



7.

EXCLUSION OF PRESS AND PUBLIC

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

## LANCASHIRE COMBINED FIRE AUTHORITY

### PERFORMANCE COMMITTEE

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

### MINUTES

#### PRESENT:

#### Councillors

R Woollam (Chair)  
P Rigby (Vice-Chair)  
L Beavers  
A Kay  
J Rigby  
D Smith  
A Sutcliffe  
B Yates  
N Hennessy (Substitute)  
J Mein (Substitute)

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

#### Officers

J Charters, Assistant Chief Fire Officer (LFRS)  
M Winder, Area Manager, Head of Service Delivery (LFRS)  
K McCreesh, Group Manager - Prevention (LFRS)  
L Barr, Member Services Officer (LFRS)

#### In attendance

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

#### 1/22 APOLOGIES FOR ABSENCE

Apologies were received from County Councillor Hasina Khan and Councillor Zamir Khan.

#### 2/22 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

3/22 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 16 March 2022 be confirmed as a correct record and signed by the Chair.

4/22 PERFORMANCE MANAGEMENT INFORMATION FOR 4TH QUARTER 2021/22

The Chair welcomed the new Members of the Authority to the Performance Committee.

The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 4th quarterly report for 2021/22 as detailed in the Integrated Risk Management Plan 2017-2022.

This quarter, 2 KPIs were shown in red which indicated that they were in negative exception. These were 2.4 Fire Engine Availability – On Call Duty System: and 4.2.1 Staff Absence – Excluding On-Call Duty System. KPI 1.4 – Accidental Dwelling Fire Casualties was shown in grey, indicating that it was in positive exception.

Members examined each indicator in turn as follows:

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

1.1 Risk Map

This indicator measured the fire risk in each Super Output Area. Risk was determined using fire activity over the previous 3 fiscal years along with a range of demographic data, such as population and deprivation. The Assistant Chief Fire Officer 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 and ambition of the Service 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 4 activity 4,478, previous year quarter 4 activity 3,725. An increase of 20.21% over the same quarter of the previous year.

Incidents attended consisted of a myriad of different types, including special service. 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 48% were false alarms.

In response to a question raised by County Councillor Mein, the Assistant Chief Fire Officer advised that the new attendance policy for Automatic Fire Alarms (AFAs), had been 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 impact of the new policy would be realised in Quarter 1.

County Councillor Jennifer Mein added that it would be useful to see the national average of targets set for the KPIs for comparison with Lancashire Fire and Rescue.

### 1.3 Accidental Dwelling Fires

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

It was noted that quarter 4 activity was 203, the previous year quarter 4 activity was 214, which represented a decrease of 5.14% over the same quarter of the previous year.

It was stated by the Assistant Chief Fire Officer, that the sharp rise in activity in April 2021 coincided with the half term for schools and the lifting of Covid-19 restrictions, presenting more opportunities. Activity had plateaued and was essentially the same as the mean average for previous years.

The Assistant Chief Fire Officer explained, in relation to a question raised by County Councillor Nikki Hennessy, that data from accidental dwelling fires was collected and recorded on the national Incident Recording System (IRS) database, by the appliance officer in charge, which included the specifics of the incident. The Service would then extract information from the IRS system to support production of data in relation to the various KPIs.

#### 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 94.1% which was 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)	
High	↓	7.0%	4.6%	5.1%	7.6%	<b>5.9%</b>
Medium	↓	55.1%	56.5%	51.3%	56.7%	<b>54.2%</b>
Low	↑	37.9%	38.8%	43.6%	35.7%	<b>39.9%</b>

The Assistant Chief Fire Officer explained that, following feedback from members and a discussion with the Chair, the Service was looking at reverting to reporting incident severity using the Incident Reporting System approach, instead of the complex Cheshire Fire Severity Index with effect from quarter 1 2022/23. Details from incidents would be entered into the IRS which categorised the extent of damage at incidents differently. The system used the approach of logging on the basis of: item first ignited, fire restricted to the room of origin, floor of origin, or beyond.

### 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 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	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	18	9%	14	7%

\*Quarter 1 to 3. The impact of Covid-19 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 (HFSCs) delivered – KPI 1.7, page 21. Although these were now increasing, this had led to a decrease in the percentage of ADFs with a recorded HFSC within the previous rolling 12-month period.

The Assistant Chief Fire Officer confirmed that following the review of Key Performance Indicators by the Planning Committee at the meeting held 07 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 the information to be interpreted in different ways.

In response to a question raised by County Councillor Hennessy, the Assistant Chief Fire Officer explained that operational crews and community safety staff covered a myriad of risk factors when carrying out HFSCs, which included the primary causes of fires (cooking, smoking, electrical appliance safety etc). HFSCs were also individually tailored based on risks that staff could see during the visit.

#### 1.4 Accidental Dwelling Fire Casualties

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

The Assistant Chief Fire Officer reported that sadly, there had been 2 dwelling fire fatalities in the last quarterly period. Four casualties were recorded as serious and 6 slight. The same quarter of the previous year recorded 1 fatality, 3 serious and 7 slight. Fatal Fire debriefs had been undertaken and learning which might influence future prevention policy would be taken to the Service Intelligence and Analysis Group (SIAG).

Casualty Status	2021/22 Quarter 4	2020/21 Quarter 4
Fatal	2	1
Victim went to hospital visit, injuries appeared Serious	4	3
Victim went to hospital visit, injuries appeared Slight	6	7
<b>TOTAL</b>	<b>12</b>	<b>11</b>

The positive exception report was due to the number of Accidental Dwelling Fire casualties meeting the lower control limit during the month of February. However, the overall figures for the year had increased in correlation with the types of fires in domestic properties and the age profiling of fire casualties.

There were no ADFs recorded during February 2022, and although it was unusual to have no casualties during a single month, it was encouraging that there had been two such occurrences within the past 24 months.

The average monthly count for the year to date was 3.8 casualties which was an improvement on the previous 5-year average of 4.0 casualties per month. The cumulative casualty figure towards the end of the year was 46. Whilst it was an increase on the previous year, which reported all-time lows during the Covid-19 year, it was a 1.7% improvement on the previous 5-year average.

During quarter 4, LFRS remained committed to delivering advice and providing

interventions to the most vulnerable within the community. As the County continued to recover from the impact of Covid-19, the Service refreshed its HFSC generation Partnership Service Order and significant work continued to refresh existing partnerships and generate new ones aligned to individual district risk profiles. The Service continued with its successful media campaigns targeted at specific 'at risk' groups across a multitude of platforms which would be used again at key times of the year, in line with the Service's Campaigns calendar.

In response to a query from County Councillor Nikki Hennessy regarding the age of fire dwelling fatalities, the Assistant Chief Fire Officer advised that whenever possible the Service did record the information, post-incident, and that this was used to inform future prevention strategy.

#### 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 62.79% over the same quarter of the previous year.

Total number of incidents	2021/22	2020/21
	Quarter 4	Quarter 4
	70	43

In response to a question from County Councillor Nikki Hennessy in relation to the increase in the number of accidental building fires in commercial premises, the Assistant Chief Fire Officer explained that in quarter 4 of the previous year, many premises were closed due to lockdown restrictions and extensive work was carried out with businesses as they began to reopen. The Service advised businesses to test their systems and refresh their risk assessments. Business Safety Advisors continued to work with commercial premises advising them on how to comply with fire safety legislation and regulations to mitigate risks.

In response to a further question from County Councillor Hennessy, the Assistant Chief Fire Officer advised that the training of operational crews for the delivery of Business Fire Safety Checks was ongoing. As this was a new service, there was not a KPI currently agreed by the Planning Committee, however, data could be reported separately as it became available following the rollout of training across the Service.

#### 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 20.0% over the same quarter of the previous year.



Total number of incidents	2021/22	2020/21
	Quarter 4	Quarter 4
	12	15

The Assistant Chief Fire Officer 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. It was explained by the Assistant Chief Fire Officer that there was typically a spike in the number of fires in spring due to people spending more time outdoors, although this would dissipate over the year.

#### 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 78.6%. This was a decrease of 0.5% against a combined severity of 79.1% 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 4 (2021/22)
		Quarter 4 (20/21)	Quarter 1 (20/21)	Quarter 2 (21/22)	Quarter 3 (21/22)	
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)

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 75.0%. This was an increase of 8.3% against a combined severity of 66.7% 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 4 (2021/22)
		Quarter 4 (20/21)	Quarter 1 (21/22)	Quarter 2 (21/22)	Quarter 3 (21/22)	
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

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 4	2020/21 Quarter 4
1.6.1 Deliberate Fires – Anti-Social Behaviour	310	221
1.6.2 Deliberate Fires – Dwellings	13	21
1.6.3 Deliberate Fires – Commercial Premises	32	14

The Assistant Chief Fire Officer stated that the increase in deliberate fires coincided with the lifting of lockdown restrictions. The Service identified areas in the County which had experienced an extensive increase and work had been carried out with

the police and local authority partners to prevent further rises in activity.

The Assistant Chief Fire Officer added that derelict properties on the high street could be linked to the annual rise in the number of deliberate fires in commercial premises. The Service undertook work with local authorities to identify, triage and secure derelict premises to avoid unwanted access. Derelict buildings presented a challenge since it was unclear if any persons were inside the building when the Service was mobilised to an incident.

This was a priority for the Service and work was being undertaken to reduce risk through Business Fire Safety Checks (BFSCs) and arson vulnerability assessments by crews, providing advice to the owners of buildings to reduce the potential of a deliberate fire occurring, or to reduce the impact if it did.

Members discussed the risk of fires in derelict buildings and who had responsibility to make them secure. The Assistant Chief Fire Officer explained that the building owners were responsible. The Service had no powers of enforcement when premises were not operating as a business as they fell outside of the Fire Safety Order. He confirmed there was a multi-agency approach across Lancashire through the Community Safety Partnerships. Following a suggestion by County Councillor Hennessy that the CFA Chair be approached for approval to write on behalf of the Authority to local authorities, the Assistant Chief Fire Officer advised that the Service had written to Chief Executives who had already pledged their support through the Community Safety Partnership leads.

Members queried whether the deliberate anti-social behaviour fire data could be broken down by district. In response, the Assistant Chief Fire Officer confirmed that this detail could be provided to members wanting it, following the meeting.

### 1.7 Home Fire Safety Checks

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

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

The Assistant Chief Fire Officer stated that, since moving out of lockdown, the number of completed HFSC's had increased 77% over the same quarter as the previous year, with the cumulative year to date HFSC's increasing by 68% against the same period of 2020/21.

The Assistant Chief Fire Officer explained that work would be undertaken to review and refresh existing partnerships and make new ones based on risk, to ensure the generation of quality future referrals for HFSCs for high-risk households and those in the community who were most vulnerable.

	2021/22	2020/21
	% of High HFSC outcomes	% of High HFSC outcomes
Q1	66%	71%
Q2	68%	72%
Q3	62%	69%
Q4	60%	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, 6 properties recorded an ADF after not accepting a HFSC during the previous rolling 12-month period.

County Councillor Nikki Hennessy questioned, in relation to HFSCs, whether the Service was contacted to advise when individuals were discharged from hospital to offer them a HFSC. Group Manager Prevention, Kirsty McCreesh, explained that the Service worked and continued to build relationships with health services across the County as it was recognised that there were risks and vulnerabilities related to changes in circumstances. County Councillor Jennifer Mein suggested liaising with Social Care for them to signpost discharged vulnerable individuals to the Service. The Assistant Chief Fire Officer explained that arrangements were in place with a number of preferred partner agencies that could refer directly into the Service. An extensive review would be conducted, during the current year, of preferred partner status organisations alongside Public Health colleagues in Lancashire County Council. It was highlighted by Group Manager Prevention, Kirsty McCreesh that the review would never completely end as it was an area that would constantly change and evolve. County Councillor Andrea Kay asked that it be noted that officers conducting HFSCs did a fantastic job.

#### 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 January to March 2022 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, 93% of teachers recorded that they felt the package and delivery was outstanding in achieving this, with the

remaining 7% recording good. This was a 10% increase in those rating the package as 'outstanding' on the previous quarter. No sessions were marked as satisfactory or inadequate. Monitoring and evaluation would continue throughout the remainder of the academic year.

Further to detail contained in the quarter 4 report, the Assistant Chief Fire Officer confirmed the year end delivery totals verbally to Members:

- Road Sense had recorded 6,602 students (Y/E 11,500),
- Wasted Lives sessions had been delivered to 1,386 students (Y/E 3000 across all 3 upper tier authorities),
- Safe Drive Stay Alive (SDSA) had been delivered to 650 students,
- Biker Down had been delivered to 100 attendees over 8 sessions (Y/E 200).

Over the three-month period, a total of 8,738 attendees had been recorded (in excess of 14,700 over the year).

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 4 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	442	28	240	101	6%	10%
Q4	564	38	394	85	7%	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 the Assistant Chief Fire officer, that the Service was the Fire Safety Regulator for non-domestic premises in Lancashire, targeting activity under a risk-based inspection programme.

The Assistant Chief Fire Officer highlighted that 564 inspections were undertaken in Quarter 4 with 38 requiring formal activity and 394 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. This KPI was used to monitor the effectiveness of the action taken in respect of the risk levels of buildings targeted and enforcement activity.

**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 4 – 1st pump response decreased 3.80% of total first fire engine attendances over the same quarter of the previous year.

Year to Date	<b>2021/22 Quarter 4</b>	Previous year to Date	2020/21 Quarter 4
86.82%	<b>85.48%</b>	88.95%	<b>89.38%</b>

Variable factors affecting the response standard, as explained by the Assistant Chief

Fire Officer, were activity volumes, the availability of fire engines, wholetime availability, on-call availability, and shift systems.

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

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

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

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

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

Quarter 4 – 2nd pump response decreased 4.12% of total second pump attendances over the same quarter of the previous year.

Year to Date	<b>2021/22 Quarter 4</b>	Previous year to Date	2020/21 Quarter 4
82.58%	<b>83.77%</b>	86.75%	<b>87.89%</b>

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 4 1st pump response increased 0.50% over the same quarter of the previous year.

Year to Date	<b>2021/22 Quarter 4</b>	Previous year to Date	2020/21 Quarter 4
90.01%	<b>92.55%</b>	89.44%	<b>92.05%</b>

Members were advised, by the Assistant Chief Fire Officer, that he was pleased with the performance in respect of critical special service incidents which would include

flooding and road traffic incidents that could occur in more rural areas and on motorways.

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

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

Fire engines were designated as unavailable for the following reasons:

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

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

Standard: 99.5%

Year to date availability of 99.26% was a decrease of 0.06% over the same period of the previous year.

Year to Date	2021/22 Quarter 4	Previous year to Date	2020/21 Quarter 4
99.26%	<b>99.34%</b>	99.32%	<b>99.40%</b>

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

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

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

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

Standard: Aspirational Standard 95%



Year to date availability 79.14%, an 11.23% decrease against the previous year to date total availability of 90.37%.

Year to Date	<b>2021/22 Quarter 4</b>	Previous year to Date	2020/21 Quarter 4
79.14%	<b>78.53%</b>	90.37%	<b>90.09%</b>

The negative exception report was due to the percentage of On-Call (OC) pumps available to respond to emergencies being below the lower control limit during each month of quarter 4.

The 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.

The Assistant Chief Fire Officer advised that the on-call duty system was a challenge at local and national level and an on-call review would be undertaken within the Service during the year to evaluate all elements of on-call with the ultimate goal of improving availability. Funding had been secured for 3 new additional On-Call Support Officers (OCSO) to take the team up to 10 when fully staffed to help support on-call and help implement changes from the review.

Actions being taken to improve performance were:

- Continue with a driven recruitment strategy, utilising a targeted approach to stations that were in exception.
- A focused look at existing contract alignment whilst ensuring staff were fulfilling existing contracts when under contracted hours.
- Robust management of higher than usual levels of sickness, which 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 Winder, highlighted there were a number of challenges regarding the on-call system which included:

- Recruitment;
- Retention;
- Training, (i.e.: for a new firefighter to safely wear breathing apparatus could

typically take between 6-12 months from joining the Service; with full competency taking up to 4 years dependent on the level of time an individual could commit); and

- How the service could continue to utilise trained staff who were coming to the end of their career who perhaps were struggling to maintain levels of fitness.

He advised that from application to making a positive impact on availability was approximately 1 year with a further 2 more years in relation to driving skills and a further 2 to achieve management skills.

A project had commenced to review the system which would be considering:

- Entry requirements;
- Opportunities for firefighters on the boundaries of other Services to provide cover (including how they would become familiarised to Lancashire's policies and procedures);
- Opportunities to work differently – i) was there an opportunity for those who were less able to achieve fitness standards, particularly wearing BA to have a specific role i.e.: driver only? ii) could the turn-in times be changed to respond in an alternative way to specific types of incidents? and ii) could training be delivered locally?

In response to a query raised by County Councillor Ash Sutcliffe in relation to the decrease in availability for KPI 2.4 Fire Engine Availability – On Call Duty System and the impact it had on other KPIs, the Assistant Chief Fire Officer advised that the most direct causal link would be the 1<sup>st</sup> Fire Engine Response Standard as the availability of fire engines directly contributed to responses times. Area Manager, Mark Winder, explained that it was the biggest challenge to availability and why a review of the options and potential solutions for the on-call duty system would be taking place during this financial year.

County Councillor Lorraine Beavers suggested that the on-call system follow that of the Territorial Army where employers would be reimbursed for absences, although she acknowledged that it would require a change to government legislation through political lobbying.

#### 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 4 was 76.13%. 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 8 incidents against the same quarter of the previous year.

Year to Date	<b>2021/22 Quarter 4</b>	Previous year to Date	2020/21 Quarter 4
75	<b>14</b>	56	<b>6</b>

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

### 3.1 Progress against Savings Programme

The budget to the end of March 2022 was £58.2 million. The spend for the same period was £57.8 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. The spend for the same period was £57.8m giving an underspend for the period of £0.4m. The variance for the quarter was -0.69%.

In response to a question raised by County Councillor Nikki Hennessey, it was confirmed that the details of the budget for recruitment was discussed at the Resources Committee.

### 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?	2,943	2,911	98.91%	97.50%	1.45%

Since April 2012, 2,943 people had been surveyed and the number satisfied with the service was 2,911; 98.91% against a standard of 97.50%; a variance of 1.45%.

During quarter 4, the Assistant Chief Fire Officer was pleased to report that 70 people were surveyed and 70 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

Members discussed the Overall User Satisfaction survey and questioned how those who completed the survey were chosen as it was felt that 70 was a small selection of people. The Assistant Chief Fire Officer explained that he would need further details and suggested that information or a presentation could be brought to a future committee meeting.

#### **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 8.750.

The negative exception report was due to the number of shifts lost through absence per employee being above the Service target for quarter 4.

The Assistant Chief Fire Officer presented Members with the analysis, that during quarter 4, January 2022 – March 2022, 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 – 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 per person Target – 5  
 Wholetime – 5,444 shifts lost = 8.87 per person Target – 5

There were 4 cases of long-term absence which spanned over the total of the 3 months with the reasons being:

<b>Green Book</b>	
<b>Reason</b>	<b>Case/s</b>
Ear/Nose/Throat	1
Neurological	1

<b>Grey Book</b>	
<b>Reason</b>	<b>Case/s</b>
Mental Health	1
Gastro-intestinal	1

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

<b>Reason</b>	<b>Case/s</b>
Hospital/Post-operative	7
Mental Health - Stress	6
Covid-19 Coronavirus	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, 21 of the 33 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, managing individual long-term cases, addressing review periods/triggers in a timely manner and dealing with capability of staff due to health issues;
- Absence management 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 provided by 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.

The Assistant Chief Fire Officer 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. Stress and Mental Health remained to be a priority to the Service and was being addressed through the wellbeing calendar supported by the Member Champion, the Occupational Health Unit, the Employee Assistance Programme, and the Firefighter's charity.

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

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

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

Cumulative on-call absence (as % of available hours cover) at the end of the quarter, 1.07%.

RESOLVED :- That the Performance Committee noted the content of the report, including one positive and two negative exceptions and endorsed the Quarter 4 Measuring Progress Report.

## 5/22 NORTH WEST FIRE CONTROL

The Chair welcomed Ged Basson, Senior Operations Manager, North West Fire Control (NWFC), and Kellie Matthews, Operations Manager, North West Fire Control to the meeting. Ged Basson, NWFC, provided the Committee with a report detailing the performance of NWFC during quarter 4 (January – March 2022).

### Activity – Admin Calls

Within quarter 4, a total of 6,772 admin calls were received for Lancashire Fire and Rescue (LFRS), compared to 6,131 in quarter 3. The total number of calls was 25,222 for the full year, compared to 23,799 in the previous year which equated to a rise of 5.9%. In total, 117,377 admin calls were received by NWFC for 2021/22, of which, LFRS represented 21.4% of those calls.

