF PREVIOUS MEETING

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

23-20/21 PERFORMANCE MANAGEMENT INFORMATION

Area Manager, Mark Hutton, presented a detailed report to the Performance Committee. This was the 3rd quarterly report for 2021/22 as detailed in the Integrated Risk Management Plan 2017-2022.

This quarter, 3 KPIs were shown in red which indicated that they were in negative exception. These were 2.3 Fire Engine Availability – Wholetime, Day Crewing and Day Crewing Plus, 2.4 Fire Engine Availability – On Call Duty System: and 4.2.1 Staff Absence – Excluding On-Call Duty System.

Members examined each indicator in turn as follows:

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

1.1 Risk Map

This indicator measured the fire risk in each Super Output Area. Risk was determined using fire activity over the previous 3 fiscal years along with a range of demographic data, such as population and deprivation. Area Manager, Mark Hutton, explained that the County risk map score was updated annually and would be presented to the Performance Committee in the report for quarter 1 of 2022/23.

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 3 activity 4,616 previous year quarter 3 activity 4,111 an increase of 12.28% over the same quarter of the previous year.

Incidents attended consisted of a myriad of different types. The report presented a chart which represented the count and percentage that each activity had contributed to the overall quarter's activity; most notably was that 52% were false alarms.

Area Manager, Mark Hutton, advised that the new attendance policy for Automatic Fire Alarms (AFAs), would be introduced by the Service from 1 April 2022 for non-sleeping risk premises during the day (08:00hrs to 19:00hrs), as it was found that 99.5% of AFAs from these building types were false alarms. The Service had undertaken a three-month business engagement and implementation phase.

1.3 Accidental Dwelling Fires

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

It was noted that quarter 3 activity was 212, the previous year quarter 3 activity was 231, which represented a decrease of 8.23% over the same quarter of the previous year.

It was stated by Area Manager, Mark Hutton, that the Service actively worked to reduce ADFs with many targeted campaigns established.

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

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 92.0% which was a small 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)	
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 Accidental Dwelling Fires – Number of Incidents where occupants have received a Home Fire Safety Check

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

have been carried out within 12 months prior to the fire occurring.

Over the latest quarter, Accidental Dwelling Fires with a previous HFSC decreased 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	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1	17	7%	26	12%
Q2	14	7%	21	11%
Q3	8	4%	32	14%
Q4			14	7%

Area Manager, Mark Hutton, confirmed that following the review of Key Performance Indicators by the Planning Committee at the meeting held 7 February 2022, this KPI would be removed when the revised KPIs were introduced in Q1 of 2022/23 (resolution 30/20-21 refers), as it was possible for it to be interpreted in different ways.

1.4 Accidental Dwelling Fire Casualties

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

Area Manager, Mark Hutton reported that sadly, there had been 4 dwelling fire fatalities in the last quarterly period. Four casualties were recorded as serious and 10 slight. The same quarter of the previous year recorded one fatality, one serious and 10 slight. Fatal Fire debriefs had been undertaken and learning which might influence future prevention policy would be taken to the Services Intelligence and Analysis Group (SIAG).

Casualty Status	2021/22 Quarter 3	2020/21 Quarter 3
Fatal	4	1
Victim went to hospital visit, injuries appeared Serious	4	1
Victim went to hospital visit, injuries appeared Slight	10	10
TOTAL	18	12

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 16.95% over the same quarter of the previous year, however, remained within tolerance.

Total number of incidents	2021/22 Quarter 3	2020/21 Quarter 3
	69	59

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

This indicator reported the number of primary fires where the cause of fire had been recorded as 'Accidental' or 'unknown' and included non-commercial building types: private garage, private shed, private greenhouse, and private summerhouse.

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

Total number of incidents	2021/22 Quarter 3	2020/21 Quarter 3
	13	22

Area Manager, Mark Hutton, informed that statistics for accidental building fires in non-commercial premises such as private garages and private sheds were 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.

Area Manager, Mark Hutton, explained that the decline in the number of accidental building fires was potentially contributed to by the wider safety in the BrightSparx campaign which had run over the bonfire night period.

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

This indicator reported the number of primary fires where the cause of fire had been recorded as 'Accidental' or 'unknown' and included property types which were regulated under the fire safety order such as: offices, retail, and hotel accommodation. Due to the nature of the construction of private garages and private sheds, there were recorded separately in KPI 1.5.1 (b).

The extent of fire and heat damage was recorded at the time the 'stop' message was sent and included all damage types. The report charted a rolling quarterly severity of accidental building fires over the previous two years with each quarter

broken down into high, medium, and low severity. Each quarter included the percentage (out of 100%) that each severity type represented of the total, with an indicator to illustrate the direction against the same quarter of the previous year.

The latest quarter recorded a combined 'low' and 'medium' severity of 82.6%. This was a decrease of 0.5% against a combined severity of 83.1% 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 3 (2021/22)**
		Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (21/22)	Quarter 2 (21/22)	
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%**

Area Manager, Mark Hutton, advised that there was a potential link between the targeting and success of the Service's protection activity, the level to which people responsible for fire safety management undertook their responsibilities, and the severity of fire damage when fires occurred. Providing business safety advice and undertaking audits meant that, if a premises experienced a fire, there was a greater potential for it be detected sooner and confined to the room of origin, reducing the impact on business.

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

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 53.8%. This was a decrease of 0.7% against a combined severity of 54.5% in the same quarter of the previous year.

1.5.1 (b) Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 3 (2021/22)**
		Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (21/22)	Quarter 2 (21/22)	
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

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 3	2020/21 Quarter 3
1.6.1 Deliberate Fires – Anti-Social Behaviour	253	288
1.6.2 Deliberate Fires – Dwellings	29	30
1.6.3 Deliberate Fires – Commercial Premises	19	27

In addition to the BrightSparx campaign which had impacted positively on performance in Quarter 3, Area Manager, Mark Hutton, advised that the Service would soon be implementing Business Fire Safety Checks (BFSCs). These were piloted in the Northern and Western areas over the past year and would now be rolled out to all wholetime fire stations where operational crews would visit lower risk commercial premises. BFSCs included an external arson vulnerability assessment and crews would provide advice to reduce the potential of a deliberate fire occurring or to reduce the impact if it did.

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.

Area Manager, Mark Hutton, stated that, since moving out of lockdown, the number of completed HFSC's had increased 42% over the same quarter as the previous year, with the cumulative year to date HFSC's increasing by 72%

against the same period of 2020/21.

It was explained by Area Manager, Mark Hutton, that HFSCs were now being followed up on households where full checks could not be conducted during lockdown. The impact of Covid-19 working guidelines during the previous 21 months had meant that different triaging processes had been used alongside different delivery techniques. Although triaging and delivery had started to return to pre-pandemic approaches, the Service would be undertaking a robust process to follow up all households where it had not been possible to complete a full Safe & Well visit. Although it was important to ensure that Covid-19 had not adversely impacted fire risk in Lancashire, this approach had led to a decrease in the percentage of HFSCs resulting in a high-risk score. Work would be undertaken to refresh existing partnerships and make new ones based on risk, to ensure the generation of future HFSCs for high- risk households.

	2021/22	2020/21
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	66%	71%
Q2	68%	72%
Q3	63%	69%
Q4		74%

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, 5 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. During the October to December 2021 period teachers were asked whether they thought that the session would have positively influenced the behaviour of children regarding road safety. From the feedback received, 83% of teachers recorded that they felt the package and delivery was outstanding in

achieving this, with the remaining 17% recording good with no sessions being marked as satisfactory or inadequate. Monitoring and evaluation would continue throughout the academic year.

Wasted Lives had a relaunch to coincide with Road Safety Week in November and further evaluation would be collected in relation to that specific Road Safety prevention offering.

During quarter 3:

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

Over the three-month period, a total of 4,221 attendees had been recorded.

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.

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.

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

	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	431	26	236	98	6%	10%
Q4						11%

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

Members were informed by Area Manager, Mark Hutton, that the Service was the Fire Safety Regulator for non-domestic premises in Lancashire and they targeted activity on a risk-based inspection programme. The risk-based inspection programme targeted approximately 2,500 premises per annum which were typically premises where people slept and were more vulnerable in the event of a fire. Other premises were also targeted where people did not sleep but where their escape may be difficult such as night clubs and licenced premises. Operational crews would commence delivery of Business Fire Safety Checks in lower-risk buildings.

Area Manager, Mark Hutton, highlighted that 431 inspections were undertaken in Quarter 3 with 26 requiring formal activity and 236 requiring informal activity. Formal activity would consist of an enforcement notice or action plan, an alteration notice or prohibition notice. Informal activity would involve the responsible person for the premises being issued a letter outlining all the areas of non-compliance with the Service expecting those areas to be addressed by the next audit.

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

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 3 – 1st pump response decreased 4.91% 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%	**84.73%**	88.83%	**89.64%**

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 3 – 2nd pump response decreased 7.09% of total second pump attendances over the same quarter of the previous year.

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 Standards - Critical Special Service – 1st Fire Engine Attendance

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

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

The quarter 3 1st pump response increased 0.90% over the same quarter of the previous year.

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

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 99.23% was a decrease of 0.06% over the same period of the previous year.

Year to Date	**2021/22 Quarter 3**	Previous year to Date	2020/21 Quarter 3
99.23%	**99.16%**	99.29%	**99.16%**

The negative exception report was 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.

The availability of WT pumps during December was recorded at 98.63%. This was 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-19 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. The degradation model was designed to be used for any type of staff absence and in this instance, it was due to Covid-19. 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 was noted 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.

The exception was generated following a planned model in response to the Covid-19 pandemic.

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 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%.

Year to Date	**2021/22 Quarter 3**	Previous year to Date	2020/21 Quarter 3
79.34%	**77.56%**	90.46%	**87.90%**

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 each month of quarter 3.

The 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, approximately 43 staff members left the organisation during the same period.

There was no single 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 commitments becoming too demanding. Staffing was predicted to improve over the next 12 months as 20 recruits were 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 meant that the use of wholetime imports to bolster availability was restricted.

Actions being taken to improve performance were:

- Continue with our 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.
- High levels of sickness were still an issue on a small number of stations, and Covid-19 was 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 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.

Area Manager, Mark Hutton, advised that run times for Preesall and Tarleton stations could be extensive due to their location and when the on-call crew were unable to maintain staffing on appliances, wholetime staff were detached to those stations to keep them on the run.

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 3 was 75.56%. This excluded the wholetime detachments shown in KPI 2.4.

2.5 Staff Accidents

This indicator measured the number of staff accidents.

The number of staff accidents during the latest quarter increased by 2 incidents against the same quarter of the previous year.

Year to Date	**2021/22 Quarter 3**	Previous year to Date	2020/21 Quarter 3
61	**17**	50	**15**

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

3.1 Progress against Savings Programme

The budget to the end of December 2021 was £42.1 million. The spend for the same period was 41.5 million.

As a public provision, the Service was committed to providing value for money to the community and it was important that once a budget had been agreed and set, the spending remained within this.

The annual budget for 2021/22 was set at £58.2m with a budget to 31 December of £42.1 million. The spend for the same period was £41.5m giving an underspend for the period of £0.6m.

3.2 Overall User Satisfaction

People surveyed included those who had experienced an accidental dwelling fire, a commercial fire or a special service incident that the Service attended. The standard was achieved if the percentage of satisfied responses was greater than the standard.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything into account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire & Rescue Service?	2,873	2,841	98.89%	97.50%	1.42%

Since April 2012, 2,873 people had been surveyed and the number satisfied with the service was 2,841; 98.89% against a standard of 97.50%; a variance of 1.42%.

During quarter 3, 49 people were surveyed and 49 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 6.198.

The negative exception report was due to the number of shifts lost through absence per employee being above the Service target for quarter 3.

Area Manager, Mark Hutton, presented Members with the analysis, that during quarter 3, October 2021 – December 2021, absence statistics showed 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 per person Target – 3.75
Wholetime – 3,820 shifts lost = 6.14 per person Target – 3.75

There were 5 cases of long-term absence which spanned over the total of the 3 months with 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 further cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s
Hospital/Post-operative	9
Covid-19 Coronavirus	6
Mental Health – Other	5
Musculo skeletal – Lower limb	4
Musculo skeletal - Other	3
Musculo skeletal - Back	2
Mental Health – Stress	2
Cancer and Tumours	1
Cause known, but not specified	1
Ear/Nose/Throat	1
Headache/Migraine/Neurological	1
Heart, Cardiac & Circulatory problems	1
Musculo skeletal – Neck	1
Other known causes (not specified above)	1
Respiratory – Cold/Cough/Influenza	1

During the quarter, 28 of the 439 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 (HR) 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 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 (PTIs);
- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance Programme.

Area Manager, Mark Hutton, advised that the number of hospital/post-operative absences could relate to the improved ability for the NHS to offer procedures as the impact of the pandemic back-log was addressed. The Service had continued to experience absences due to Covid-19.

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, 0.98%.

The Chairman thanked the Area Manager, Mark Hutton, for a comprehensive report.

County Councillor Beavers queried, in relation to Fire Safety Enforcement and those premises requiring informal activity, whether it would be more proactive to visit a premises within three to six months to check if areas of non-compliance had been addressed rather than wait until the next audit which could take up to three years. Area Manager, Mark Hutton, advised that a national enforcement model was utilised whereby the Service used a recognised method of auditing a premises and if the inspector were to look at the previous inspection history and find that areas of non-compliance had not been improved, the enforcement management model would lift it to an enforcement notice which would be followed up. Working in this wat ensured that the finite number of inspecting officers could continue to work through the Risk Based Inspection Programme. County Councillor Beavers asked if finding the resources to re-visit properties requiring informal activity could be highlighted for the future as it was to protect the general public. Area Manager, Mark Hutton, advised that there were options around where the Service targeted BFSC activity. He also noted that any complaints or fires in a premises were immediately elevated above any planned activity so several of the audits reported to the Authority did not come directly from the risk-based inspection programme but rather, from the risk based intelligence.

In response to Councillor Smith's question regarding legislation around buildings deemed unsafe by the Fire Service and whether they should be forced to close with residents moving out, Area Manager, Mark Hutton, advised that the legal powers which the Service had to place a prohibition notice, was Article 31 of the Fire Safety Order. He added that the Order gave the power to immediately close a business or residence and as such, as it was some of the most powerful legislation in English law, it was used carefully. Although a Prohibition Notice would legally close a building, it did not give the Fire Service any powers to require individuals within a premises to leave. If however, a responsible person managing a premises was found not to have complied with a prohibition notice, they could be prosecuted by the Fire Authority by way a separate offence (to be in breach of a prohibition notice). Typically, for residential properties where a prohibition notice had been placed, the Service would work with the housing authority for a multi-agency approach to assist any residents and prevent homelessness. If, in the same situation, a landlord continued to run the premises for trade or gain, the Service would interview them under caution and take the appropriate action.

In response to a question from County Councillor Singleton in regard to whether the definition of a deliberate fire was when an individual had been prosecuted, Area Manager, Mark Hutton, confirmed that the KPI was broken down into three areas which were: anti-social behaviour, deliberate fires in dwellings, and deliberate fires in commercial properties. Although serious fires were always thoroughly investigated by the Incident Intelligence Team and the Police, not all deliberate fires resulted in a prosecution. He further explained that if fire crews attended a small fire in the open and there was no one present or legitimate reason for the fire, it would be classed as an anti-social behaviour fire.

In response to a further query from County Councillor Singleton regarding the definition of fire safety enforcement, Area Manager, Mark Hutton, explained that the 26 cases noted in the report would be a combination of enforcement notices and prohibition notices. When a notice had been issued to the responsible person of a premises, if they did not complete the work needed within the allotted timeframe and there was a legitimate reason, the notice could be extended. However, if at the end of the extension they had failed to comply with the notice, it was a separate offence within the order and at that stage they would be interviewed under caution with the Service considering the public interest of moving to legal action. If the level of non-compliance was so high that there was an immediate risk to life, the Service would issue a prohibition notice and also issue an enforcement notice in the longer term to give the responsible person time to understand the work that needed to be undertaken to bring the premises back to compliance.

The Committee Chairman asked that it be put on record that resolution 15-20/21 to establish a Task & Finish Group to investigate improving on-call fire engine availability had been discussed with the Chairman of the Authority and the Chief Fire Officer who agreed that a Task and Finish Group would not be required given the on-call availability was included in the Service Annual Plan, progress against which would be brought to a future committee meeting. To reassure Members that the Service was doing everything it could to improve the position, Area Manager, Mark Hutton advised that the Service was not complacent around the availability of on-call fire appliances. He advised that the issue was a problem for the majority of fire and rescue services across the UK and therefore, national working groups existed, of which, LFRS was part of.

RESOLVED :- That the Performance Committee endorsed the Quarter 3 Measuring Progress report and noted the contents of the 3 negative exceptions.

24-20/21 REVIEW OF FAMILY GROUP COMPARATIVE INFORMATION

Area Manager, Mark Hutton, explained that the Family Group Comparative Performance Report was brought to the committee once per year. The information was provided by the Home Office and the report compared the performance of Lancashire Fire and Rescue Service with a number of other Services in the 'family group. The report would usually be brought to the Committee in quarter 4, however, the Service had access to broader national

data and Area Manager, Mark Hutton, proposed that when the report was brought to Committee, rather than just the historical family group, additional information could be provided for all Fire and Rescue Services in England. This would provide the opportunity for the performance of Lancashire Fire and Rescue Service to be compared in a broader context and not be limited to the family group.

RESOLVED :- That the Performance Committee noted the report and approved the inclusion of national data.

25-20/21 BRIGHTSPARX PRESENTATION

Group Manager Prevention, Kirsty McCreesh, summarised that BrightSparx was a major campaign based around the Bonfire period that included work undertaken across the Service and with a multitude of partners which had contributed to some of the positive performance reported earlier in relation to antisocial behaviour fires, deliberate fires and accidental fires which. The preparatory work had started in May. The campaign was data driven following the principles of the Equality Impact Assessment and applied information collected from previous years to ensure a targeted approach to issues.

A multi-faceted approach was used, working across many departments within the Service. The Prevention department created the campaign, and the Comms department used social media to promote education packages to schools, community groups and faith groups. The Protection department worked with Trading Standards to assure the safe sale and storage of fireworks.

Group Manager Prevention, Kirsty McCreesh, explained that the campaign involved a multi-agency approach, working in collaboration with Local Authorities, the Police, North West Ambulance Service and Community Groups.

The BrightSparx campaign objectives for 2021 aimed to: i) maximise public and responder safety; ii) encourage public to attend the LFRS' Virtual Fireworks event or public events; iii) target resources at areas of greatest risk based on incident intelligence and data; iv) address legal compliance regarding safe storage and sale of fireworks; v) identify and work closely with appropriate partners to reduce risk and provide effective and safe responses and; (vi) to reassure members of the public.

Group Manager Prevention, Kirsty McCreesh, informed that the BrightSparkx education package had been delivered virtually to 12,505 learners and in person to 4,683 learners, targeting areas of need. The Service had worked in partnership with local authorities to remove waste alongside arson vulnerability assessments for derelict buildings and, joint working had taken place between LFRS and trading standards with 164 premises recorded and followed up regarding firework storage. In addition, five multi-agency assessment vehicles were used with support by additional flexi duty officers. The Service also worked with the media and had shared safety messages, using social media, that had reached over 3

million people.

Due to the pandemic, in 2020, the Service had streamed a virtual bonfire event and building on its success, a fireworks display was streamed in 2021. It also provided the opportunity to deliver safety messages and raise awareness of the broader remit of Lancashire Fire and Rescue such as, the cadet unit and the use of drones. The video was broadcast live on both Facebook and YouTube and reached over 20,000 people.

Anti-social behaviour fires during the 2021 BrightSparx campaign recorded the lowest number over the last five years. This was a 29.9% decrease over the previous year and a 52.4% decrease over the five year high of 290 recorded in 2017. The number of attacks on firefighters over the bonfire night period had also decreased over the last five years with 3 recorded in 2021 compared to 8 in 2017, although no level of attacks were tolerable.

It was noted that a debrief and evaluation of the 2021 campaign would provide the basis for the 2022 campaign. It was ensured that the campaign would continue to be data driven and the Service would use resources to the best effect. Planning for the 2022 campaign would begin soon.

County Councillor Singleton raised concern regarding the period around the Queen's Jubilee which could raise challenges for the Service in June and furthermore, at least 50% of Parish Councils were planning on having a beacon. Area Manager, Simon Fryer, advised that Brightsparx was an extension of the prevention and response work of the Service. The commitment of firefighters and the work of the Prevention department had made a substantial positive difference over the past three decades. Using a targeted approach, the Service was now in a position, through partnership work and the work of Kirsty McCreesh, Mark Hutton and the wider Service, to make a further significant difference to safety in Lancashire.

Councillor Smith commented that the Service made a difference in the area he represented by removing bonfires on public land, however, he raised concern over pop-up firework shops and asked if there was any legislation in place for them. Group Manager Prevention, Kirsty McCreesh stated that the Service maintained records of pop-up shops in Lancashire. Area Manager, Mark Hutton, added that, prior to Covid-19, there had been growing national conversation about tightening the legislation for covering the sale of fireworks for home use.

The Chairman thanked Kirsty McCreesh for her presentation. He was pleased with the prevention and protection work of the Service.

The Chairman extended his congratulations to Jon Charters on his appointment to Assistant Chief Fire Officer.

RESOLVED: - That the Committee noted the BrightSparx presentation.

