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Lancashire Combined Fire Authority
Performance Committee

Wednesday, 14 December 2022 in Main Conference Room, Service Headquarters, Fulwood commencing at 10.00 am.

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

Agenda

Part 1 (open to press and public)

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

1.	APOLOGIES FOR ABSENCE
2.	DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS Members are asked to consider any pecuniary/non-pecuniary interests they may have to disclose to the meeting in relation to matters under consideration on the agenda.
3.	MINUTES OF PREVIOUS MEETING (Pages 1 - 22)
4.	PERFORMANCE MANAGEMENT INFORMATION (Pages 23 - 70)
5.	NORTH WEST FIRE CONTROL PRESENTATION Verbal report.
6.	WATER SAFETY ACTIVITY PRESENTATION Verbal report.
7.	REVIEW OF FAMILY GROUP COMPARATIVE INFORMATION (Pages 71 - 74)
8.	DATE OF NEXT MEETING The next scheduled meeting of the Committee has been agreed for 10:00 hours on 15 March 2023 in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

	Further meetings are: scheduled for 28 June 2023 and 13 September 2023 proposed for 13 December 2023.
9.	**URGENT BUSINESS** An item of business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency. Wherever possible, the Clerk should be given advance warning of any member's intention to raise a matter under this heading.
10.	**EXCLUSION OF PRESS AND PUBLIC** The Authority is asked to consider whether, under Section 100A(4) of the Local Government Act 1972, they consider that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act 1972, indicated under the heading to the item.

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Wednesday, 14 September 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	
H Khan	
Z Khan	
J Rigby	
D Smith	
J Singleton (Substitute)	

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

Officers
J Charters, Assistant Chief Fire Officer (LFRS)
M Hutton, Area Manager, Head of Prevention, Protection & Road Safety (LFRS)
J Rossen, Area Manager, Head of Service Delivery (LFRS)
D Brooks, Principal Member Services Officer (LFRS)
L Barr, Member Services Officer (LFRS)
In attendance
K Wilkie, Fire Brigades Union

10/22	MINUTES OF PREVIOUS MEETING
	The Assistant Chief Fire Officer advised that in the minutes of the previous meeting, regarding the User Satisfaction KPI 3.2, he committed to bring details of how the survey was conducted to a future meeting and those details would be covered within the respective KPI in the meeting.

	This was agreed by the Chair. RESOLVED: - That the Minutes of the last meeting held on 29 June 2022 be confirmed as a correct record and signed by the Chair.
11/22	APOLOGIES FOR ABSENCE
	Apologies were received from County Councillor Ash Sutcliffe.
12/22	DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS
	None received.
13/22	PERFORMANCE MANAGEMENT INFORMATION
	The Chair made the following opening remarks: *"Following the sad passing of Her Late Majesty Queen Elizabeth II, it has been agreed by the Authority Chairman and the Clerk to the Authority that this Performance Committee meeting will take place in order to comply with statutory requirements, as the summons and agenda for the meeting had already been issued at the time of the announcement of her death by Buckingham Palace.* *The Authority expresses its sincere condolences to King Charles III and other Royal Family members at this time of national mourning.* *I would now like to hold a minute's silence in respect of Her Late Majesty Queen Elizabeth II".* 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. The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 1st quarterly report for 2022/23 as detailed in the Community Risk Management Plan 2022-2027. This quarter, 3 Performance Indicators (KPIs) were shown in negative exception. These were 1.2.1 Staff Absence Wholetime (WT), 1.2.3 Staff Absence Greenbook, and 3.3.2 Fire Engine Availability On-Call Shift Systems. Members examined each indicator in turn as follows: **KPI 1 – Valuing our people so that they can focus on making Lancashire safer**

1.1 Overall Staff Engagement

Members received an update on how staff were engaged during the period.

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, research off-road appliances to form part of a proposed trial and consider crewing arrangements for the urban search and rescue team, all of which 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 with 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 with ideas to save energy was announced, which was an initiative to repair uniforms, where possible, rather than ordering new items.

1.2.1 Staff Absence Wholetime

This indicator measured 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.
Annual Shifts Lost ÷ 4 quarters: 1.25

Cumulative total number of shifts lost: 1.885

The negative exception report was due to the number of shifts lost through absence per employee being above the Service target for quarter 1.

During quarter 1, April to June 2022, absence statistics showed 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 spanned 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:

- Hospital / post operative – 5 cases
- Musculo skeletal (lower limb) – 4 cases
- Mental health (stress) – 3 cases
- Musculo Skeletal (other / unable to define) – 3 cases
- Covid-19 Coronavirus – 2 cases
- Heart, cardiac & circulatory problems – 2 cases
- Respiratory (cold, cough, influenza) – 2 cases
- Headache / migraine / neurological – 1 case
- Musculo skeletal (shoulder) – 1 case
- Musculo Skeletal (upper limb) – 1 case
- Musculo Skeletal (back) – 1 case
- Cause known but not specified – 1 case

To improve performance, the Service aimed 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 of 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 (PTIs).
- Promotion of health, fitness / and wellbeing via the routine bulletin and Employee Assistance Programme.

In response to a question from County Councillor Kay regarding private medical care for firefighters, the Assistant Chief Fire Officer advised that staff health issues were managed through the Service's Occupational Health department.

1.2.2   Staff Absence On-Call

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

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

Cumulative on-call absence (as a % of available hours cover) at the end of the quarter, 1.88%.

In response to a question raised by Councillor Smith regarding the difference in standards for absence between Wholetime staff and On-call staff, the Assistant

Chief Fire Officer explained that the standards set differed due to the way absences were calculated. Wholetime staff absence was calculated by shift and On-Call staff absence was calculated using contracted hours which could be flexible. Mark Hutton confirmed that On-Call absences were calculated as a percentage of available hours of cover.

1.2.3 Staff Absence Greenbook

This new indicator measured the cumulative number of shifts (days) lost due to sickness for all green book support staff divided by the average strength.

Annual Standard: Not more than 5 shifts lost.
Annual Shifts Lost ÷ 4 quarters: 1.25

Cumulative shifts lost: 1.326

The negative exception report was due to the number of shifts lost through absence per employee being above the Service target for quarter 1.

During quarter 1, April to June 2022, absence statistics showed that non-uniformed personnel 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:

- Mental Health (stress) – 2 cases
- Headache / Migraine / Neurological – 1 case
- Hospital / post operative – 1 case

To improve performance, the Service aimed 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 of 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 Fire Fighters 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

This new indicator measured diversity as a percentage.

Combined diversity percentage of grey book (operational) and green book (support) staff:

Gender:	Female 19%	Male 81%	
Ethnicity:	BME 3%	Not stated 3%	White 94%
Sexual Orientation:	LGBT 3%	Heterosexual 48%	Not stated 49%
Disability:	Disability 3%	No disability 94%	Not stated 3%

Separate diversity percentage of grey book (operational) and green book (support) staff:

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

1.3.2 Workforce Diversity Recruited

This new indicator measured workforce diversity recruited as a percentage.

Combined diversity percentage of grey book (operational) and green book (support) staff:

Gender:	Female 32%	Male 68%	
Ethnicity:	BME 0%	Not stated 5%	White 95%
Sexual Orientation:	LGBT 14%	Heterosexual 81%	Not stated 5%
Disability:	Disability 0%	No disability 3%	Not stated 97%

It was noted that a further breakdown of the data would not be provided as it may enable the identification of individuals, due to the small numbers of recruits during

certain periods.

The Assistant Chief Fire Officer informed members that the Service had put concerted strategies and investment into attracting a more diverse workforce and a gradual shift in workforce diversity was being noted.

1.4   Staff Accidents

This indicator measured the number of accidents which occurred to staff members at work within the quarter: Wholetime, On-Call and Greenbook.

Total number of staff accidents, year to date 8; previous year to date 21 Quarterly activity decreased 61.90% over the same quarter of the previous year.

KPI 2 - Preventing, fires and other emergencies from happening and Protecting people and property when fires happen

2.1   Risk Map Score

This indicator measured the fire risk in each Super Output Area, of which there were 942. 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 County risk map score was updated annually and presented to the Performance Committee in the quarter 1 reporting period.

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

(Dwelling Fires ÷ Total Dwellings) + (Dwelling Fire Casualties ÷ Resident Population x 4) + Building Fire + (IMD x 2) = Risk Score.

The current score was 31,576 and the previous year's score was 31,862 which meant that the fire risk continued to reduce.

County Councillor Lorraine Beavers highlighted that the Risk Grade of 'Very High' had risen by 19% to 25 and asked about the Service's strategy to improve risk. The Assistant Chief Fire Officer replied that there were many societal factors which contributed to risk including the cost of living and deprivation. Each area had a district plan with the delivery of services being tailored to those areas by strategically identifying risks. Area Manager, Mark Hutton explained that the Service worked to influence public behaviour and lifestyle choices, targeting Home Fire Safety Checks for maximum benefit to reduce the number of casualties from Accidental Dwelling Fires. However, with an ageing population, a stretched health care sector and social care sector, it was difficult to influence outcomes for some individuals within the capacity of a Home Fire Safety Check. He added that Lancashire County Council had taken the decision to charge for their telecare system, (which often included an integrated smoke detector), whereas it had previously been provided for free, and if less people used the telecare system, it would directly impact risk in communities.

2.2   Overall Activity

This indicator measured the number of incidents that LFRS attended with one or more pumping appliances. Incidents attended included fires, special service calls, false alarms and collaborative work undertaken with other emergency services i.e.: missing person searches on behalf of the Police and gaining entry incidents at the request of the Ambulance Service.