Admin calls included crews and officers contacting NWFC for either guidance, or to offer advice such as notification of missing equipment, defective resources, liaising with control regarding exercises or resources availability.

### Activity – Emergency Calls

A total of 9,179 emergency calls were received in quarter 4 for LFRS, compared to 9,234 in quarter 3. In total, NWFC received 39,258 emergency calls for LFRS in 2021/22, compared to 32,413 calls the previous year which equated to a rise of 21.1%. In total, NWFC received 162,590 emergency calls last year, of which, LFRS represented 20% of these calls. It was noted that the increase in emergency call volume could be attributed to the lockdown period in 2020/21, as when the country came out of lockdown, by April 2021, more businesses began to fully open and operate. Emergency calls included 999 calls from members of the public and emergency calls from Lancashire Constabulary and North West Ambulance Service.

### Call Handling Times – Lancashire

It was noted that 42% of calls were not mobilised in quarter 4, following call challenging and this figure was also similar for LFRS. In April, NWFC implemented a new call challenge process for automated fire alarms on behalf of LFRS, which would ensure that resources attend the fire alarms presenting the most risk. This would make sure that resources were available for other emergencies.

For NWFC, mobilising performance times for fires in 2021/22, was maintained at 78 seconds. LFRS mobilising times for fires in quarter 4 was under 80 seconds for each month and under the 90 second target. NWFC had continued to mobilise resources to fires under the 90 second target for the full year, showing sustained improvement.

### Call Handling Mobilisation Time – Partner FRS'

The call handling times for fires over the previous 24-month period continued to be relatively favourable compared to other fire and rescue services. A drive at NWFC to highlight how a quick response could reduce fire damage, took place over the previous 12 months which included some basic fire behaviour training, and a requirement for operators to record and rationalise any delays in mobilising.

### Call Handling Mobilisation Time – Special Service Calls: Lancashire

Mobilising performance times for all NWFC in 2021/22 for special service calls had improved to 119 seconds which compared favourably to 126 seconds for the previous year. LFRS mobilising times for special service calls in quarter 4 were all under 119 seconds. It was explained that NWFC continued to work with LFRS to look at how further improvements could be made. It was noted that several incidents were exempted from the data which included those incidents where there was not an automatic response from NWFC, but when Lancashire FRS had asked that further clarification was sought from a specialist officer, e.g., NILO, prior to mobilisation due to the type of incident, such as suspect packages, and missing persons. Other incidents excluded were, when crews had proceeded to fix a defective smoke alarm several hours after being notified or where incidents had to be queued due to a depletion of FRS resources in a location.

## Incidents of Note

During quarter 4, NWFC experienced the prolonged storms of Dudley, Eunice and Franklin which resulted in several days of increased call volume in Lancashire and other partnered fire and rescue services.

In February, NWFC received a call for a severe house fire in Penwortham involving people inside the property. Based on the information extracted from the caller by the operator, an additional two pumps were mobilised by the operator and utilised at the incident. NWFC dynamically risk assessed this incident, and many others, to ensure there were adequate resources. Members were provided with brief details of the incident.

## 999Eye

Ged Basson explained to Members that 999Eye was a commercial product that NWFC used to gain additional situational awareness from callers and allowed operators to request access to a smart phone's camera which then appeared in the operators mobilising desk. 999Eye allowed operators to view live footage, and also enabled them to pinpoint the caller and instant message them. It went live in October 2021, when Greater Manchester Fire & Rescue Service purchased the product but, since March 2022, NWFC had been using it for all its partners. NWFC mobilised resources prior to mobilising and would then utilise 999EYE. The operators would then consider sending additional resources if the footage indicated that more than the default pre-determined attendance was required. All footage was stored by the 999Eye application for 30 days. Individual incidents would be downloaded and stored indefinitely. Members were provided with a visual overview of where 999Eye had been utilised in the North West in March 2022.

In response to a query from County Councillor Nikki Hennessy in relation to an unconfirmed report of the possible exit of another Fire and Rescue Service from their contract with NWFC, Ged Basson explained that Fire and Rescue Services would periodically consider and review their options. Furthermore, NWFC would have exit strategies and risk assessments in place for such an eventuality, although, Ged Basson confirmed that no official decision to exit from NWFC had been received.

RESOLVED :- That the Performance Committee noted the Quarter 4 NWFC Performance report.

## 6/22 FAMILY GROUP COMPARATIVE PERFORMANCE INFORMATION FOR 4TH QUARTER 2021/22

The Assistant Chief Fire Officer presented the April 2021 to March 2022 Comparative Performance Report to the meeting. Arrangements were in place within the old Best Value (BV) family group 4 to compile an annual comparative report in respect of the two (now withdrawn) national fire indicators. The information contained within the report was open to the public and was brought to committee once per year.



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

TABLE 1 – COMPARATIVE FIRE & RESCUE SERVICES

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

The 2 tables of note for Lancashire Fire and Rescue were the number of fatalities in primary fires per 100,000 population and the number of non-fatal casualties in primary fires per 100,000 populations. Members were informed that measures were in place to improve performance in those areas.

The Assistant Chief Fire Officer explained that with the introduction of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) and the associated data returns from Fire and Services (FRS), in tandem with increased transparency of Home Office incident data for England's FRSs, an opportunity now presented itself to review the suitability of Family Group data presently used for performance comparison purposes, and to determine whether more suitable benchmarking arrangements could be developed to support broader contextualization of performance across the sector.

Councillor Dave Smith commented that, in isolation, the Family Group Comparative Performance report was insufficient as figures were provided annually to enable year on year comparison. He added that a national comparison or a comparison with the North-West could be more beneficial than with the family group.

County Councillor Nikki Hennessy concurred that a like for like comparison would be more beneficial in terms of geographical and population size, and areas of deprivation.

The Assistant Chief Fire Officer agreed to review and present an alternative format for the comparative information at a future meeting of the Performance Committee for consideration.

RESOLVED:- That the Performance Committee noted the family group information provided in the format consistent with previous years and endorsed 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.

7/22 ANNUAL REPORT ON ROAD SAFETY INTERVENTION ACTIVITY 2021/22

Group Manager Prevention, Kirsty McCreesh, provided the meeting with an annual report regarding Road Safety Intervention Activity which explained the Service's core

prevention offer and also the issues on Lancashire's roads.

Members noted that, through the Integrated Risk Management Plan 2017-2022 (IRMP), prevention and protection services and the structure for delivery were reviewed to ensure that the Service was delivering appropriate services in line with the changing operating environment. As a result, working practices had changed with a strategic focus on the quality of the services that continued to be delivered. The services were delivered around key themes: helping people to start safe, live safe, age safe and be safe on the roads with a focus on working collaboratively with other organisations. To ensure constant improvement in all parts of prevention delivery, the Service had dedicated thematic groups whose priorities aligned to the Community Risk Management Plan (CRMP) 2022-2027 and the Prevention Strategy.

#### Road Safe Thematic Group

The Thematic Road Safety Group continued to meet every quarter during 2021-2022 with an option of in-person and virtual meetings. Membership of the group came from all areas of the county and was a mix of Community Safety and Operational Staff. Road Safety Champion, County Councillor Ron Woollam, had close links with the group and was in regular communication with the Prevention Support Officer for Road Safety.

An annual plan aligned to the terms of reference had been developed alongside a priority work programme which supported the Lancashire Road Safety Partnership (LRSP) 'Towards Zero' strategy. An ambition of the group was to improve communication between strategic and practitioner levels and also to send clear messages out to Service Areas with key road safety priorities. The Service sought to deliver focused activities in areas identified as having issues and evaluate effectiveness. Unfortunately, in March 2020, the coronavirus struck and subsequently, the Service had to develop new ways of working to target 'at risk' groups. Some of those working practices had been adopted as business as usual and offered a greater choice of delivery methods for the community, improving the Service's reach and efficacy.

#### Lancashire Road Safety Partnership (LRSP)

Lancashire Fire and Rescue Service continued to be a proactive member of LRSP and had representatives at both Strategic and Operational group levels. The partners worked closely with each other and delivered the partnership strategy 'Towards Zero' Lancashire: Road Safety Strategy for Lancashire, in an attempt to reduce those killed or seriously injured on Lancashire's roads.

The Partnership had 3 staff posts:

- i) Road Safety Analyst, hosted by Lancashire Constabulary;
- ii) Road Safety Coordinator, hosted by LFRS; and
- iii) Road Safety Manager, hosted by Lancashire Constabulary.

The Road Safety Analyst produced road safety reports that focused on the risks, not only throughout Lancashire, but also at district level. The data ensured that

resources were best directed into reducing road traffic collisions of all severities throughout Lancashire's fourteen districts (including Blackpool and Blackburn with Darwen), whilst combating the criminal use of the wider road network. A lot of the work had focused on the installation and evaluation of Average Speed Cameras across the county. The Road Safety Coordinator post aligned all partnership action plans and priorities and ensured the Partnership's road safety activity was effective. An ongoing action plan was monitored to ensure outcomes were reviewed with recommendations made and implemented. This multi-agency role helped ensure that the countrywide response to national campaigns was coordinated. The Road Safety Manager post was created in December 2021 to improve the link between the R.S. Executive Board and Operational Group. The role was also created to oversee and steer collaborative work between partners.

A peer review of the LRSP was commissioned in January 2022 and undertaken by West Yorkshire Police. The overarching purpose of the review was to ensure that the partnership was 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 were in line with recognised best practice. Within the review, LFRS' 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'*.

### **The LFRS Road Safety Thematic Group Priorities 2021-2022**

#### **1. Road Sense – Roll out package and deliver to all primary schools in Lancashire;**

Road Sense was the name given to the road safety education programme delivered to Year 6 pupils. It replaced the Child Safety fire safety session with a full fire safety session being moved to Year 7 and was offered to all secondary schools under the Teen Safe banner. However, following requests from school and feedback from staff, a fire recap had been reintroduced at the start. It gave an opportunity to draw on previous sessions that pupils would have received in Year 2 and explored the consequences of hoax calls and deliberate fires. The 1-hour session was now split into 20 minutes of Fire Safety, then 40 minutes of Road Safety.

The Package focused 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 from the evaluation allowed the Service 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 were halted due to the outbreak of Covid-19. Positively, 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 packages could be based and easily accessed. The inclusion of a digital platform assisted with the facilitation of virtual delivery via MS Teams throughout the pandemic and LFRS could 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, was a very welcome addition to the session and teachers commented on the usefulness of information for pupils to take home for further discussion with their families. Evaluation of the package showed 93% of teachers rating the delivery and effectiveness of the package as 'Outstanding' with the remaining 7% being 'Good'. No feedback had been received as 'Satisfactory' or 'Inadequate'.

During the current academic year, LFRS had implemented an Education Tracker. It allowed the monitoring of all delivery in schools, from the initial contact stage through to the submission of all paperwork following the session taking place. To date, the delivery figures were looking higher than ever before.

2. Develop an assembly format, update the existing workshop sessions, and promote delivery of Wasted Lives for years 10 & 11;

LFRS was now the only delivery partner for Wasted Lives following changes at Lancashire County Council. The programme was aimed at young people and pre-drivers which aimed to influence behaviour and change attitudes either as a driver or a passenger, thereby reducing risk to that specific group and to other road users.

By actively engaging with the age group of 15-20 year olds, Wasted Lives aimed 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 had demonstrated how the package promoted real and lasting changes in how each participant behaved in a car. Since the introduction of Wasted Lives in 2010, LFRS had delivered road safety education to over 118,000 young people throughout Lancashire, including Blackpool, and Blackburn with Darwen. For the period 2021-2022, LFRS had delivered the programme to 3,053 young people using Microsoft Teams and face-to face delivery.

The Service would continue the 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 it was a request often received from schools due to timetables being very tight. Prior to the launch, a full refresh of the package was undertaken. Although students would get more group work and engagement in the classroom-based sessions, they had been adapted to the constraints of school timetables to maximise numbers reached. The pandemic had provided the opportunity to develop different ways of working and the Service was now offering an MS Teams version of Wasted Lives and accompanying resource pack. Schools now had 3 delivery options and by being more flexible in

what could be delivered and how, more young people had been reached.

The Wasted Lives package also had the option of being complemented by a 'crashed car', which was a vehicle from a real incident where, tragically, there had been a fatality. Alternatively, the car could be used as a standalone resource at a community event. The use of cars had been placed on hold due to Covid-19 restrictions, however, as more events started to take place, they were being utilised again. The vehicles were a really hard-hitting resource and had a lasting impact on people of all ages. The year 2021-2022 saw a review of the provision the Service had and a progression of updates and improvements.

### 3. Support 'Safe Drive Stay Alive' events;

Safe Drive Stay Alive was a road safety initiative where the audience heard real life stories from the emergency services and families who had all been affected by road traffic collisions in an auditorium setting. The delivery was aimed at college aged students. The speakers had 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 heard from a Fire Fighter, Police Officer, Paramedic and a bereaved family member.

Safe Drive Stay Alive was emotional and encouraged reflection. The sessions aimed to encourage students to improve their attitudes towards risk taking behaviour on the roads. During 2021-2022, LFRS assisted LRSP to deliver to 1,584 students. The numbers were lower than previous years due to Covid-19 restrictions within colleges and partner organisations. The session required large numbers of students to sit together within a theatre setting and many were hesitant about restarting the activity. An online version had also been promoted that colleges could access to provide an alternative where a large gathering was not possible.

### 4. Reintroduce (following Covid) and promote delivery of Biker Down Courses.

Biker Down was a course that was aimed at motorcyclists and pillion riders of all ages and experience. The free 3-hour course offered members of the public a chance to learn practical skills which could be put into practice anywhere at any time.

The 3 modules covered were:

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

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

LFRS had worked with LRSP to ensure that delivery was complementary to Bike Safe, which was a Police-led initiative. Anyone who attended Biker Down was encouraged to book onto Bike Safe which was seen as the next step in training as it involved a ride out with an Advanced Police Motorcyclist. Biker Down was seen as the start of a motorcyclists 'learning journey'. In a recent 6-month period,

motorcyclists accounted for 50% of Lancashire's fatalities and statistics showed that people were 72 times more likely to die on a motorcycle than in a car on the road.

Due to Covid-19 restrictions, Biker Down sessions restarted at the end of September 2021, and ran on reduced numbers with an additional risk assessment to keep both staff and attendees safe. Between September 2021 and March 2022, the team ran 13 courses with 169 attendees. Recently, the appetite for the courses had grown significantly with the Facebook page reaching 500 likes and the reach of posts sometimes exceeding 1,500 people. With the introduction of a thorough Risk Assessment, all attendees were still able to take part in the practical elements of the course, helmet removal and CPR. There were really important skills which might be needed should they be faced with a road traffic collision involving a motorcyclist.

With support from County Councillor Ron Woollam, a portion of the CFA Road Safety Champion budget was utilised to provide all attendees with a First Aid kit that complemented the skills they were taught and a bike puc (stand), which incorporated the safety message 'Dress for the slide, not the ride'. The delivery model was flexible so courses could 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 aimed to run 12 courses per year but were exceeding that aspiration due to such a high demand for courses.

The Chair thanked the Group Manager Prevention for her report and commended the fantastic work carried out on road safety. He acknowledged the success of the education packages was due to the hard work of the team and effective marketing using social media. He would like to see Wasted Lives and Road Sense included more on social media to raise awareness of road traffic collisions to young people and requested that Members shared posts on their social media channels.

In response to a question from County Councillor Andrea Kay in relation to young new drivers being put forward to attend a course when caught driving dangerously, the Group Manager Prevention explained that the Service capitalised on education whereas the courses for inappropriate driving were more aligned with the Police. She added that Safe Drive Stay Alive involved the experiences of the Fire Service, the Police and the Ambulance Service to talk about the human aspects of traffic collisions and the consequences of actions.

County Councillor Ash Sutcliffe queried how the Wasted Lives package was targeted. The Group Manager Prevention informed that through district planning, each district had a plan which was informed by data analysis provided by the partnership. This allowed the Service to use a suite of options to deliver packages to the targeted groups. Road Sense was an approach delivered to all pupils in Year 6. The Chair stated that the feedback from schools was very positive and the Group Manager Prevention confirmed that schools could request delivery of the package.

Ged Basson, Senior Operations Manager, North West Fire Control, commented that North West Fire Control had supported Lancashire who did an excellent job in relation to road safety. North West Fire Control would be creating social media posts to inform that the north west have the technology, through 999eye, to pinpoint a location and get resources to an incident more rapidly.

RESOLVED: - That the Committee endorsed the Annual Road Safety Intervention report.

## 8/22 RISKS TO THE COMMUNITY FROM HOARDING

The Group Manager Prevention, Kirsty McCreesh, informed Members that hoarding was defined as where a person acquired an excessive number of items and stored them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items could be of little or no monetary value. It was estimated that 1 person in every 100 had a problem with hoarding which seriously affected their life. An accurate number to give a scale of the problem could be difficult to provide as a person who hoarded might be embarrassed and so would avoid inviting people into their property. That could be where the Service was made aware of the problem, although it would tend to be at the 'incident' stage and barriers might be encountered when trying to access the property for a HFSC.

Hoarding was considered a significant problem if:

- The amount of clutter interfered with everyday living – for example, if the person was unable to use their kitchen or bathroom and could not access rooms; or
- The clutter was causing significant distress or negatively affecting the quality of life of the person or their family – for example, they became upset if someone tried to clear the clutter and their relationship suffered.

Hoarding Disorder had been recognised as a distinct mental health problem which might present in isolation or as part of another mental health problem such as;

- Physical illness
- Dementia
- Depression
- Alcohol and drug misuse
- Schizophrenia and other psychotic disorders
- Learning disability
- Autism and related disorders
- Obsessive Compulsive Disorder

Hoarding was a very complex issue and more than providing a means of disposing of items. It was important not to assume why people were hoarding or make judgements as there were many reasons, causes and medical conditions that could lead to hoarding. Hoarding Disorder could be diagnosed when there was no other illness to account for the problem. It was noted that those with a hoarding disorder strongly believed that their hoarded items were valuable.

Hoarding was a concern for LFRS as clutter and hoarding increased the risk of a fire occurring and made it more difficult for people living in the property to evacuate safely. Fire could also spread to neighboring properties and any fire could also be more difficult to tackle posing a greater risk to firefighters. In addition, the occupier was likely to have little or no engagement with other services and a higher risk of social isolation.

To support individuals who were hoarding, LFRS could:

- Conduct a Person-Centered Home Fire Safety Visit;
- Ensure smoke alarms were fitted and they were aligned to risk and where the householder spent their time;
- Create Escape Plans and stress the importance of clear exits;
- Use the clutter image rating scale for additional information and guidance on how to support the person; and
- Record risk where appropriate to provide notification to fire crews attending an incident.

The clutter rating scale had been adopted by LFRS and guidance had been produced to support staff when working with hoarding. Training was also provided to all personnel who conducted HFSCs on hoarding and how to approach dealing with the issue. The scale was recognised nationwide and most importantly, by the Service and other agencies including Social Care in Lancashire. Staff were advised to refer to the scale and guidance whenever working with hoarding and record the level relating to the scale on all paperwork following a visit/incident.

Hoarding was complex and multifaceted, therefore, an integrated approach between multiple agencies was often required. LFRS worked with many agencies which included Safeguarding teams, Integrated teams in different area, Local Authority Environmental Health, and Housing and Health and Social Care partners. A key partner was Lancashire Safeguarding Adults Board who had a Multi-Agency Self-Neglect Framework. The framework was intended to be used when:

- There were significant concerns by agencies about an individual's safety or wellbeing as a result of self-neglect, and/or significant concerns about the safety or wellbeing of others (risk of serious harm, injury or death);
- Existing agency involvement and appropriate multi-agency working had been tried and was unable to resolve the issues; and
- Where the adult appeared to have the capacity to make decisions regarding their environment and lifestyle choices pertaining to issues of self-neglect.

All partner agencies must take all reasonable steps to work with the individual and address the concerns when made aware of them. If that approach was unsuccessful, the Lancashire Safeguarding Adults Board partners should follow the framework.