26-20/21 DATE OF NEXT MEETING

The next meeting of the Committee would be held on 29 June 2022 at 10:00 hours in Washington Hall, Service Training Centre, Euxton.

Further meeting dates were noted for 14 September 2022 and 14 December 2022 and agreed for 15 March 2023.

M NOLAN
Clerk to CFA

LFRS HQ
Fulwood

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 29 June 2022

Performance Management Information for 4th Quarter 2021/22

(Appendix 1 refers)

Contact for further information – Assistant Chief Fire Officer (ACFO), Jon Charters
Tel: 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(s)

The Performance Committee is asked note the content of the report including the one positive and two negative exceptions and endorse the Quarter 4 Measuring Progress report.

Information

As set out in the report.

Business risk

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

Environmental impact

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

Equality and 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:
Reason for inclusion in Part 2 if appropriate: n/a

Lancashire Fire and Rescue Service

Measuring Progress

Performance Report

January 2022 - March 2022

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Introduction

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

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

Table of Contents	Page (s)
Introduction	3
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Key Performance Indicators	9 - 38

Performance Framework

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

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

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.

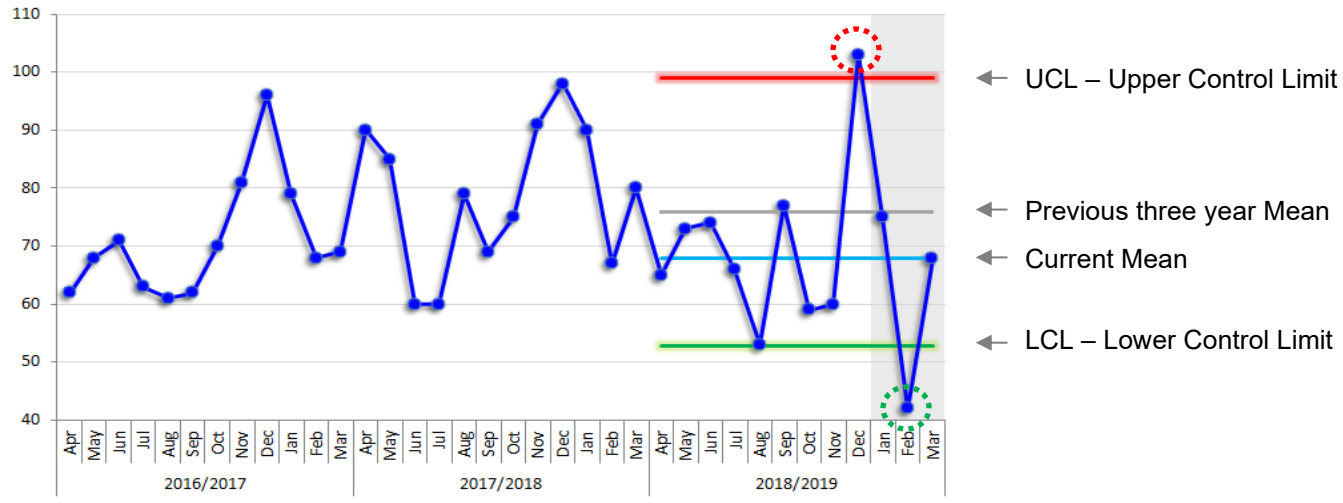
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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:

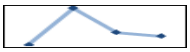
1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.

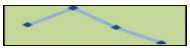
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 ( ) is above the Upper Control Limit (UCL) and a positive exception in February 2019 ( ) for meeting rule 2.



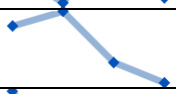
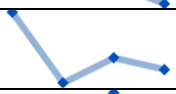
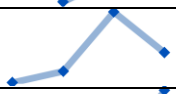
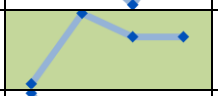
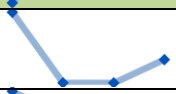
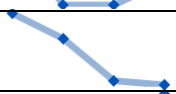
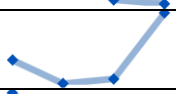
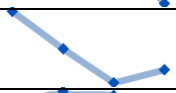
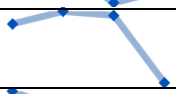
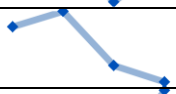
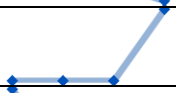
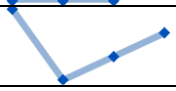
Key Performance Index and Indicator trends

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
1.6.2	Deliberate Fires - Dwellings		20
1.6.3	Deliberate Fires - Commercial Premises		20
1.7	High Risk Home Fire Safety Checks		21
1.8	Road Safety Education Evaluation		22
1.9	Fire Safety Enforcement		23

Key Performance Index and Indicator trends

KPI		Description	Progress	Page (s)
2		**Responding** to fire and other emergencies quickly and competently.		
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		24
2.1.2		Critical Fire Response - 2nd Fire Engine Attendance		25
2.2.1		Critical Special Service Response - 1st Fire Engine Attendance		26
2.3	WT	Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		27
2.4	ON-CALL	Fire Engine Availability - On-Call Duty System		29
2.4.1	ON-CALL	Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	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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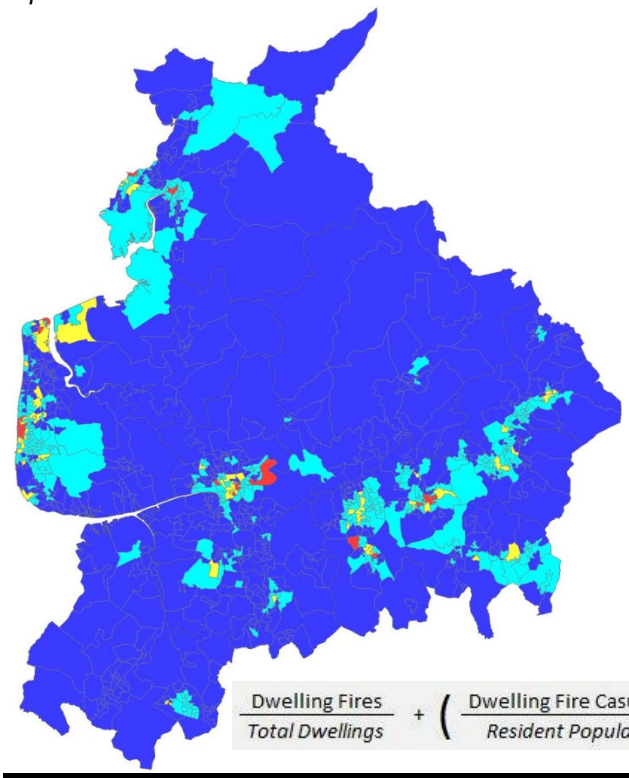
1.1 Risk Map

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.

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

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

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

1.2 Overall Activity

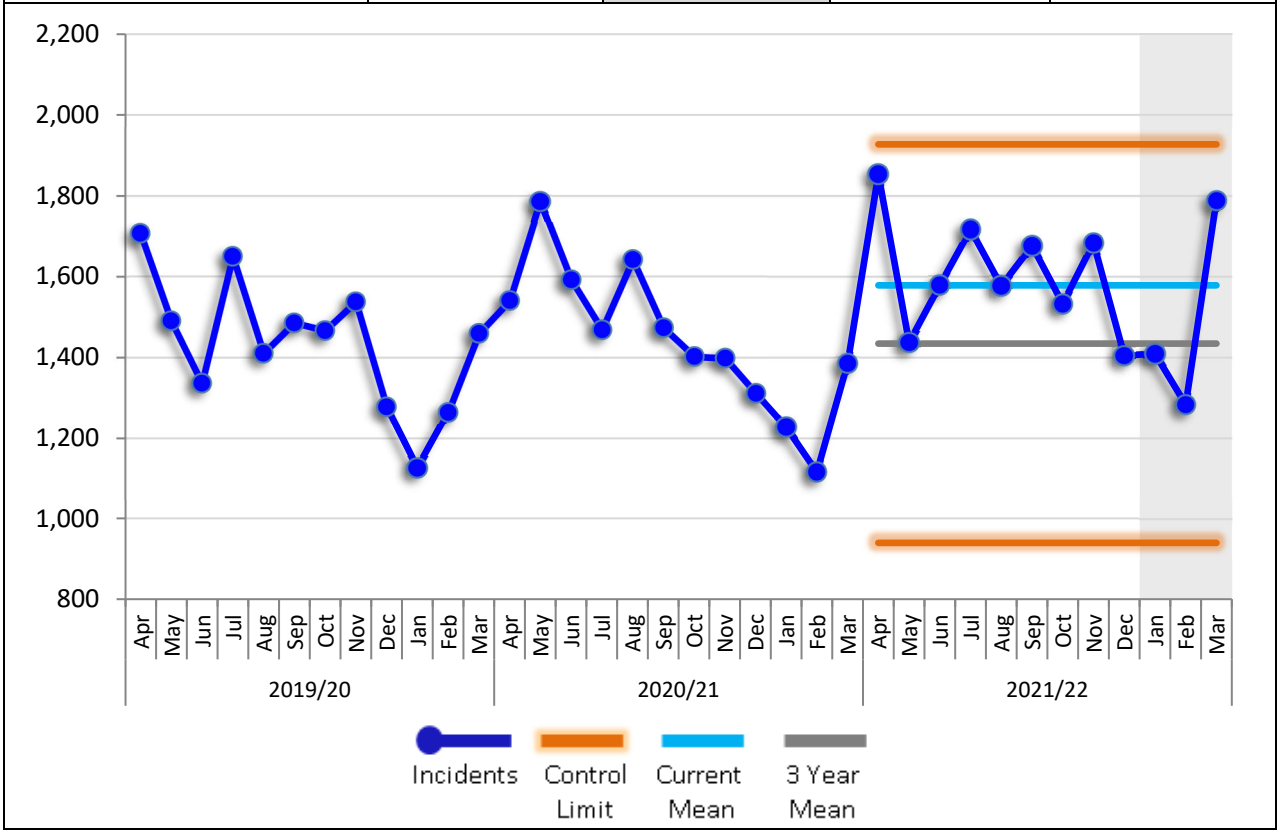
Quarter activity
4,478

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 20.21% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	18,932	**4,478**	17,334	3,725



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**
1,578	1,433	1,445	1,434	1,422

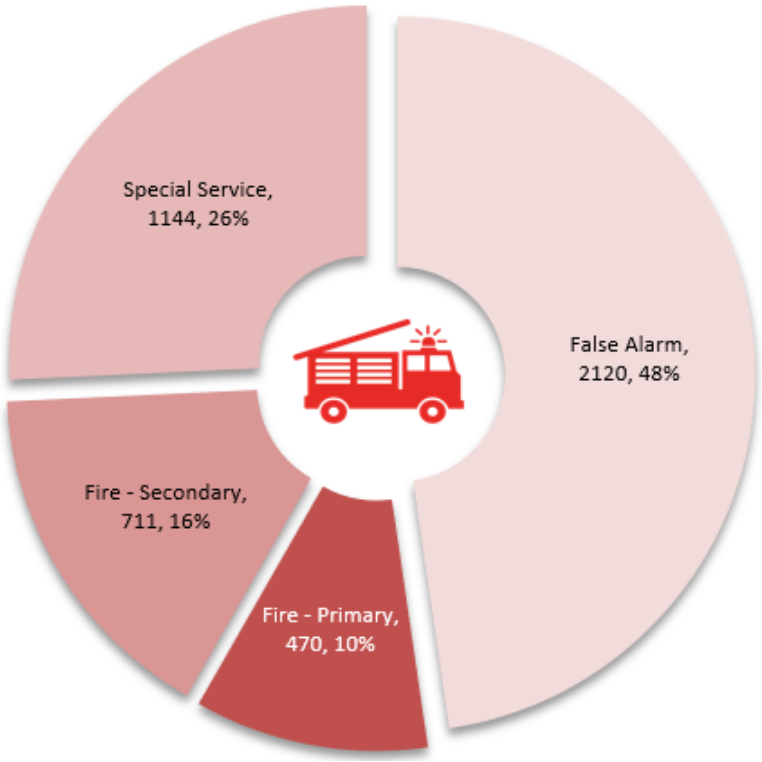
1.2 Overall Activity Breakdown

Quarter activity
4,478

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	67%
Good Intent false alarm	29%
Malicious False Alarm	4%
FIRE - PRIMARY:	
Accidental Dwelling Fires (1.3)	43%
Accidental Building Fires (1.5a)	15%
Accidental Building Fires (1.5b)	2%
Dwellings (1.6.2)	3%
Non Dwellings (1.6.3)	7%
Other Primary	30%
FIRE - SECONDARY:	
Anti-Social Behaviour (1.6.1)	43%
Accidental Fires	57%
SPECIAL SERVICE:	
Critical Incidents (KPI 2.2.1)	55%
*Gaining Entry	30%
*RTC	29%
*Flooding	8%
*Other Critical incident	33%



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

	FALSE ALARM incidents make up almost half of the Service's activity, with 67% being Fire alarm due to Apparatus incidents. Along with 29% recorded as Good Intent false alarm and the remaining 4% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 43% and are shown later in the report within KPI 1.3. Accidental Building Fires are split between commercial and non-commercial premises and are covered within KPI 1.5(a) and KPI 1.5(b). Deliberate fires within dwellings are covered in KPI 1.6.2 and other buildings in KPI 1.6.3.
	SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These mainly involve loose refuse; however, fires with an accidental or not known cause increased during the Covid pandemic and continue to remain the dominant type with 57%.
	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, 30% 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 8% are flooding related.

1.3 Accidental Dwelling Fires

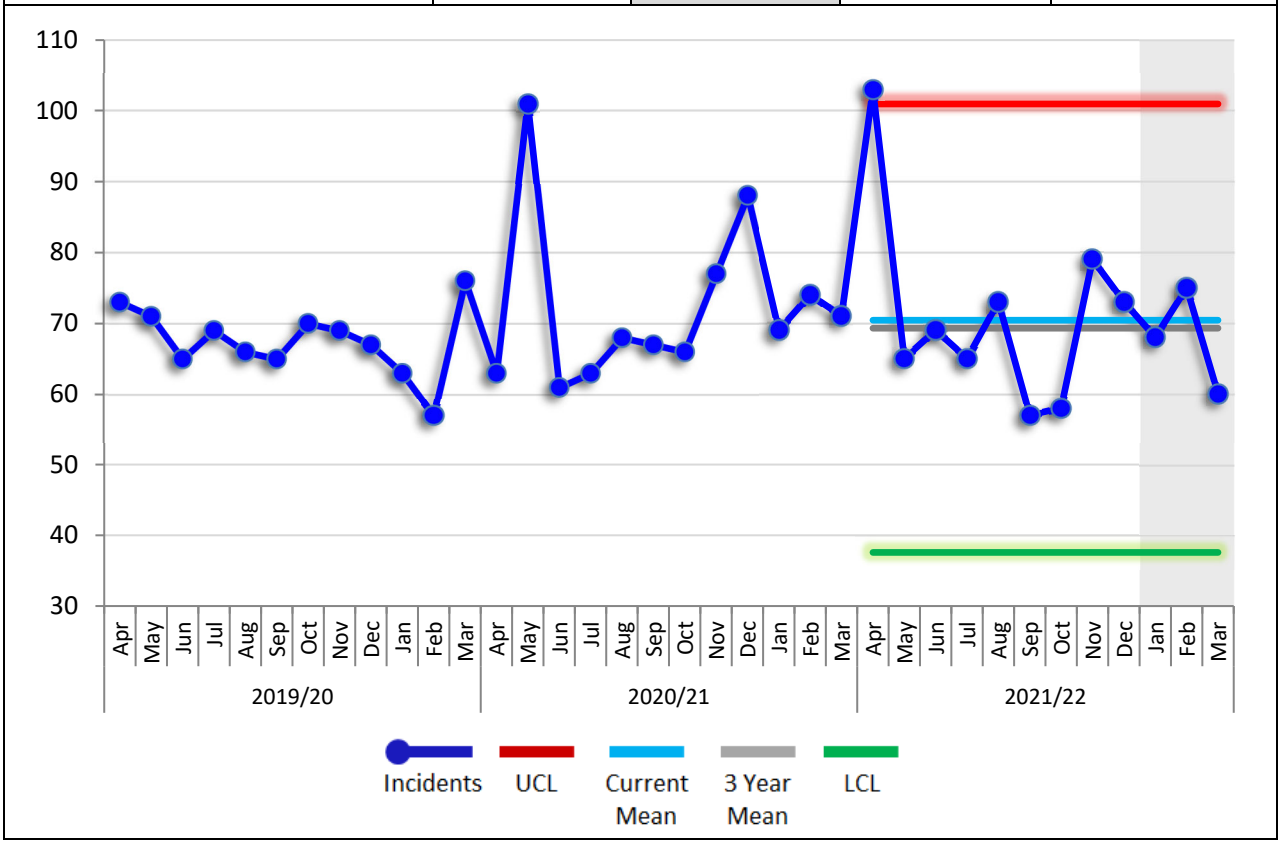
Quarter activity
203

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

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

Quarterly activity decreased 5.14% over the same quarter of the previous year.

1.3 Accidental Dwelling Fires	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	845	**203**	868	214



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**
70	69	72	68	68

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity: 94.1%

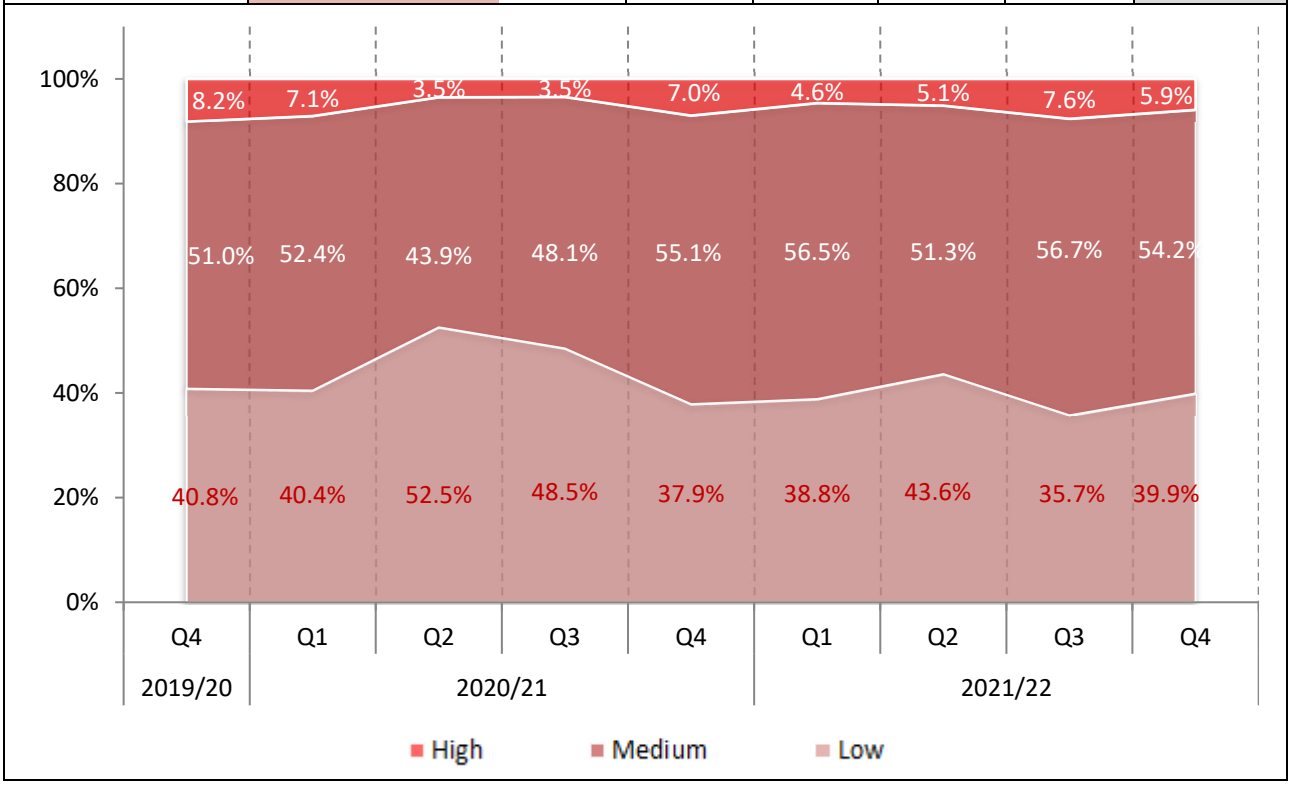
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

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 94.1%. This is an increase of 1.1% against the 93.0% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 4 (2021/22)**
			Quarter 4 (20/21)	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	*Quarter 3 (21/22)*	
1.3.1 ADF – Severity of Fire	High	⇩	*7.0%*	*4.6%*	*5.1%*	*7.6%*	**5.9%**
	Medium	⇩	*55.1%*	*56.5%*	*51.3%*	*56.7%*	**54.2%**
	Low	⇧	*37.9%*	*38.8%*	*43.6%*	*35.7%*	**39.9%**



1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 9%

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 increased 2% 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	18	9%	⇧	14	7%

*Quarter 1 to 3. The impact of COVID19 working guidelines during the previous 24 months had led to a change in the partner referral rate, which 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