Incidents attended, year to date 4,901; previous year to date 4,867
Quarterly activity increased 0.70% over the same quarter of the previous year.

In quarter 1, the Service attended 4,901 incidents. The report presented a chart which represented the count and percentage that each activity had contributed to the overall quarter's activity:

- Total False Alarm Calls (due to apparatus, good intent and malicious) – 2082, 43%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 496, 10%
- Total Secondary Fire Calls (deliberate and accidental fires) – 1201, 25%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1102, 22%

Area Manager, Mark Hutton, advised Members that a revised false alarm policy had been introduced on 1st April 2022 to reduce the number of Accidental False Alarms (AFAs), specifically unwanted fire alarm calls. It was noted that the majority of AFAs had occurred in premises where staff were in the building. A considerable amount of work had therefore been undertaken to educate businesses to investigate when their fire alarm sounded, making an emergency call if needed. This process would allow businesses to return to work more quickly in the case of a false alarm. Since the policy had been introduced, there had been a 40% reduction within property types covered by the policy change, (Members noted that there were exemptions such as hospitals and education establishments). Within quarter 1, there had been no feedback to suggest that the expected service had not been provided and it had been a successful 1st quarter.

County Councillor Singleton commented that it had been a good policy change to make considering the information received.

2.3   Accidental Dwelling Fires (ADF)

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'.

Members noted that a primary fire was one involving property (excluding derelict property) or any fires involving casualties, rescues or any fire attended by 5 or more pumping appliances.

Accidental Dwelling Fires, year to date 205; previous year to date 237
Quarterly activity decreased 13.5% over the same quarter of the previous year.

The Assistant Chief Fire Officer reminded Members that Home Fire Safety Checks were the primary offering to tackle domestic fire risk alongside youth intervention and anti-fire setting education packages, with post fire follow up action undertaken also.

2.3.1   ADF – Harm to people: 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.

Fatal,   year to date 2; previous year to date 1
Injuries appear Serious,   year to date 4; previous year to date 3
Injuries appear Slight   year to date 2; previous year to date 6

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

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

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'.

Extent of fire, heat and smoke damage was recorded at the time the 'stop' message was sent and included all damage types.

The table in the report showed a breakdown of fire severity with a directional indicator that compared:

• current quarter, combined percentage of 84% against
• same quarter of the previous year, combined percentage of 87%.

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

The Assistant Chief Fire Officer detailed the adoption of the 'extent of damage' approach used within the National Incident Recording System to assist with the transparency on data pertaining to damage resulting from Accidental Dwelling Fires.

2.4   Accidental Building Fires (ABF) (Commercial Premises)

This indicator reported the number of primary fires where a building had been affected (which was other than a dwelling or a private building associated with a

dwelling), and the cause of fire had been recorded as ''Accidental' or 'Not known'.

ABF (Commercial Premises), year to date 68; previous year to date 74
Quarterly activity decreased 8.11% over the same quarter of the previous year.

The Assistant Chief Fire Officer explained that extensive work had taken place with the Community Safety Partnerships, as outlined in detail at the last Performance Committee meeting, employing a partnership approach to identifying and triaging empty properties to then make them secure. He asked that Members continue to work within their local authorities to reinforce the importance of that approach.

County Councillor Beavers asked whether the Covid-19 lockdown had affected the figures for the last 2 years as there had been less opportunity for people to start derelict property fires. Area Manager, Mark Hutton, stated that the hospitality and entertainment industry had reopened resulting in an increase in incidents. He assured Members that Fire Protection work had been conducted upon the re-opening of businesses post Covid-19, and that this work continued via Business Safety Advisers to mitigate risk in the face of the 'cost of trading' crisis, therefore, circumstances were making a return to 'pre Covid-19'.

In response to a question from County Councillor Kay in relation to people breaking into empty public houses that were being sold or going through planning applications, the Assistant Chief Fire Officer explained that it came under the remit / work being conducted via the Community Safety Partnership and asked that Members report any concerns about a local property to their respective Station Manager to assist the gathering of this type of risk information.

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

This indicator reported the number of primary fires where a building had been affected (which was other than a dwelling or a private building associated with a dwelling), and the cause of fire had been recorded as ''Accidental' or 'Not known'.

Extent of fire, heat and smoke damage was recorded at the time the 'stop' message was sent and included all damage types.

The table in the report showed a breakdown of fire severity with a directional indicator that compared:

- current quarter, combined percentage of 67% against
- same quarter of the previous year, combined percentage of 72%.

Combined quarterly percentage had therefore decreased 4.5% over the same quarter of the previous year.

2.5 Accidental Building Fires (Non-Commercial Premises)

This indicator reported the number of primary fires where a private garage,

private shed, private greenhouse, private summerhouse, or other private non-residential building had been affected and the cause of fire had been recorded as 'Accidental' or 'Not known'.

ABF (Non-Commercial Premises), year to date 26; previous year to date 29
Quarterly activity decreased 10.34% over the same quarter of the previous year.

2.5.1 ABF (Non-Commercial premises: Private garages and sheds) – Harm to property: Extent of damage (fire severity)

This indicator reported the number of primary fires where a private garage, private shed, private greenhouse, private summerhouse, or other private non-residential building had been affected and the cause of fire had been recorded as 'Accidental' or 'Not known'.

Extent of fire, heat and smoke damage was recorded at the time the 'stop' message was sent and included all damage types.

The table in the report showed a breakdown of fire severity with a directional indicator that compared:

- current quarter, combined percentage of 20% against
- same quarter of the previous year, combined percentage of 14%.

Combined quarterly percentage had therefore increased 6.2% over the same quarter of the previous year.

2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

This new indicator provided an overall measure of primary and secondary fires where the cause of fire had been recorded as deliberate.

Deliberate Fires – Total, year to date 732; previous year to date 660
Quarterly activity increased 10.91% over the same quarter of the previous year.

2.6.1 Deliberate Fires – Dwellings

This indicator reported the number of primary fires where a dwelling had been affected and the cause of fire had been recorded as deliberate.

Deliberate Fires – Dwellings, year to date 16; previous year to date 27
Quarterly activity decreased 40.74% over the same quarter of the previous year.

2.6.2 Deliberate Fires - Commercial Premises

This indicator reported the number of primary fires where the property type was a building, other than a dwelling or a private building associated with a dwelling, and the cause of fire had been recorded as deliberate.

Deliberate Fires – Commercial Premises, year to date 33; previous year to date

42.

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

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

This indicator reported the number of primary and secondary fires where the property type was other than a building, except where the building was recorded as derelict, and the cause of fire had been recorded as deliberate.

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

Deliberate Fires – Other, year to date 683; previous year to date 591
Quarterly activity increased 15.57% over the same quarter of the previous year.

2.7 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:

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

HFSCs completed, year to date 5,007; previous year to date 3,650
Quarterly activity increased 37.2% over the same quarter of the previous year.

HFSCs with high-risk outcomes, year to date 58%; previous year to date 66%
Quarterly activity decreased 8.0% over the same quarter of the previous year.

The Assistant Chief Fire Officer stated that a great deal of work was being undertaken to re-engage with partners who referred into the Service pre Covid-19 and training was being provided to refresh them on identifying risks within the homes they visit. Therefore, the volume and quality of referrals from those trusted referral sources should return over the coming months to pre Covid-19 levels. In the meantime, the increased levels of HFSCs being delivered were also as a result of positive work being undertaken within districts to identify and address risks and vulnerabilities within those communities.

Area Manager, Mark Hutton, advised that example safety cards were available for Members to collect after the meeting. The safety cards, which had been funded by partners would be produced with an integrated thermometer.

Area Manager, Mark Hutton was concerned that the cost of living crisis could see

behavioural changes with more people using candles, open fires, and perhaps only living in parts of larger houses. He was also concerned people may buy cheaper electrical heating appliances which may not be an appropriate quality standard and which had the potential to increase risk. The safety card contained heating and fire safety advice and included advice for those who may need financial support.

County Councillor Kay suggested libraries would be a good place to leave the cards as Lancashire County Council libraries would be open for people to use to keep warm in the colder weather.

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

Members received an update on the number of sessions delivered against the following prevention activities during the quarter:

ChildSafe,   172 sessions delivered to 5,354 attendees;
RoadSense,   88 sessions delivered to 3,171 attendees;
SENDSafe,   9 sessions delivered to 123 pupils;
Wasted Lives,   9 sessions delivered to 871 pupils;
Biker Down,   7 sessions delivered to 95 attendees;
FIRES,   48 completed referrals;
Partner Training,   18 organisations/agencies – 285 people.

Specific Education packages – delivered Water Safety, ASB and grass fires training, across 11 sessions, delivered to 2,050 young people.

Arson Threat Referrals - 196.

2.9   Fire Safety Activity (including Business Fire Safety Checks)

This indicator reported the number of Fire Safety Enforcement inspections carried out within the period which resulted in supporting businesses to improve and become compliant with fire safety regulations or where formal action of enforcement and prosecution had been taken for those that failed to comply. An improvement was shown if the percentage of audits that required formal activity was greater than the comparable quarter of the previous year.

Total Fire Safety Enforcement Inspections, year to date 502;
Formal Activity, year to date 5%, previous year to date 7%.
Quarterly activity decreased 2% over the same quarter of the previous year.

Members noted the cumulative number of Business Fire Safety Checks undertaken for 2022/23 was 229.

The Assistant Chief Fire Officer stated that the progress of Business Fire Safety Checks had been included within the Protection KPI in response to a Member request at the last meeting. He highlighted that delivery of training to carry out Business Fire Safety Checks was ongoing, enabling more checks to be undertaken moving forward.