Members were presented with a Case Study of an over 65, single occupier. The property had 3 attempted visits from MASH (Multi-Agency Safeguarding Hub), the local mental health team and the police but no contact with the occupier was made. The occupier was a known hoarder who lived alone and had a long-term Community Risk against their property. There were numerous ongoing concerns for the occupant's safety including hoarding, self-neglect, a recent hospital admission and diabetes. Adult Social Services and an LFRS Community Safety Advisor completed a joint visit to the property and were able to gain entry in addition to reviewing the known Community Risk (RADAR). Additional fire safety concerns were poor mobility, no care provision in place, numerous trailing wires and the occupant slept downstairs. Following the Home Fire Safety Visit, 3 smoke alarms were fitted (including one in the living room where the occupier slept), the occupier was undergoing a Mental Health Capacity Assessment, and care support was put in



place through Social Services. There had been no significant reduction in hoarding due to the occupier's reluctance, however, all access and egress routes were kept clear and trip hazards moved. The occupier continued to engage with local services and remained under the supervision of the local Multi Agency Team which included LFRS. A regular review of the Community Risk would be completed by Community Safety staff.

It was noted that communities could help by being respectful to the occupier, encouraging them to seek help from their GP (Icebreaker form could be used), signposting them to local support groups and national organisations, checking they had safety equipment in place (smoke detectors carbon monoxide detectors etc.), encouraging them to obtain a Home Fire Safety Check visit from the Fire Service, and considering referrals to other agencies.

The Chair thanked Group Manager Prevention for a very interesting presentation.

County Councillor Jennifer Mein commented that she had a constituent with severe mental health issues that was at risk of being evicted due to problems with hoarding. The social landlord brought in the Fire Service to conduct a HFSC. The Fire Service was able to connect with the constituent who then worked with partners and her tenancy was saved.

The Assistant Chief Fire Officer stated that the extent of hoarding could far exceed the images shown on the presentation and asked for Members help to raise awareness to constituents in relation to identifying vulnerable neighbours who could be potential hoarders. Often those people would not want to engage and remain under the radar. If the Service could get access to the property at an early stage, the potential to help the person was greatly increased.

Members requested links and information to share on social media, as appropriate, to raise awareness of the various topics.

RESOLVED:- That the Committee noted the 'Risks to the Community from Hoarding' presentation.

9/22 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Wednesday, 14 September 2022 at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were noted for 14 December 2022 and 15 March 2023 and agreed for 28 June 2023.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood

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## Lancashire Combined Fire Authority

### Performance Committee

Meeting to be held on 14 September 2022

### Performance Management Information For 1st Quarter 2022/23 (Appendix 1 refers)

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

#### Executive Summary

Planning Committee review and agree the Authority's key performance indicators (KPIs) which are monitored through the Performance Committee.

At its meeting held 7 February 2022, the Planning Committee approved the introduction, amendment, and removal of some KPIs in order to provide better information, in a more understandable way, and to enable measurement against more specific goals (resolution 30/20-21 refers). It was also agreed that the format the KPI suite be ordered to better reflect the content of the refreshed Community Risk Management Plan (CRMP) 2022-27 alongside the Service's STRIVE values.

Using the revised format, performance management information for the first quarter 2022/23 (attached as appendix 1) provides a clear measure of progress against the Key Performance Indicators (KPI) detailed in the CRMP 2022-2027.

#### Recommendation

The Performance Committee is asked to note and endorse the Quarter 1 Measuring Progress report, including the three negative exceptions.

#### Information

As set out in the report.

#### Business Risk

High

#### Environmental Impact

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

#### Equality & Diversity Implications

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

#### HR Implications

Medium

## **Financial Implications**

Medium

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

### **List of background papers**

Paper: Review of Key Performance Indicators report to Planning Committee

Date: 7 February 2022

Contact: Deputy Chief Fire Officer

Reason for inclusion in Part 2 if appropriate: N/a



Lancashire Fire  
and Rescue Service

## Measuring Progress Performance Report

QUARTER 1: APRIL 2022 – JUNE 2022

making Lancashire safer

2022-23

## 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.

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2.5.1 ABF (Non-Commercial Premises: Private Garages and Sheds) – Harm to property: Extent of damage (fire severity) .....	26
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3.1 Critical Fire Response – 1 <sup>st</sup> Fire Engine Attendance .....	35
3.2 Critical Special Service Response – 1 <sup>st</sup> Fire Engine Attendance .....	36
3.3 Total Fire Engine Availability .....	37
3.3.1 Fire Engine Availability Wholetime Shift System .....	38
3.3.2 Fire Engine Availability On-Call Shift System.....	39
4.1 Progress Against Allocated Budget .....	41
4.2 Partnership Collaboration.....	42
4.3 Overall User Satisfaction.....	43

## Explanation of Performance Measures

KPI's are monitored either by using an XmR chart, comparing current performance against that achieved in the previous 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.

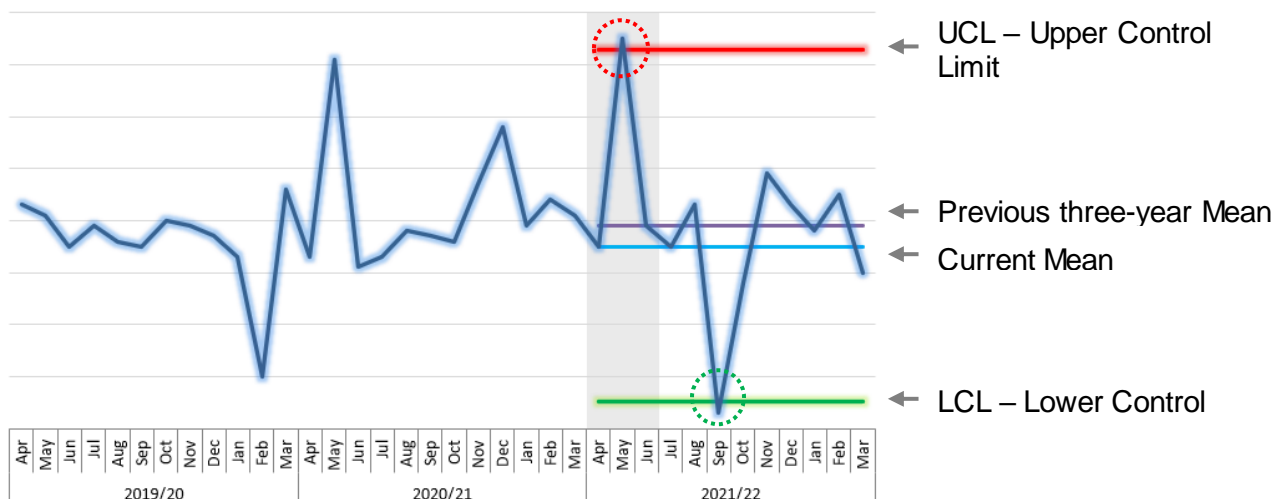
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

An exception report is generated if the upper, or lower, XmR rules are breached.

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

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

**Example XmR chart:** In the example below, this KPI would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for May 2021 (🔴) is above the Upper Control Limit (UCL) and a positive exception in September 2021 (🟢) for meeting rule 2, being below the Lower Control Limit (LCL).





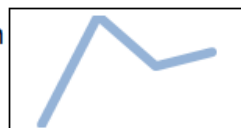
## Performance Framework and indicator trends

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 KPI's is scrutinised every quarter at the Performance Committee.

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

This section also 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 and indicate the relative direction of travel over the last four quarters. The last point of the chart represents the most recent quarter. Sparkline's are simple indicative indicators and are not intended to have labelled points or axes.

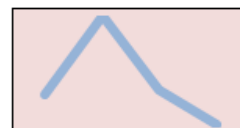
The cell shading within the Progress column denotes whether the indicator is:



within accepted limits












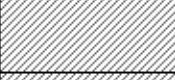



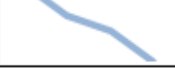
in positive exception







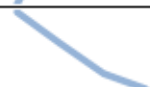

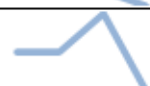




















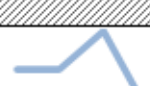















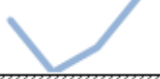




in negative exception



not applicable

KPI	Description	Progress	Page (s)
<b>1</b>	<b>Valuing our people so that they can focus on making Lancashire safer.</b>		
1.1	 Overall Staff Engagement: Performance measure of how engaged our staff are		8
1.2.1	 Staff Absence Wholetime (WT)		9
1.2.2	 Staff Absence On-Call (OC)		11
1.2.3	 Staff Absence Greenbook		12
1.3.1	 Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		14
1.3.2	 Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		15
1.4	 Staff Accidents:		16

KPI	Description	Progress	Page (s)
<b>2</b>	<b>Preventing fires and other emergencies from happening. Protecting people and property when fires happen.</b>		
2.1	 Critical Fire Risk Map Score		17
2.2	 Overall Activity		18
2.3	 Accidental Dwelling Fires (ADF)		20
2.3.1	 ADF – Harm to people: Casualties		21
2.3.2	 ADF – Harm to Property: Extent of Damage (Fire Severity)		22
2.4	 Accidental Building Fires (Commercial Premises)		23
2.4.1	 ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		24
2.5	 ABF (Non-Commercial Premises)		25
2.5.1	 ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		26
2.6	 Deliberate Fires Total: Specific performance measure of deliberate fires		27
2.6.1	 Deliberate Fires – Dwellings		28
2.6.2	 Deliberate Fires – Commercial Premises		29
2.6.3	 Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		30
2.7	 HFSC		31
2.8	 Numbers of other prevention activities such as Childsafe, wasted lives etc		32
2.9	 Fire Safety Activity (including Business Fire Safety Checks)		33
2.10	 Building Regulation Consultations (BRC) (number and completed on time)		34

KPI		Description	Progress	Page (s)
<b>3 Responding to fire and other emergencies quickly.</b>				
3.1		Critical Fire Response – 1st Fire Engine Attendance		35
3.2		Critical Special Service Response – 1st Fire Engine Attendance		36
3.3		Total Fire Engine Availability		37
3.3.1		Fire Engine Availability Wholetime Shift Systems		38
3.3.2		Fire Engine Availability On-Call Shift Systems		39
<b>4 Delivering value for money in how we use our resources.</b>				
4.1		Progress Against Allocated Budget		41
4.2		Partnership Collaboration		42
4.3		Overall User Satisfaction		43

## 1.1 Overall Staff Engagement



A written update on staff engagement will be provided on a quarterly basis.

### Scope and definition:

Staff engagement is achieved through a variety of activities carried out every day across the service including station visits, digital staff sessions, appraisals and team meetings. This includes a programme of wellbeing interactions such as workplace toolbox talks, station visits, workshops and wellbeing support dog visits.

All members of staff can raise questions, ideas and improvements on the service's intranet and staff are regularly involved in testing and trialling new equipment and ways of working. Surveys and consultations are held on specific matters when required such as proposals for new uniform and working during the Covid-19 pandemic.

A comprehensive staff survey is undertaken periodically to gain insight from all staff on a range of topics including leadership and management, training and development, and equality, diversity and inclusion. The feedback is used to shape future activity and bring about improvements and new ideas. The survey includes a staff engagement index which is a measure of overall staff engagement based on levels of pride, advocacy, attachment, inspiration and motivation. The current staff engagement index score is 79% (2021).

### Measurement/update:

From April to June 2022, staff engagement centred on informing and involving people in relation to the day crewing plus (DCP) duty system and wider emergency cover review (ECR). Two question and answer events were held for DCP staff with senior managers. Three staff working groups helped to shape proposals for a new flexible duty system, researched off-road appliances to form part of a proposed trial, and considered crewing arrangements for the urban search and rescue team, all of which now form part of the ECR consultation.

Twenty-eight station visits were carried out by principal officers and area managers during the period along with 19 wellbeing interactions. In addition, four workshops were held in partnership with the Firefighters Charity covering stress, sleep and relaxation during Mental Health Awareness Week and one workshop on nutrition.

All staff were also invited to an event, in person and online, involving a quiz during Loneliness Week. The winner of a staff competition to come up with ideas to save energy was announced, which is an initiative to repair uniforms where possible rather than ordering new items.

1.2.1 Staff Absence Wholetime (WT)

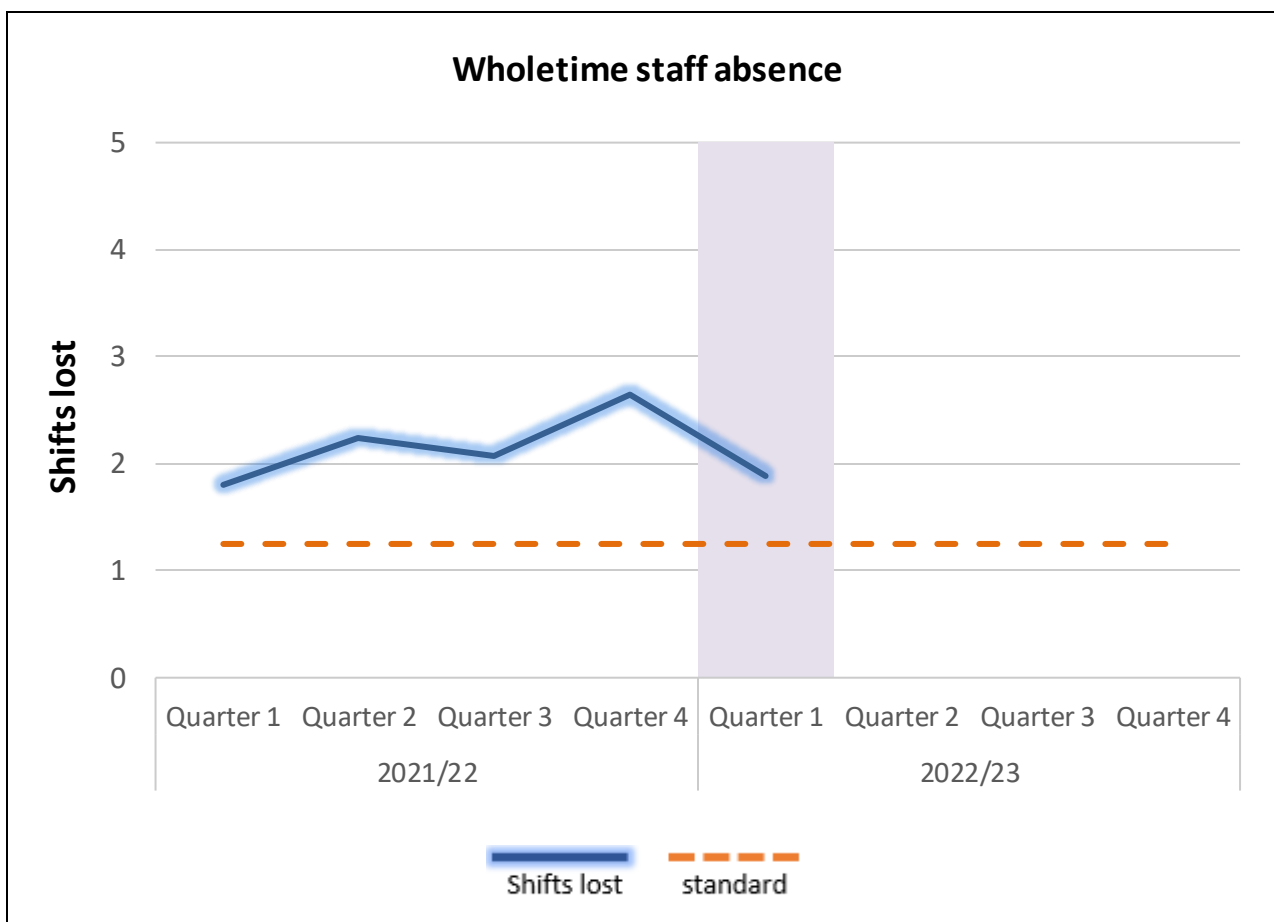


Cumulative shifts lost  
**1.885**

The cumulative number of shifts (days) lost due to sickness for all wholetime staff divided by the total average strength.

**Annual Standard: Not more than 5 shifts lost.**

(Represented on the chart as annual shifts lost ÷ 4 quarters = 1.25)



Cumulative total number of shifts lost:

**1.885**

### 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 1.

### Analysis

During quarter one April – June 2022, absence statistics show Whole-time personnel absence above target for the quarter.

1,193 Wholetime absence shifts lost = 1.88 against a target of 1.25

There were 2 cases of long-term absence which span over the total of the 3 months; the reasons being:

- Mental health – Work Related Stress – 1 case
- Gastro-intestinal (abdominal pain, vomiting, diarrhoea) – 1 case

There were 26 other cases of long-term absence also recorded within the 3 months:

Reason	Case/s	Reason	Case/s
Hospital/Post Operative	5	Respiratory – Cold/Cough/Influenza	2
Musculo Skeletal – Lower Limb	4	Headache/Migraine/Neurological	1
Mental Health – Stress	3	Musculo Skeletal – Shoulder	1
Musculo Skeletal – Other/ Unable to define	3	Musculo Skeletal – Upper Limb	1
Covid 19 Coronavirus	2	Musculo Skeletal – Back	1
Heart, Cardiac & Circulatory problems	2	Cause Known, but not specified	1

### 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.

**1.2.2 Staff Absence On-Call (OC)**

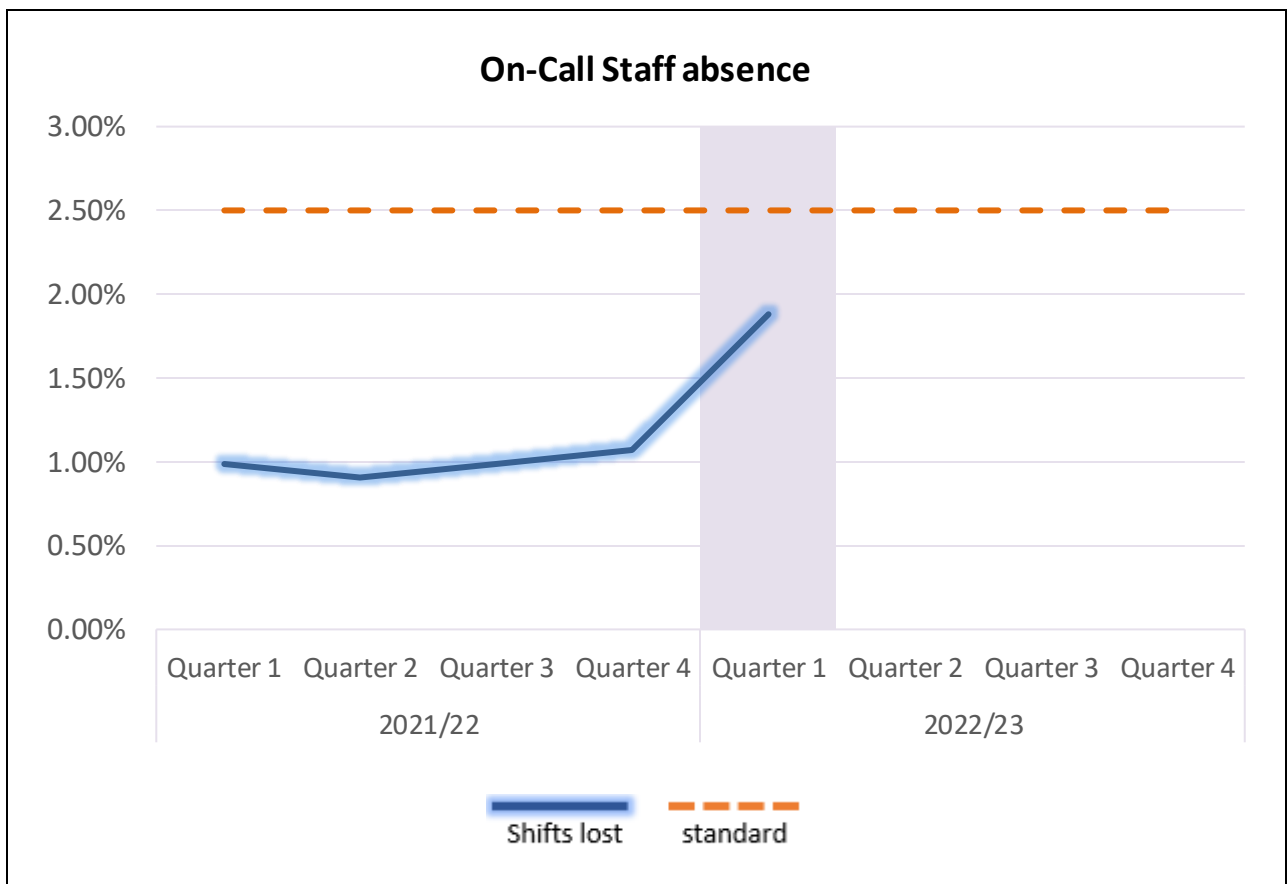


Cumulative Absence  
**1.88%**

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.

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

Cumulative On-Call absence, as a percentage of available hours of cover at end of the quarter, 1.88%.