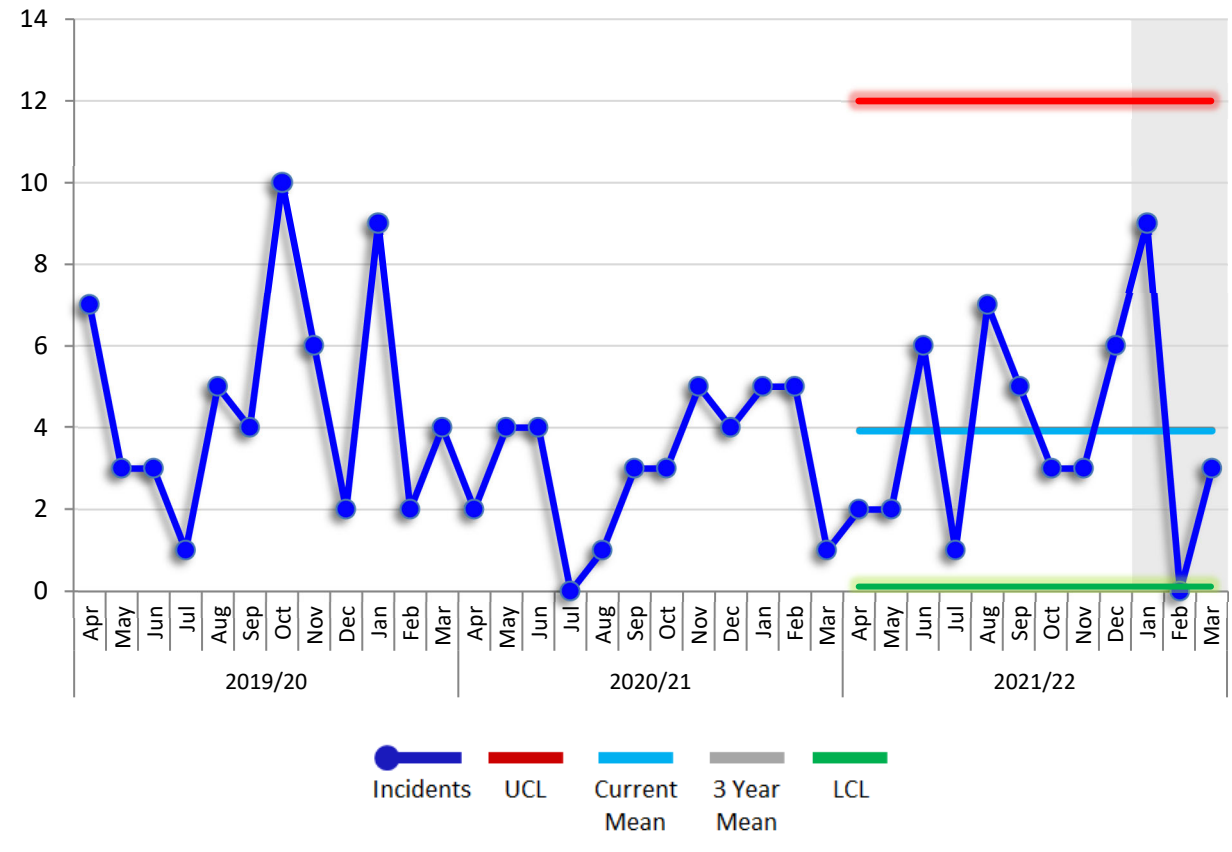
Quarter activity
12

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 2 fatalities during the latest quarterly period. Four casualties are recorded as serious and 6 slight. The same quarter of the previous year recorded one fatality, 3 serious and 7 slight.

Casualty Status	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
Fatal	6	**2**	2	1
Victim went to hospital, injuries appear Serious	13	**4**	6	3
Victim went to hospital, injuries appear Slight	27	**6**	29	7
Total	46	**12**	37	11



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

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

What are the reasons for an Exception Report

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

Analysis

During the month of February 2022 there were no recorded ADF casualties. Although it is unusual to have no casualties within a single month, it is encouraging there have been two such occurrences during the past 24 months.

Although the numbers involved are thankfully low, the average monthly count for the year to date is 3.8 casualties, which is also an improvement on the previous 5 year average of 4.0 casualties per month.

The cumulative casualty figure to the end of the year is 46. Whilst an increase on the previous year, which reported all-time lows during the Covid year, this is still a 1.7% improvement on the previous 5 year average.

Actions being taken to maintain performance

During this quarter LFRS have remained committed to delivering advice and providing interventions to the most vulnerable within our communities.

As the County continues to recover following the impacts of Covid, the Service has refreshed its HFSC generation Partnership Service Order and significant work continues to refresh existing partnerships and generate new ones aligned to individual District risk profiles.

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

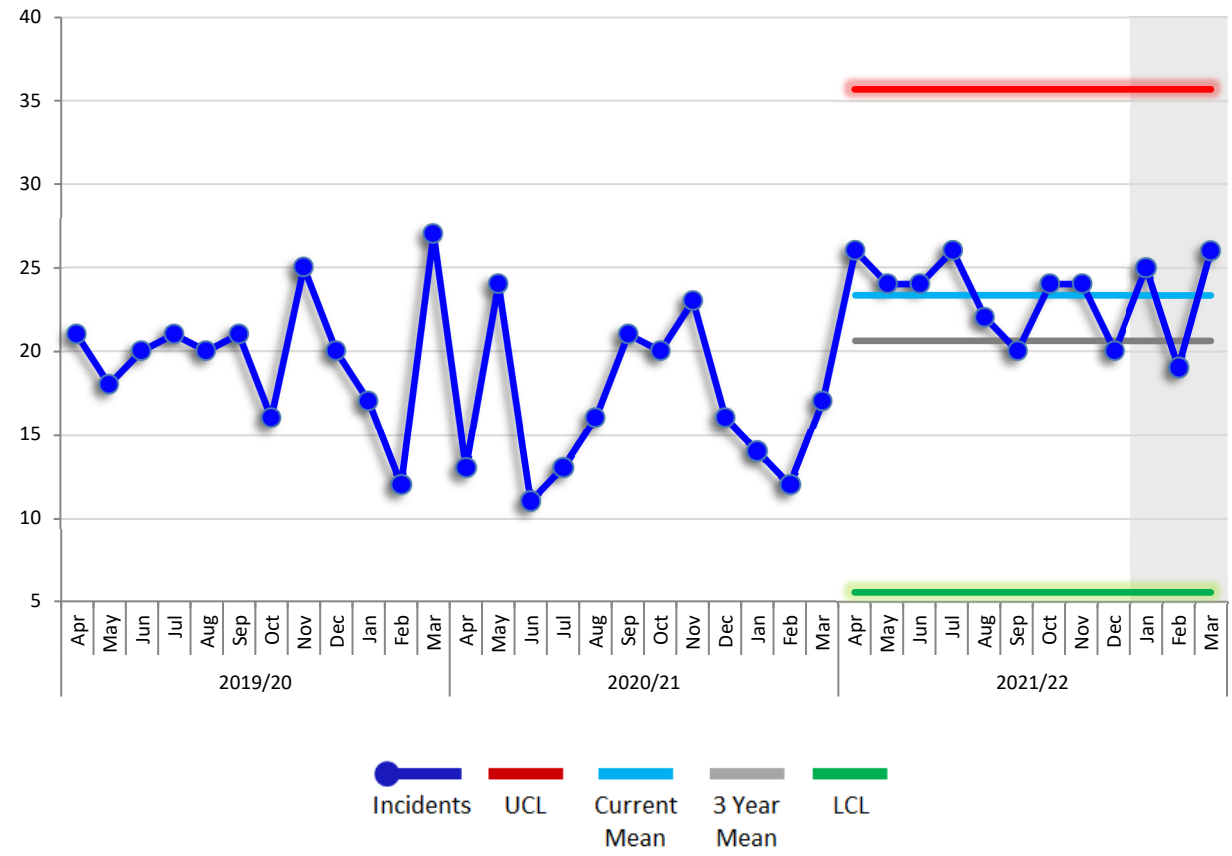
1.5(a) Accidental Building Fires (Commercial Premises)

Quarter activity
70

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

Quarterly activity increased 62.79% over the same quarter of the previous year.

1.5(a) Accidental Building Fires (Commercial premises)	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	280	**70**	200	43



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

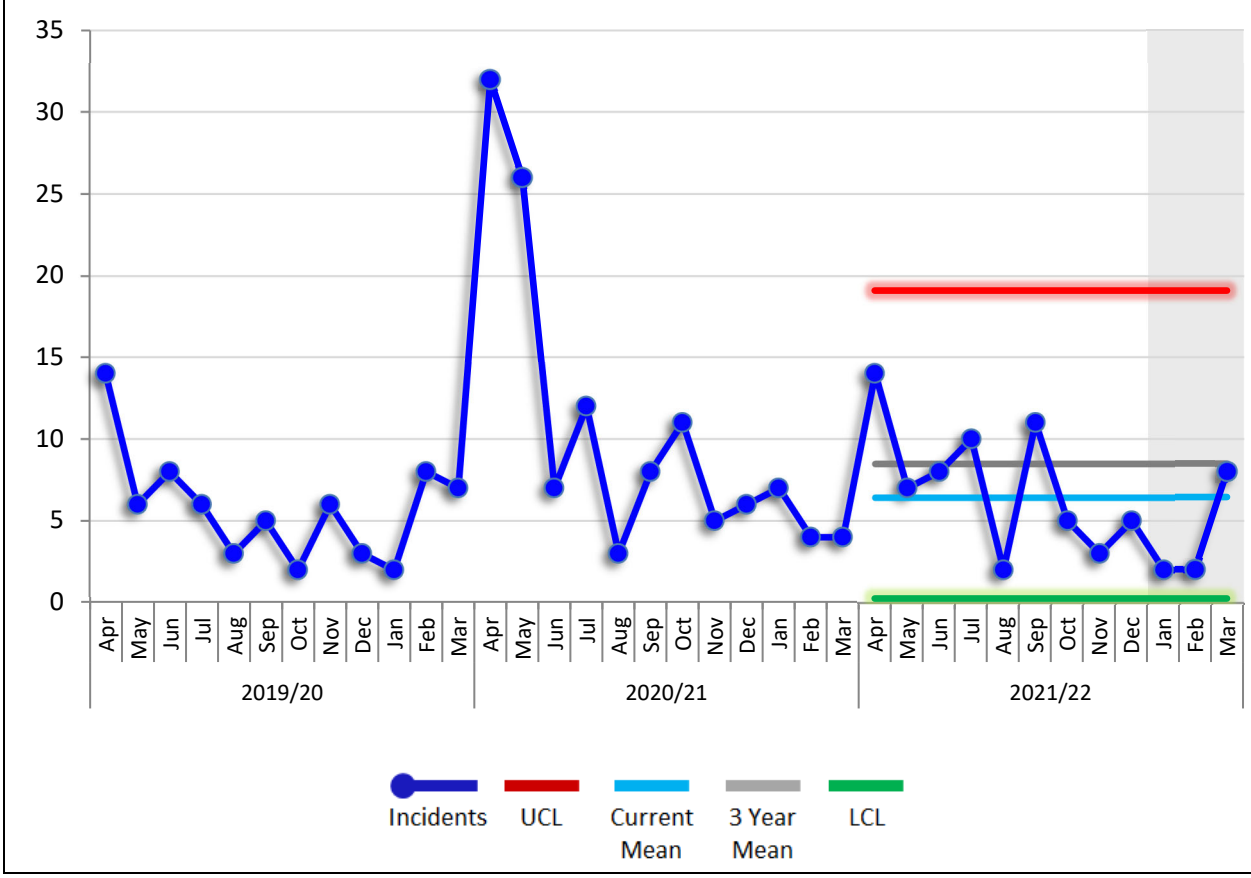
1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)

Quarter activity
12

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

Quarterly activity decreased 20.0% over the same quarter of the previous year.

1.5(b) Accidental Building Fires (Non-commercial premises)	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	77	**12**	125	15



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**
6	8	10	6	9

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

Quarter activity: 78.6%

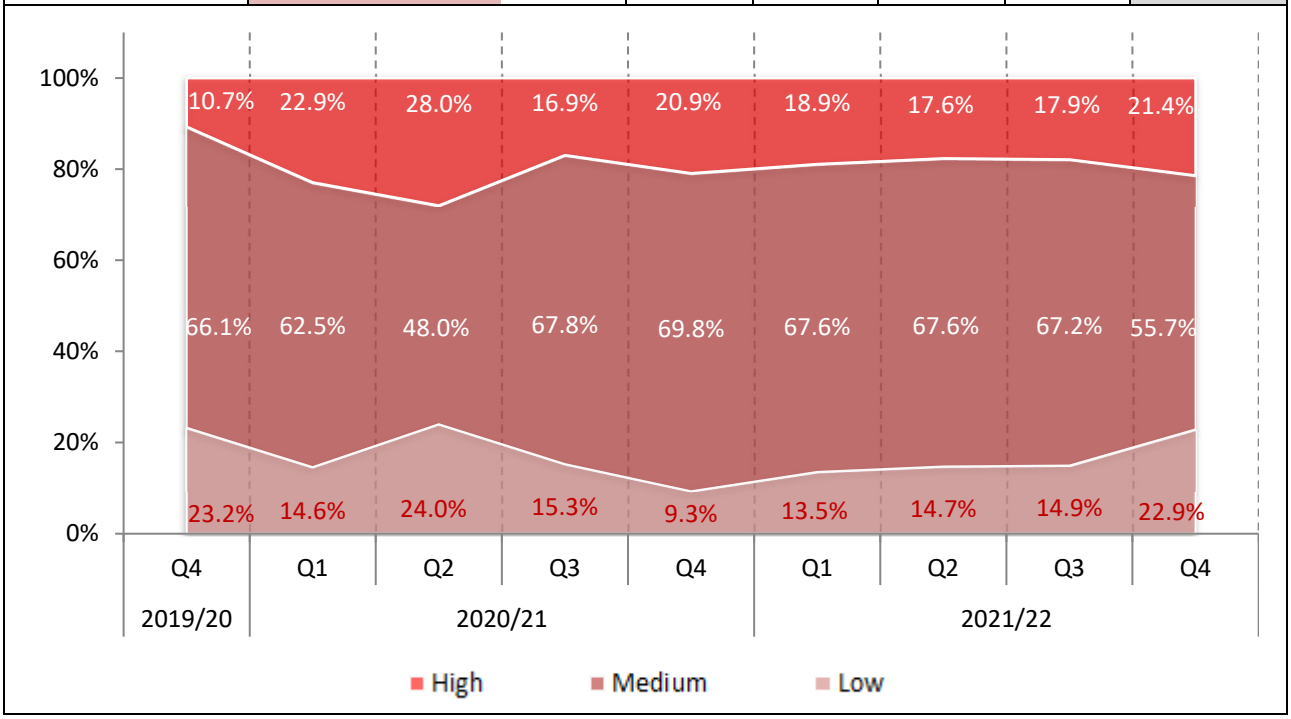
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. This KPI includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction 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 78.6%. This is a decrease of 0.5% against the combined severity of 79.1% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 4 (2021/22)**
			Quarter 4 (20/21)	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	*Quarter 3 (21/22)*	
1.5.1(a) ABF – Severity of Fire	High	⇧	*20.9%*	*18.9%*	*17.6%*	*17.9%*	**21.4%**
	Medium	⇩	*69.8%*	*67.6%*	*67.6%*	*67.2%*	**55.7%**
	Low	⇧	*9.3%*	*13.5%*	*14.7%*	*14.9%*	**22.9%**



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

Quarter activity: 75.0%

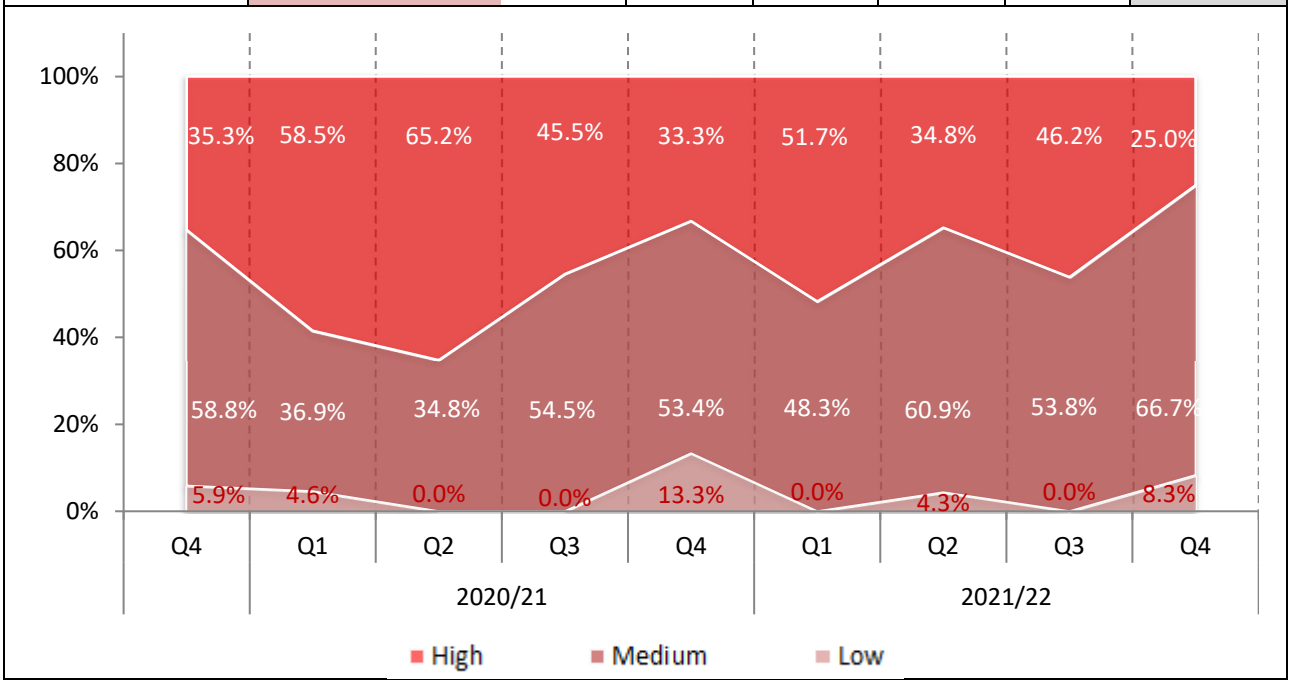
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are the property types: private garage, private shed, private greenhouse, private summerhouse and other private non-residential building; due to 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 75.0%. This is an increase of 8.3% against the combined severity of 66.7% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 4 (2021/22)**
			Quarter 4 (20/21)	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	*Quarter 3 (21/22)*	
1.5.1(b) ABF – Severity of Fire	High	⇩	*33.3%*	*51.7%*	*34.8%*	*46.2%*	**25.0%**
	Medium	⇧	*53.4%*	*48.3%*	*60.9%*	*53.8%*	**66.7%**
	Low	⇩	*13.3%*	*0.0%*	*4.3%*	*0.0%*	**8.3%**

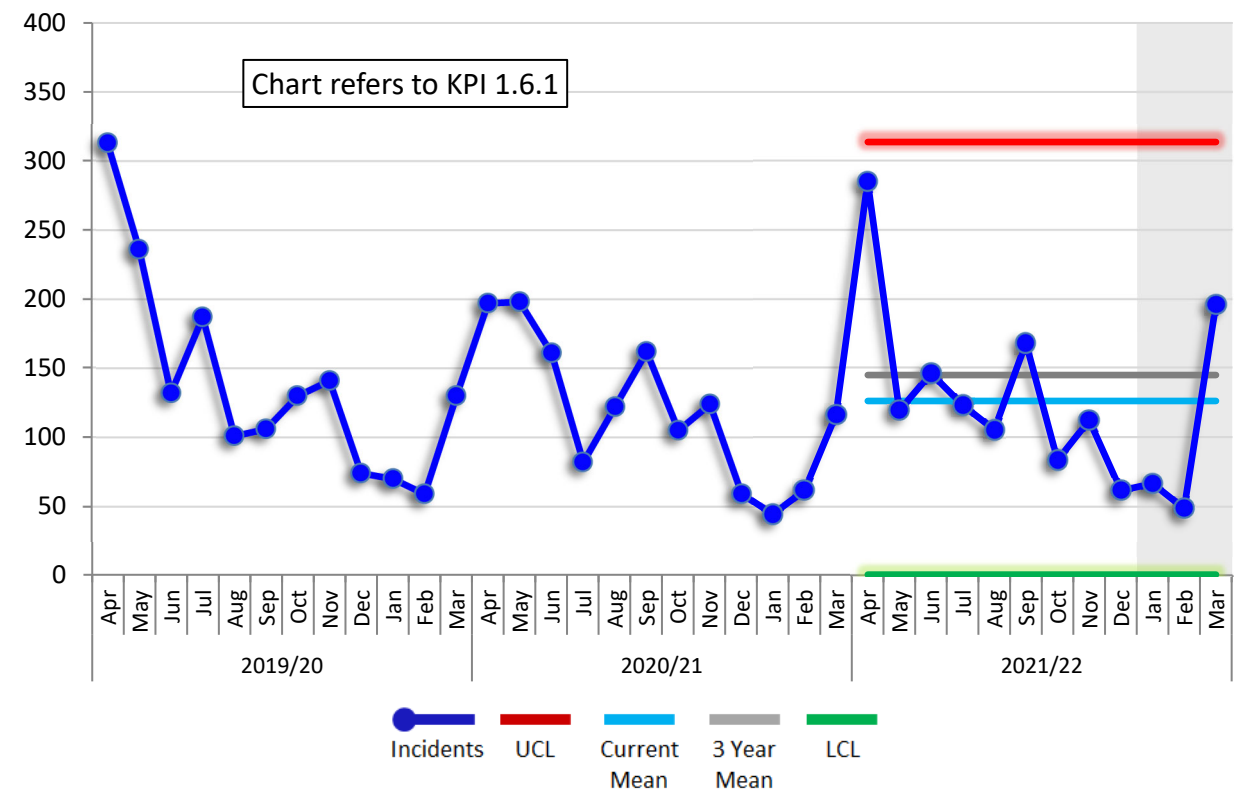


1.6 Deliberate Fires

Quarter activity *(1.6.1 only): 310

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 4**	*Previous year to Date*	*2020/21 Quarter 4*
	1,512	**310**	1,431	221



Deliberate Fire Type	**Year to Date**	**2021/22 Quarter 4**	***Previous year to Date***	***2020/21 Quarter 4***
1.6.1 Deliberate Fires - ASB	1,512	**310**	1,431	221
1.6.2 Deliberate Fires - Dwellings	99	**13**	105	21
1.6.3 Deliberate Fires - Commercial Premises	129	**32**	101	14

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**
126	145	119	140	175

1.7 Home Fire Safety Checks	HFSC	Quarter Outcome 60%

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.