The Assistant Chief Fire Officer explained that a report would be taken to a future meeting of the Planning Committee in respect of a new KPI for Business Fire Safety Checks to incorporate into the Measuring Progress report once training rollout was concluded and the activity fully embedded into the Service.

2.10   Building Regulation Consultations (BRC) (number and completed on time)

Where the Regulatory Reform (Fire Safety) Order 2005 applied to premises (or would apply following building work) the building control body must consult with LFRS for comments / advice regarding fire safety. LFRS should make any comments in writing within 15 working days from receiving a BRC.

This new indicator provided Members with information on the number of building regulations consultations received during the period together with improvement actions.

Building Regulation Consultations received 183 (22 of these were still showing as incoming/pending awaiting further information), of which 103 were completed within timeframe (LFRS should make comments in writing within 15 working days of receiving a BRC).

Improvement Actions were noted as follows:

To comply with the NFCC Competency Framework for Fire Safety Regulators, consultations must be completed by Level 4 qualified Fire Safety Inspectors. It was the same inspectors who were 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 were achieved:
- Development work continued to qualify more of the existing staff to L4 standard.
- Recruitment would be undertaken in Q3 to increase establishment in the function.
- Improved administration and consultation monitoring arrangements would be implemented.
- The newly formed Built Environment and Ops Liaison team would take an increasing role in co-ordinating the receipt and completion of consultations within timescales.

KPI 3 - Responding to fire and other emergencies quickly

3.1   Critical Fire Response – 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, 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.

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

Critical Fire Response – 1st Fire Engine Attendance, year to date 89.15%; previous year to date 89.20%.

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

3.2   Critical Special Service Response – 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 standard included how long it took the first fire engine to respond to critical special service (non-fire) incidents where there was a risk to life such as road traffic collisions, rescues, and hazardous materials incidents. For these critical special service call incidents there was a single response standard of 13 minutes (which measured call handling time and fire engine response time).

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

Critical Special Service Response – 1st Fire Engine Attendance, year to date 92.50%; previous year to date 91.53%.

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

3.3   Total Fire Engine Availability

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

Total Fire Engine Availability, year to date 84.84%; previous year to date 91.31%.

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

It was noted that the key periods of Covid-19 restrictions/lockdowns were:
- 23rd March to 10th May 2020. The first national lockdown was announced.

- 22nd September 2020. New restrictions announced, including working from home.
- 5th November 2020 to 2nd December 2020. Second lockdown in England.
- 6th January 2021 to 29th March 2021. Third national lockdown / stay at home order.

3.3.1 Fire Engine Availability – Wholetime Shift System

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

Annual Standard: 99.5%

Fire Engine Availability – Wholetime Shift System, year to date 99.31%; previous year to date 99.19%.

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

3.3.2 Fire Engine Availability – On-Call Shift 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   60%
- Crew deficient   80%
- Not enough BA wearers   73%
- No driver   43%

Annual Aspirational Standard: 95%

Fire Engine Availability – On-Call Shift System, year to date 73.08%; previous year to date 84.90%.

Quarterly response decreased 11.82% over the same quarter of the previous

year.

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 1.

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 would be undertaken in the current year to look at fundamental elements of the On-Call system with the ultimate goal of improving appliance availability. The Service had 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 would take up post in September 2022.

Actions being taken to improve performance:
- The Service had received 183 new applications in the June recruitment campaign.
- Continue with a driven recruitment strategy, utilising a targeted approach to stations in exception.
- A focus upon existing contract alignment ensuring that staff were fulfilling their existing contracts when under contracted hours.
- High levels of sickness were still an issue on a small number of stations and Covid-19 continued to have a small effect on availability throughout the OC. Those absences were robustly managed via the Sickness Absence Management policy and procedures.
- On-Call Support Officers (OCSOs) 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% would continue to be produced in conjunction with Station Managers, Unit Managers and OCSOs to tailor the support required to each unit.

The Assistant Chief Fire Officer was pleased to report that the next 2 On-Call recruit courses had been fully populated.

Area Manager, John Rossen, advised that the Service was strengthening and improving its on-call arrangements through on call practitioners' groups and internal on-call steering group meetings. The Service had also implemented a comprehensive review of the on-call system with the aim of further improving the recruitment, development and retention of on-call staff with Lancashire Fire and Rescue Service being an employer of choice which would therefore improve overall fire engine availability and directly impact on this key performance

indicator.

The On-Call Project Plan key deliverables were:
- To consider revised entry requirements for Firefighters from other Fire and Rescue Services.
- To review the training and maintenance of Skills requirements for on-call staff. The project would also consider the Service developing an On-Call Training Team within the training centre to support on call training delivery.
- To review on-call remuneration arrangements and contractual changes which encompassed new wholetime apprentice Firefighters being potentially required to provide on-call cover.
- To develop On-Call Performance Workshops for Station Managers and develop the MMDP (Middle Management Development Programme) to include On-Call Management and Performance.
- To review how the Service recruited on-call firefighters and the feasibility of recruiting for specific roles for on-call staff i.e., recruiting to driver only roles.
- To develop an On-Call Service Order which drew together all on-call policy and procedures.
- To review the On-Call Support Officer roles. (This element of the project had been delivered and the Service had increased the number of On-Call Support Officers which was now providing significant benefits in the support to on-call).
- To consider changes to 'Turn in' arrangements such as potentially increasing the time for on-call staff to respond to the station. This would therefore increase the area the Service could recruit from.

In response to a question from County Councillor Singleton in relation to employing agency drivers due to incidents where no drivers were available, the Assistant Chief Fire Officer advised that the Service did not employ agency drivers. Focus instead was on ensuring that an appliance could be on-the-run, by virtue of it having the full complement of staff with the range of competent skill sets required i.e. Breathing Apparatus (BA), BA Team Leader, Incident Command, and driving qualifications, and that these aspects were managed by On Call leadership teams in conjunction with Service Training Centra in a Service wide and needs-led basis.

Councillor Smith suggested revising the Aspirational Standard of 95% for On-Call Fire Engine Availability as it was a high figure and difficult to achieve. The Assistant Chief Fire Officer informed that the On-Call project that the Service was undertaking aimed to maximise On-Call availability using various strategies to recruit and retain On-Call Firefighters. The Chair and County Councillor Singleton believed that the 95% Aspirational Standard should be kept.

In response to a query from the Chair regarding On-Call firefighters attending incidents and training with Wholetime firefighters, the Assistant Chief Fire Officer confirmed that it was current practice for on-call and wholetime staff to participate in drill training together which facilitated improved training outcomes. In terms of incidents, On-Call and Wholetime firefighters would be mobilised to incidents

together or separately depending on operational demands.

County Councillor Kay queried whether the Service worked with the Armed Forces to recruit those exiting to the on-call system. The Assistant Chief Fire Officer advised that the Service did work with the Armed Forces, was working towards the Armed Forces Covenant, and employed staff who had previously served with the Armed Forces.

In response to a question from County Councillor Beavers regarding an age limit for recruiting on-call firefighters, the Assistant Chief Fire Officer stated that there was no age limit for recruitment; it was only dependant on an individual's ability to meet the selection requirements.

KPI 4 - Delivering value for money in how we use our resources

4.1   Progress Against Allocated Budget

Members received an update on spend against the approved budget for the year.

The annual budget for 2022/23 was set at £63.0 million.
It was noted that the spend at the end of 30th June was £12.1m, which was in line with the budget.

The variance for quarter 1 was 0%.

4.2   Partnership Collaboration

Under the Policing and Crime Act 2017, blue light services were under a formal duty to collaborate to improve efficiency, effectiveness and deliver improved outcomes.

LFRS, Lancashire Constabulary and North West Ambulance Service had met at both tactical and strategic levels and had agreed and signed a strategic statement of intent which contained the following aims:

- Improved Outcomes – The collaboration maintains or improves the service we provide to local people and local communities;
- Reduce 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.

This new indicator provided Members with an update on partnership collaboration during the period.

<u>Update</u>
There had been an agreement in terms of a set of projects that were being scoped. The next steps were for project initiation documents to be drafted by the leads at tactical level, which would 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 had been set, a high-level summary of the progress of the projects would be reported within the measuring progress KPI.

Area Manager, John Rossen confirmed that the workstreams agreed at tactical level were missing persons, estates/co-location, emergency first responders, leadership development, command units, and fire crime scene investigation.

4.3   <u>Overall User Satisfaction</u>

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.

Annual Standard: 97.5%

Since April 2022, 90 people had been surveyed and the number satisfied with the service was 87; 98.85% against a standard of 97.5%; a variance of 1.38%.

The Assistant Chief Fire Officer informed that up to 2013, the Service surveyed people across 6 different areas (HFSCs, child education, regulatory reform order, dwelling fires, commercial fires and special service calls) with a cost to the Service of c.£15k, however, following a review in relation to value for money during the austerity period, the decision was made to refine surveying to 3 areas (domestic fires, commercial fires and special service calls). In respect of value for money, it had reduced costs by two thirds whilst still providing a consistent overview of User Satisfaction levels which had remained broadly consistent for the last 10 years, continually surpassing the KPI target.

The Chair thanked the Assistant Fire Officer for a detailed and concise update of the report.

The Chair advised Members that Area Manager, Mark Hutton would soon be retiring. He thanked him on behalf of the committee for his input and enthusiasm and wished him well.

<u>RESOLVED</u>:- That the Performance Committee noted the Quarter 1 Measuring Progress report, including the three negative exceptions.

14/22	<u>DATE OF NEXT MEETING</u>
	The next meeting of the Committee would be held on <u>Wednesday, 14 December</u> at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood. Further meeting dates were noted for 15 March 2023 and 28 June 2023 and agreed for 13 September.