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

**1.88%**

1.2.3 Staff Absence Greenbook



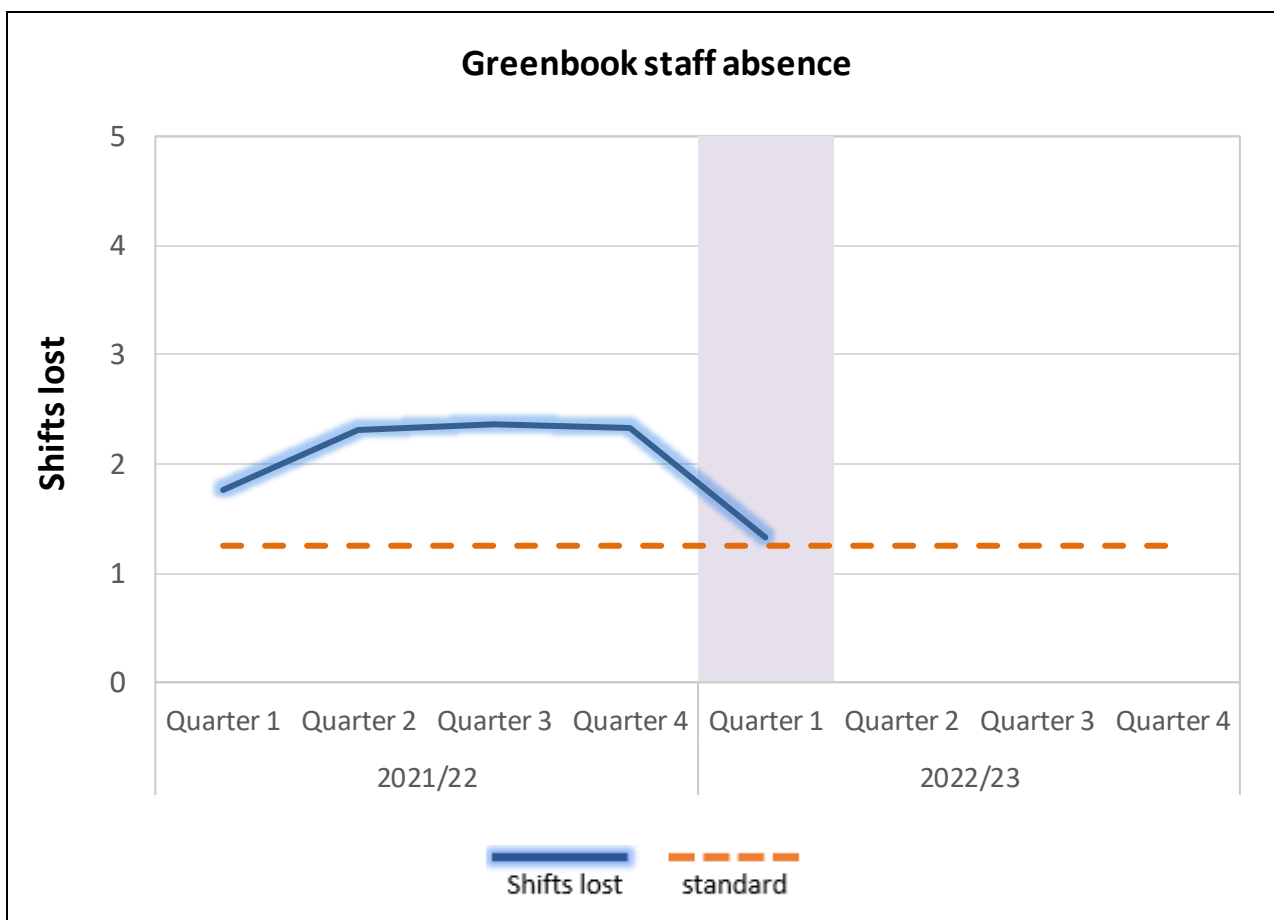
Cumulative shifts lost

**1.326**

The cumulative number of shifts (days) lost due to sickness for all Greenbook support staff divided by the average strength.

**Annual Standard: Not more than 5 shifts lost.**

(Represented on the chart as annual shifts lost ÷ 4 quarters = 1.25)



Cumulative total number of shifts lost:

**1.326**



### 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 1.

### Analysis

During quarter one April – June 2022, absence statistics show non-uniformed personnel absence above target for the quarter.

309 non-uniformed absence shifts lost = 1.33 against a target of 1.25

There was 1 case of long-term absence which span over the total of the 3 months; the reason being:

- Cardiovascular – 1 case

There were 4 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s
Mental Health – Stress	2
Headache/Migraine/Neurological	1

Reason	Case/s
Hospital/Post Operative	1

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

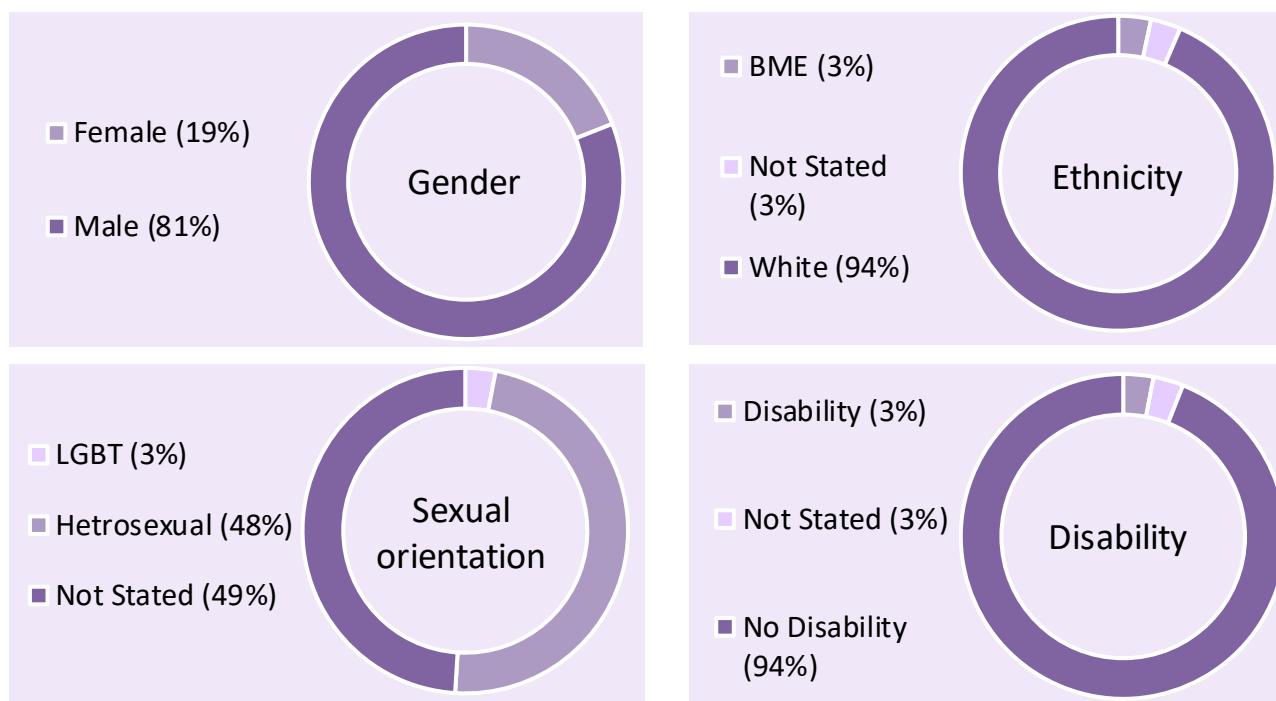
### 1.3.1 Workforce Diversity



Diversity Percentage  
(Refer to charts)

Workforce diversity as a percentage: Performance measure of how representative our staff are of our communities, to monitor equality and diversity within Lancashire Fire and Rescue Service.

Combined diversity percentage of Grey book operational and Green book support staff.



Diversity percentage by Grey book operational staff and Green book support staff. Counts will include double counts if dual contract between Grey and Green book.

		Grey book	Green book
Gender	Female	8%	60%
	Male	92%	40%
Ethnicity	BME	3%	6%
	Not stated	2%	7%
	White	95%	87%
Sexual orientation	LGBT	4%	2%
	Heterosexual	47%	51%
	Not stated	49%	47%
Disability	Disability	3%	4%
	No disability	95%	88%
	Not stated	2%	8%

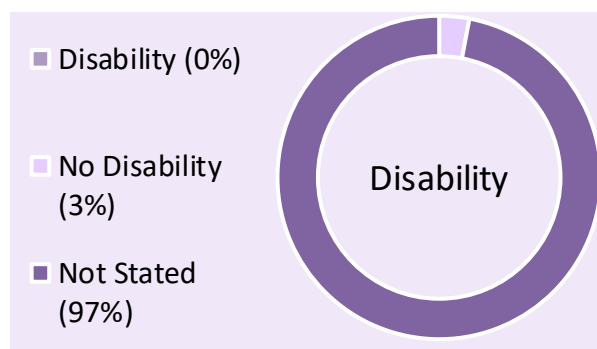
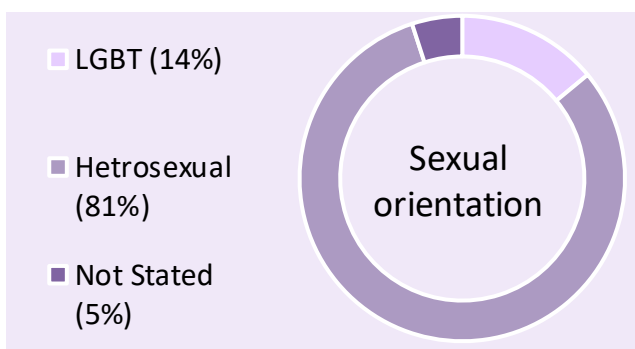
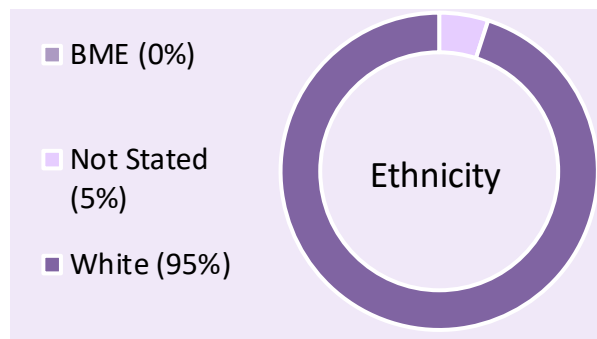
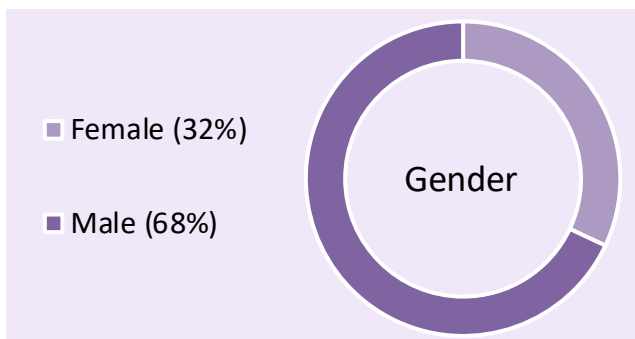
### 1.3.2 Workforce Diversity Recruited



Diversity Percentage  
 (Refer to charts)

Workforce diversity recruited as a percentage: Performance measure of our success in recruiting a diverse workforce to monitor equality and diversity within Lancashire Fire and Rescue Service.

Combined diversity percentage of Grey book operational staff and Green book support staff.



No further breakdown is provided to prevent the possible identification of individuals due to the small numbers of recruits during certain periods.

1.4 Staff Accidents



Activity  
**8**

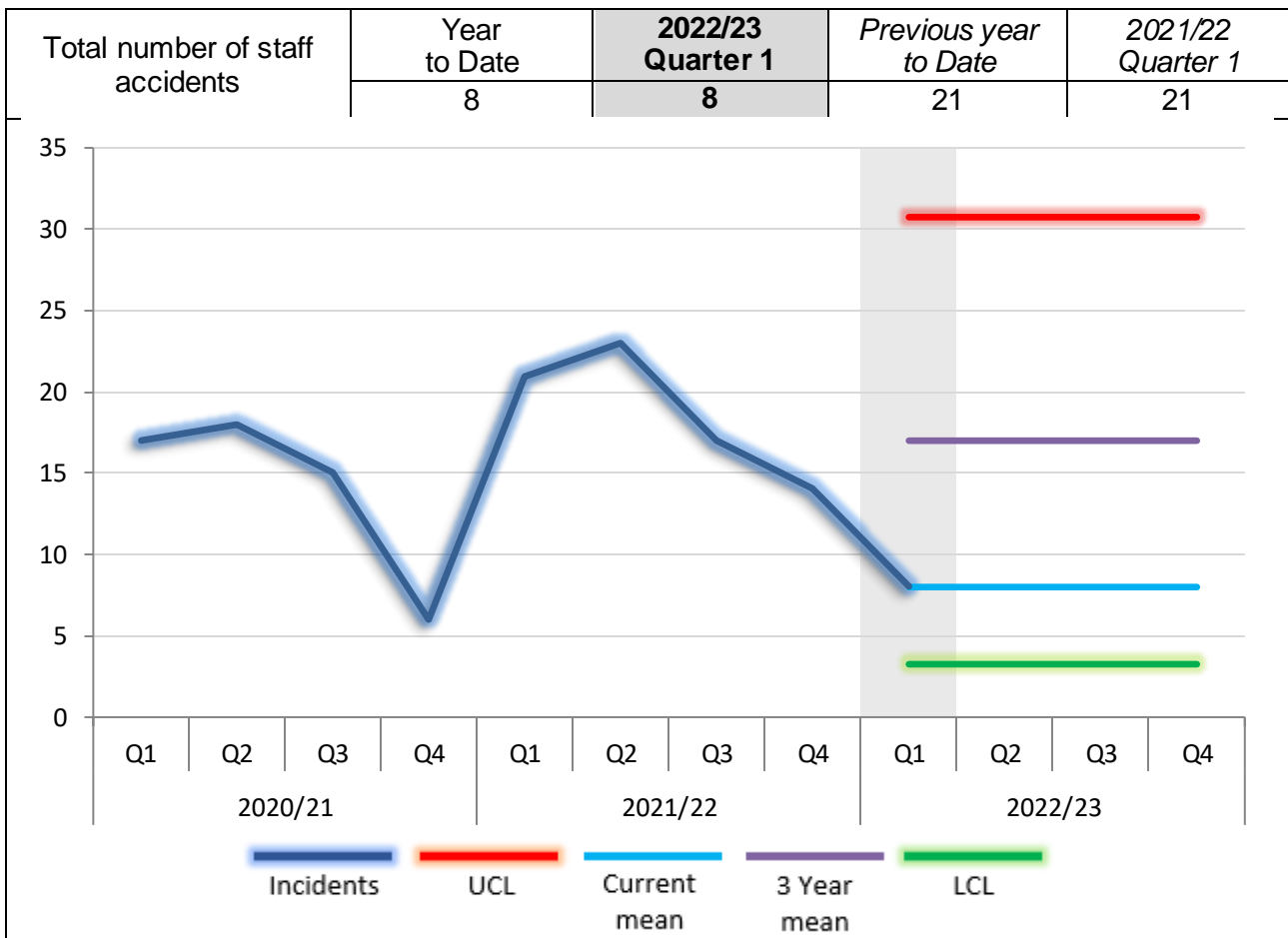
This KPI details the numbers of accidents which have occurred to LFRS staff members at work within the quarter: Wholetime, On-Call and Greenbook.

As part of our Health and Safety Management System we report and investigate all accidents which occur within Lancashire Fire and Rescue Service (LFRS) to identify any learning opportunities which can contribute to improving our safety culture within Service.

As the body ultimately responsible for health and safety performance, this KPI enables Fire Authority members to view LFRS progress on managing health and safety risks within LFRS.

An improvement is shown if the average number of staff accidents per quarter within the control limits.

**Quarterly activity decreased 61.90% over the same quarter of the previous year.**



## 2.1 Risk Map

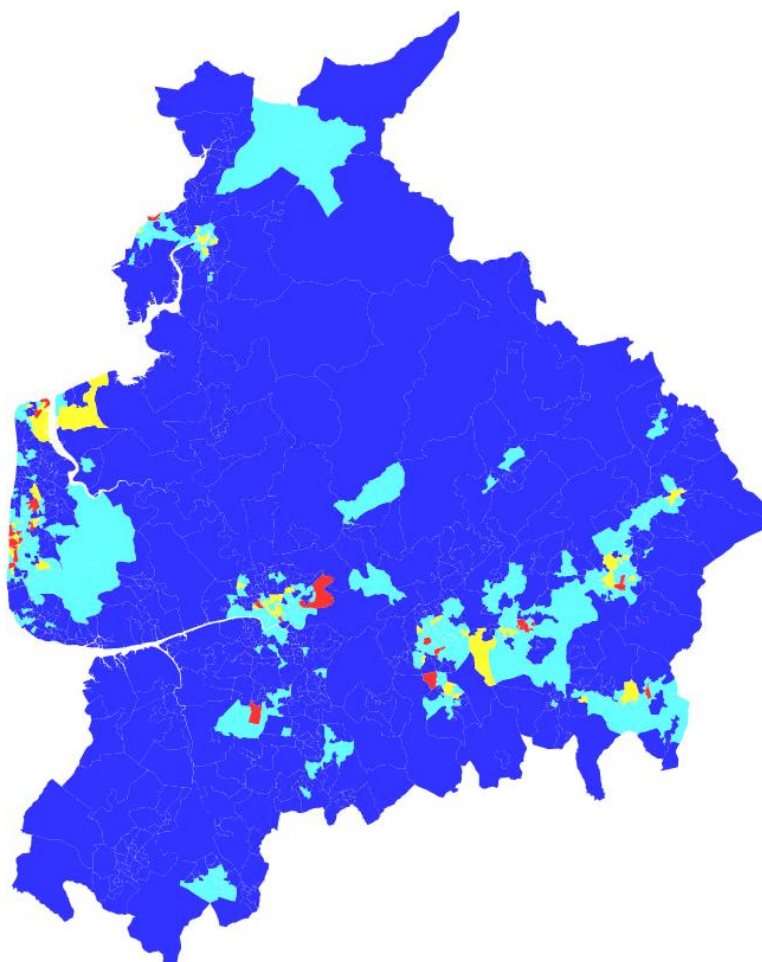


Risk Score  
**31,576**

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.

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



The County risk map score is updated annually, before the end of the first quarter.

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

An improvement is shown by a year-on-year decreasing 'Overall Risk Score' value.

The inset table below shows the latest count of risk areas against the previous year, along with the overall risk score compared to the previous year.

2022 score: **31,576**

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
<b>2022 count</b>	<b>25</b>	<b>47</b>	<b>333</b>	<b>536</b>	<b>31,576</b>
<i>2021 count</i>	21	61	338	521	31,862
Direction / % Change	▲ 19%	▼ 23%	▼ 1%	▲ 3%	▼ 1%

## 2.2 Overall Activity

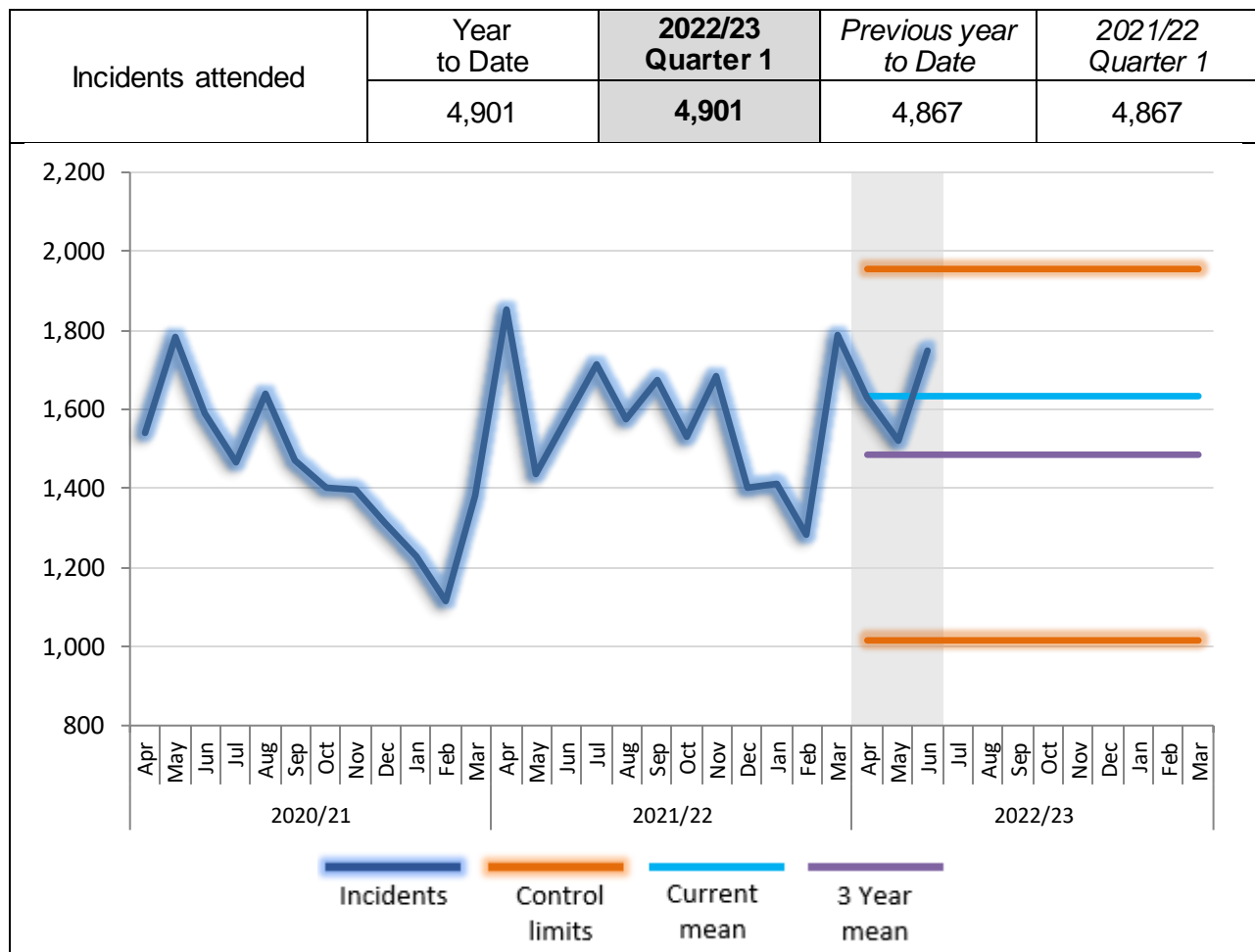


Quarter Activity  
**4,901**

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 are shown on the following page.