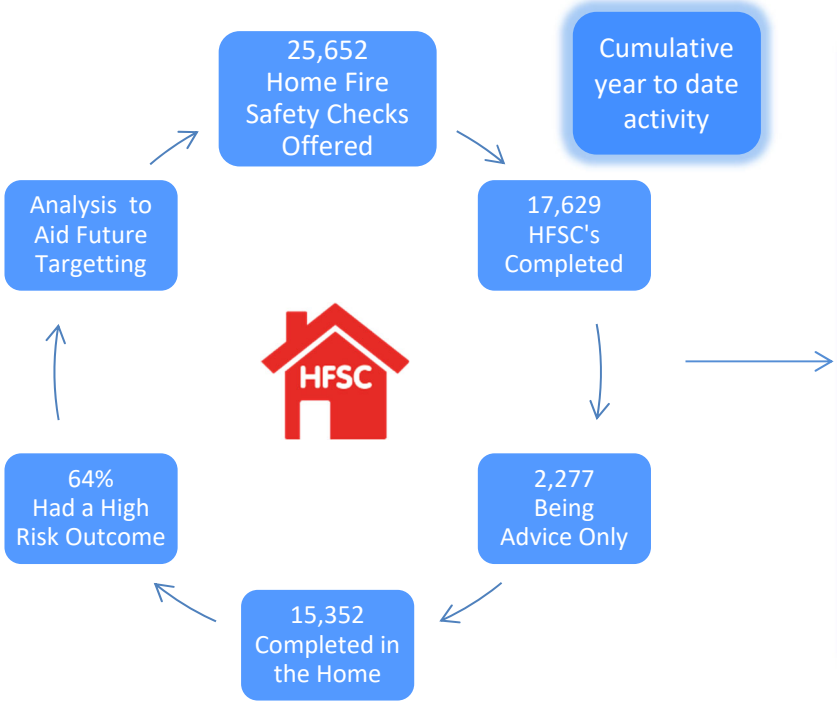
An improvement is shown if:

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 77% over the same quarter of the previous year, with the cumulative year to date HFSC's increasing by 68% 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	3,650	66%	⇧/⇩	2,260	71%
Quarter 2	3,940	68%	⇧/⇩	3,302	72%
Quarter 3	5,012	62%	⇧/⇩	3,505	69%
Quarter 4	5,027	60%	⇧/⇩	2,836	74%



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 **6** 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 January to March 2022 period teachers were asked whether they thought the session will have positively influenced the behaviour of children regarding road safety, 93% recorded that they felt the package and delivery was **outstanding** in achieving this and the remaining 7% recording the achievement as good.

This is a 10% increase in those rating '**Outstanding'** on the previous quarter. No sessions were marked as satisfactory or inadequate.

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

- Road Sense recorded 6,602 students.
- Wasted Lives sessions have been delivered to 1,386 students.
- Safe Drive Stay Alive (SDSA) to 650 students.
- Biker Down was delivered to 100 attendees over 8 sessions.

Over the course of the three month period, we recorded a total of 8,738 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
7%

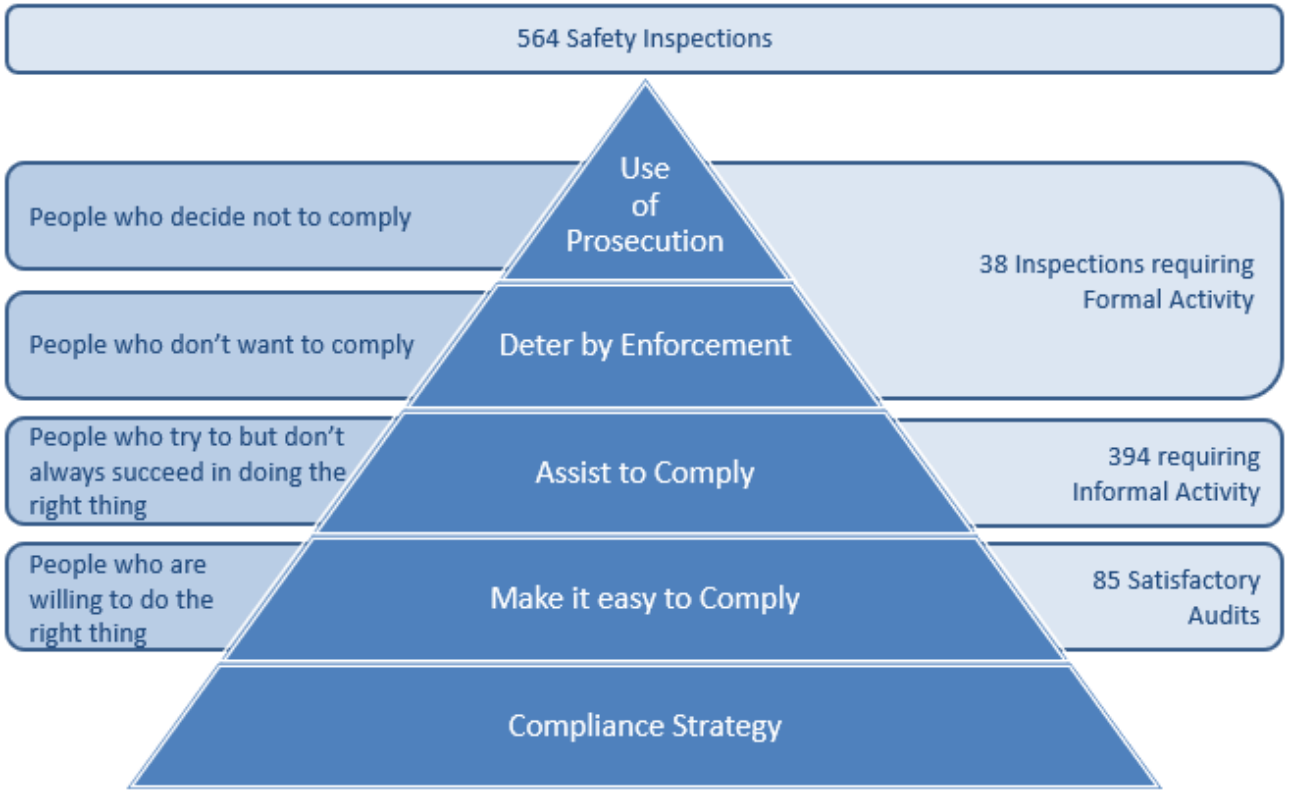
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more 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 4 recorded a decrease of 4% against the same quarter of the previous year.

	2021/22							⇧/⇩	2020/21	
Quarter	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	442	28	240	101	73	6%	54%	⇩	*10%*	*56%*
4	564	38	394	85	47	7%	70%	⇩	*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 85.58%

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

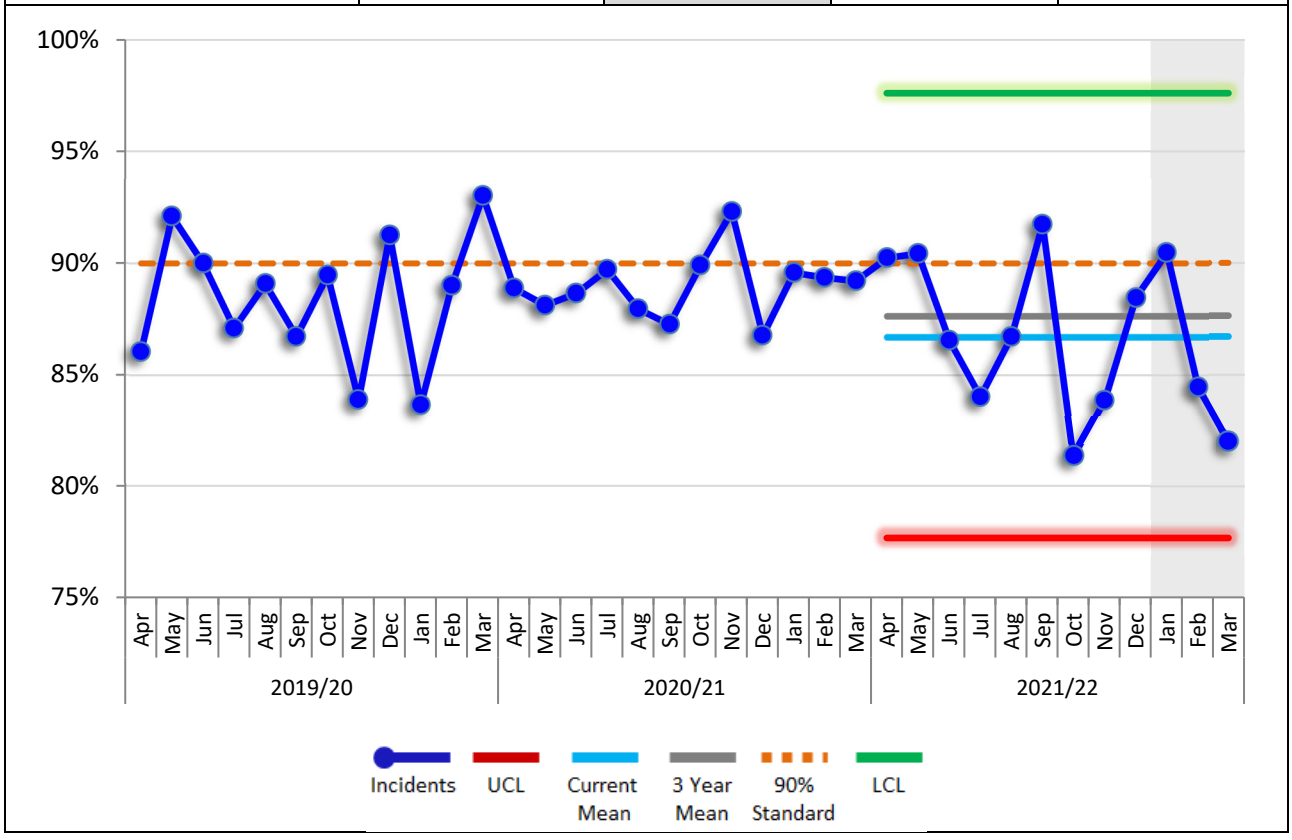
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

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

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

The latest quarter 1st pump response decreased 3.80% of total first fire engine attendances over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	86.82%	**85.58%**	88.95%	89.38%



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

Quarter response
83.77%

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

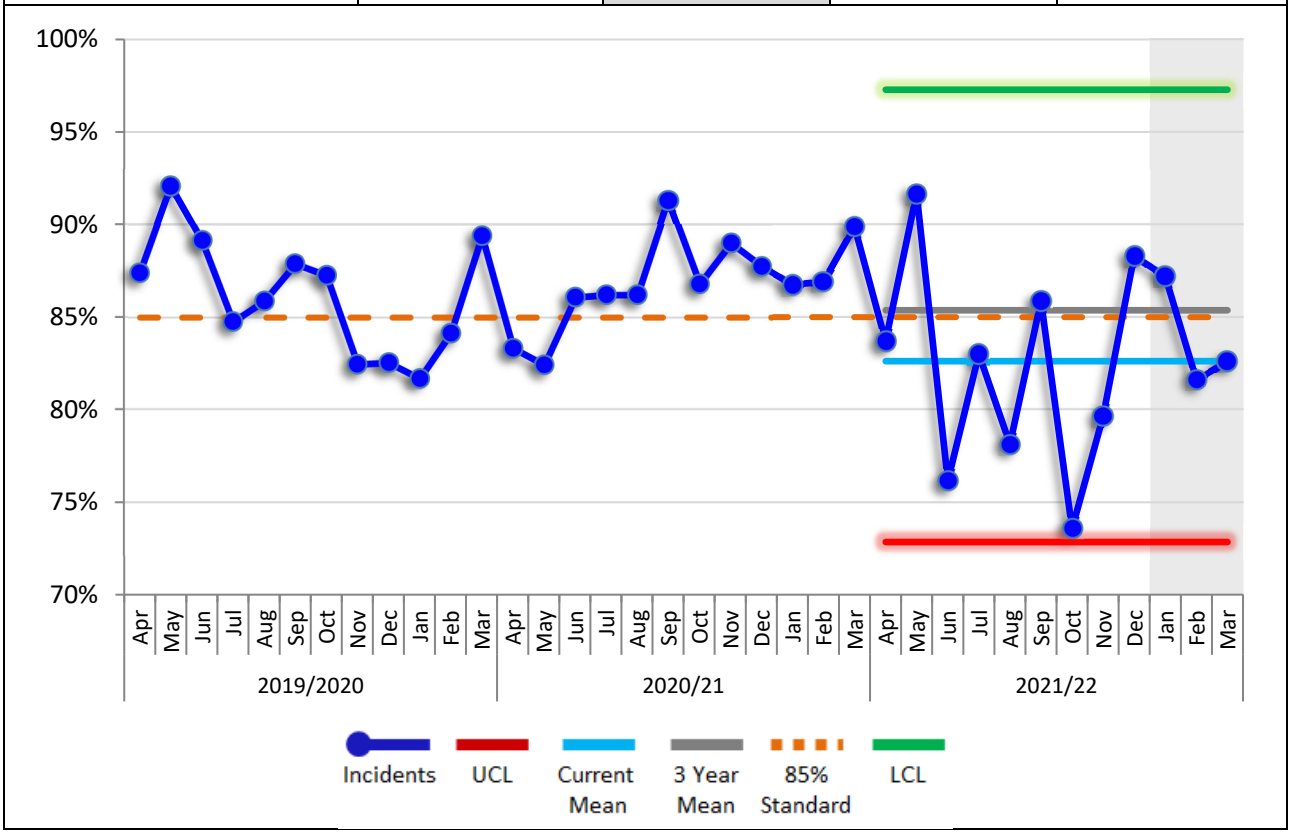
The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

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

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

The latest quarter 2nd pump response decreased 4.12% of total second pump attendances over the same quarter of the previous year.

2nd pump attendance standard	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	82.58%	**83.77%**	86.75%	87.89%



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

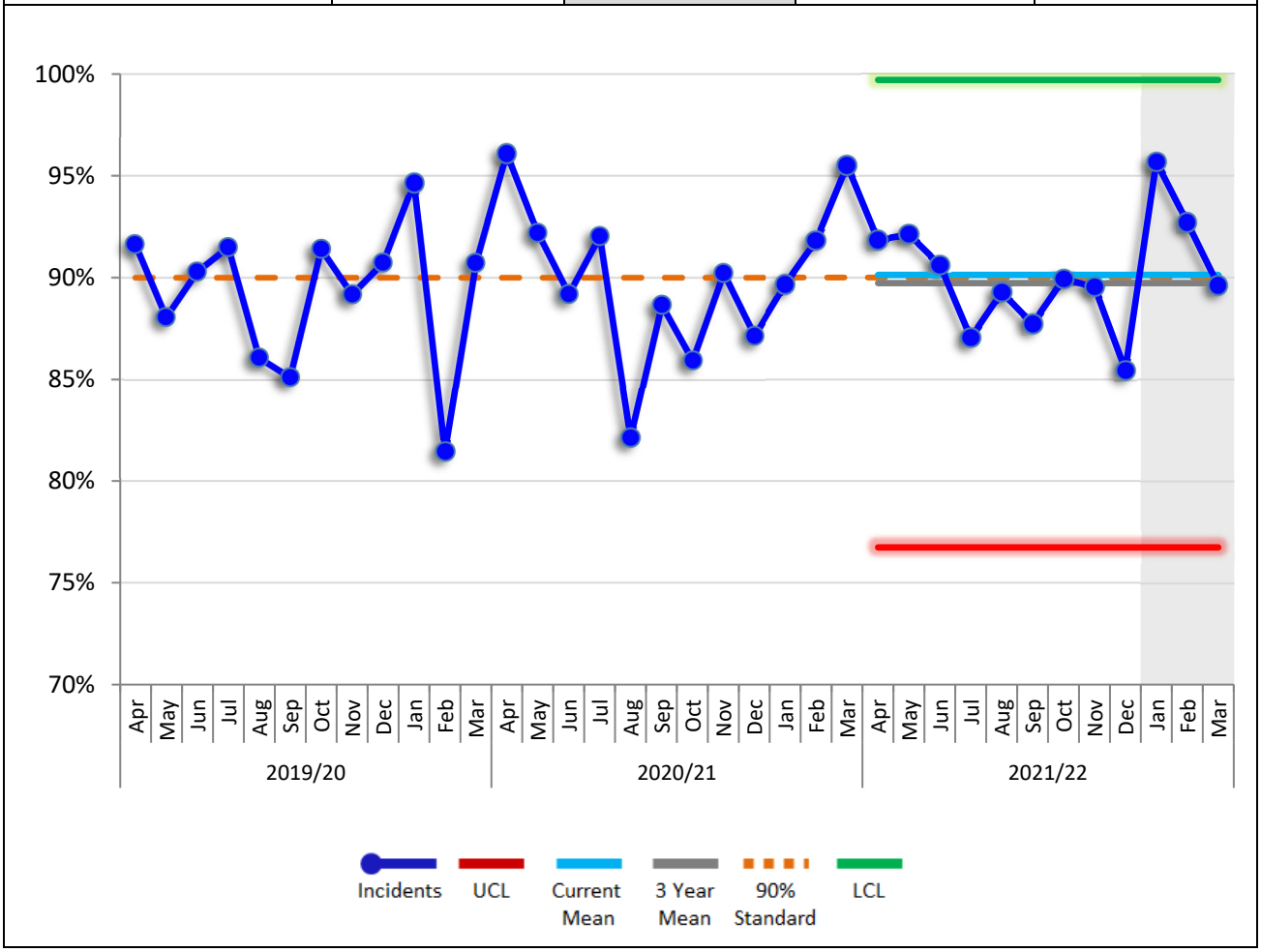
Quarter response
92.55%

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 0.50% of the total responses over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	90.01%	**92.55%**	89.44%	92.05%



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

Quarter availbility
99.34%

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.

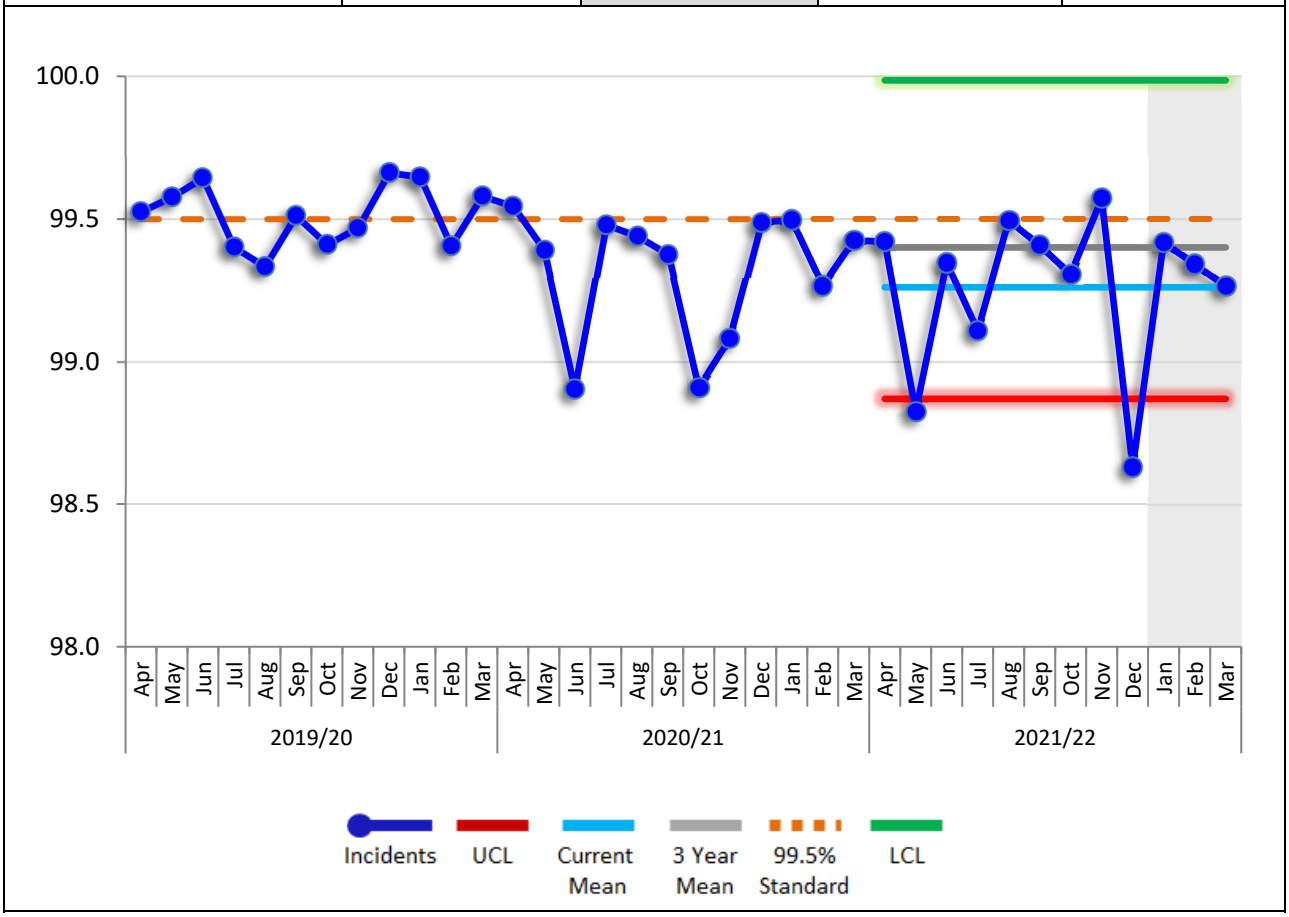
Fire engines are designated as unavailable for the following reasons:

- *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 99.26% 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 4**	*Previous year to Date*	*2020/21 Quarter 4*
	99.26%	**99.34%**	99.32%	99.40%



2.4 Fire Engine Availability – On-Call Duty System

Quarter availbility
78.53%

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.