M NOLAN
Clerk to CFA

LFRS HQ
<u>Fulwood</u>

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Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 14 December 2022

Performance Management Information For 2nd Quarter 2022/23
(Appendix 1 refers)

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

Executive Summary

This paper provides a clear measure of our progress against the Key Performance Indicators (KPI) detailed in the Community Risk Management Plan 2022-2027.

Recommendation

The Performance Committee is asked to note and endorse the Quarter 2 Measuring Progress report, including the three negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

Local Government (Access to Information) Act 1985

List of background papers

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

Measuring Progress
Performance Report

QUARTER 2: JULY 2022 – SEPTEMBER 2022

2022/23

making Lancashire **safer**

1

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.

Contents	Page (s)
Introduction	2
Table of Contents	3
Explanation of Performance Measures	4
Performance Framework and Indicator Trends	5 – 7
Key Performance Indicators	8 – 45

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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).
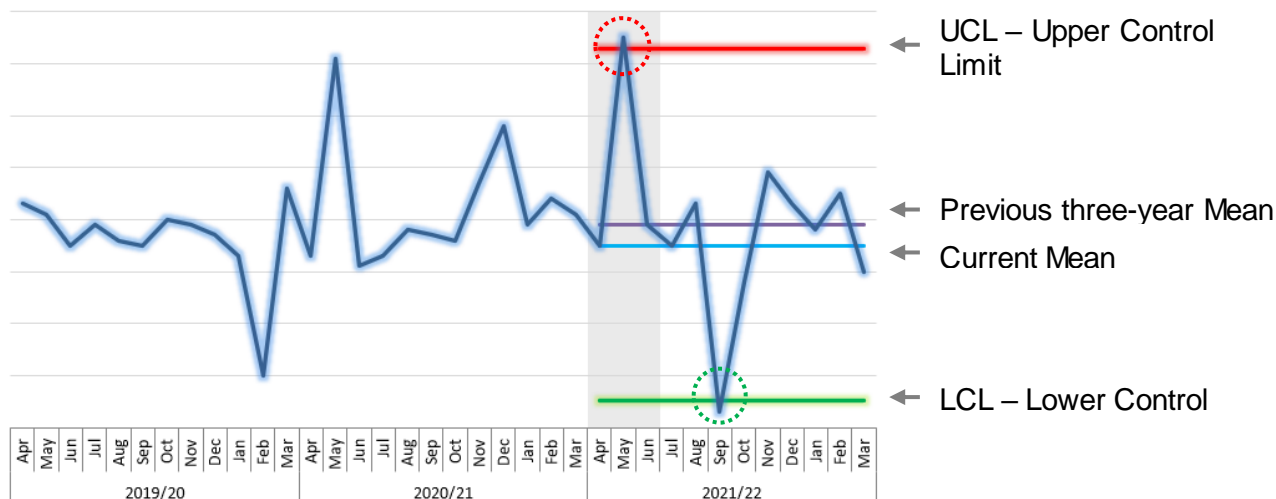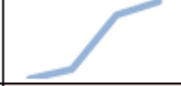
Performance Framework and indicator trends

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.
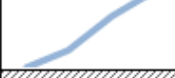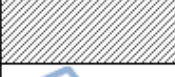
This section also provides an overview of the performance direction of the KPI's. Each KPI is shown within its priority, with an indicator called Sparkline's; which are the inset summary charts and indicate the relative direction of travel over the last four quarters. The last point of the chart represents 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
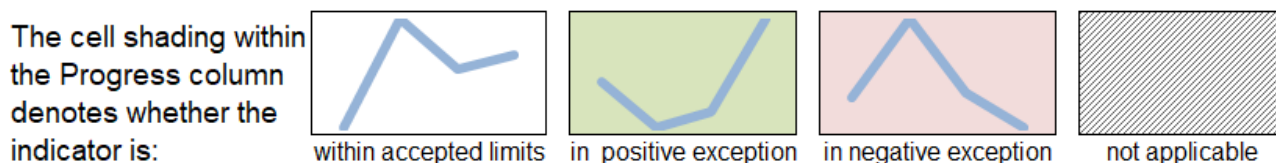
KPI		Description	Progress	Page (s)
1		**Valuing our people so that they can focus on making Lancashire safer.**		
1.1		Overall Staff Engagement: Performance measure of how engaged our staff are		8
1.2.1		Staff Absence Wholetime (WT)		9
1.2.2		Staff Absence On-Call (OC)		11
1.2.3		Staff Absence Greenbook		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

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KPI		Description	Progress	Page (s)
2		**Preventing fires and other emergencies from happening. Protecting people and property when fires happen.**		
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

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KPI		Description	Progress	Page (s)
3		**Responding to fire and other emergencies quickly.**		
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
4		**Delivering value for money in how we use our resources.**		
4.1		Progress Against Allocated Budget		42
4.2		Partnership Collaboration		43
4.3		Overall User Satisfaction		45

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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 July to September 2022, staff engagement centred on informing and involving people in relation to the emergency cover review consultation. An extended version of the public consultation survey was created specifically for members of staff which included more detailed questions to collect their feedback on all the proposals. The survey was available online and via paper copies. Twenty-seven staff engagement sessions with firefighters were held throughout the consultation period plus additional sessions with managers.

Sixteen stations visits were carried out by principal officers and area managers during the period, along with 33 wellbeing interactions which included wellbeing support dog interactions, health and wellbeing workshops and traumatic incident briefings. The service also engaged with staff on matters relating to vehicles and equipment including replacement of tactical PPE and breathing apparatus; road traffic collision tools and equipment; and climate change vehicles.

1.2.1 Staff Absence Wholetime (WT)

Cumulative shifts lost
4.513

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)

Wholetime staff absence

Shifts lost

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2021/22				2022/23			

Shifts lost   standard
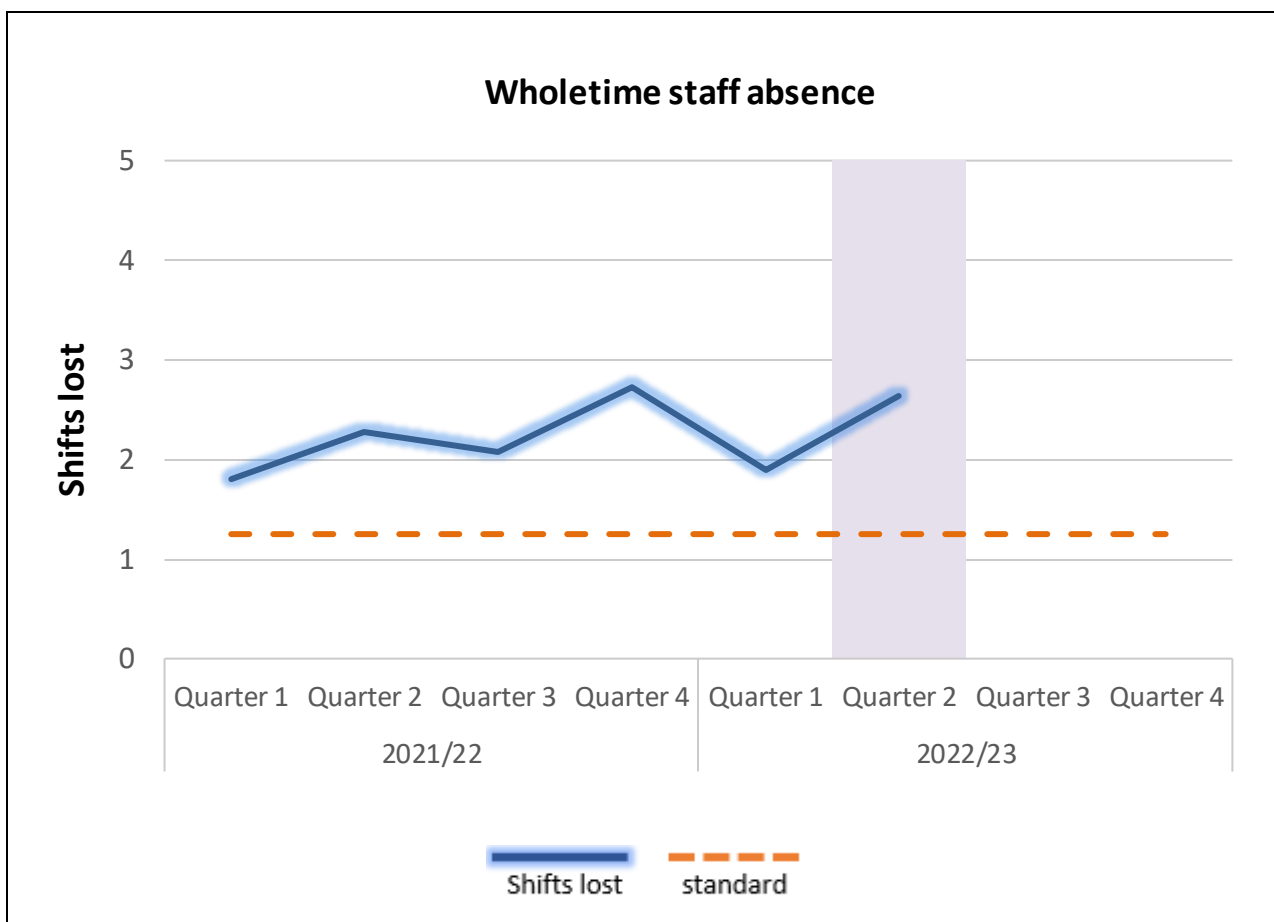
Cumulative total number of shifts lost: 4.513

What are the reasons for an Exception report

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

Analysis

During quarter two July – September 2022, absence statistics show Whole-time personnel absence above target for the quarter.