**Quarterly activity increased 0.70% over the same quarter of the previous year.**



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
1,634	1,485	1,578	1,445	1,433

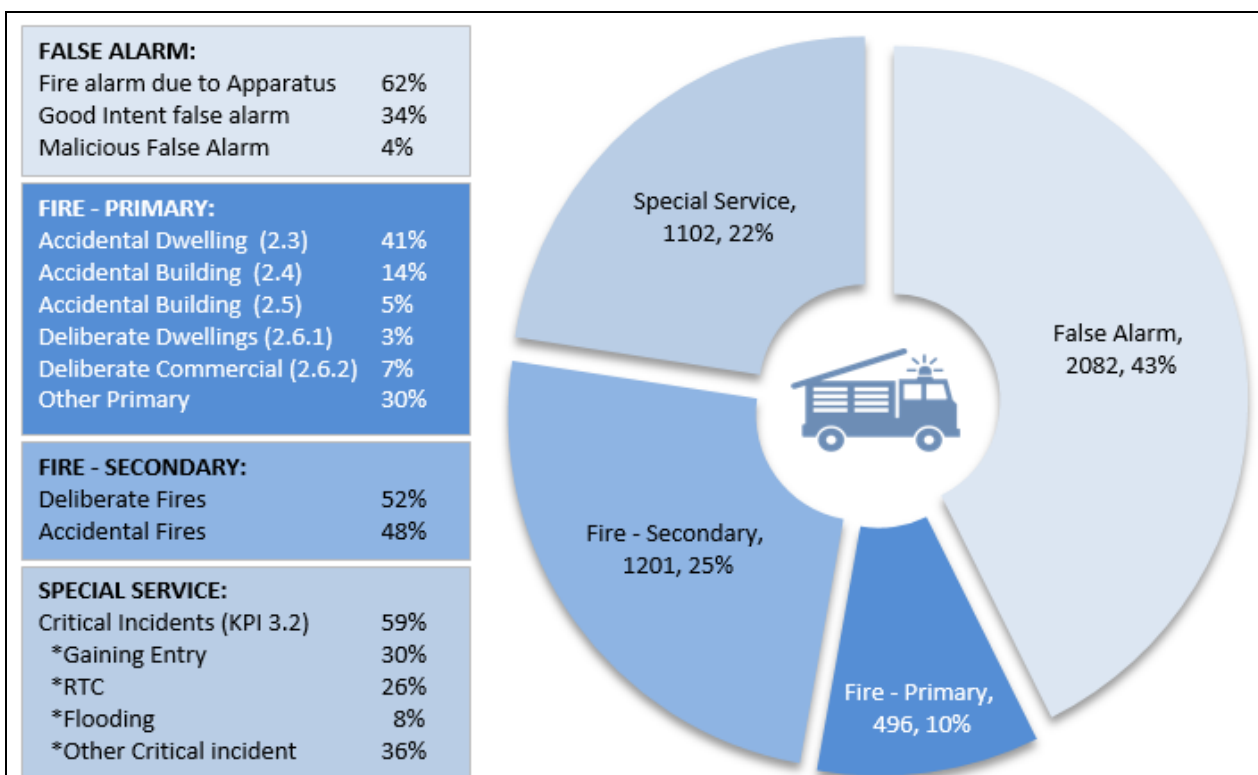
## 2.2 Overall Activity Breakdown



Quarter Activity  
**4,901**

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 2.2 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.



Fires yet to be classified, along with chimney fires, contribute a small proportion of incidents (<1%) and are not shown on the chart breakdown.

	FALSE ALARM incidents make up 43% of activity, with 62% being Fire alarm due to Apparatus incidents. On 1 <sup>st</sup> April 2022 a revised false alarm policy was introduced to help reduce the number of AFA's. Since that time there has been a 40% reduction within property types covered by the policy change.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 41% and are shown later in the report within KPI 2.3. Accidental Building Fires are split between commercial (KPI 2.4) and non-commercial premises (KPI 2.5).
	SECONDARY FIRE incidents typically have a deliberate cause. These mainly involve loose refuse; however, accidental fires increased during the ongoing Covid pandemic, and currently account for 48%. These are recorded as having an accidental or unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, such as: Gaining entry to a property on behalf of the Ambulance Service accounted for 30% and Road Traffic Collisions (RTC) 26%. <i>*Subset of critical special service incidents (KPI 3.2).</i>

## 2.3 Accidental Dwelling Fires

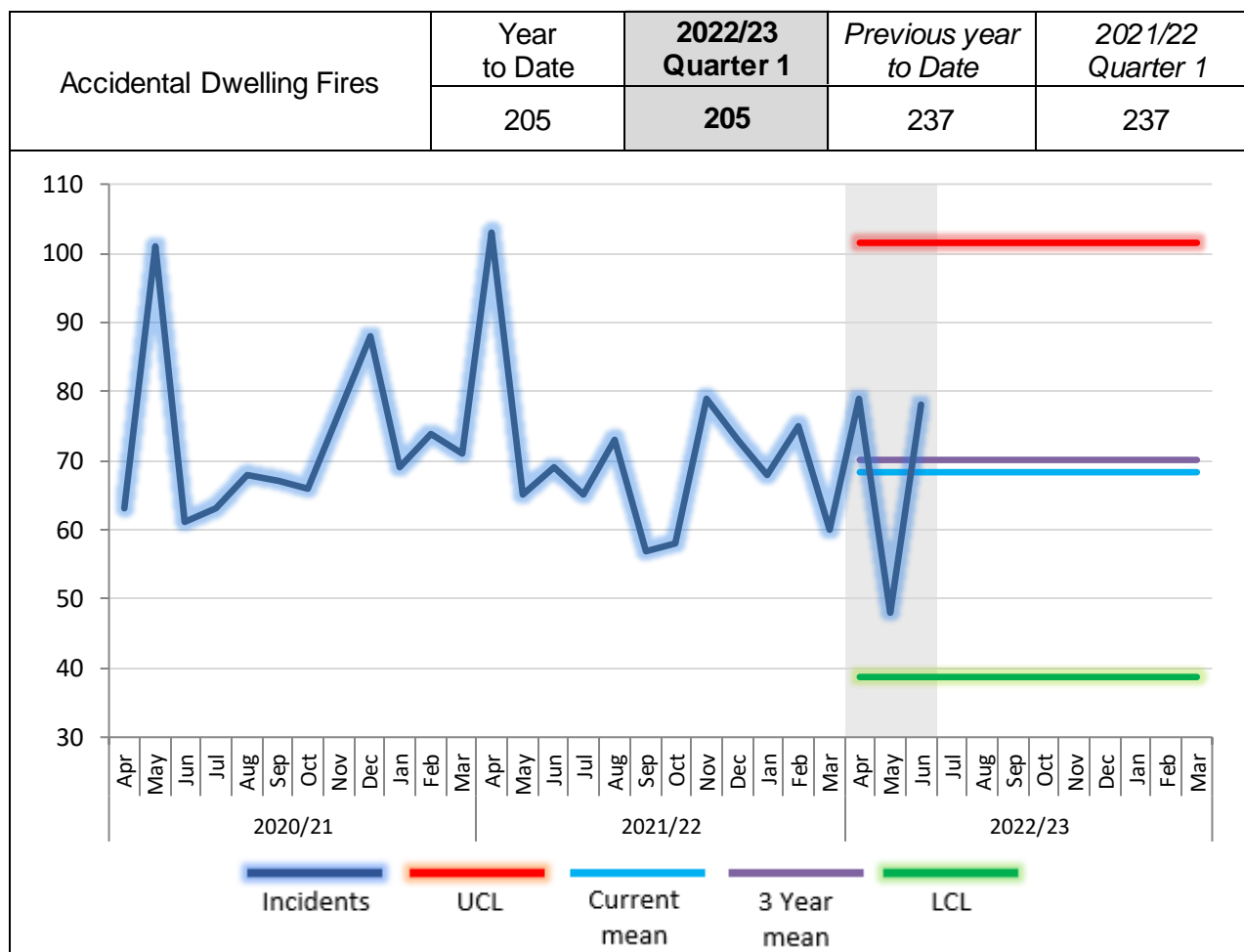


Quarter Activity  
**205**

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 pumping appliances.

**Quarterly activity decreased 13.5% over the same quarter of the previous year.**



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
68	70	72	68	68



2.3.1 ADF – Harm to people: Casualties



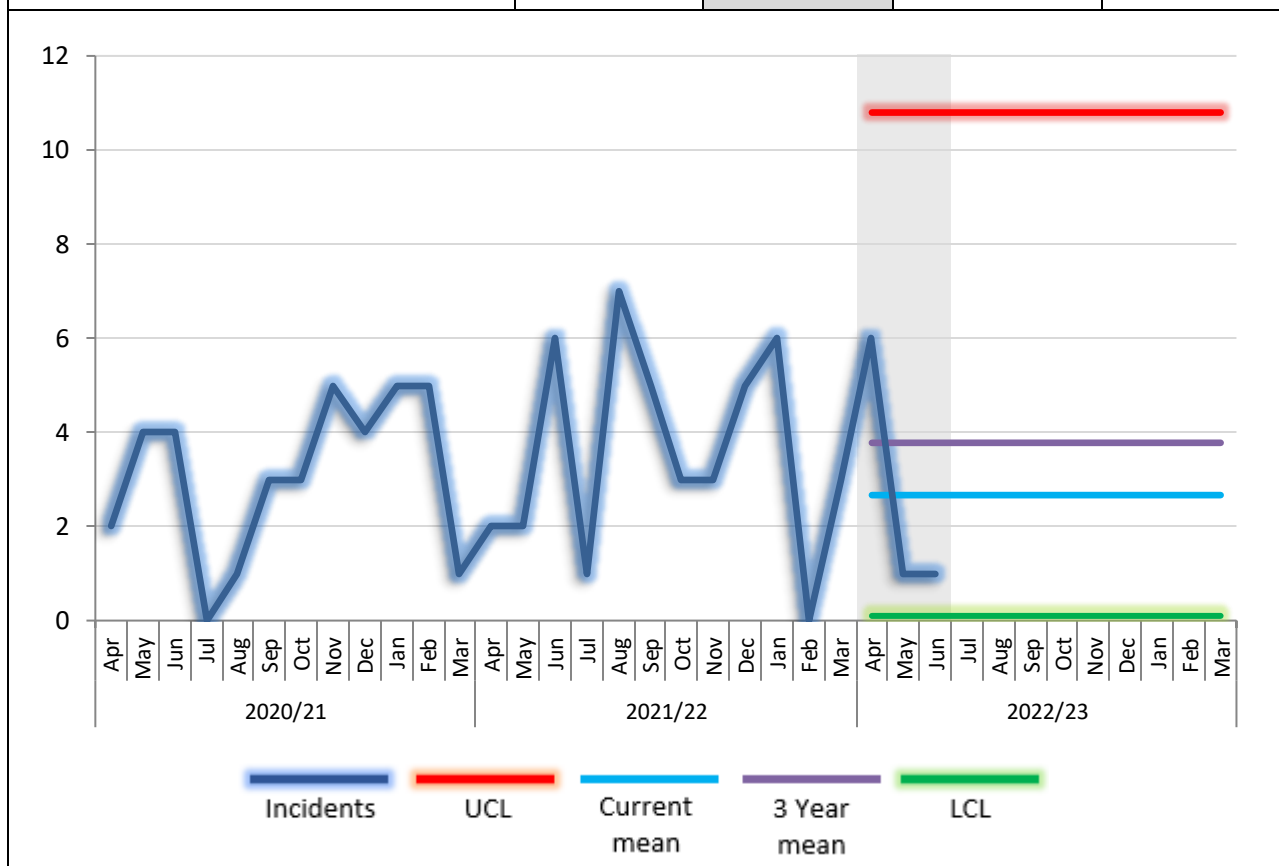
Quarter Activity  
8

ADF criteria as 2.3. 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.

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

Casualty Status	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
Fatal	2	2	1	1
Injuries appear Serious	4	4	3	3
Injuries appear Slight	2	2	6	6
Total	8	8	10	10



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
3	4	4	3	5

### 2.3.2 ADF – Harm to property: Extent of damage (fire severity)



Quarter Percentage  
**84%**

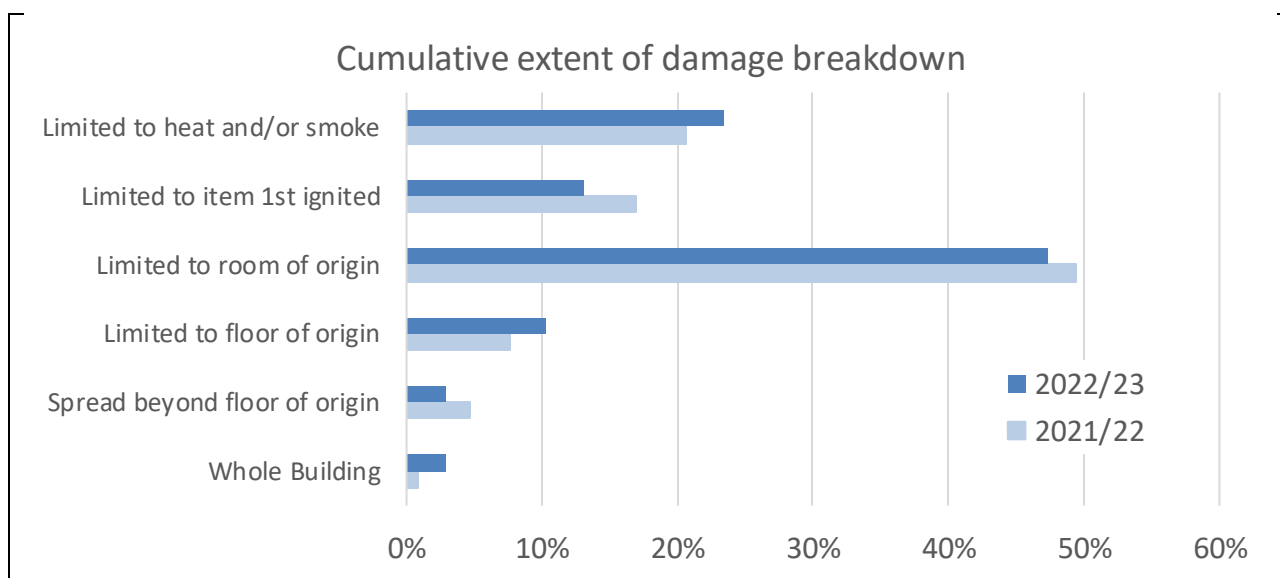
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at accidental dwelling fires, with a direction indicator comparing the current quarter to the same quarter of the previous year.

An improvement is shown if the combined percentage of fires is limited to heat and/or smoke damage only, the item 1<sup>st</sup> ignited or to the room of origin, is lower than the comparable quarter of the previous year.

**Combined quarterly percentage decreased 3.0% over the same quarter of the previous year.**

Fire severity	2022/23				↑/↓	2021/22			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Limited to heat and/or smoke	23%	-	-	-	↑	21%	30%	21%	23%
Limited to item 1st ignited	13%	-	-	-	↓	17%	17%	15%	16%
Limited to room of origin	47%	-	-	-	↓	49%	41%	50%	51%
Limited to floor of origin	10%	-	-	-	↑	8%	9%	10%	8%
Spread beyond floor of origin	3%	-	-	-	↓	5%	3%	3%	2%
Whole Building	3%	-	-	-	↑	1%	1%	0%	0%
<b>Combined percentage</b>	<b>84%</b>	-	-	-	↓	<b>87%</b>	<b>87%</b>	<b>87%</b>	<b>90%</b>



## 2.4 Accidental Building Fires (Commercial Premises)

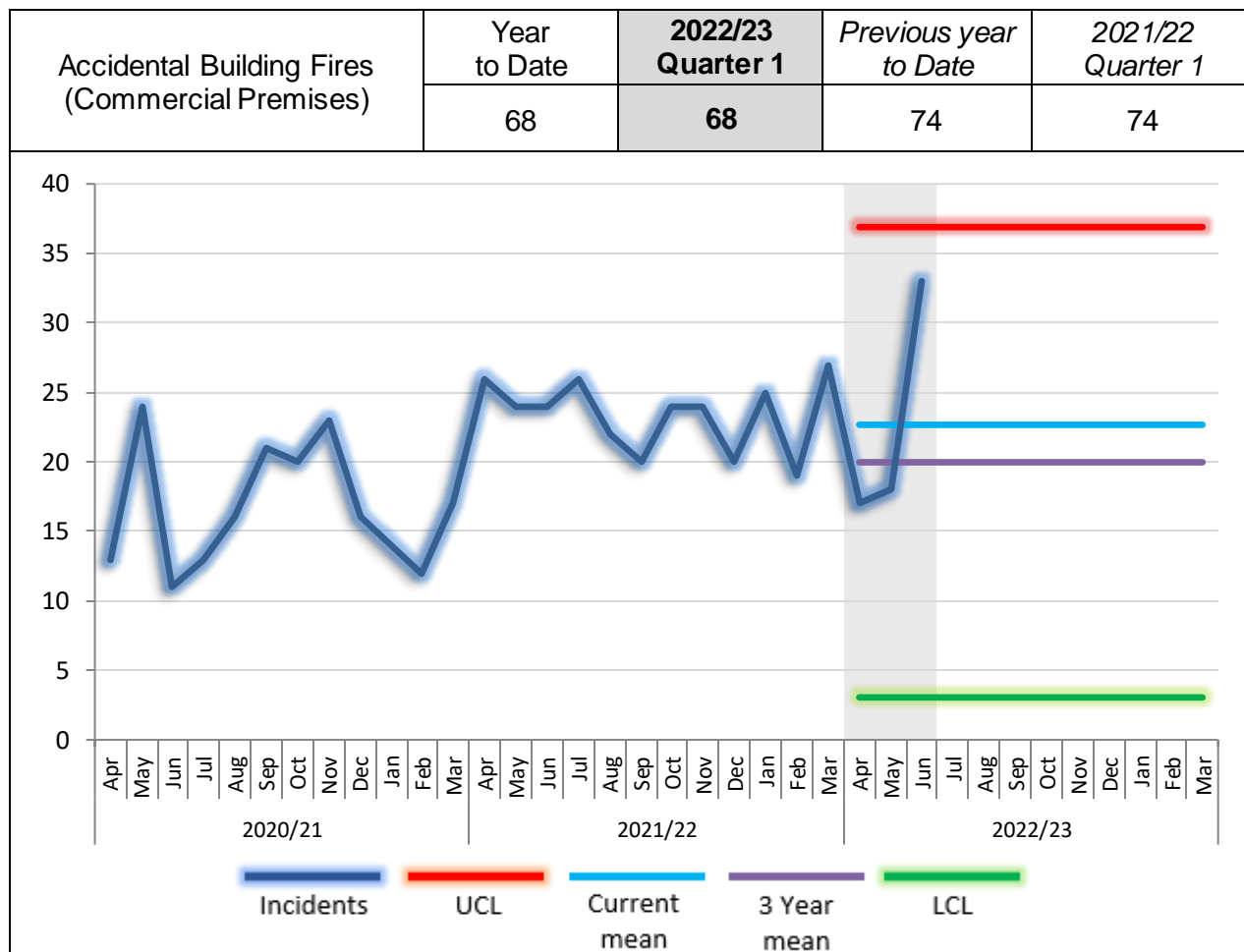


Quarter Activity  
**68**

The number of primary fires where a building has been affected, which is other than a dwelling or a private building associated with a dwelling, 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 pumping appliances.