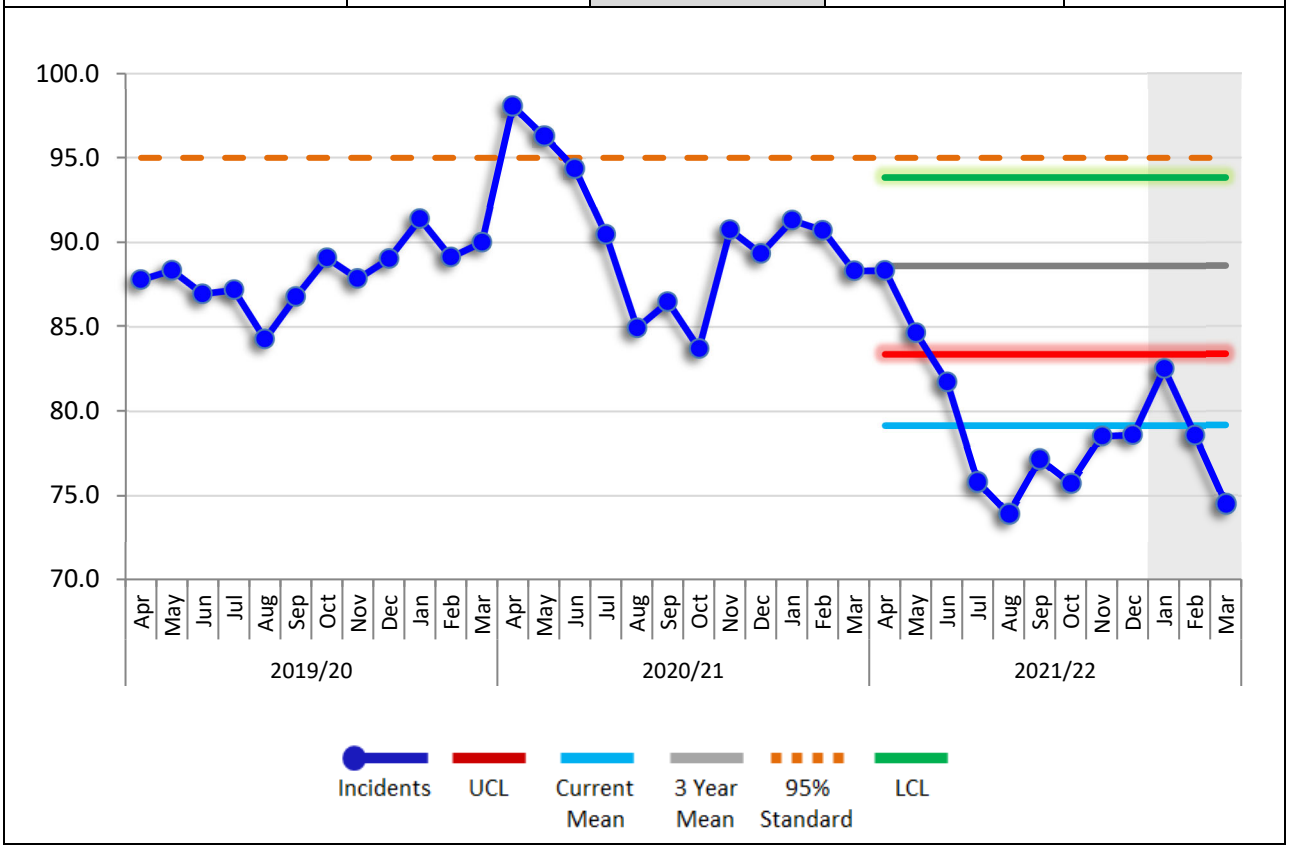
Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually,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

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

Standard: Aspirational Standard 95%

Year to date availability of 79.14% is a decrease of 11.23% over the same period of this previous year.

Fire engine availability – On Call	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	79.14%	**78.53%**	90.37%	90.09%



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 four.

Analysis

Availability of OC pumps during the quarter was recorded at 78.53%, with each month being outside the 83.38% control limit, and below the Service's 95% aspirational standard.

An On-Call review is to be undertaken this year to look at all elements of On-Call with ultimate goal of improving availability. Funding has also been secured for 3 new additional On-Call Support Officer's (OCSO) to take the team up to 10 when fully staffed to help better support On-Call and help implement changes from the review.

Actions being taken to improve performance

- Continue with a driven recruitment strategy, utilising a targeted approach to stations that are in exception.
- A focused look at existing contract alignment while ensuring staff are fulfilling existing contracts when under contracted hours.
- 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).		Quarter availbility 76.13%

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 76.13%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents

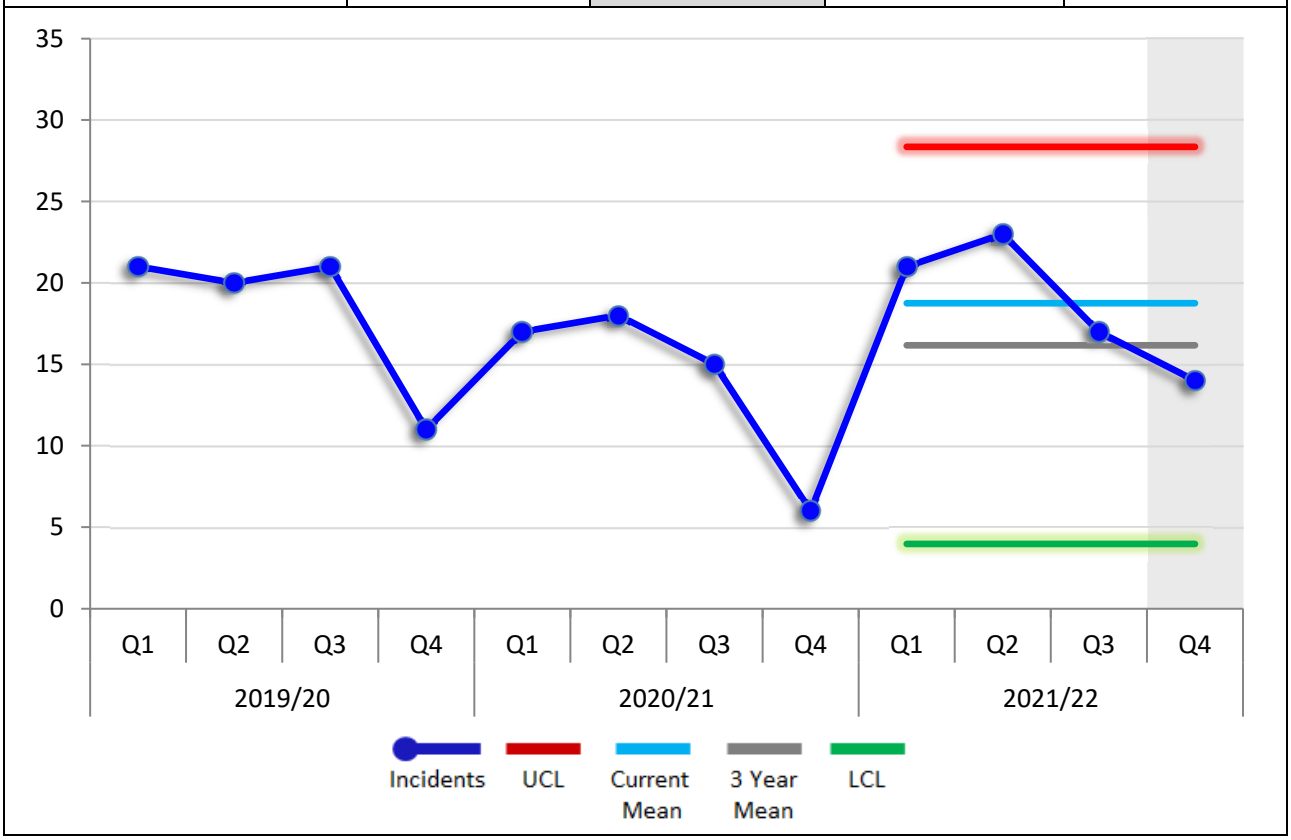
Quarter activity
14

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 8 incidents against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2021/22 Quarter 4**	*Previous year to Date*	*2020/21 Quarter 4*
	75	**14**	56	**6**



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**
19	16	14	18	16

3.1 Progress against Savings Programme		Quarter variance -0.69%

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

Budget to end of March 2022 £58.2 million. The spend for the same period was £57.8 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. The spend for the same period was £57.8 million, which gives an under spend for the period of £0.4 million.

Variance:	-0.69%

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.

70 people were surveyed; 70 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?	2,943	2,911	98.91%	97.50%	1.45%

There have been 2,943 people surveyed since April 2012.

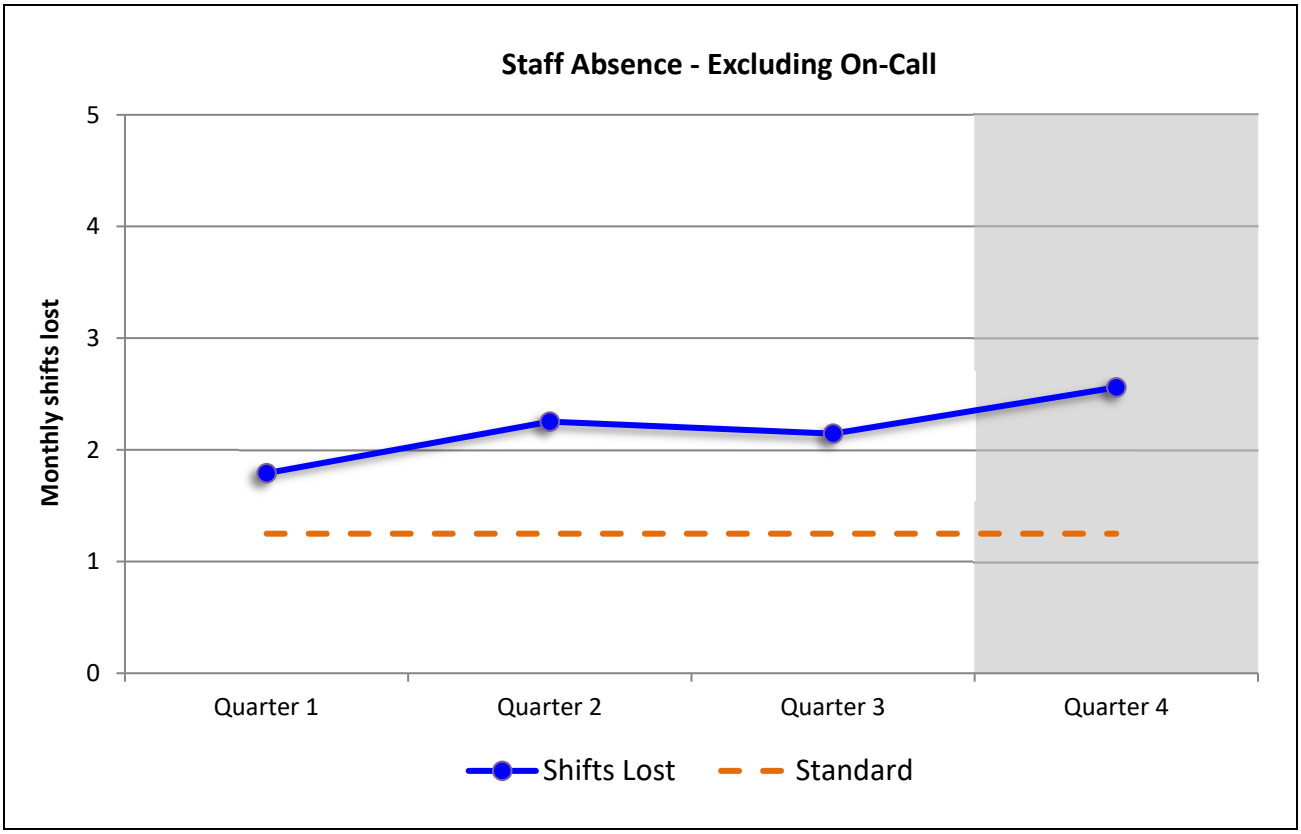
During the latest quarter - 70 people were surveyed and 70 responded that they were ‘very satisfied’ or ‘fairly satisfied’ with the service they received.

4.2.1 Staff Absence - Excluding On-Call Duty System

Shifts lost
8.750

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:	8.750

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 4.

Analysis

During quarter four January 2022 – March 2022, 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	-	495	shifts lost = 2.32	Target	-	1.25
Wholetime	-	1,624	shifts lost = 2.64	Target	-	1.25

Absence by quarter (Cumulative to date):

Non-uniform	-	1,801	shifts lost = 8.46*	Target	-	5
Wholetime	-	5,444	shifts lost = 8.87*	Target	-	5

**Per person*

There were 4 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

There were 33 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s
Hospital/Post-operative	7
Mental Health – Stress	6
Coronavirus Covid-19	6
Musculo skeletal – Other	3
Musculo skeletal – Shoulder	2
Musculo skeletal – Back	2

Respiratory – Cold/Cough/Influenza	2
Respiratory – Asthma	1
Musculo Skeletal - Lower Limb	1
Mental Health – Other	1
Musculo Skeletal - Upper Limb	1
Other known causes (not specified above)	1

During the quarter there were 21 of the 33 employees who returned to duty.

Actions being taken to improve performance

The Service aims to continue with:

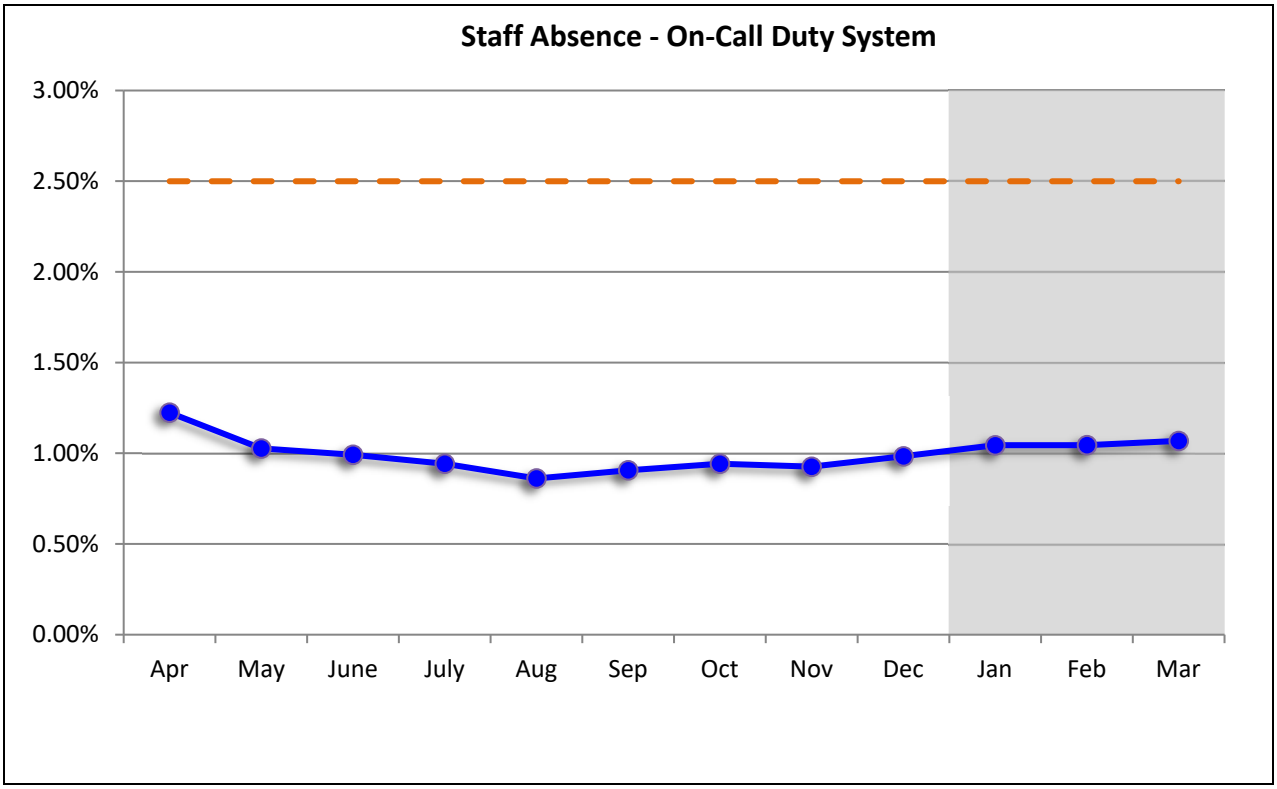
- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.
- Human Resources (HR) supporting managers in following the Absence Management Policy managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due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

4.2.2 Staff Absence – On-Call Duty System		Absence 1.07%

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, 1.07%

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



Cumulative On-Call absence (as % of available hours of cover):	1.07%

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 29 June 2022

North West Fire Control Report for Quarter 4 2021/22

(Appendix 1 refers)

Contact for further information – Jon Charters, Assistant Chief Fire Officer
Tel: 01772 866802

Executive Summary

The report supports the progress against the Service's Key Performance Indicator 2 - Responding to fire and other emergencies quickly and competently.

Recommendation

The Performance Committee is asked to note the report for information.

Information

Representatives from North West Fire Control are invited to attend meetings of the Performance Committee to discuss quarter 2 and quarter 4 performance.

Details of the progress for quarter 4 2021/22 are set out in the attached report (appendix 1).

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:
Reason for inclusion in Part 2 if appropriate:

NORTH WEST FIRE CONTROL

Quarter

4

2021/2022

Lancashire Fire & Rescue Service Performance Committee

Delivering Outstanding Critical Control Functions

1.0 Executive Summary

Activity

Admin Calls

A Total of 6,772 admin calls received in Q4, compared to 6,131 in Q3. This totals 25,222 for the full year compared to 23,799 last year or rise of 5.9%. In total, NWFC received 117,377 admin call for 2021/22 period. Lancashire Fire and Rescue Service represents 21.4% of these calls.

Emergency Calls

A total of 9,179 emergency calls received in Q4, compared to 9,234 in Q3. A total of 39,258 for LFRS in 2021/22 compared to 32,413 for the previous year or a rise of 21.1%. In total, NWFC received 162,590 emergency calls last year. LFRS represents 20% of these calls.

The increase in emergency call volume this year compared to the previous year may be accounted to the period of lockdown that the UK underwent in 2020/21 and by April 2021, the country came out of a lock down scenario, where more business began to fully open and operate.

Service Delivery

Call challenge for Q4 for NWFC is 42% of call received and not mobilised to. These figures also reflect similar for LFRS. NWFC has implemented a new call challenge process for automated fire alarms on behalf of LFRS, which commenced in April, which should ensure that resources are attending those fire alarms which present the most risks and ensure resources are available for other emergencies.

Mobilising performance times for NWFC for 2021/22 period for fires is maintained at 78 seconds. LFRS mobilising for Q4 is under 80 seconds for each month and under the 90 second target. NWFC has continued to mobilise resources to fires under the 90 target for the full year.

Mobilising performance times for NWFC for 2021/22 period for special service calls has improved to 119 seconds. The compares favourably to last year, which was at 126 seconds. LFRS mobilising times for special service calls in Q4 are all under 119 seconds.

NWFC continues to work with LFRS to look at how further improvements can be made.

Incidents of Note

During this period, NWFC experienced the prolonged storm of Dudley, Eunice and Franklin. This resulted in several days of increased call volume in Lancashire and other fire and rescue services we partner.

In February, NWFC received a call for a severe house fire in Penwortham involving persons inside the property. Based in the information the operator extracted from the caller, an additional two pumps were mobilised by the operator and were utilised at this incident. This is one of many incidents that NWFC dynamically risk assess to ensure that there are adequate resources.

Details of Penwortham incident extracted from LFRS Officer email

I just wanted to give a quick overview into the persons reported fire in Penwortham in the early hours and give some recognition to some of the early decisions made by NWFC and the initial crews in attendance (L57P1, L53P1, L53P2).