1,542 Wholetime absence shifts lost = 2.54 against a target of 1.25

There were two cases of long-term absence which span over the total of the 3 months. The absence reasons being:

- Mental Health – Work Related – 1 case
- Gastro-Intestinal (abdominal pain, vomiting, diarrhoea) – 1 case

There were 34 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s
Hospital/Post Operative	9
Mental Health - Other	5
Musculo Skeletal - Back	4
Mental Health - Stress	3
Heart, Cardiac and Circulatory problems	2
Covid-19 Coronavirus - Sickness	2
Cause Known, but not Specified	1
Gastro-Intestinal (abdominal pain, vomiting, diarrhoea)	1

Reason	Case/s
Cancer and Tumours	1
Respiratory - Cold/Cough/Influenza	1
Musculo Skeletal - Upper Limb	1
Musculo Skeletal - Lower Limb	1
Musculo Skeletal - Other/Unable to define	1
Skin Condition	1
Virus/Infectious diseases	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.

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1.2.2 Staff Absence On-Call (OC)

Cumulative Absence
1.84%

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.

Annual 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, 1.84%.
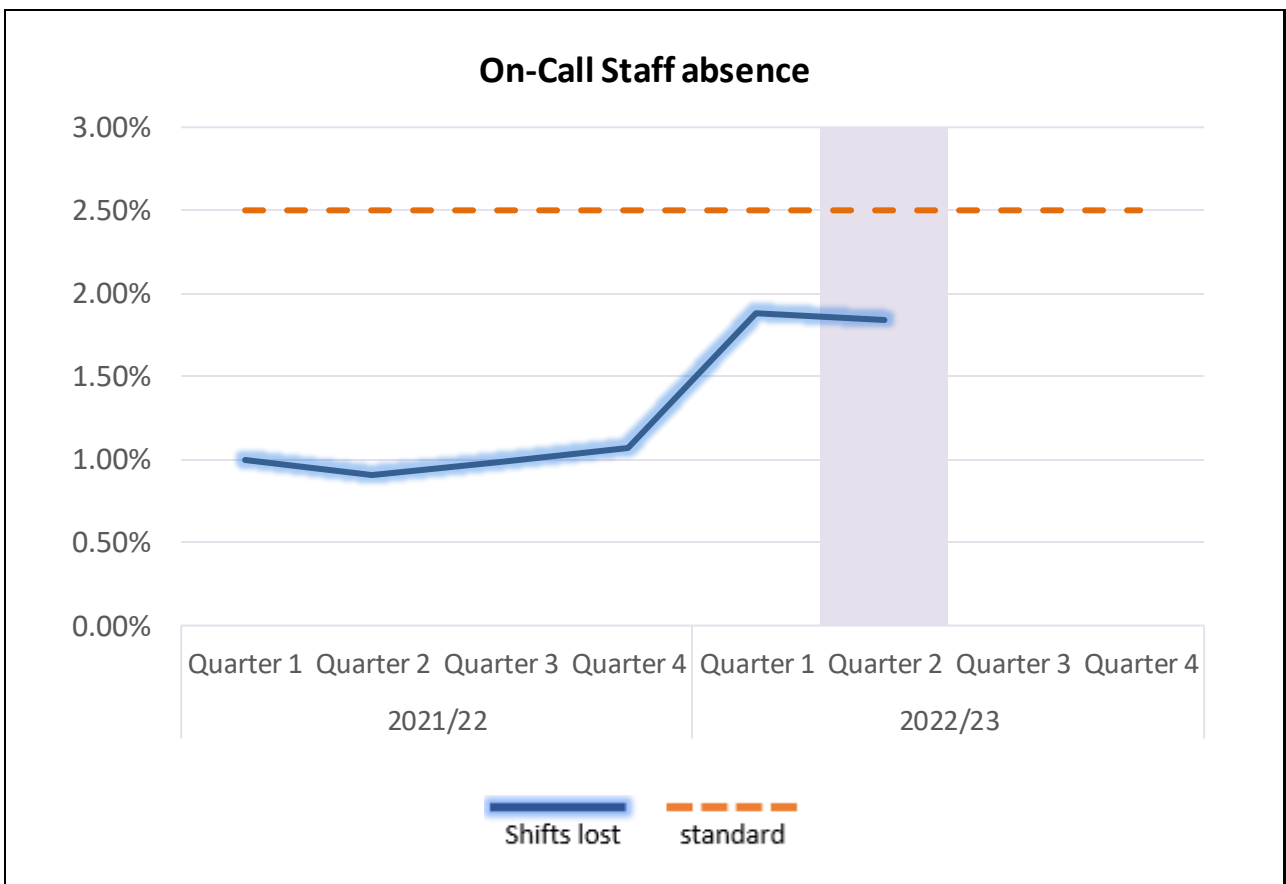
Cumulative On-Call absence (as % of available hours of cover):   1.84%

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1.2.3 Staff Absence Greenbook		Cumulative shifts lost 3.053

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)

Greenbook staff absence
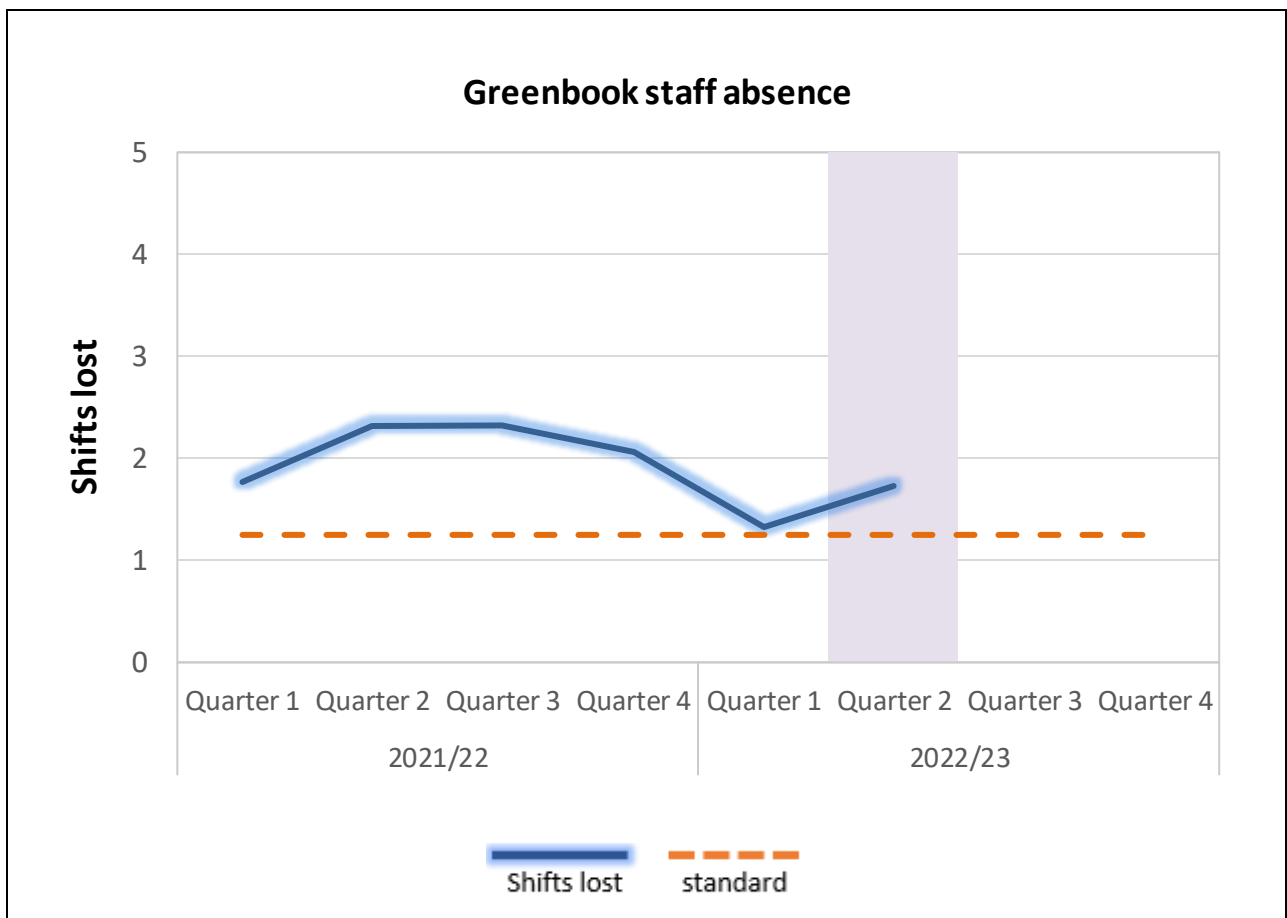
Cumulative total number of shifts lost:	3.053

What are the reasons for an Exception report

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

Analysis

During quarter two July – September 2022, absence statistics show non-uniformed personnel absence above target for the quarter.

329 non-uniformed absence shifts lost = 1.57 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 5 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s	Reason	Case/s
Hospital/Post Operative	2	Cancer and Tumours	1
Heart, Cardiac & Circulatory problem	1	Covid-19 Coronavirus - Sickness	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.

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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.