**Quarterly activity decreased 8.11% over the same quarter of the previous year.**



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
23	20	23	17	20

2.4.1 ABF (Commercial Premises) – Harm to property: Extent of damage (fire severity)



Quarter Activity  
**67%**

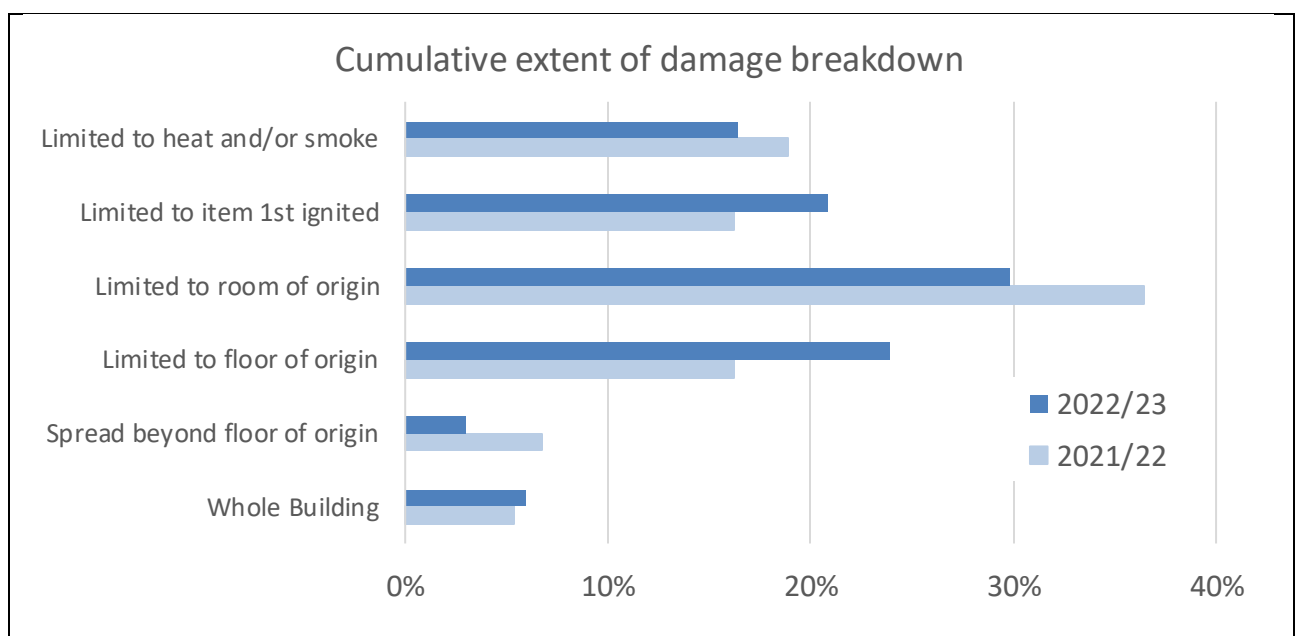
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at accidental building fires, with a direction indicator comparing the current quarter to the same quarter of the previous year.

An improvement is shown if the combined percentage of fires is limited to heat and/or smoke damage only, the item 1<sup>st</sup> ignited or to the room of origin, is lower than the comparable quarter of the previous year.

**Quarterly activity decreased 4.5% over the same quarter of the previous year.**

Fire severity	2022/23				↑/↓	2021/22			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Limited to heat and/or smoke	16%				↓	19%	28%	19%	24%
Limited to item 1st ignited	21%				↑	16%	13%	15%	20%
Limited to room of origin	30%				↓	36%	35%	38%	31%
Limited to floor of origin	24%				↑	16%	13%	15%	11%
Spread beyond floor of origin	3%				↓	7%	4%	1%	6%
Whole Building	6%				↑	5%	6%	12%	8%
Combined percentage	67%				↓	72%	76%	72%	75%



2.5 Accidental Building Fires (Non-Commercial Premises)

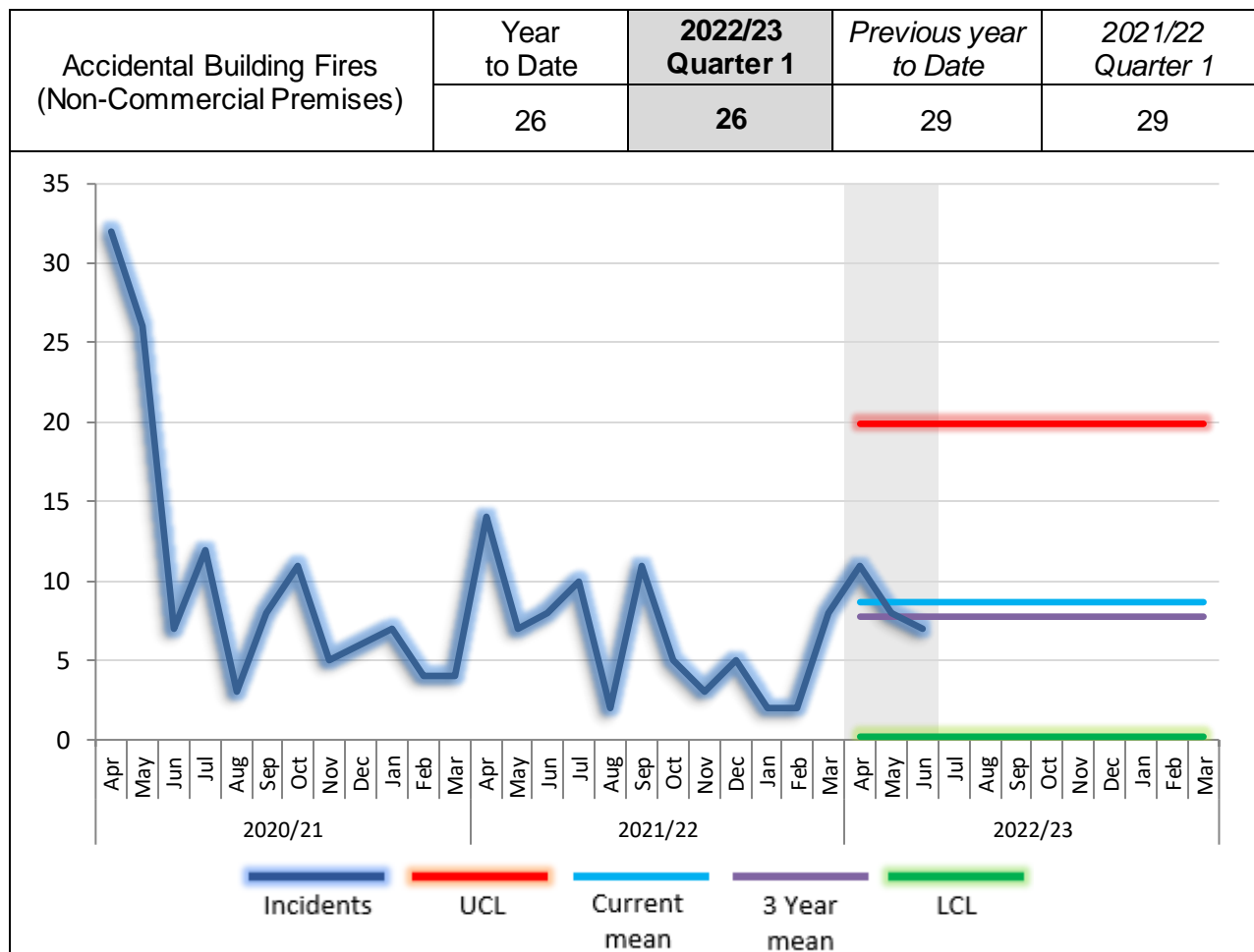


Quarter Activity  
26

The number of primary fires where a private garage, private shed, private greenhouse, private summerhouse, or other private non-residential building 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 pumping appliances.

Quarterly activity decreased 10.34% over the same quarter of the previous year.



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
9	8	6	11	6

**2.5.1 ABF (Non-Commercial Premises: Private Garages and Sheds) – Harm to property: Extent of damage (fire severity)**



Quarter Activity  
**20%**

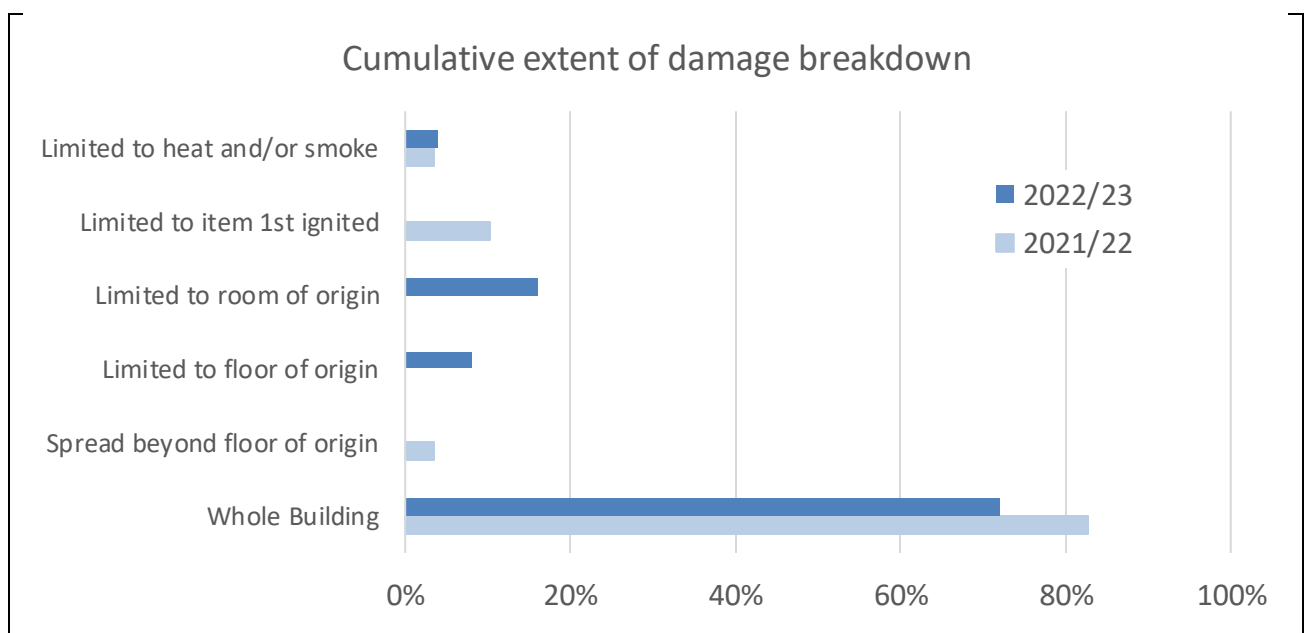
ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at accidental building fires, with a direction indicator comparing the current quarter to the same quarter of the previous year.

An improvement is shown if the combined percentage of fires is limited to heat and/or smoke damage only, the item 1<sup>st</sup> ignited or to the room of origin, is lower than the comparable quarter of the previous year.

**Quarterly activity increased 6.2% over the same quarter of the previous year.**

Fire severity	2022/23				↑/↓	2021/22			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Limited to heat and/or smoke	4%	-	-	-	↑	3%	4%	8%	8%
Limited to item 1st ignited	0%	-	-	-	↓	10%	17%	0%	17%
Limited to room of origin	16%	-	-	-	↑	0%	9%	15%	0%
Limited to floor of origin	8%	-	-	-	↑	0%	13%	0%	17%
Spread beyond floor of origin	0%	-	-	-	↓	3%	0%	0%	8%
Whole Building	72%	-	-	-	↓	83%	57%	77%	50%
Combined percentage	20%	-	-	-	↑	14%	30%	23%	25%



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

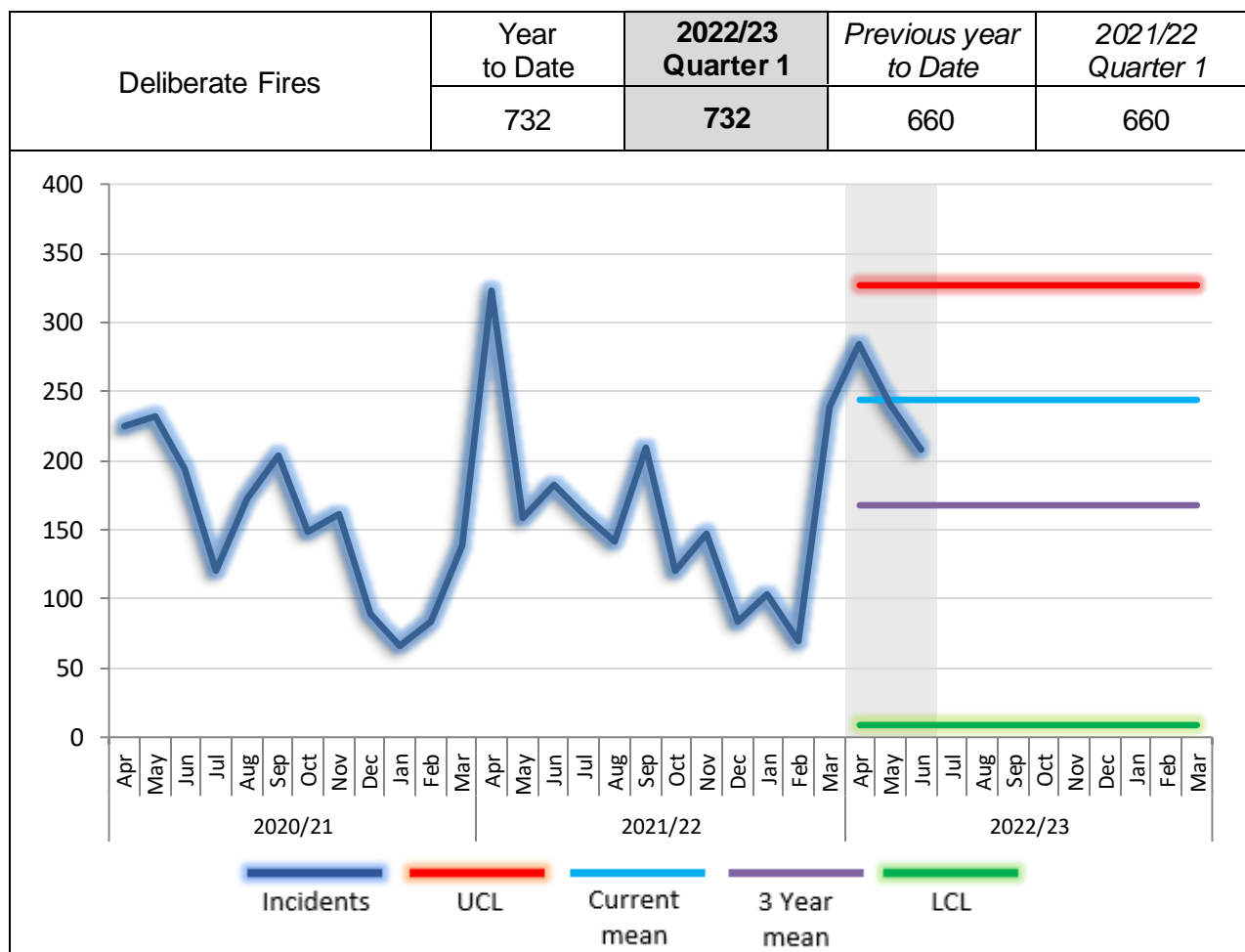


Quarter Activity  
**732**

The number of primary and secondary fires where the cause of fire has been recorded as deliberate.

This is an overall total measure of deliberate dwelling, commercial premises, and other fires, which are further reported within their respective KPI's.

**Quarterly activity increased 10.91% over the same quarter of the previous year.**



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
244	168	161	153	189

**2.6.1 Deliberate Fires – Dwellings**

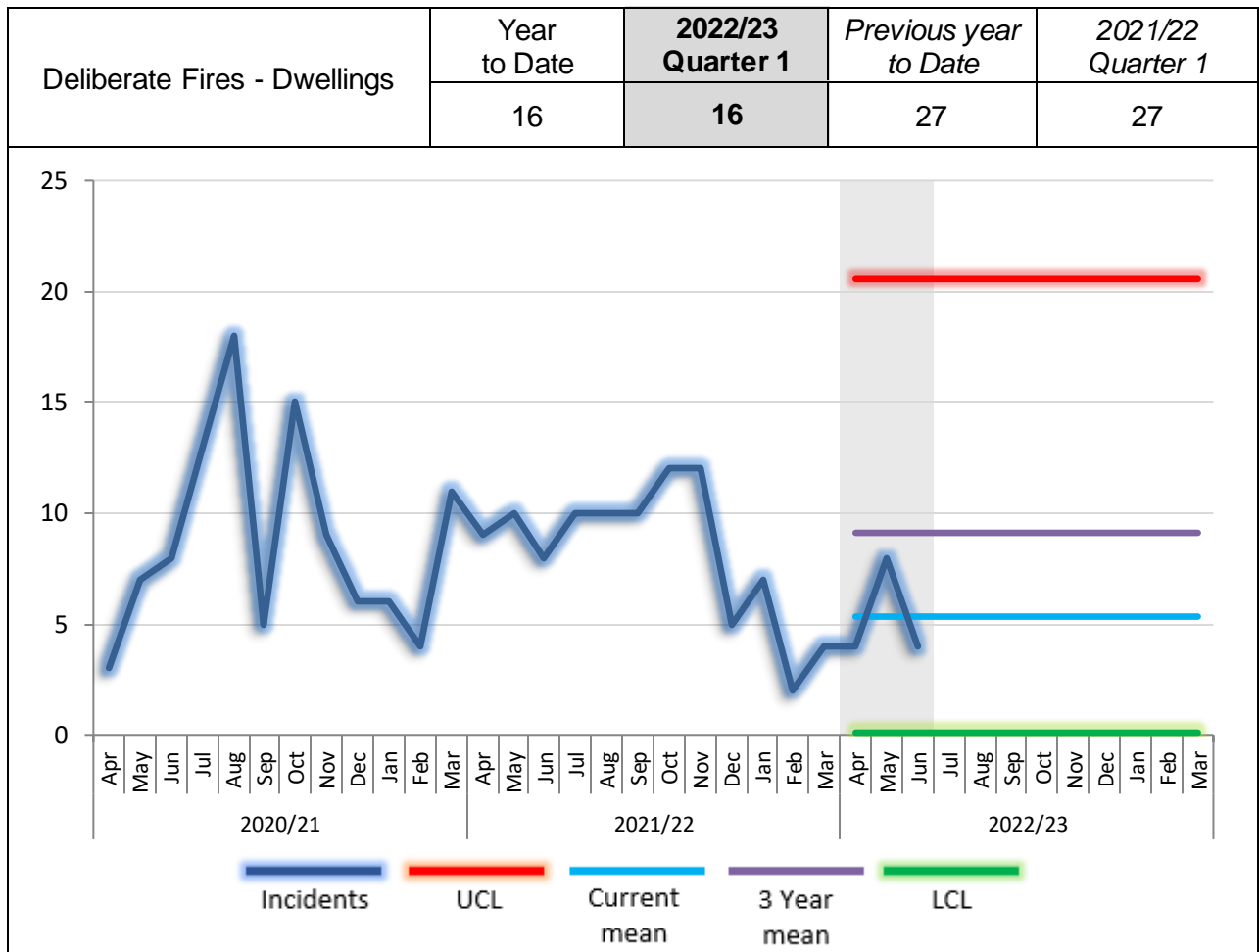


Quarter Activity  
**16**

The number of primary fires where a dwelling has been affected and the cause of fire has been recorded as deliberate.