There were repeat calls for this incident and NWFC operators made a superb decision to mobilise a further 2 pumps to make it a 5 pump PDA for resource. Please pass on my thanks Sarah to your team for a great decision that supported the OICs ability to deal with the fire quickly. I'm also conscious they were busy with other incidents.

The premises was a quasi-semi and on arrival the house fronts and hallways of two houses were well alight, with the potential for further fire spread to both premises, as both gas meters had been affected by the fire and Cadent were required to make safe.

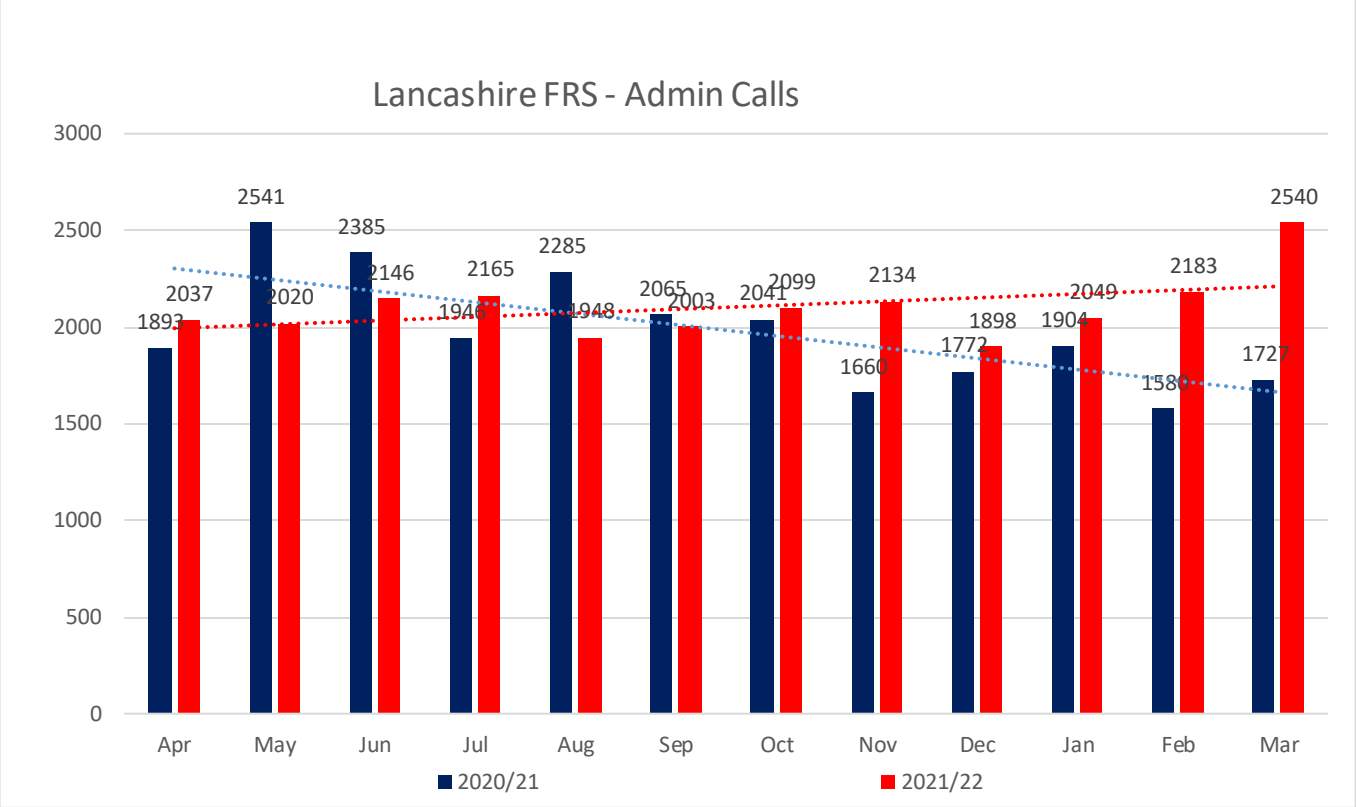
Crews were confronted on arrival by large gatherings of residents, including distraught young children who had luckily escaped from one of the homes.

We ascertained that one bed bound female on domiciliary care was missing and following a search BA crews found her with her son in a rear bedroom in safe air. Due to her condition, BA crews with WM Widdop approval made a great decision to keep the occupant in her bed with the BA team remaining with her, while colleagues attacked the fire and vented the property. Her condition would of been made much worse by bringing her outside and away from her medical equipment. A great demonstration of dynamic decision making while under a lot of pressure.

All casualties received the all clear from NWAS and we're relocated due to both homes being inhabitable.

2.0 Call Volume and Incidents

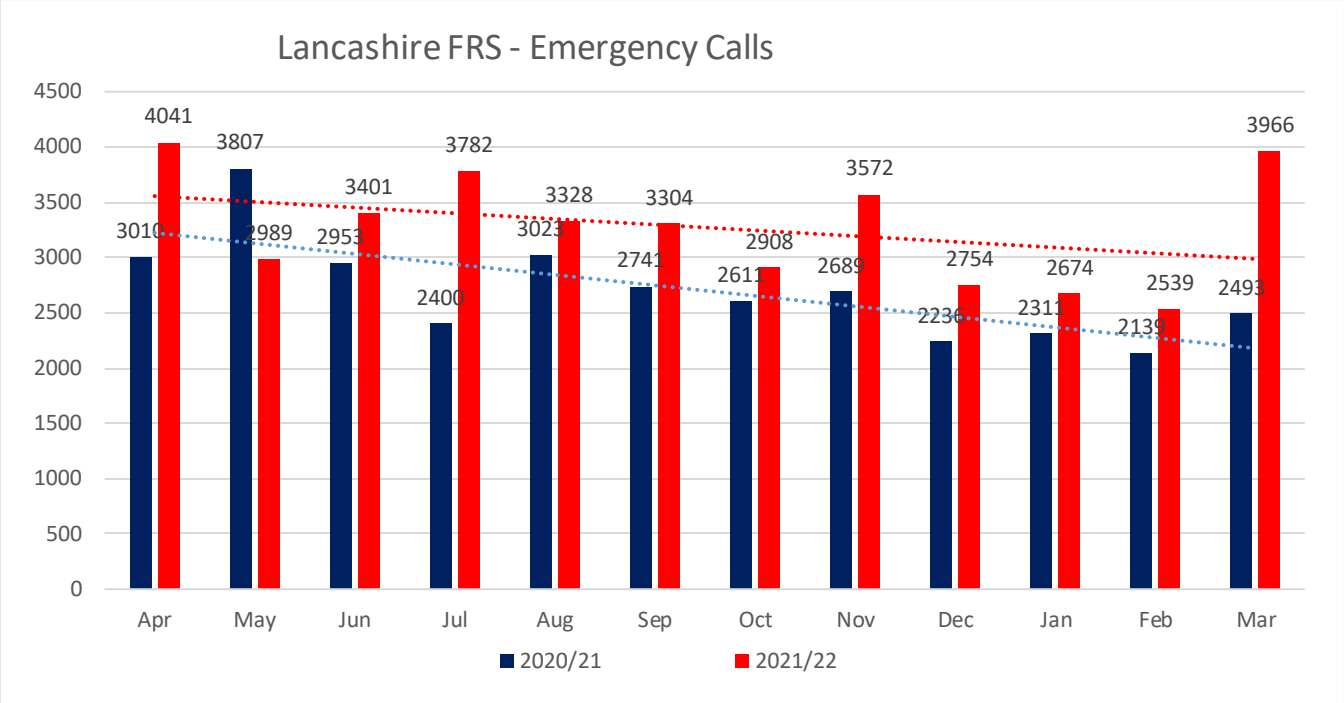
2.1 Lancashire Fire & Rescue Service – Admin Calls to NWFC



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

A Total of 6,772 admin calls received in Q4, compared to 6,131 in Q3. This totals 25,222 for the full year compared to 23,799 last year. This represents a 5.9% increase in admin calls.

2.2 Lancashire Fire & Rescue Service – Emergency Calls to NWFC



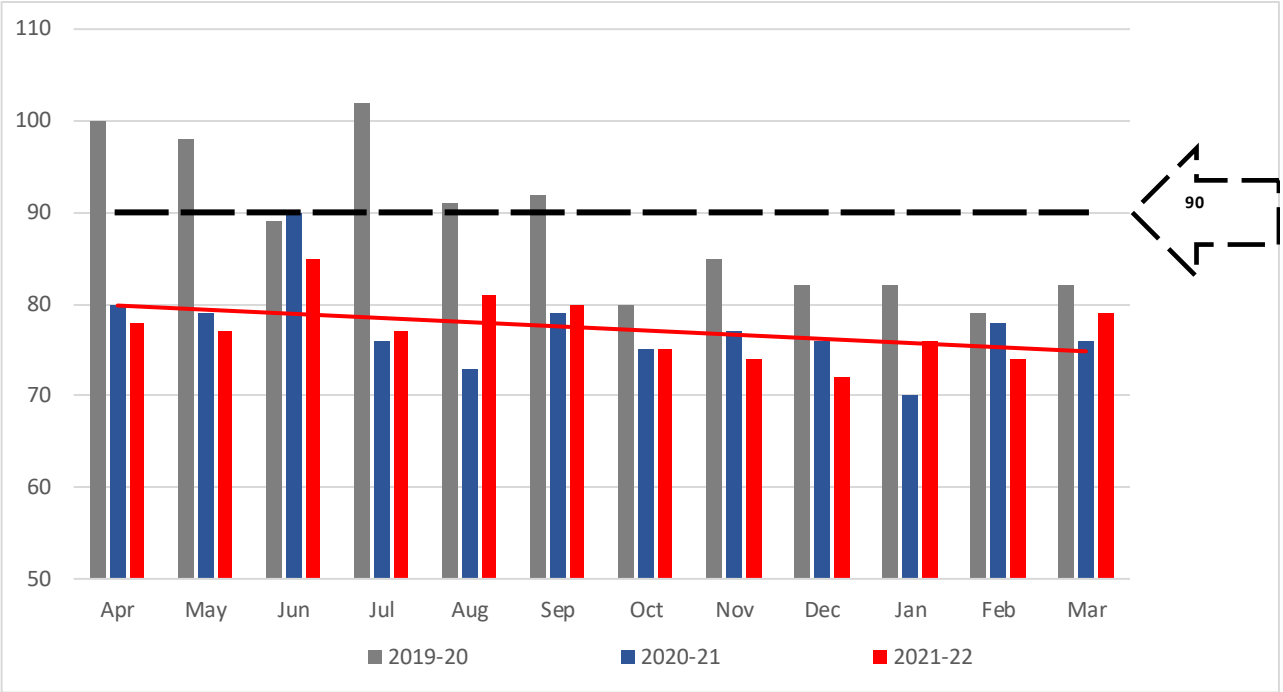
These calls will include 999 calls from members of the public and emergency calls from Lancashire Constabulary and North West Ambulance Service.

A total of 39,258 emergency calls received this year, with the graph showing a downward trend for this year but an increase compared to the previous year where 32,413 emergency calls were received. This represents a 21.1% increase in emergency calls this year.

A total of 9,179 emergency calls received in Q4. This compares to 9,234 emergency calls received in Q3.

3.0 Call Handling Times

3.1 Lancashire FRS Fires: Call Handling Mobilisation Time



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019-2020	100	98	89	102	91	92	80	85	82	82	79	82
2020-2021	80	79	90	76	73	79	75	77	76	70	78	76
2021-2022	78	77	85	77	81	80	75	74	72	76	74	79

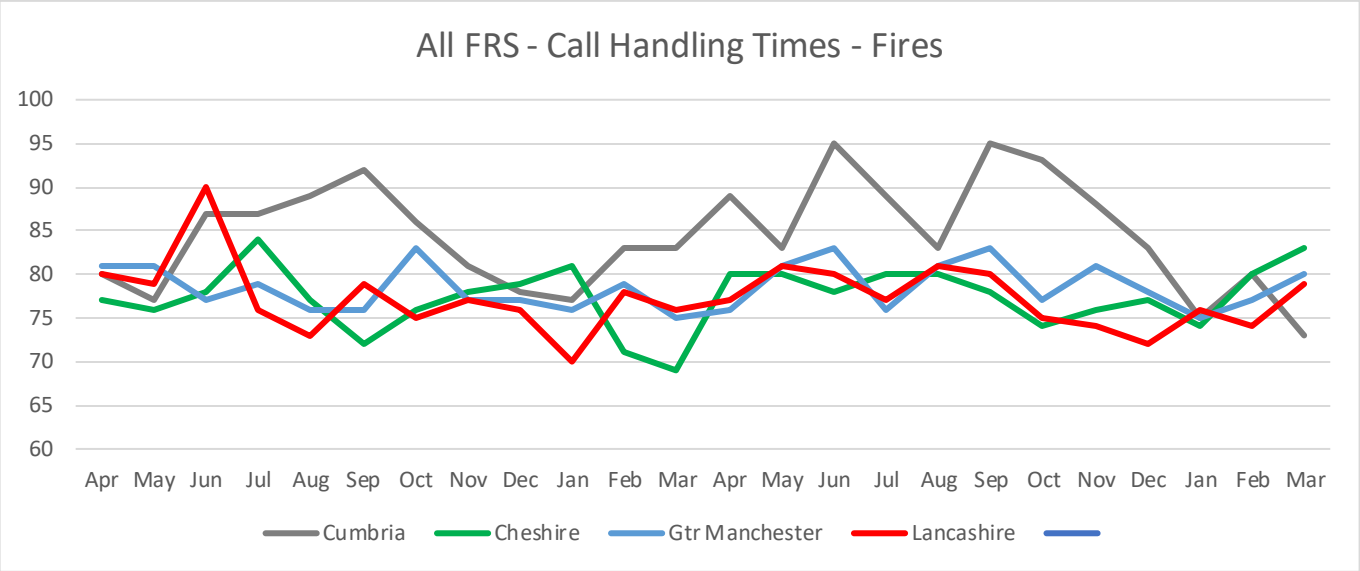
The graph indicates the length of time from answering the call to mobilising the first resource for incidents that involve fires.

Mobilising performance times for all NWFC for 2021/22 period for fires are 78 seconds. Our target is 90 seconds.

LFRS mobilising times for fires for Q4 continue to be well under the 90 second target. Overall, the direction of travel is showing sustained improvement.

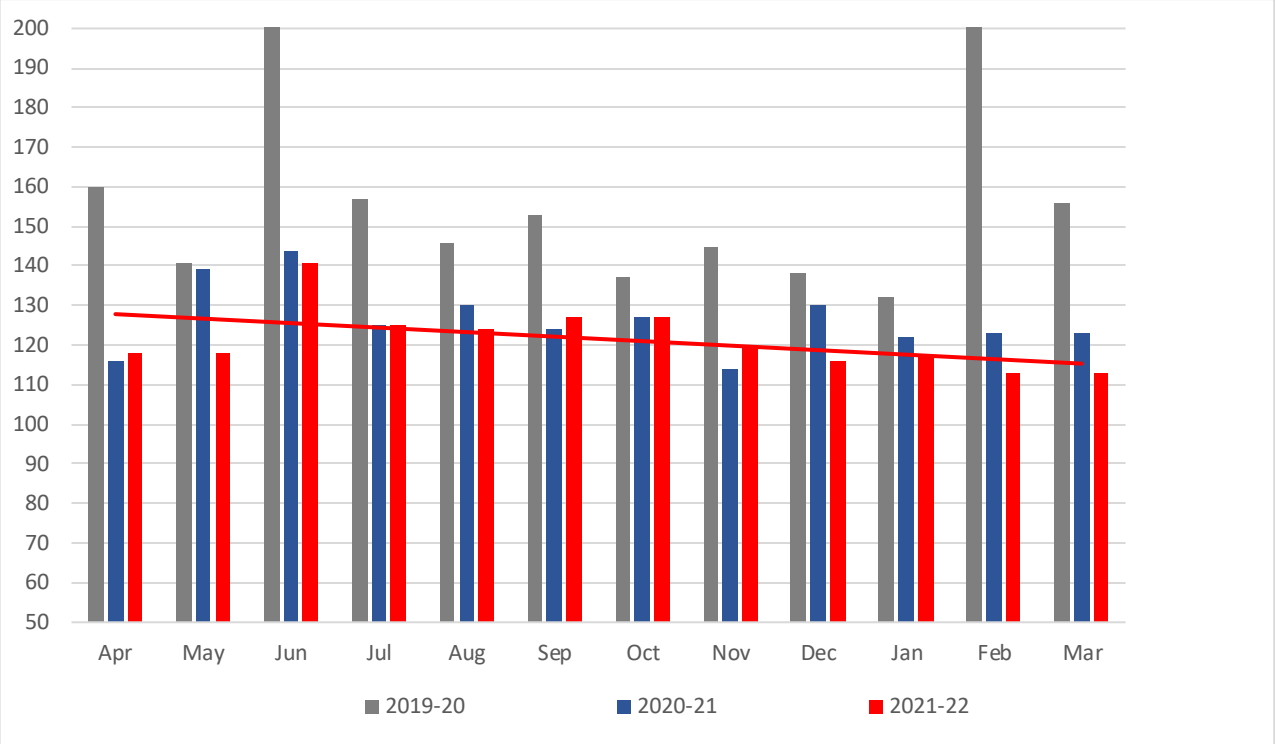
3.2 Call Handling Times for Fires for Each FRS – 2020/22

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



The red line represents the call handling times for fires for LFRS over the previous 24-month period, which continues to be relatively favourable compared to other fire and rescues services. A drive at NWFC to highlight how a quick response can reduce fire damage, including some basic fire behaviour training, and a requirement for operators to record and rationalise any delays in mobilising have taken place over the previous 12 months.

3.3 Lancashire FRS Special Service Calls: Call Handling Mobilisation Time



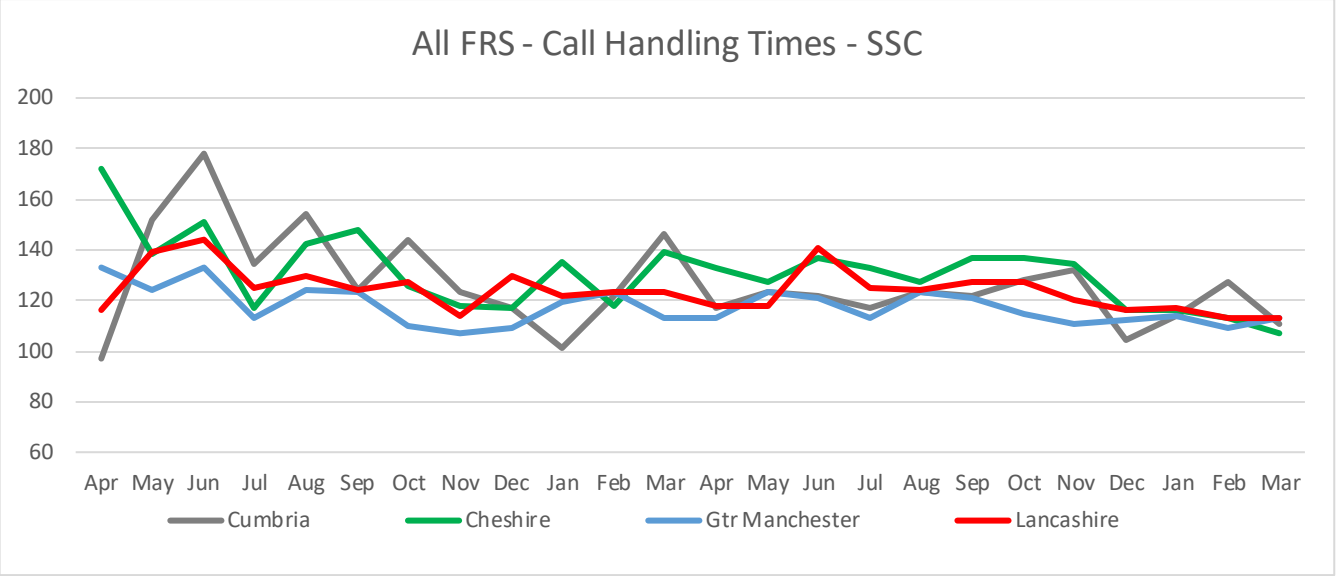
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019-2020	160	141	208	157	146	153	137	145	138	132	227	156
2020-2021	116	139	144	125	130	124	127	114	130	122	123	123
2021-2022	118	118	141	125	124	127	127	120	116	117	113	113

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

Mobilising performance times across NWFC for 2021/22 period for special service calls average at 119 seconds, compared to 126 the previous year. LFRS's average mobilisation times for special service calls are calculated currently monthly and are well under the NWFC average of 119 seconds.