Gender
- Female (19%)
- Male (81%)

Ethnicity
- BME (4%)
- White (93%)
- Not Stated (3%)

Sexual orientation
- LGBT (3%)
- Hetrosexual (47%)
- Not Stated (50%)

Disability
- Disability (3%)
- No Disability (94%)
- Not Stated (3%)
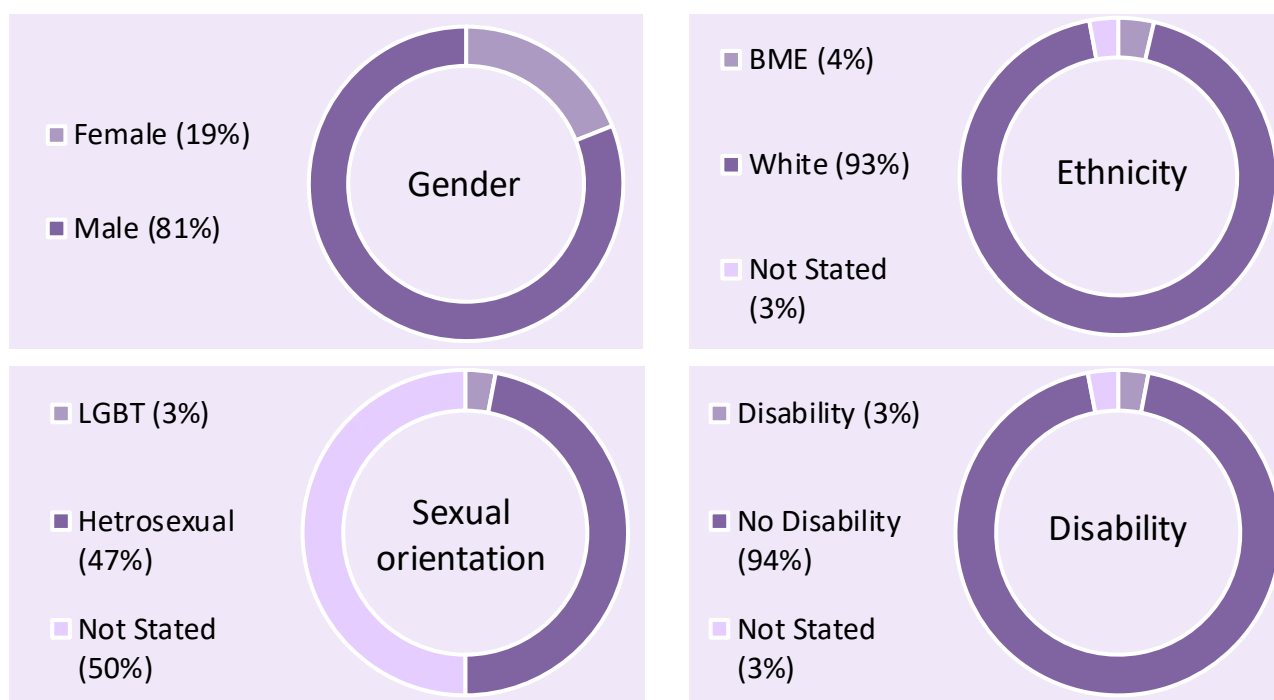
Diversity percentage by Grey book operational staff and Green book support staff. Counts will include double counts if dual contract between Grey and Green book.

Gender	Female	Grey	8%	Green	59%
	Male		92%		41%
Ethnicity	BME	Grey	3%	Green	7%
	White		95%		87%
	Not stated		2%		6%
Sexual orientation	LGBT	Grey	3%	Green	3%
	Heterosexual		46%		50%
	Not stated		51%		47%
Disability	Disability	Grey	3%	Green	4%
	No disability		95%		89%
	Not stated		2%		7%

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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.

- Female (35%)
- Male (65%)

Gender

- BME (0%)
- White (95%)
- Not Stated (5%)

Ethnicity

- LGBT (16%)
- Hetrosexual (73%)
- Not Stated (11%)

Sexual orientation

- Disability (3%)
- No Disability (94%)
- Not Stated (3%)

Disability
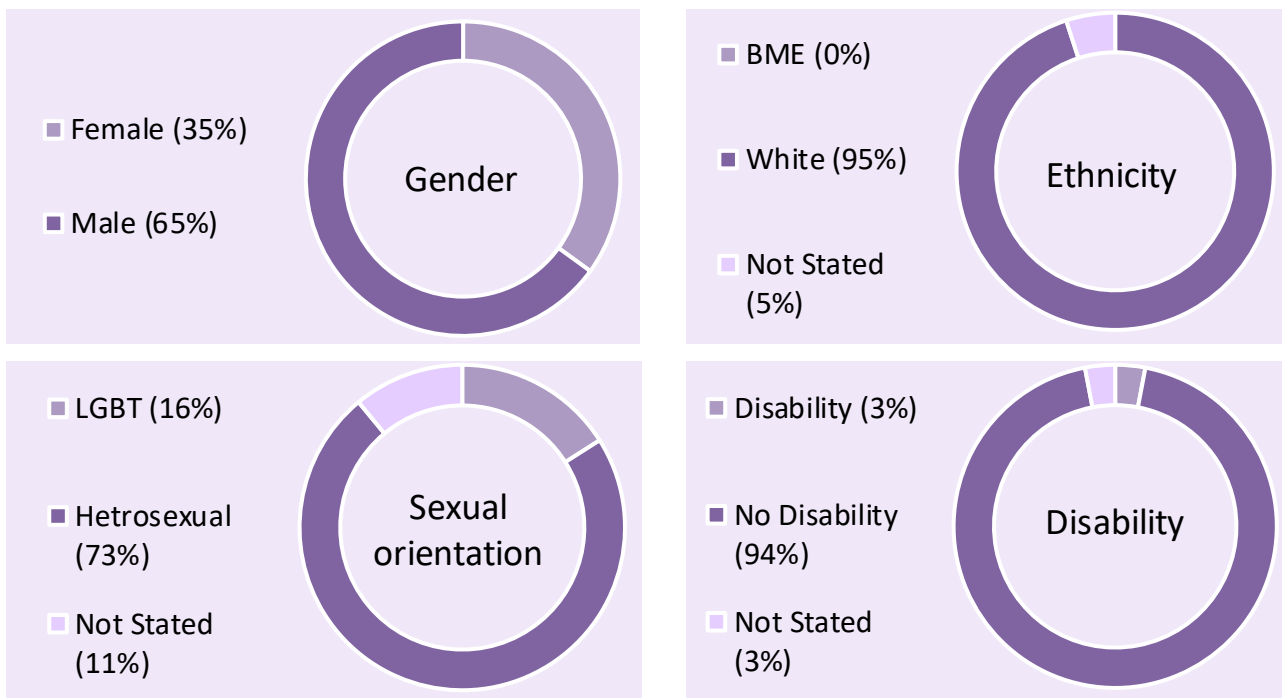
During quarter 2, there were a total of 37 new recruits.

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 25

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 increased 8.70% over the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	33	**25**	44	23
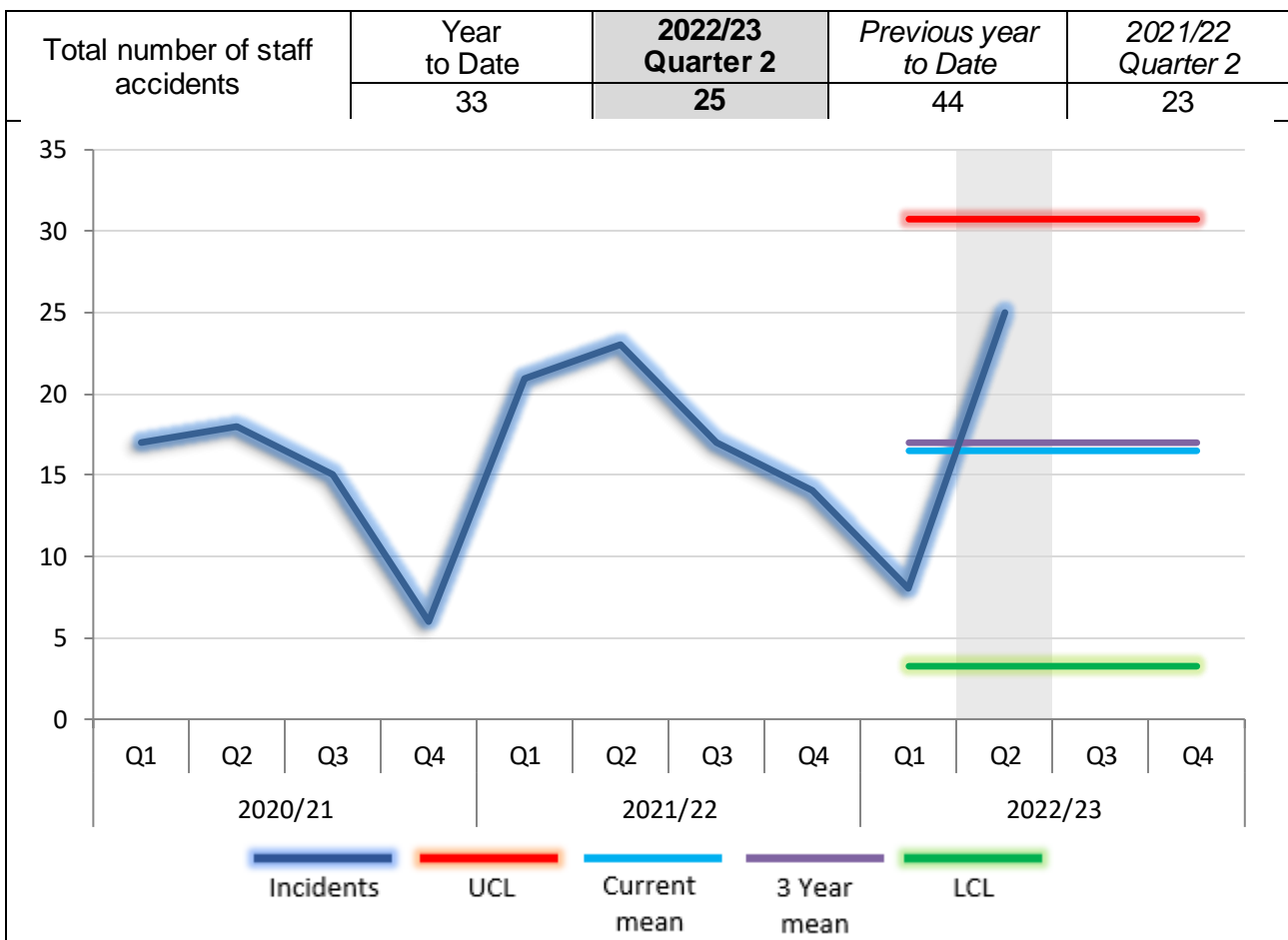
2.1 Risk Map		Risk Score 31,576