A primary fire is one involving property (excluding derelict property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

**Quarterly activity decreased 40.74% over the same quarter of the previous year.**



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
5	9	9	9	10



**2.6.2 Deliberate Fires – Commercial Premises**

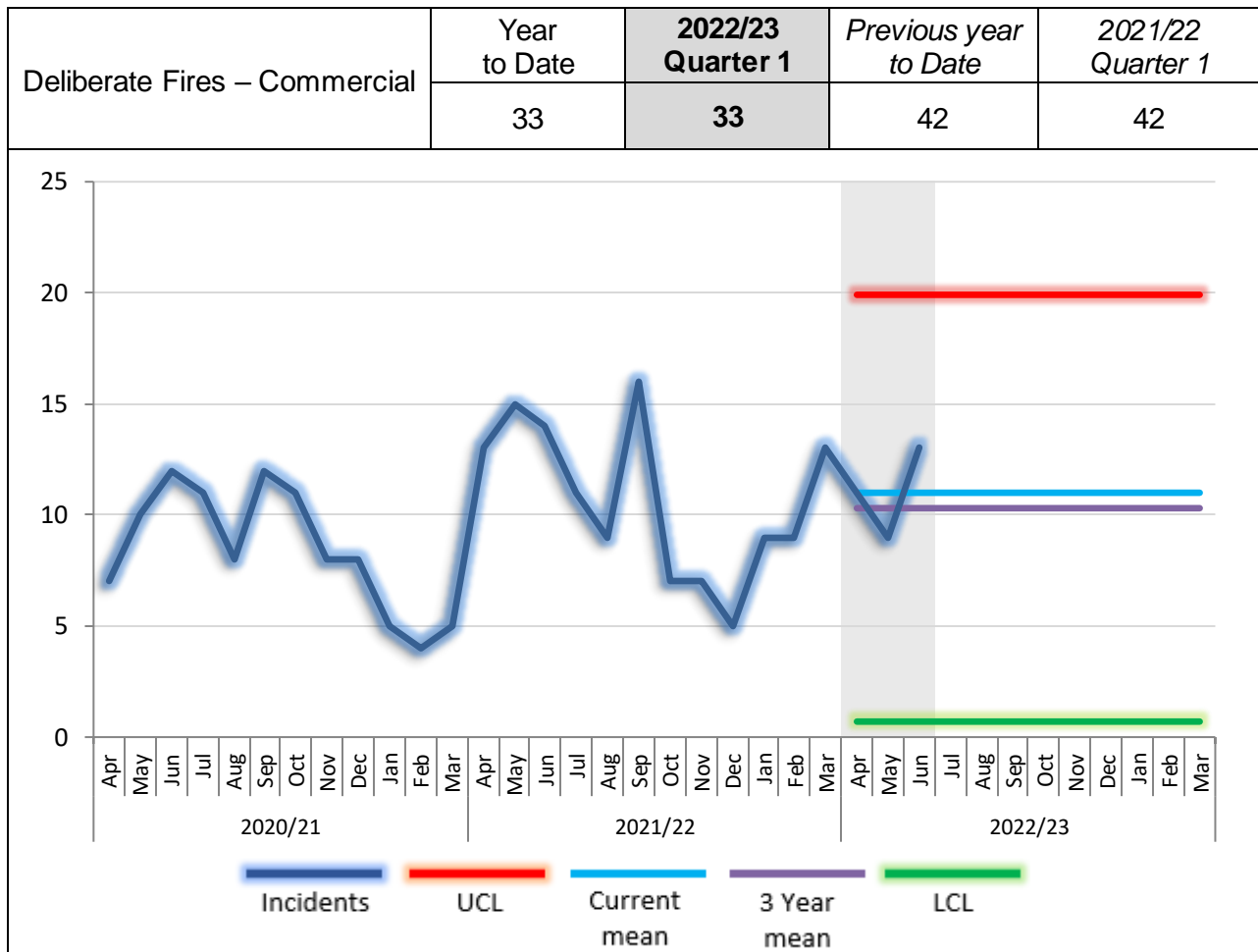


Quarter Activity  
**33**

The number of primary fires where the property type is a building, which is other than a dwelling or a private building associated with a dwelling, and the cause of fire has been recorded as deliberate.

A primary fire is one involving property (excluding derelict property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

**Quarterly activity decreased 21.43% over the same quarter of the previous year.**



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
11	10	11	8	12

**2.6.3 Deliberate Fires – Other (Rubbish, grassland, vehicles etc.)**



Quarter Activity  
**683**

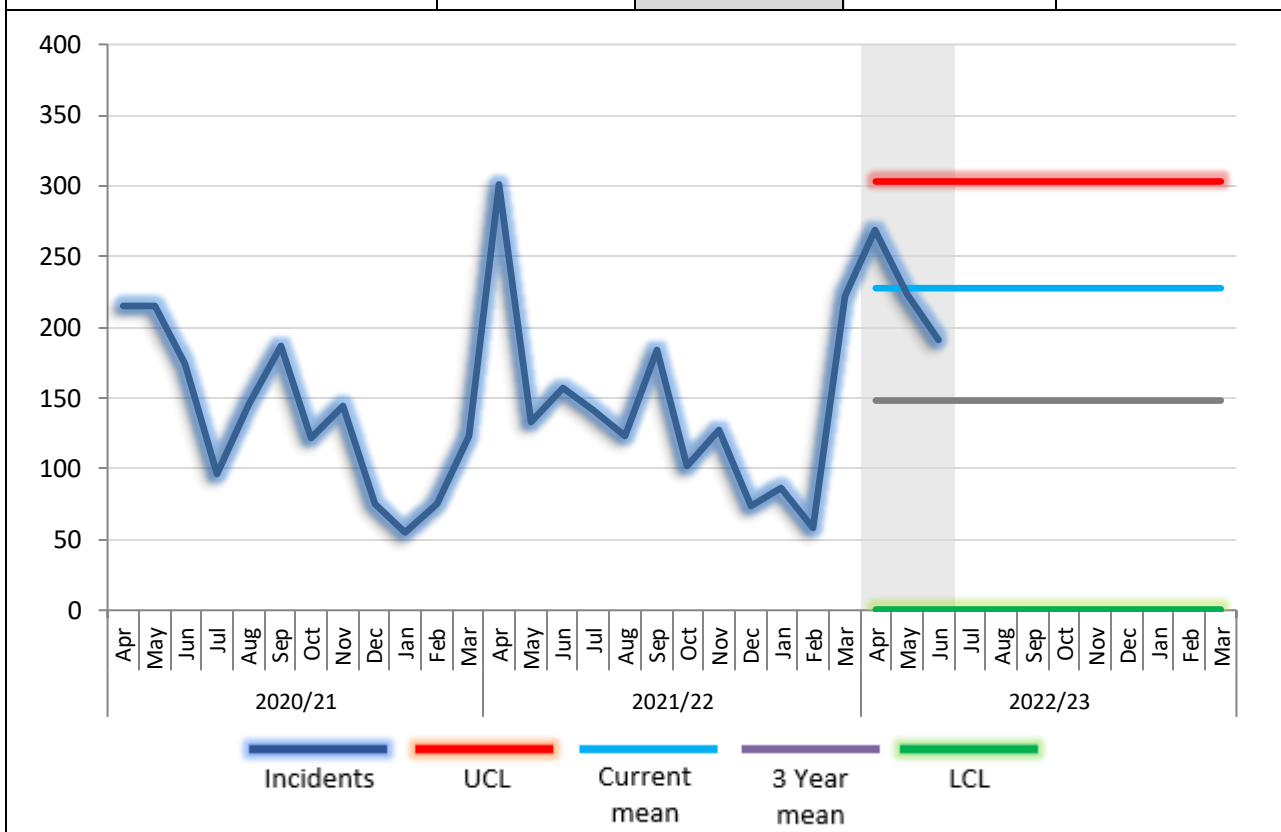
The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

The majority of deliberate fires are outdoor secondary fires and include grassland and refuse fires. Derelict vehicle fires are also included under secondary fires.

Primary fires are when the incident involves casualties or rescues, property loss or 5 or more pumping appliances attend the incident, and can include large scale moorland fires or vehicle fires which are not derelict.

**Quarterly activity increased 15.57% over the same quarter of the previous year.**

Deliberate Fires – Other	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
		683	<b>683</b>	591



Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
228	149	143	136	167

## 2.7 Home Fire Safety Checks (HFSC)



Quarter Activity  
**58%**

The percentage of completed HFSC's, excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.

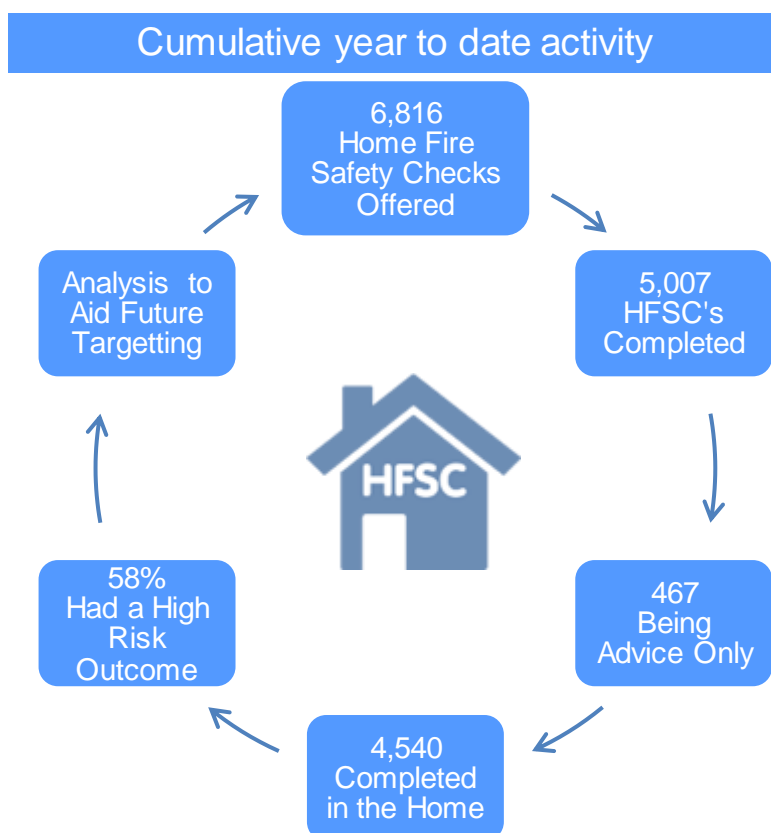
An improvement is shown if:

- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

**Quarterly activity increased 37.2% over the same quarter of the previous year.**

**High risk outcomes decreased 8.0% over the same quarter of the previous year.**

	2022/23		↑/↓	2021/22	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Q 1	<b>5,007</b>	<b>58%</b>	↑/↓	3,650	66%
Q 2			-	3,940	68%
Q 3			-	5,015	62%
Q 4			-	5,033	60%



2.8 Numbers of prevention activities such as:  
Childsafe, wasted lives etc.



Activity	Description	Targets for delivery	Data for quarter 1 22/23
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils Due to Covid offer to all year 3 in 2021/22 academic year	172 sessions delivered to 5354 attendees
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	88 sessions delivered to 3171 attendees
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	9 sessions delivered to 123 pupils
Wasted Lives	Pre Driver information session in workshop or assembly format. Aimed at Year 10 or Year 11 in high school (key stage 4)	Increase delivery aligned to district risk in the academic year 22/23	9 sessions delivered to 871 pupils
Biker Down	3 hour course aimed at Powered 2 Wheel riders covering incident management, first aid and the science of being seen	Deliver a minimum of 12 sessions per year	7 sessions 95 attendees
FIRES	Fire setting intervention delivered to 4-17 year olds. Referrals made by anyone who might work or support the family of a child who is setting fires	Deliver an intervention to all referrals	48 completed referrals
Partner Training (including care providers)	LFRS deliver a 'train the trainer' package to organisations/agencies within health and social care. There are currently 190 preferred partners and 73 standard partners registered with LFRS. Partnerships are reviewed and RAG rated quarterly	Increase the number of partners rated green on the RAG report and continue to review partnerships and provide training	18 organisations/ agencies 285 people
Specific education sessions such as Water Safety & Bright Sparx	Education package delivered either virtually or in person to educate about Water Safety, Anti-Social Behaviour (ASB), deliberate fire setting etc. Covers key stages 2,3 and 4	Increase delivery	First quarter saw delivery of Water Safety, ASB and grass fires. 11 sessions were delivered to 2050 young people
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	196

## 2.9 Fire Safety Activity (including Business Fire Safety Checks)



Quarter Activity  
5%

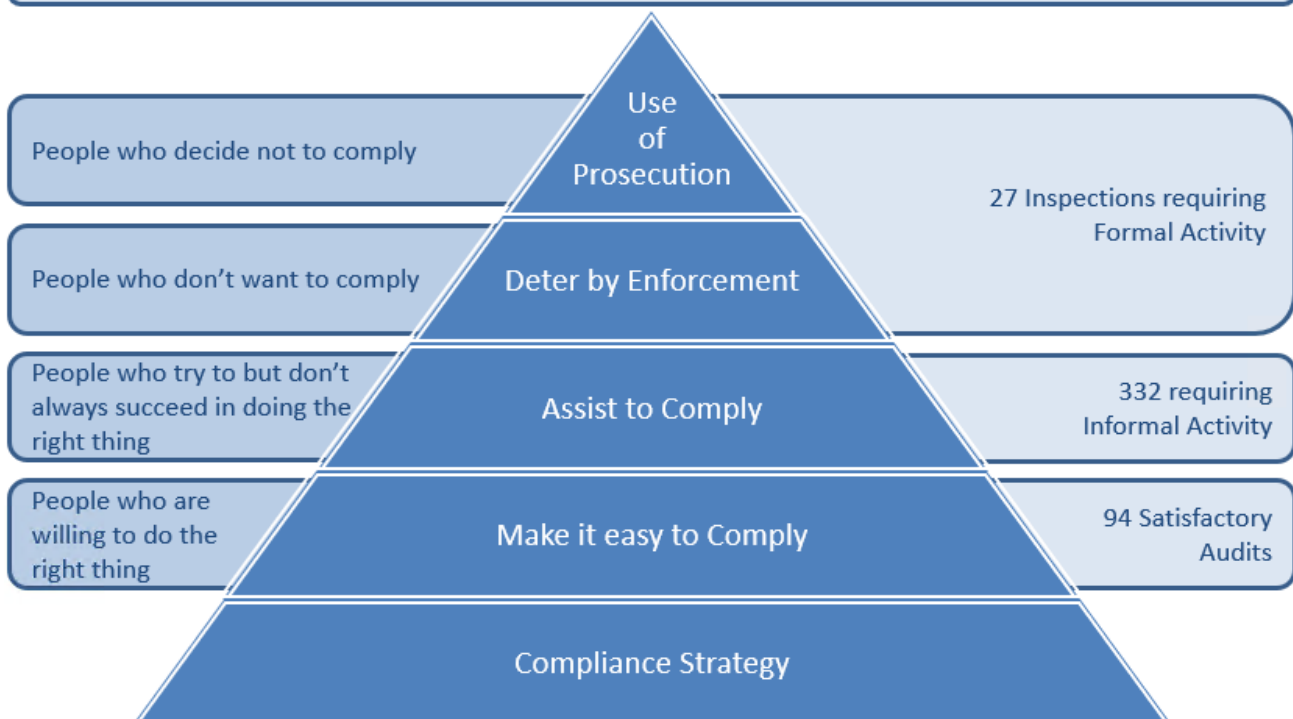
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more 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 1 recorded a decrease of 2% against the same quarter of the previous year.**

Quarter	2022/23							↑/↓ Progress	2021/22	
	Fire Safety Enforcement Inspections	Requiring		Satisfactory Audit	Business Safety Advice	% Requiring			% Requiring	
		Formal Activity	Informal Activity			Formal Activity	Informal Activity		Formal Activity	Informal Activity
1	502	27	332	94	49	5%	66%	↓	7%	63%
2									6%	63%
3									6%	54%
4									7%	70%

502 Safety Inspections



2022/23	Cumulative Business Fire Safety Checks	229
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## 2.10 Building Regulation Consultations (BRC)



Building Regulations: If a business intends to carry out building work it must do so in accordance with the requirements of current Building Regulations.

There are two building control bodies that can be used, the Local Authority or an Approved Inspector.

These bodies are then responsible for ensuring compliance with building regulations which generally apply when:

- Erecting a new building
- Extending or altering an existing building
- Providing services and/or fittings in a building
- Altering the use of a building

Purpose of the consultation process: If the Regulatory Reform (Fire Safety) Order 2005 (FSO) applies to the premises, or will apply following the work, the building control body must consult with Lancashire Fire and Rescue Service (LFRS). LFRS then comments on Fire Safety Order requirements, and may also provide additional advice relevant to the building type which may exceed minimum requirements but, if adopted, would further enhance safety or resilience (e.g. use of sprinklers).

LFRS cannot enforce building regulations but can offer observations to the building control body regarding compliance if it is felt the proposals may not comply. In addition to securing a safe premises, an important outcome of the process is to ensure that the completed building meets the requirements of the FSO once occupied, so that no additional works are necessary. Reference: [LABC - Building Regulations And Fire Safety Procedural Guidance](#).

Building Regulation Consultations	2022/23			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Received	183 <sup>[1]</sup>			
Completed within timeframe <sup>[2]</sup>	103			

<sup>[1]</sup> Twenty two of these are still showing as incoming/pending awaiting further information.

<sup>[2]</sup> LFRS should make comments in writing within 15 working days of receiving a BRC.

### Actions to Improve

To comply with the NFCC Competency Framework for Fire Safety Regulators these consultations must be completed by Level 4 qualified Fire Safety Inspectors. It is the same inspectors who are required to complete the more complex audits required by the risk-based inspection program, consequently use of finite resources must be fully co-ordinated and balanced. To achieve this and ensure consultation timelines are achieved:

- Development work continues to qualify more of the existing staff to L4 standard
- Recruitment will be undertaken in Q3 to increase establishment in the function
- Improved administration and consultation monitoring arrangements will be implemented
- The newly formed Built Environment and Ops Liaison team will take an increasing role in co-ordinating the receipt and completion of consultations within timescales

### 3.1 Critical Fire Response – 1<sup>st</sup> Fire Engine Attendance



Quarter Response  
**89.15%**

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 2.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

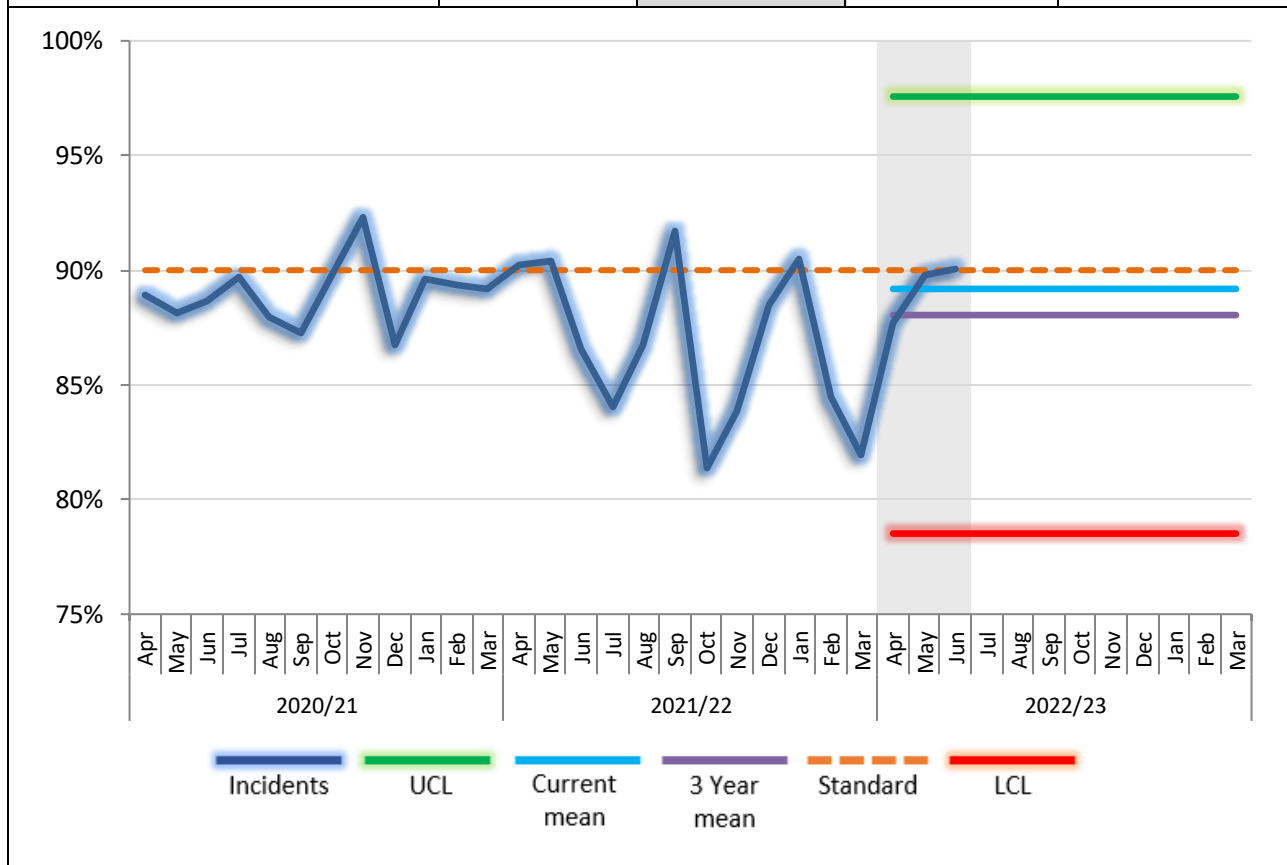
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- 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.