3.4 Call Handling Times for Special Service Calls for Each FRS – 2020/22

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



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

4.0 999Eye

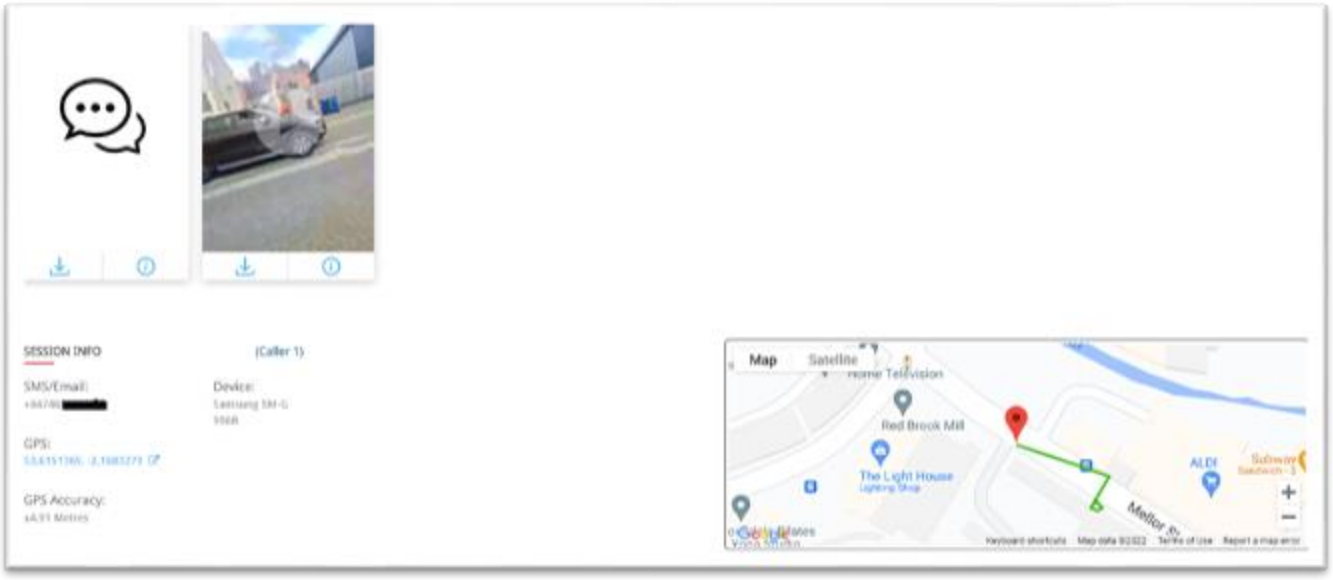
999Eye is a commercial product that NWFC uses to gain additional situational awareness from callers and allows our operators to request access to a smart phone's camera which then appears on the operators mobilising desk.

999Eye allows operators to view live footage, it also enables them to pin point the caller and instant message them. This went live back in October 2021, when Greater Manchester Fire & Rescue Service purchased the product, but since March 2022, NWFC has been using this for all its partners.

NWFC will mobilise resources prior to mobilising and then utilise 999Eye. The operators will then consider sending additional resources if the footage indicates that more are required than the default pre-determined attendance.

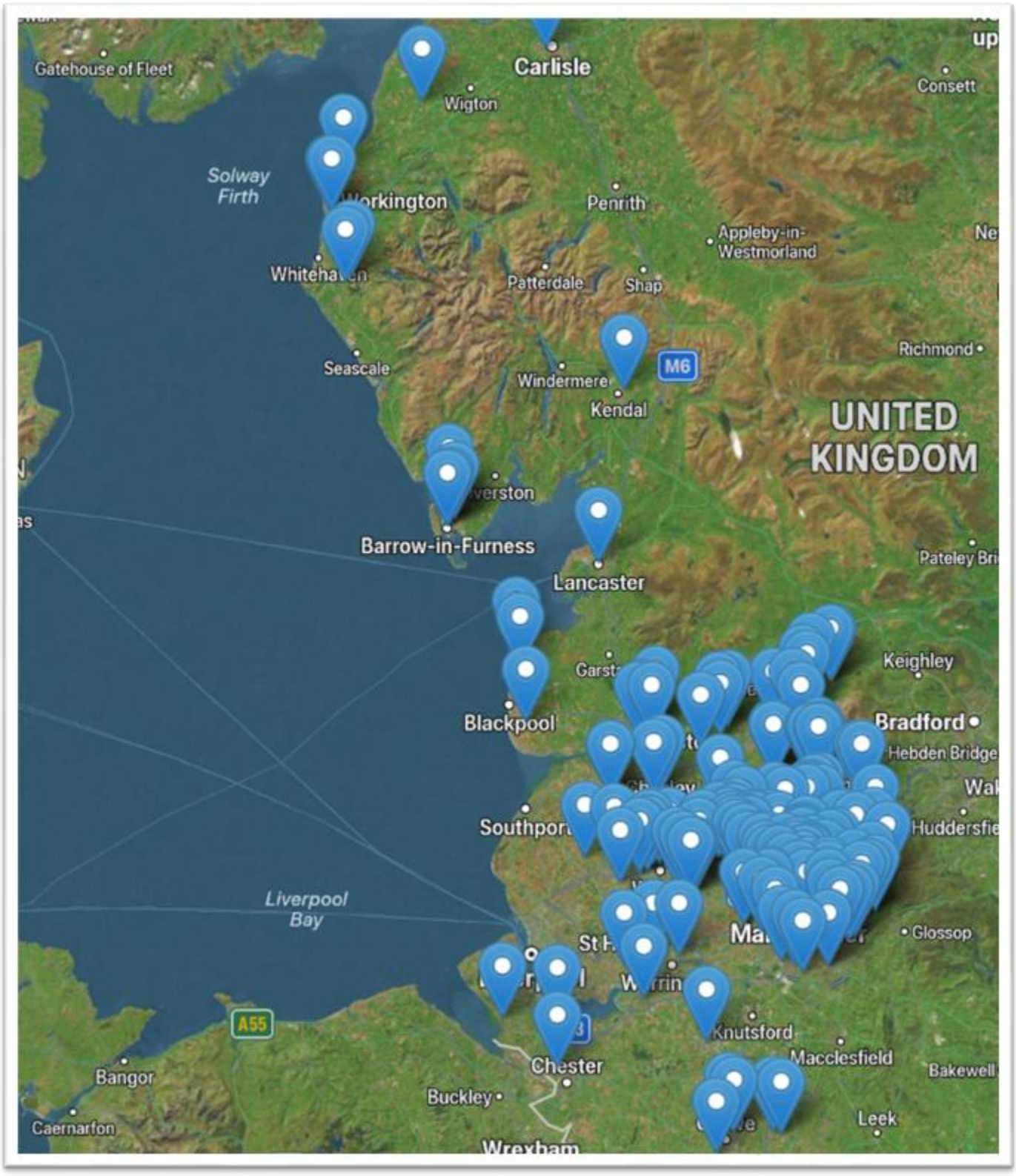
All footage is stored by the 999Eye application for 30 days. Individual incidents can be downloaded and stored indefinitely.

View of 999 on CROs Mobilising Desktop



Use of 999Eye at NWFC for Q4 (March only)

NWFC started using 999Eye for Lancashire FRS in March. The image below indicates the locations where it has been utilised in the North West.



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Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 29 June 2022

Family Group Comparative Performance Information for 4th Quarter 2021/22

(Appendix 1 refers)

Contact for further information – Assistant Chief Fire Officer (ACFO), Jon Charters
Tel: 01772 866801

Executive Summary

As previously directed by the Performance Committee (resolution 04/11 refers), arrangements are in place within the old Best Value (BV) family group 4 to compile an annual comparative report in respect of the two (now withdrawn) national fire indicators. A report for the period April 2021 - March 2022 is therefore attached in full at appendix 1.

The potential availability of additional datasets from Home Office and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) may provide for more suitable comparative datasets to be produced in future years.

Recommendation(s)

The Performance Committee is asked to note the family group information provided in the format consistent with previous years and endorse the Service's ambition to explore options to provide comparative performance data in future years, based upon context broader than purely the former family grouping.

Information

The comparators comprise those which made up the old BV family group 4 as detailed in Table 1 below:

TABLE 1 – COMPARATIVE FIRE & RESCUE SERVICES	
Avon	Lancashire
Cheshire	Leicestershire
Cleveland	Lincolnshire
Derbyshire	N. Ireland
Hampshire	Nottinghamshire
Hereford & Worcester	South Wales
Hertfordshire	Staffordshire
Humberside	Surrey
Kent	

Data is provided for six components which in turn make up the two explicit fire and rescue indicators which formed the now withdrawn national fire indicators i.e. NI 33 and NI 49.

National Indicator 33 - Number of deliberate (i) primary and (ii) secondary fires per 10,000 population.

National Indicator 49 – Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checkups) per 100,000 population.

Further detail is contained in Table 2 below:

TABLE 2 – COMPARATIVE PERFORMANCE INDICATORS
NI 33 Arson incidents (deliberate fires) per 10,000 population
NI 33i Deliberate primary fires per 10,000 population
NI 33ii Deliberate secondary fires per 10,000 population
NI 49i Primary fires per 100,000 population
NI 49ii Primary fire fatalities per 100,000 population
NI 49iii Primary fire injuries per 100,000 population

For each indicator, detail is provided in respect of:

- 2020/21 – 2021/22 comparative progress/decline in respect of the defined indicator for the relevant period;
- percentage change for the same period in terms of actual numbers;
- the position of each Fire and Rescue Service within the comparative group for the respective indicator; and
- a summary overview for the respective indicators in graphical form.

With the introduction of HMICFRS and the associated data returns from Fire and Services (FRS), in tandem with increased transparency of Home Office incident data for England's FRS, an opportunity now presents to review the suitability of Family Group data presently used for performance comparison purposes, and to determine whether more suitable benchmarking arrangements can be developed to support broader contextualisation of performance across the sector.

.

Business risk

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

Environmental impact

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

Equality and 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:
Reason for inclusion in Part 2 if appropriate: n/a

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4th Quarter April 2021 - March 2022 Performance Report

Family Group Population Figures

Brigade	Population Figures	Domestic Properties	Non-domestic properties
Avon	1,165,613	481,803	35,175
Cheshire	1,069,646	492,707	34,068
Cleveland	569,768	263,702	17,590
Derbyshire	1,059,996	434,908	44,995
Hampshire	1,985,905	895,455	64,486
Hereford & Worcester	791,685	355,630	29,490
Hertfordshire	1,184,800	479,700	34,350
Humberside	934,439	428,292	34,203
Kent	1,832,252	781,680	60,239
Lancashire	1,515,487	687,082	54,095
Leicestershire	1,100,200	435,067	33,743
Lincolnshire	751,200	323,395	25,502
N. Ireland	1,910,600	793,063	64,495
Nottinghamshire	1,154,195	483,157	35,507
South Wales	1,543,293	684,040	49,146
Staffordshire	1,139,794	508,170	36,210
Surrey	1,199,870	501,208	35,300

	Decrease year on year
	Increase year on year
	No Change

* position based on the brigades who have supplied data

Arson Incidents (Deliberate Fires) per 10,000 population

	Position in Family Group 4th Quarter YTD 2021/22		BV - 4th Quarter YTD Comparison 2020/21 - 2021/22		Actuals - 4th Quarter YTD Comparison 2020/21 - 2021/22		
April 2021 - March 2022	**Position**	**2020/21**	**2021/22**	**% +/-**	**2020/21**	**2021/22**	**% +/-**
Surrey	1	5.38	4.08	-24.16	646	490	-24.16
Hertfordshire	2	8.69	6.90	-20.60	1030	818	-20.60
Kent	3	9.33	8.00	-14.26	1709	1466	-14.26
Hampshire	4	7.75	7.12	-8.13	1539	1414	-8.13
Staffordshire	5	13.54	13.61	0.52	1543	1551	0.52
N. Ireland	6	29.61	29.55	-0.20	5657	5646	-0.20
South Wales	7	24.95	25.72	3.09	3851	3969	3.09
Lancashire	**8**	**12.15**	**12.63**	**3.95**	**1841**	**1914**	**3.95**
Hereford & Worcester	9	5.76	6.15	6.77	456	487	6.77
Lincolnshire	10	5.46	5.92	8.42	410	445	8.42
Leicestershire	11	5.87	6.34	8.01	646	698	8.01
Cheshire	12	7.44	8.33	11.96	796	891	11.96
Avon	13	10.42	11.56	10.94	1215	1347	10.94
Nottinghamshire	14	12.16	14.37	18.17	1404	1659	18.17
Derbyshire	15	7.41	9.25	24.83	785	980	24.83
Humberside	16	20.62	27.72	34.43	1927	2590	34.43
Cleveland	17	56.54	79.54	40.68	3221	4532	40.68
Family Group Average		**14.30**	**16.28**	**13.87**			

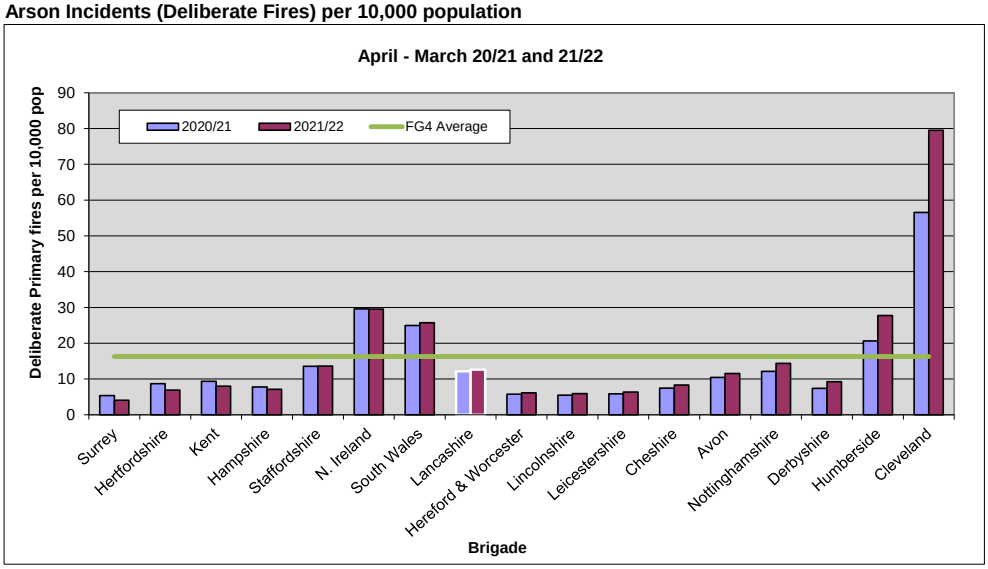
Deliberate Primary Fires per 10,000 population

	Position in Family Group 4th Quarter YTD 2021/22		BV - 4th Quarter YTD Comparison 2020/21 - 2021/22		Actuals - 4th Quarter YTD Comparison 2020/21 - 2021/22		
Brigade	**Position**	**2020/21**	**2021/22**	**% +/-**	**2020/2021**	**2021/22**	**% +/-**
Hertfordshire	1	2.31	1.68	-27.27	274	199	-27.27
Surrey	2	1.20	1.03	-14.17	144	124	-14.17
Kent	3	2.71	2.41	-11.07	497	442	-11.07
N. Ireland	4	4.89	4.53	-7.36	934	866	-7.36
South Wales	5	4.14	4.06	-1.93	639	627	-1.93
Lincolnshire	6	2.48	2.45	-1.21	186	184	-1.21
Derbyshire	7	2.34	2.37	1.28	248	251	1.28
Leicestershire	8	2.40	2.42	0.83	264	266	0.83
Avon	9	3.33	3.39	1.80	388	395	1.80
Lancashire	**10**	**2.66**	**2.80**	**5.26**	**403**	**424**	**5.26**
Cheshire	11	1.76	1.90	7.95	188	203	7.95
Nottinghamshire	12	3.03	3.28	8.25	350	379	8.25
Hampshire	13	2.50	2.62	4.80	496	520	4.80
Hereford & Worcester	14	1.56	1.73	10.90	124	137	10.90
Staffordshire	15	2.65	3.17	19.62	302	361	19.62
Cleveland	16	6.87	8.16	18.78	391	465	18.78
Humberside	17	3.76	4.51	19.95	351	421	19.95
Family Group Average		**2.98**	**3.09**	**3.80**			

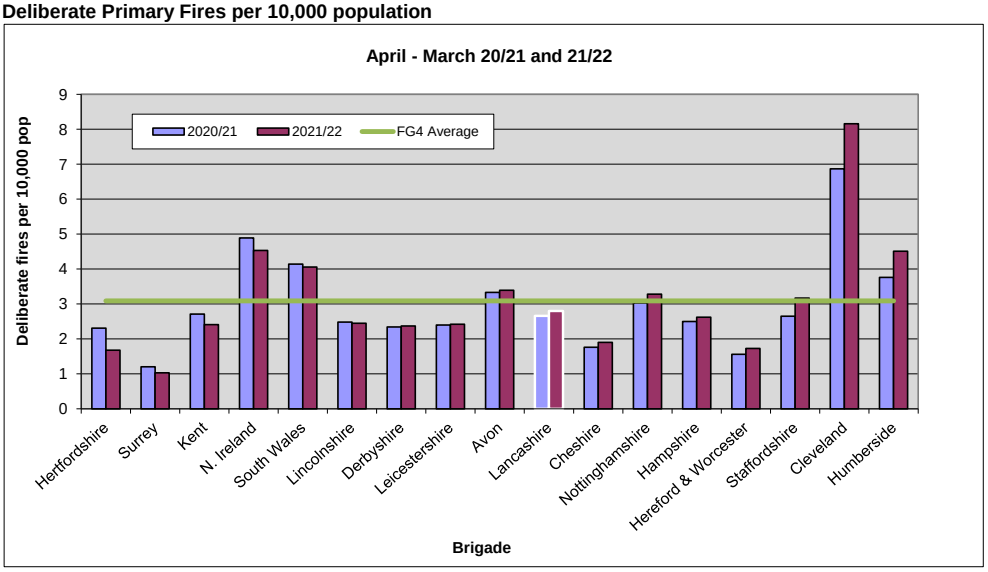
Deliberate Secondary Fires per 10,000 population

	Position in Family Group 4th Quarter YTD 2021/22		BV - 4th Quarter YTD Comparison 2020/21 - 2021/22		Actuals - 4th Quarter YTD Comparison 2020/21 - 2021/22		
Brigade	**Position**	**2020/21**	**2021/22**	**% +/-**	**2020/21**	**2021/22**	**% +/-**
Surrey	1	4.18	3.06	-26.79	502	367	-26.79
Hertfordshire	2	6.38	5.22	-18.18	756	618	-18.18
Kent	3	6.62	5.59	-15.56	1213	1024	-15.56
Hampshire	4	5.25	4.50	-14.29	1043	894	-14.29
Staffordshire	5	10.89	10.44	-4.13	1241	1190	-4.13
N. Ireland	6	24.72	25.02	1.21	4723	4780	1.21
Lancashire	**7**	**9.48**	**9.83**	**3.69**	**1437**	**1490**	**3.69**
South wales	8	20.81	21.67	4.13	3212	3344	4.13
Hereford & Worcester	9	4.20	4.42	5.24	333	350	5.24
Cheshire	10	5.68	6.43	13.20	608	688	13.20
Leicestershire	11	3.48	3.92	12.64	383	431	12.64
Lincolnshire	12	2.98	3.47	16.44	224	261	16.44
Avon	13	7.09	8.18	15.37	826	953	15.37
Nottinghamshire	14	9.13	11.09	21.47	1054	1280	21.47
Derbyshire	15	5.07	6.89	35.90	537	730	35.90
Humberside	16	16.87	23.21	37.58	1576	2169	37.58
Cleveland	17	49.67	71.38	43.71	2830	4067	43.71
Family Group Average		**11.32**	**13.20**	**16.53**			

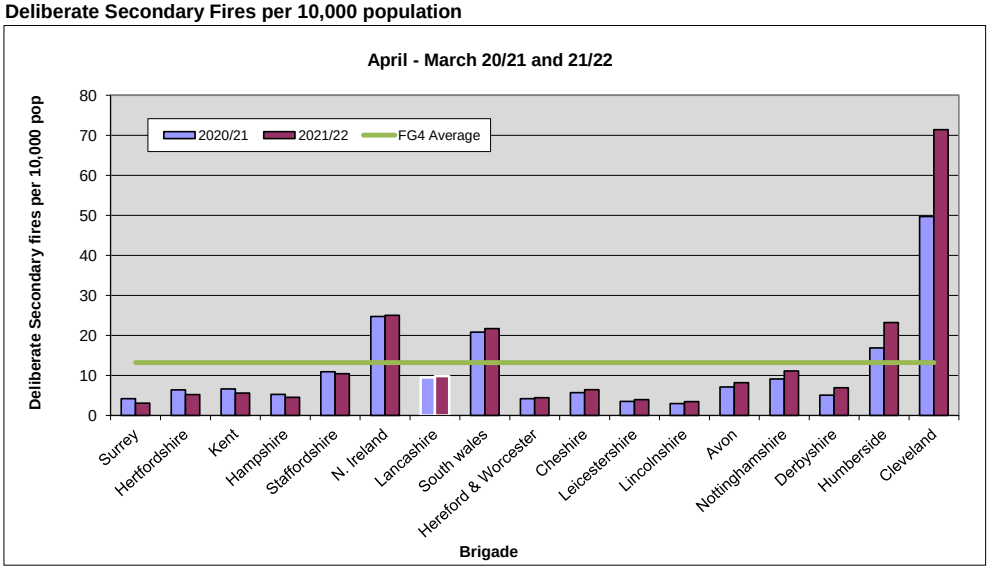
Arson Incidents (Deliberate Fires) per 10,000 population