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.

$$\frac{\text{Dwelling Fires}}{\text{Total Dwellings}} + \left(\frac{\text{Dwelling Fire Casualties}}{\text{Resident Population}} \times 4 \right) + \text{Building Fire} + \left(\text{IMD} \times 2 \right) = \text{Risk Score}$$
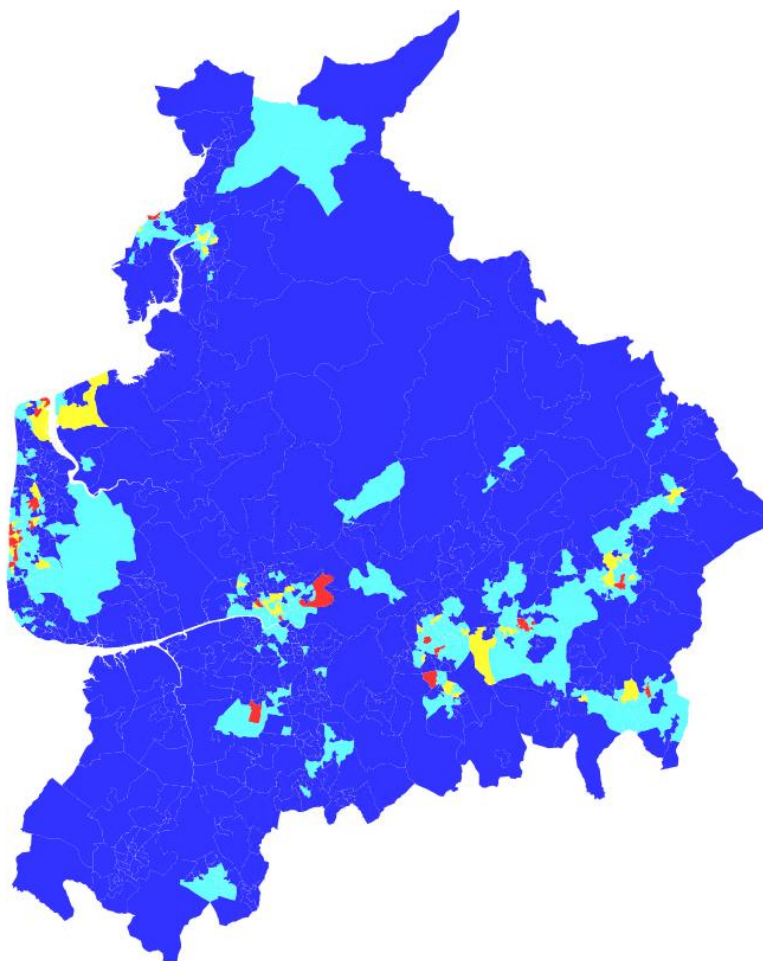
The County risk map score is updated annually, before the end of the first quarter.

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
2022 count	**25**	**47**	**333**	**536**	**31,576**
2021 count	21	61	338	521	31,862
Direction / % Change	19%	23%	1%	3%	1%

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2.2 Overall Activity		Quarter Activity 5,386

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 8.41% over the same quarter of the previous year.
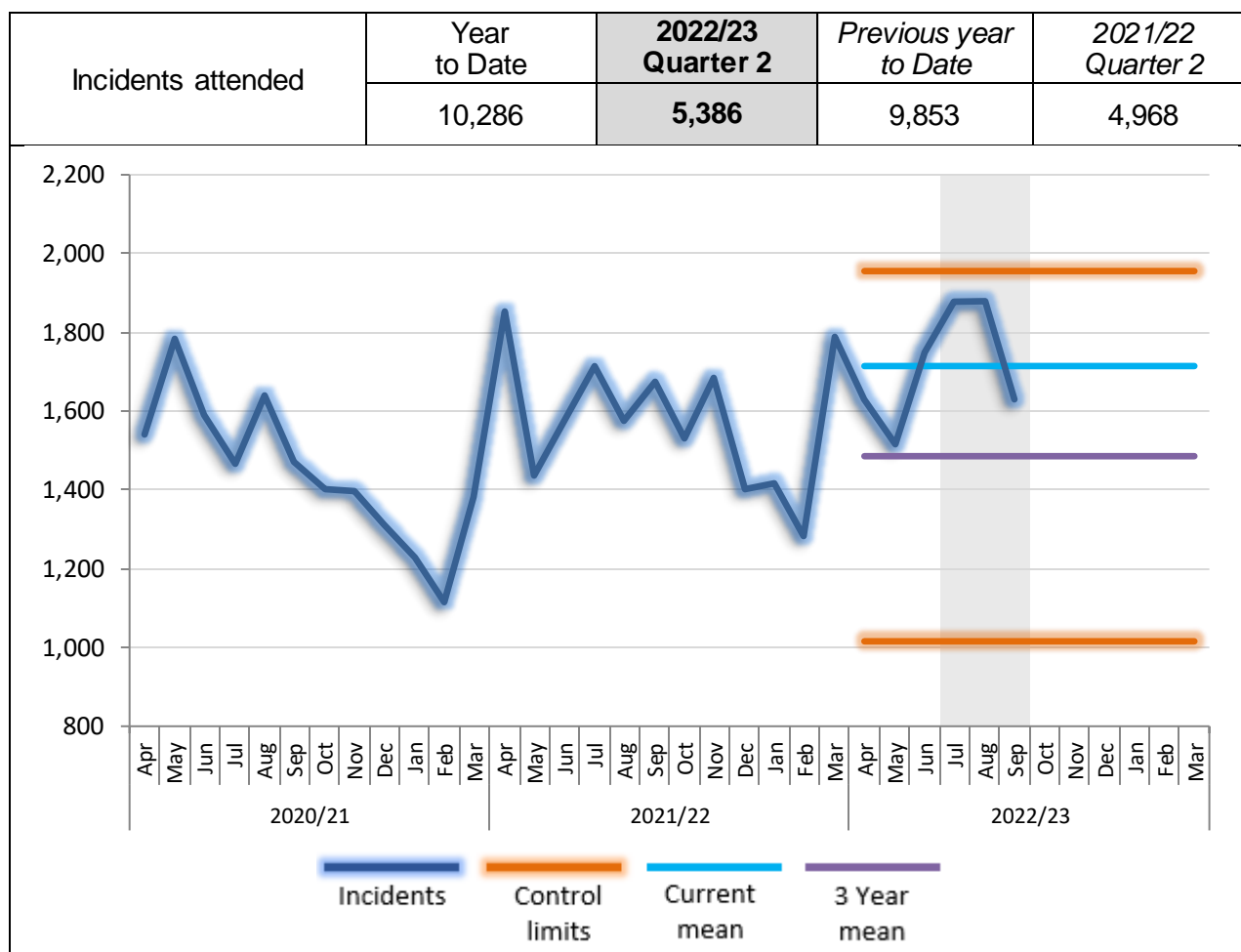
Incidents attended	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	10,286	**5,386**	9,853	4,968

	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	**1,714**	1,485	1,578	1,445	1,433

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2.2 Overall Activity Breakdown		Quarter Activity 5,386

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.

FALSE ALARM:

Fire alarm due to Apparatus	61%
Good Intent false alarm	34%
Malicious False Alarm	5%

FIRE - PRIMARY:

Accidental Dwelling (2.3)	41%
Accidental Building (2.4)	14%
Accidental Building (2.5)	5%
Deliberate Dwellings (2.6.1)	3%
Deliberate Commercial (2.6.2)	7%
Other Primary	30%

FIRE - SECONDARY:

Deliberate Fires	47%
Accidental Fires	53%

SPECIAL SERVICE:

Critical Incidents (KPI 3.2)	59%
*Gaining Entry	32%
*RTC	22%
*Flooding	8%
*Other Critical incident	38%

Chart data:
- Special Service, 1139, 21%
- False Alarm, 2420, 45%
- Fire - Secondary, 1298, 24%
- Fire - Primary, 511, 10%

Fires yet to be classified, and chimney fires (<1%) and are not shown on the chart breakdown.

	FALSE ALARM incidents make up 45% of activity, with 61% being Fire alarm due to Apparatus incidents. On 1st April 2022 a revised false alarm policy was introduced to help reduce the number of AFA's. Since that time there has been a 43% reduction within property types covered by the policy change.
	FIRE PRIMARY 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).
	FIRE SECONDARY incidents are caused by either a deliberate or accidental act, or the cause is not known. Deliberate fires mainly involve loose refuse and currently account for 47%, with accidental or not known fires accounting for 53%.
	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 accounting for 32% and Road Traffic Collisions (RTC) 22%. *Subset of critical special service incidents (KPI 3.2).

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2.3 Accidental Dwelling Fires		Quarter Activity 203

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

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

Quarterly activity increased 4.10% over the same quarter of the previous year.