**Quarterly response decreased 0.05% over the same quarter of the previous year.**

Critical Fire Response	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
		89.15%	<b>89.15%</b>	89.20%



**3.2 Critical Special Service Response –  
 1<sup>st</sup> Fire Engine Attendance**



Quarter Response  
**92.50%**

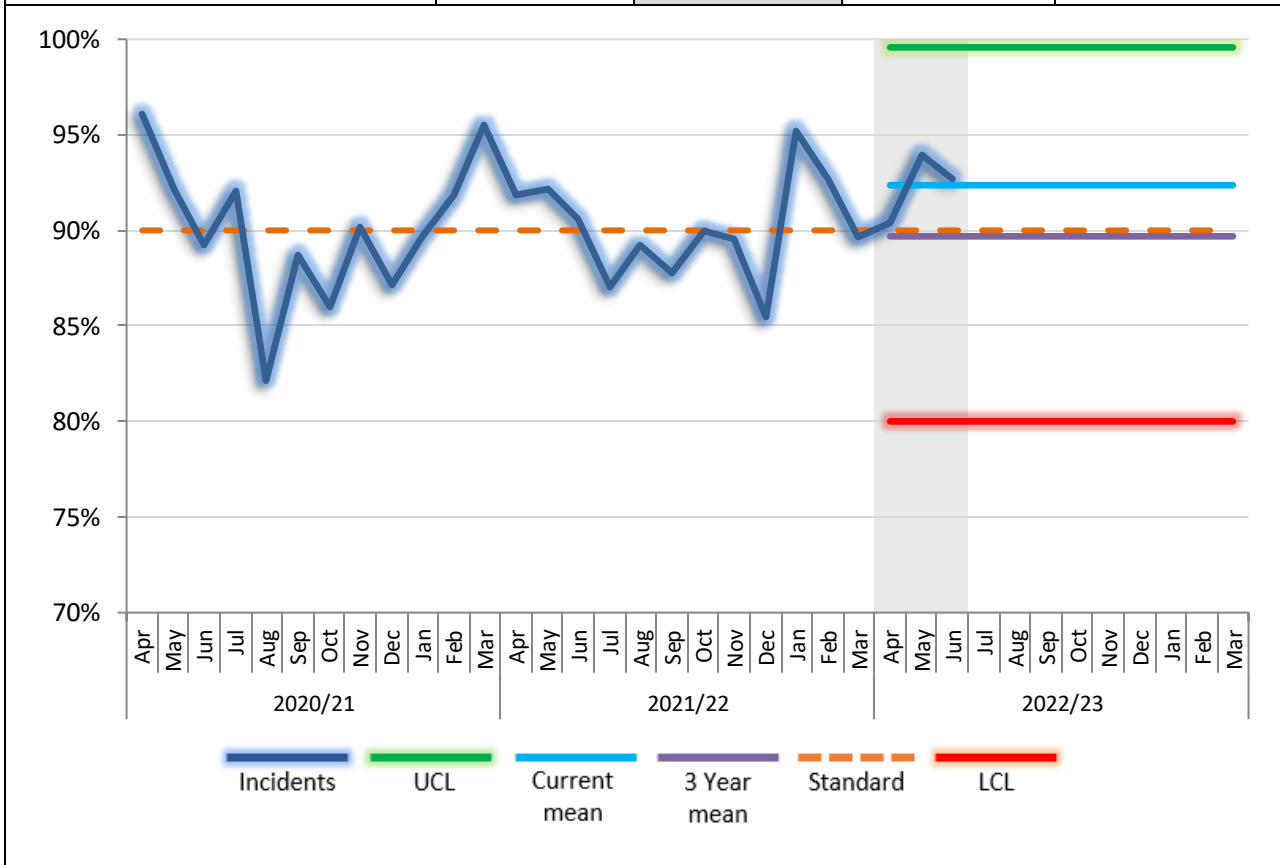
Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time.

The response standard for the first fire engine attending a critical special service call = 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.

**Quarterly response increased 0.97% over the same quarter of the previous year.**

Critical Special Service Response	Year to Date	<b>2022/23 Quarter 1</b>	<i>Previous year to Date</i>	<i>2021/22 Quarter 1</i>
		92.50%	<b>92.50%</b>	91.53%





### 3.3 Total Fire Engine Availability



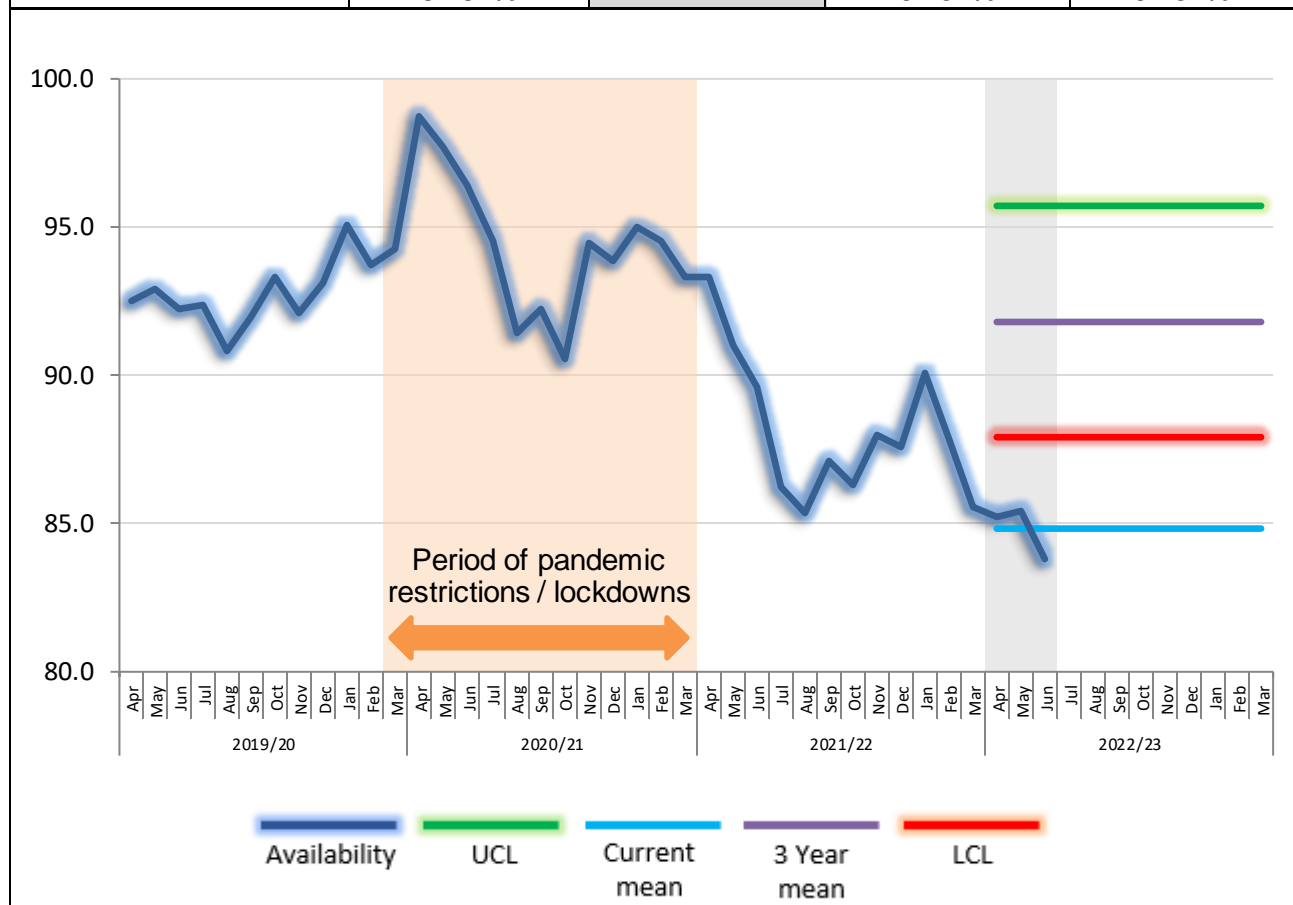
Quarter Availability  
**84.84%**

This indicator measures the availability of fire engines by all crewing types. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Refer to KPI 3.3.1 and 3.3.2 for reasons fire engines are designated as unavailable.

**Quarterly availability decreased 6.47% over the same quarter of the previous year.**

Fire engine availability – WT, DC, DCP & OC	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
	84.84%	<b>84.84%</b>	91.31%	91.31%



Key periods of Covid 19 pandemic restrictions/lockdowns:

- 23<sup>rd</sup> March to 10<sup>th</sup> May 2020. The first national lockdown is announced.
- 22<sup>nd</sup> September 2020. New restrictions announced, including working from home.
- 5<sup>th</sup> November 2020 to 2<sup>nd</sup> December 2020. Second lockdown in England.
- 6<sup>th</sup> January 2021 to 29<sup>th</sup> March 2021. Third national lockdown/stay at home order.

### 3.3.1 Fire Engine Availability Wholetime Shift System



Quarter Availability  
**99.31%**

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

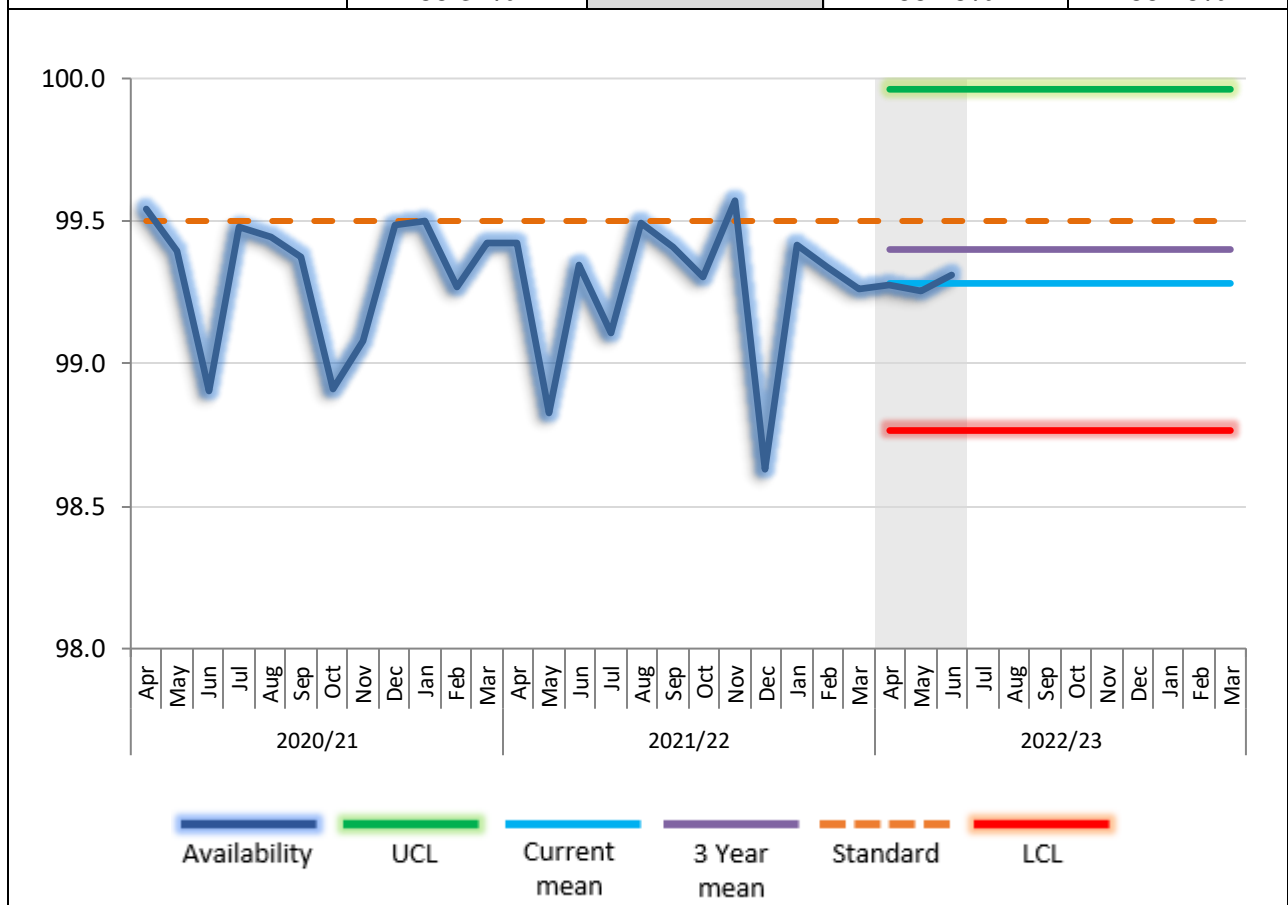
Fire engines are designated as unavailable for the following reasons:

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

**Standard: 99.5%**

**Quarterly availability increased 0.12% over the same quarter of the previous year.**

Fire engine availability – WT, DC and DCP	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
	99.31%	<b>99.31%</b>	99.19%	99.19%



### 3.3.2 Fire Engine Availability On-Call Shift System



Quarter Availability  
**73.08%**

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.

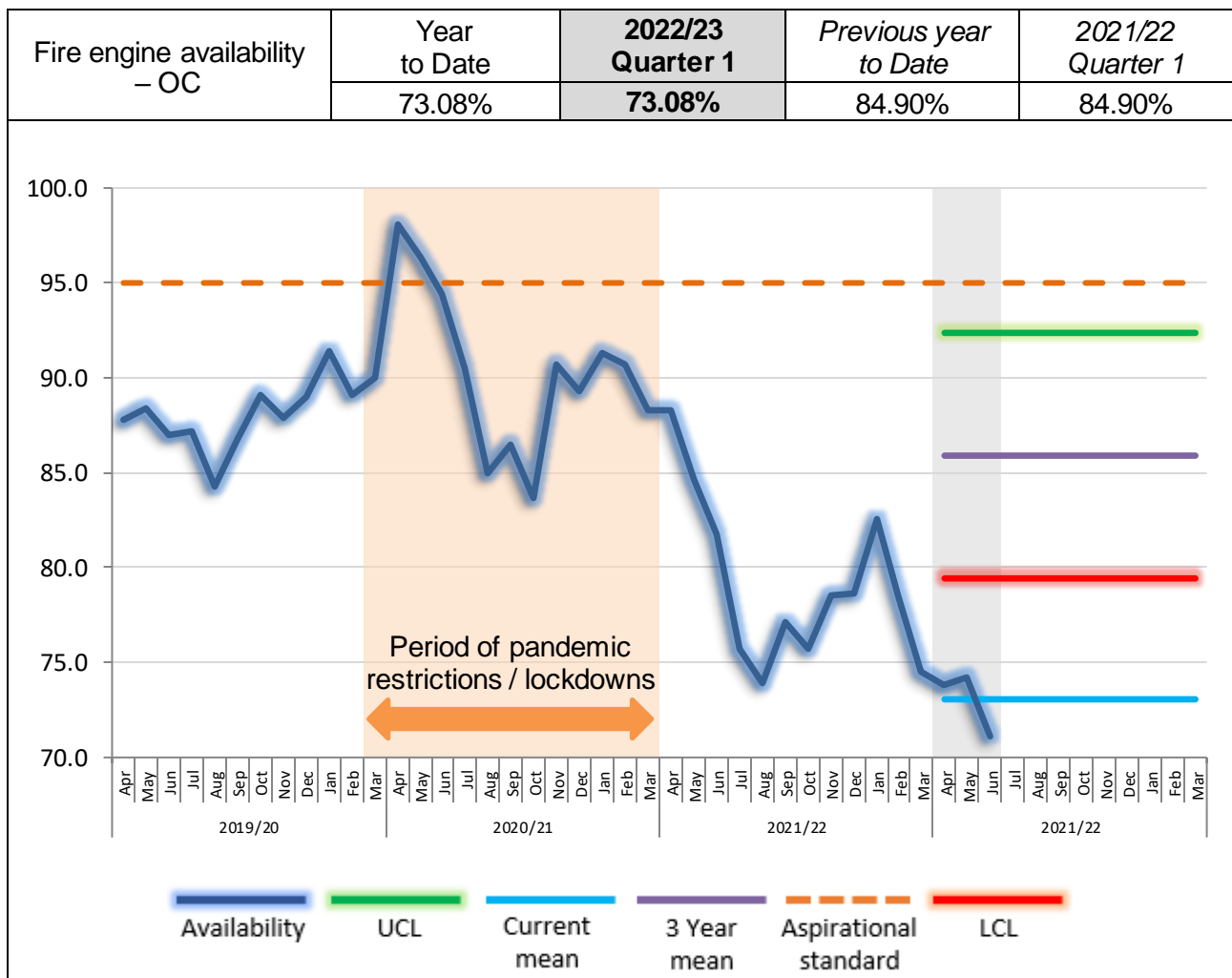
Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total.

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	60%	• Not enough BA wearers	73%
• Crew deficient	80%	• No driver	43%

**Aspirational standard: 95%**

**Quarterly availability decreased 11.82% over the same quarter of the previous year.**



### **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 one.

### **Analysis**

Availability of OC pumps during the quarter was recorded at 73.08%, with each month being outside the 79.43% control limit, and below the Service's 95% aspirational standard.

An On-Call review is to be undertaken this year to look at fundamental elements of the On-Call system with the ultimate goal of improving appliance availability. The Service has also invested in the creation of additional On Call Support Officer (OCSO) posts to further strengthen the support to On-Call and help implement changes arising from the review. The appointees will take up post in September 2022.

### **Actions being taken to improve performance**

- The Service has received 183 new applications in the current June recruitment campaign.
- Continue with a driven recruitment strategy, utilising a targeted approach to stations that are in exception.
- A focus upon existing contract alignment which ensures that staff are fulfilling their 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. These absences are robustly managed via our Sickness Absence Management policy and procedures.
- On-Call Support Officer's (OCSO's) and unit managers to support Firefighter development to assist timely nominations onto subsequent Command and Driving programmes.
- Support national On-Call campaigns and utilise their recruitment literature and designs.
- Invest in On-Call through recruitment material and resources.
- Fill OCSO vacancies to ensure all units receive support required.

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

#### 4.1 Progress Against Allocated Budget



Quarter variance  
0%

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

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 2022/23 was set at £63.0 million. The spend at the end of 30<sup>th</sup> June was £12.1 million, which is in line with the budget.**

Variance: 0%

## 4.2 Partnership Collaboration



A written update on partnership collaboration will be provided on a quarterly basis.

### Scope and definition:

The Police Force, Fire & Rescue Service and Emergency Ambulance Service are under a formal duty to collaborate under the Policing and Crime Act 2017. The objectives are to improve efficiency, effectiveness and deliver improved outcomes.

To meet the requirements of this duty, the respective blue light services, Lancashire Fire and Rescue (LFRS), Lancashire Constabulary (LanCon), and North West Ambulance Service (NWAS), have met at both tactical and strategic levels. Through these meetings the collaboration board have agreed and signed a strategic statement of intent. This contains the following aims:

- **Improved Outcomes** – The collaboration maintains or improves the service we provide to local people and local communities.
- **Reduced demand** – The collaboration should contribute towards our longer-term strategic objective of decreasing risk in communities and reducing demand on services.
- **Better Value for Money** – The collaboration produces quantifiable efficiencies either on implementation or in the longer term.
- **Reduced inequalities within our communities** – The collaboration contributes towards reducing inequalities wherever possible.

### Measurement/update:

There has been an agreement in terms of a set of projects that are currently being scoped. The next steps are for project initiation documents to be drafted by the leads at tactical level, which will then be reported to the strategic level board, who provide the governance.

Upon completion of the project initiation documents for the agreed set of projects, and once the deliverables have been set, a high-level summary of the progress of these projects will be reported within this measuring progress KPI.

<b>4.3 Overall User Satisfaction</b>		Percentage satisfied <b>98.85%</b>
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The percentage of people who were satisfied with the service received as a percentage of the total number of people surveyed.

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

The standard is achieved if the percentage of satisfied responses is greater than the 97.50% standard.

**90 people were surveyed; 87 responded that they were very or fairly satisfied.**

Question	Running Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything in to account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	3,033	2,998	98.85%	97.50%	1.38%

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