Deliberate Primary Fires per 10,000 population



Deliberate Secondary Fires per 10,000 population



	Decrease year on year
	Increase year on year
	No Change

* position based on the brigades who have supplied data

Number of primary fires per 100,000 population

	Position in Family Group 4th Quarter YTD 2021/22		BV - 4th Quarter YTD Comparison 2020/21 - 2021/22		Actuals - 4th Quarter YTD Comparison 2020/21 - 2021/22		
April 2021 - March 2022	**Position**	**2020/21**	**2021/22**	**% +/-**	**2020/21**	**2021/22**	**% +/-**
Surrey	1	90.8	78.3	-13.77	1089	939	-13.77
Kent	2	100.6	91.4	-9.15	1843	1675	-9.15
Hertfordshire	3	95.1	89.0	-6.41	1127	1054	-6.41
Derbyshire	4	101.3	99.2	-2.07	1074	1052	-2.07
Staffordshire	5	110.4	110.0	-0.36	1258	1254	-0.36
South Wales	6	119.0	119.6	0.50	1837	1846	0.50
Lancashire	**7**	**127.7**	**128.6**	**0.70**	**1935**	**1949**	**0.70**
N. Ireland	8	133.5	134.9	1.05	2551	2577	1.05
Avon	9	107.1	109.6	2.33	1248	1278	2.33
Hampshire	10	103.7	106.2	2.41	2059	2109	2.41
Cheshire	11	84.0	86.1	2.50	899	921	2.50
Lincolnshire	12	125.4	128.7	2.63	942	967	2.63
Leicestershire	13	91.5	95.4	4.26	1007	1050	4.26
Hereford & Worcester	14	103.5	109.6	5.89	819	868	5.89
Humberside	15	117.8	129.2	9.68	1101	1207	9.68
Nottinghamshire	16	113.2	126.0	11.31	1307	1454	11.31
Cleveland	17	130.5	149.4	14.48	744	851	14.48
Family Group Average		**109.12**	**111.25**				

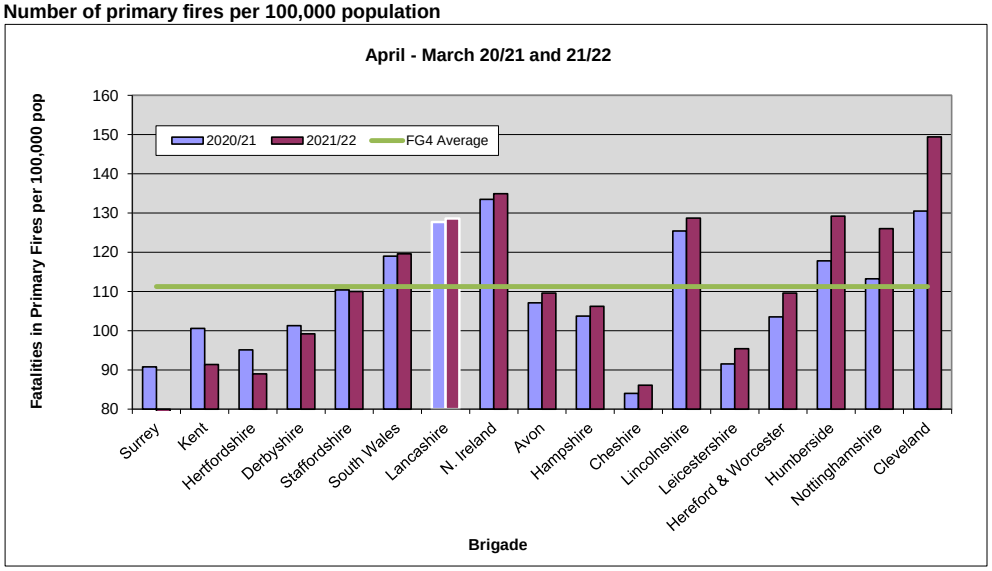
Number of fatalities in primary fires per 100,000 population

	Position in Family Group 4th Quarter YTD 2021/22		BV - 4th Quarter YTD Comparison 2020/21 - 2021/22		Actuals - 4th Quarter YTD Comparison 2020/21 - 2021/22		
Brigade	**Position**	**2020/21**	**2021/22**	**% +/-**	**2020/21**	**2021/22**	**% +/-**
Surrey	1	0.42	0.17	-59.52	5	2	-59.52
Derbyshire	2	0.75	0.38	-49.33	8	4	-49.33
Avon	3	0.43	0.26	-39.53	5	3	-39.53
Leicestershire	4	0.55	0.36	-34.55	6	4	-34.55
South Wales	5	0.65	0.45	-30.77	10	7	-30.77
Staffordshire	6	0.53	0.44	-16.98	6	5	-16.98
Cheshire	7	0.28	0.28	0.00	3	3	0.00
Humberside	8	0.43	0.43	0.00	4	4	0.00
Hereford & Worcester	9	0.38	0.38	0.00	3	3	0.00
N. Ireland	10	0.53	0.63	18.87	10	12	18.87
Hertfordshire	11	0.34	0.42	23.53	4	5	23.53
Kent	12	0.55	0.76	38.18	10	14	38.18
Hampshire	13	0.37	0.50	35.14	7	10	35.14
Nottinghamshire	14	1.39	2.25	61.87	16	26	61.87
Cleveland	15	0.18	0.35	94.44	1	2	94.44
Lincolnshire	16	0.40	0.93	132.50	3	7	132.50
Lancashire	**17**	**0.27**	**0.66**	**144.44**	**4**	**10**	**144.44**
Family Group Average		**0.50**	**0.57**	**14.20**			

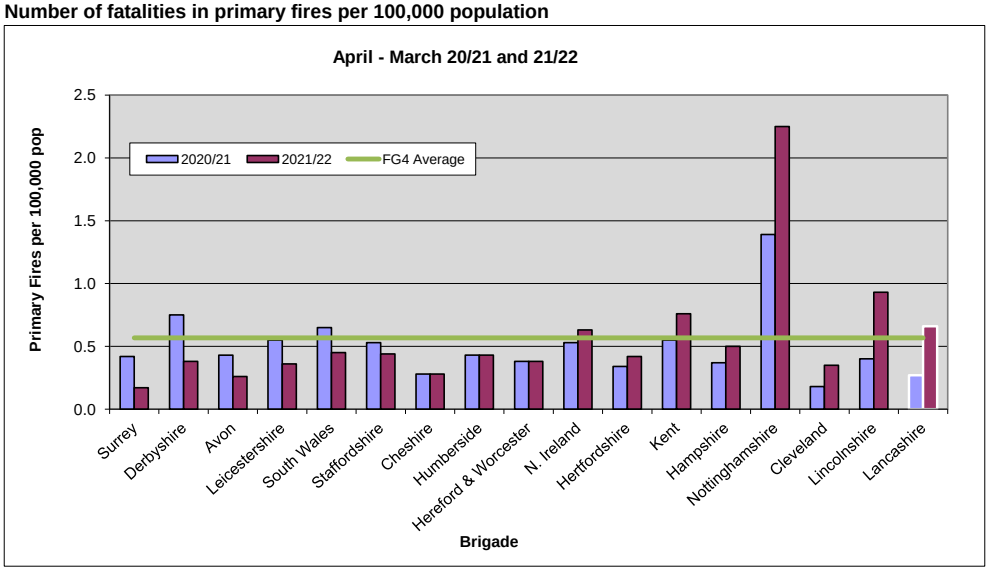
Number of non-fatal casualties in primary fires per 100,000 population

	Position in Family Group 4th Quarter YTD 2021/22		BV - 4th Quarter YTD Comparison 2020/21 - 2021/22		Actuals - 4th Quarter YTD Comparison 2020/21 - 2021/22		
Brigade	**Position**	**2020/21**	**2021/22**	**% +/-**	**2020/21**	**2021/22**	**% +/-**
Hereford & Worcester	1	5.83	3.16	-45.80	46	25	-45.80
Derbyshire	2	5.19	3.21	-38.15	55	34	-38.15
Humberside	3	3.32	2.25	-32.23	31	21	-32.23
Cheshire	4	2.62	1.87	-28.63	28	20	-28.63
Cleveland	5	4.42	3.86	-12.67	25	22	-12.67
Avon	6	3.73	3.26	-12.60	43	38	-12.60
Surrey	7	6.77	6.00	-11.37	81	72	-11.37
Kent	8	14.12	12.61	-10.69	259	231	-10.69
Nottinghamshire	9	4.16	3.81	-8.41	48	44	-8.41
N. Ireland	10	6.60	5.97	-9.55	126	114	-9.55
Lincolnshire	11	3.73	3.59	-3.75	28	27	-3.75
South Wales	12	2.53	2.85	12.65	39	44	12.65
Hampshire	13	2.83	3.22	13.78	56	64	13.78
Leicestershire	14	2.65	3.27	23.40	29	36	23.40
Lancashire	**15**	**3.45**	**4.68**	**35.65**	**52**	**71**	**35.65**
Staffordshire	16	2.11	3.33	57.82	24	38	57.82
Hertfordshire	17	3.46	5.65	63.29	41	67	63.29
Family Group Average		**4.56**	**4.27**	**-6.36**			

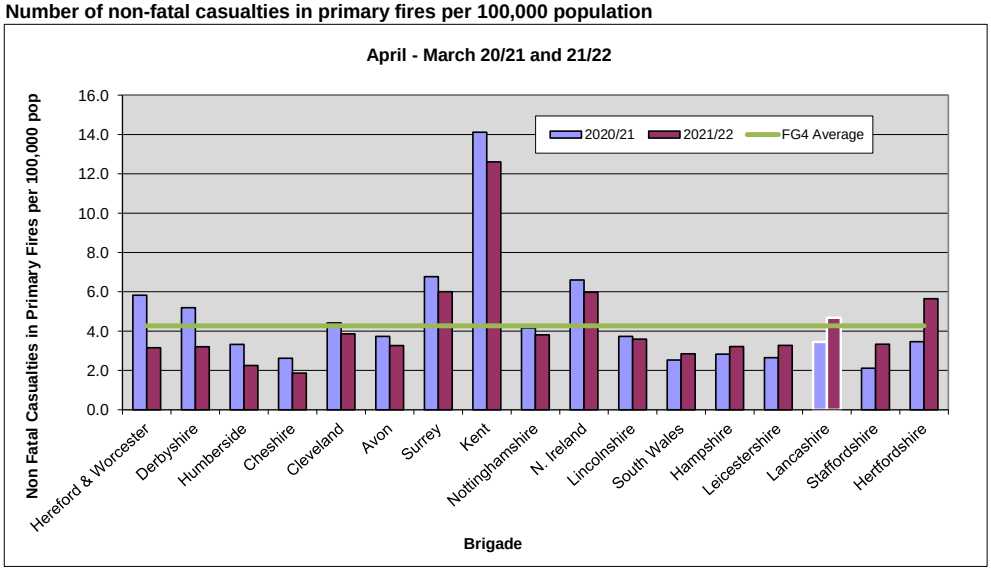
Number of primary fires per 100,000 population



Number of fatalities in primary fires per 100,000 population



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



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Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 29 June 2022

Annual Report on Road Safety Intervention Activity

(Appendix 1 refers)

Contact for further information:
Assistant Chief Fire Officer Jon Charters – Tel. 01772 866801

Executive summary and recommendations

Executive Summary

This report updates the Performance Committee on the road safety intervention activity undertaken by the Service over the last year.

Recommendation(s)

The Committee is asked to note and endorse the report.

Information

The attached report sets out the annual road safety intervention activity undertaken during 2021/22.

Business Risk

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

Environmental Impact

None

Equality & Diversity Implications

None

HR Implications

None

Financial Implications

None

Local Government (Access to Information) Act 1985

List of background papers

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

Annual Report

Road Safety Intervention Activity 2021-2022

Introduction

Through our Integrated Risk Management Plan (IRMP) 2017-2022, Prevention and Protection services and our structure for delivery was reviewed. This was done to ensure that we are delivering appropriate services in line with our changing operating environment. As a result, we have changed our working practices with a strategic focus on the quality of the services that we deliver. These services are delivered around key themes: helping people to start safe, live safe; age safe, **be safe on our roads** and be safe in and around water, with a focus on working collaboratively with other organisations. As we move into the next financial year, the priorities of the thematic groups align to the Community Risk Management Plan (CRMP) 2022 – 2027 and the Prevention Strategy.

Road Safe Thematic Group

During 2021 - 2022 the Thematic Road Safety Group continued to meet every quarter, with an option of both in person and virtual meets. We have membership from all areas of the county and a mix of Community Safety and Operational Staff. CFA Member and Road Safety Champion Cllr Ron Woollam has close links with the group and is in regular communication with the Prevention Support Officer for Road Safety.

A yearly plan aligned to the terms of reference has been developed alongside a priority work programme which supports the Lancashire Road Safety Partnership 'Towards Zero' strategy as described below. One of the ambitions of the group is to improve communication between strategic and practitioner levels and also to send clear messages out to areas with key road safety priorities. We want to deliver focused activities, in areas identified as having issues and evaluate effectiveness.

Unfortunately, as we moved into March 2020 the coronavirus pandemic hit and subsequently, we had to develop new ways of working to target our 'at risk' groups differently. Some of these working practices have now been adopted as business as usual, and offer a greater choice of delivery methods for the community we serve, improving our reach and efficacy.

Lancashire Road Safety Partnership (LRSP)

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

The Partnership has 3 staff posts:
i) Road Safety Analyst, hosted by Lancashire Constabulary.
ii) Road Safety Coordinator, hosted by LFRS.
iii) Road Safety Manager, hosted by Lancashire Constabulary.

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

The Road Safety Coordinator post aligns all partnership action plans and priorities and ensures the Partnership's road safety activity is effective. An ongoing action plan is monitored to ensure outcomes are reviewed with recommendations made and implemented. This multi-agency role helps to ensure the countywide response to national campaigns is coordinated.

The Road Safety Manager post was created in December 2021 to improve the link between the Executive Board and Operational Group. This role was also created to oversee and steer collaborative work between partners.

A peer review of the LRSP was commissioned in January 2022 and this was carried out by West Yorkshire Police. The overarching purpose of the review was to ensure that the partnership is efficient and effective in reducing the number of people killed or seriously injured on the road network in Lancashire and that the approaches of the partnership are in line with recognised best practice. Within this review, LFRS's contribution to education delivery was noted and the review cited;

'*Lancashire Fire and Rescue Service has a well embedded schools' education programme and achieves significant levels of coverage in many areas which are developed to address specific learning objectives'*

LFRS Road Safety Thematic Group Priorities 2021-2022

1. Road Sense – Roll out updated package and deliver to all primary schools in Lancashire;
2. Develop an assembly format, update the existing workshop session, and promote delivery of Wasted Lives for year 11/10;
3. Support Safe Drive Stay Alive events;
4. Reintroduce (following Covid) and promote delivery of Biker Down courses.

1. Road Sense

Road Sense is the name given to the road safety education programme delivered to Year 6 pupils. It has replaced the Child Safe fire safety session with a full fire safety session being moved to year 7 and is offered to all secondary schools under the Teen

Safe banner. However, following requests from schools and feedback from our own staff, we have reintroduced a fire safety recap at the start. This gives an opportunity to draw on previous sessions pupils will have received in year 2 and explores the consequences of hoax calls and deliberate fires. The 1-hour session is now split into 20 minutes of Fire Safety then 40 minutes of Road Safety.

The package focuses on five key road safety themes which were selected to reflect Lancashire's issues with young people:-

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

Road Sense became a service-wide offer in 2017. Following a full academic year of delivery an evaluation took place with schools and LFRS staff. The findings of this allowed us to completely revamp the package and a full consultation was carried out across all Community Fire Safety teams and 20 Operational crews. At the start of 2020 the new package was ready to go and a small number of staff received training to trial the updated version. Unfortunately, only 10 sessions were delivered before all school visits had to be halted due to the outbreak of Covid 19. On a positive note the 10 schools that received the delivery were very pleased with the updated package. Feedback from staff was also favourable towards the updated delivery, they felt it was more engaging and had improved the functionality of IT due to the introduction of an element of the website on which the packages could be based and be easily accessed. This inclusion of a digital platform assisted with the facilitation of virtual delivery via MS Teams throughout the pandemic and even now LFRS is able to offer both virtual and in-person delivery to meet the needs of each school.

The inclusion of a 'Road Sense Fact Sheet,' using the CFA Road Safety Champion budget has been a very welcome addition to the session with teachers commenting on the usefulness of information for pupils to take home for further discussion with their families. Evaluation of the package is currently showing 93% of teachers rating the delivery and effectiveness of the package as 'Outstanding' with the remaining 7% being 'Good.' No feedback has been received as 'Satisfactory,' or 'Inadequate.' Final delivery figures for 21/22 are 8,898 with most of the delivery being face-to-face. We will continue with this delivery to the end of the academic year.

During this academic year, LFRS has implemented an Education Tracker. This allows the monitoring of all delivery in schools, from the initial contact stage through to the submission of paperwork following the session taking place. To date the delivery figures are looking higher than ever before.

2. 'Wasted Lives' Young Driver Road Safety Education Programme

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

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

By actively engaging with this age group (15 – 25 year olds) Wasted Lives aims to maximise the opportunities for people to evaluate and reflect on their own attitudes and behaviour behind the wheel and as a passenger. Extensive evaluation has demonstrated how the package promotes real and lasting changes in how each participant behaves in a car. Since the introduction of Wasted Lives in 2010, LFRS has delivered road safety education to over 118,000 young people throughout Lancashire, Blackpool and Blackburn with Darwen. For the period 2021–2022 LFRS has delivered the programme to 3,053 young people, using Microsoft Teams and face-to-face delivery.

We will continue to focus our delivery of Wasted Lives to years 10 and 11 students as pre-drivers and those employed as apprentices. In November 2021, as part of National Road Safety Week, an assembly format was launched as this is a request we often receive from schools due to timetables being very tight. Prior to this launch a full refresh of the package was undertaken. Although students will get more group work and engagement in the classroom-based sessions we have to adapt to the constraints of school timetables to maximise numbers reached. The pandemic has given us the opportunity to develop different ways of working and we are now offering a MS Teams version of Wasted Lives and accompanying resource pack. Schools now have 3 delivery options and by being more flexible in what we can deliver and how, we have been able to reach more young people.

The Wasted Lives package also has the option of being complemented by a ‘crashed car,’ which is a vehicle from a real incident where, tragically, there has been a fatality. Alternatively, the car can be used as a standalone resource at a community event. The use of the cars had been placed on hold due to covid restrictions however as more events start to take place they are being utilised again. The vehicles are a really hard-hitting resource and have a lasting impact, on people of all ages. 2021/22 saw a review of the provision that we have and progression of some updates and improvements.

3. Safe Drive Stay Alive

Safe Drive Stay Alive is a road safety initiative where the audiences hear real life stories from the emergency services and families who have all been affected by road traffic collisions in an auditorium setting. This delivery is aimed at college aged students.

The speakers have all come forward to share their emotional experiences in a bid to reduce the number of young people killed or seriously injured on Lancashire's roads. Throughout the session the young people hear from a Fire Fighter, Police Officer, Paramedic and a bereaved family member.

Safe Drive Stay Alive is emotional and encourages reflection. The sessions aim to encourage students to improve their attitudes towards risk taking behaviour on the roads.

During 2021/22 LFRS assisted LRSP to deliver to 1,584 students. These numbers are lower than previous years due to covid restrictions within colleges and partner organisations. The session requires large numbers of students to sit together within a theatre setting and many were hesitant about restarting the activity. We have also promoted the use of an online version that colleges can access to provide an alternative where a large group gathering was not possible.

4. Biker Down

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

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

The initiative started in Kent and LFRS has signed a memorandum of understanding with Kent Fire and Rescue Service to allow us to use the logo and delivery material.

LFRS has worked with LRSP to ensure the delivery is complementary to Bike Safe, which is a Police Led initiative. Anyone who attends Biker Down is encouraged to book onto Bike Safe which is seen as the next step in training as it involves a ride out with an Advanced Police Motorcyclist. Biker Down is seen as the start of a motorcyclists 'learning journey.' Recently in a 6-month period motorcyclists accounted for 50% of Lancashire's fatalities and statistics showed you were 72 times more likely to die on a motorcycle than in a car on our roads.

Due to covid restrictions Biker Down sessions only re-started at the end of September 2021 running on reduced numbers with an additional risk assessment to keep both staff and attendees safe. Between September 21 and March 22 the team ran 13 courses with 169 attendees. The appetite for the courses has grown significantly over recent months with the Facebook page reaching 500 likes and the reach of posts sometimes exceeding 1500 people. With the introduction of a thorough Risk Assessment all attendees are still able to take part in the practical elements of the course, helmet removal and CPR. These are really important skills which may be needed should they be faced with a road traffic collision involving a motorcyclist.

With support from Cllr Ron Woollam, a portion of the CFA Road Safety Champion budget was utilised to provide all attendees with a First Aid kit that complements the skills they are taught and a bike puc (stand) which incorporates the safety message 'Dress for the slide, not the ride.'

The delivery model is flexible so courses can be hosted for individual motorcycle clubs or advertised using an online booking platform for members of the public to book on independently. The Biker Down team aim to run 12 courses per year but are currently far exceeding that aspiration due to such a high demand for courses.

Summary

This 12-month period has presented challenges for the delivery of Road Safety Education and our ability to engage with the communities of Lancashire. We have continued to adapt our offerings and, with increased use of technology and innovative ideas by members of the Road Safety Thematic Group, this has meant that we have delivered our education packages to over 13,000 people.

We continue to be an active member of the LRSP and, building on the review, look forward to being fully involved in a collaborative approach with an emphasis on the strengths that our brand as a Fire and Rescue Service can bring to the partnership as we work to deliver our collective ambition of a safer road system.

Focusing on our priorities for 2021/22, we have achieved some notable progress and successes from getting back into schools' post-pandemic to engage with pupils and deliver our improved Road Sense package to re-launching Wasted Lives and Biker Down. Our action plan for the forthcoming year builds on this and complements the CRMP and Prevention Strategy.