Accidental Dwelling Fires	Year to date	**2022/23 Quarter 2**	*Previous year to date*	*2021/22 Quarter 2*
	407	**203**	432	195

	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	**68**	70	71	72	68

2.3.1 ADF – Harm to people: Casualties		Quarter Activity 10

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 23.08% over the same quarter of the previous year.

Casualty Status	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
Fatal	4	**2**	1	0
Injuries appear Serious	6	**2**	5	2
Injuries appear Slight	7	**6**	17	11
Total	17	**10**	23	13
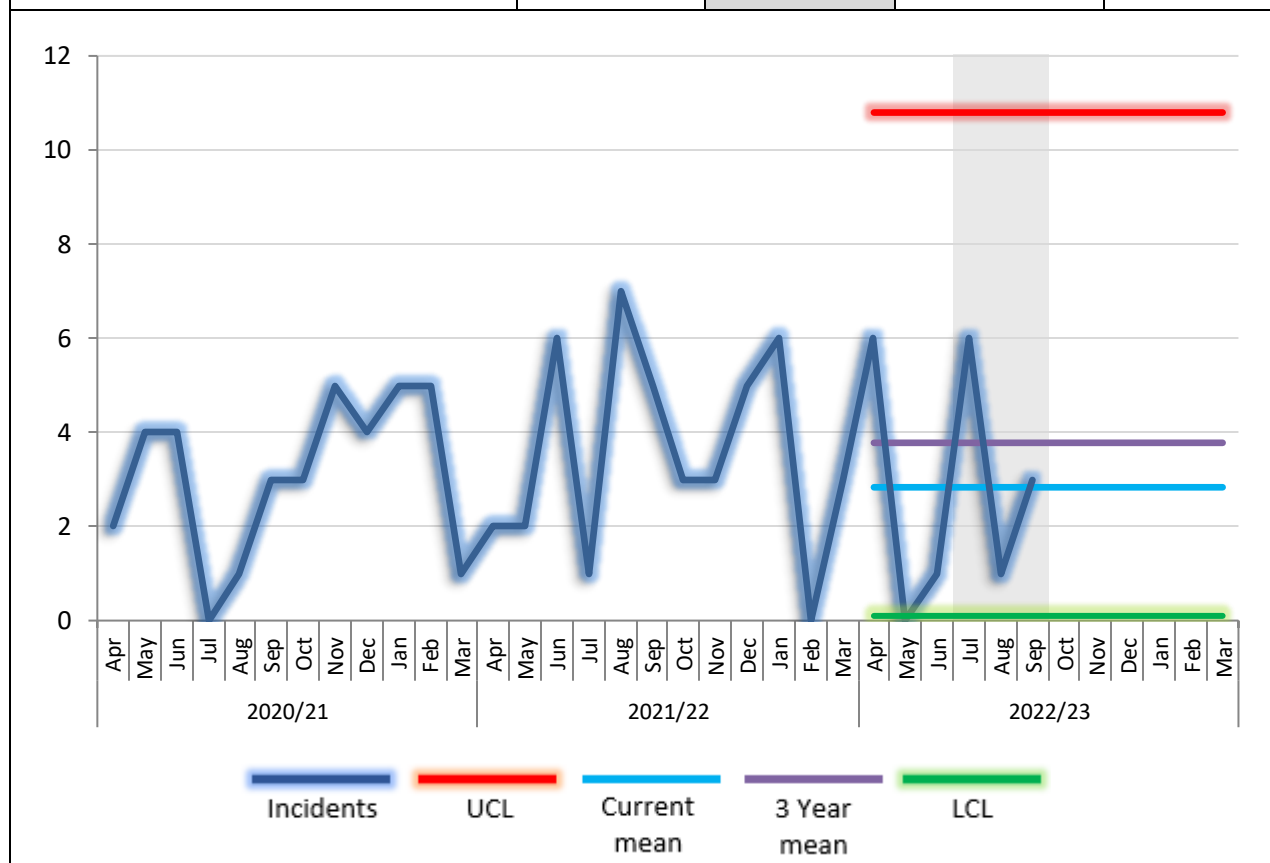
Current mean activity and the monthly mean activity over the previous 3 years.

Current mean	3 Year mean	2021/22	2020/21	2019/20
3	4	4	3	5

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2.3.2 ADF – Harm to property: Extent of damage (fire severity)		Quarter Percentage 89%

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 1st ignited or to the room of origin, is higher than the comparable quarter of the previous year.

Combined quarterly percentage increased 2% over the same quarter of the previous year.

Fire severity	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	⬆/⬇	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4
Limited to heat and/or smoke	23%	25%	-	-	⬇	21%	30%	21%	23%
Limited to item 1st ignited	13%	13%	-	-	⬇	17%	17%	15%	16%
Limited to room of origin	47%	51%	-	-	⬆	49%	41%	50%	51%
Limited to floor of origin	10%	4%	-	-	⬇	8%	9%	10%	8%
Spread beyond floor of origin	3%	6%	-	-	⬆	5%	3%	3%	2%
Whole Building	3%	1%	-	-	⬌	1%	1%	0%	0%
Combined percentage	84%	89%	-	-	⬆	87%	87%	87%	90%

Cumulative extent of damage breakdown

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2.4 Accidental Building Fires (Commercial Premises)

	Quarter Activity 72

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 increased 5.88% over the same quarter of the previous year.

Accidental Building Fires (Commercial Premises)	Year to Date	2022/23 Quarter 2	Previous year to Date	2021/22 Quarter 2
	140	72	142	68
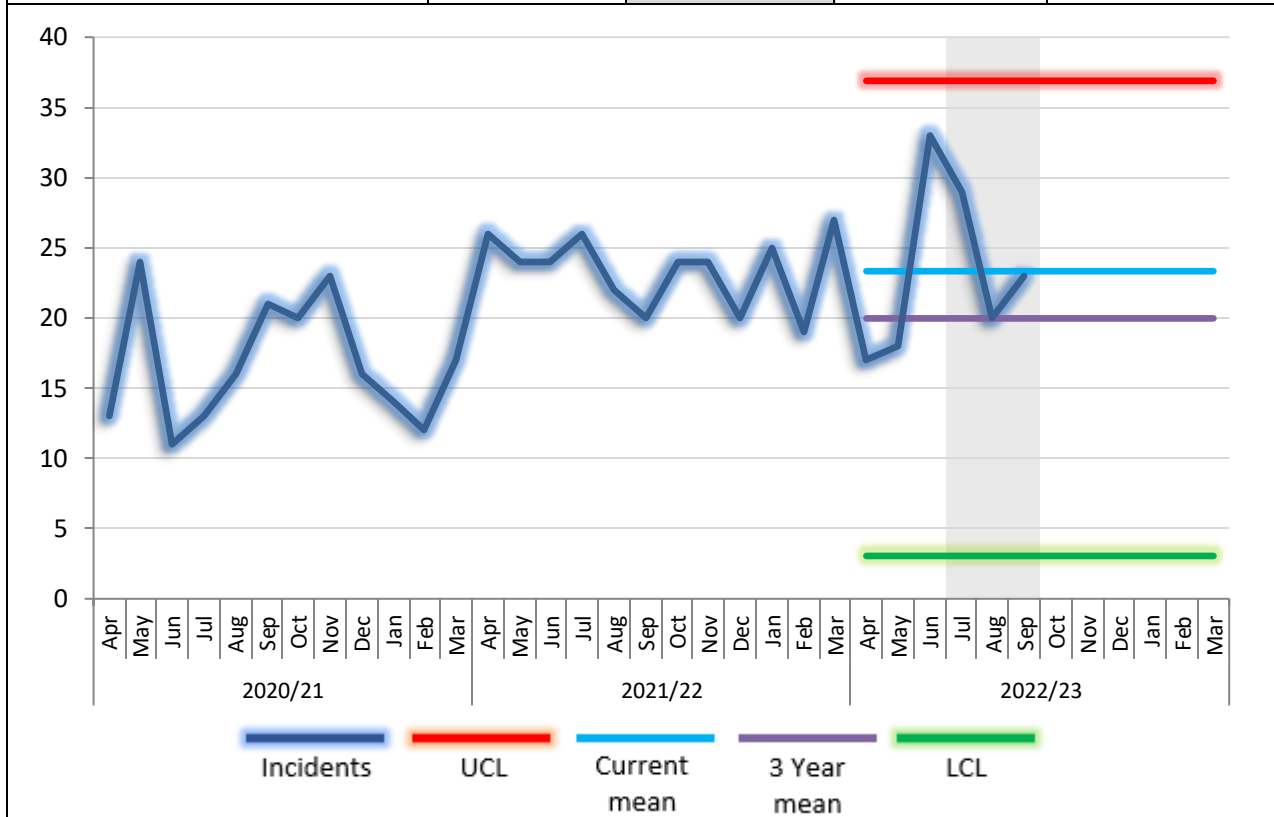
	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	23	20	23	17	20

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

Quarter Activity
69%

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 1st ignited or to the room of origin, is higher than the comparable quarter of the previous year.

Quarterly activity decreased 7% over the same quarter of the previous year.

Fire severity	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	⬆/⬇	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4
Limited to heat and/or smoke	16%	17%			⬇	19%	28%	19%	24%
Limited to item 1st ignited	21%	14%			⬆	16%	13%	15%	20%
Limited to room of origin	30%	39%			⬆	36%	35%	38%	31%
Limited to floor of origin	24%	17%			⬆	16%	13%	15%	11%
Spread beyond floor of origin	3%	6%			⬆	7%	4%	1%	6%
Whole Building	6%	8%			⬆	5%	6%	12%	8%
Combined percentage	67%	69%			⬇	72%	76%	72%	75%

Cumulative extent of damage breakdown
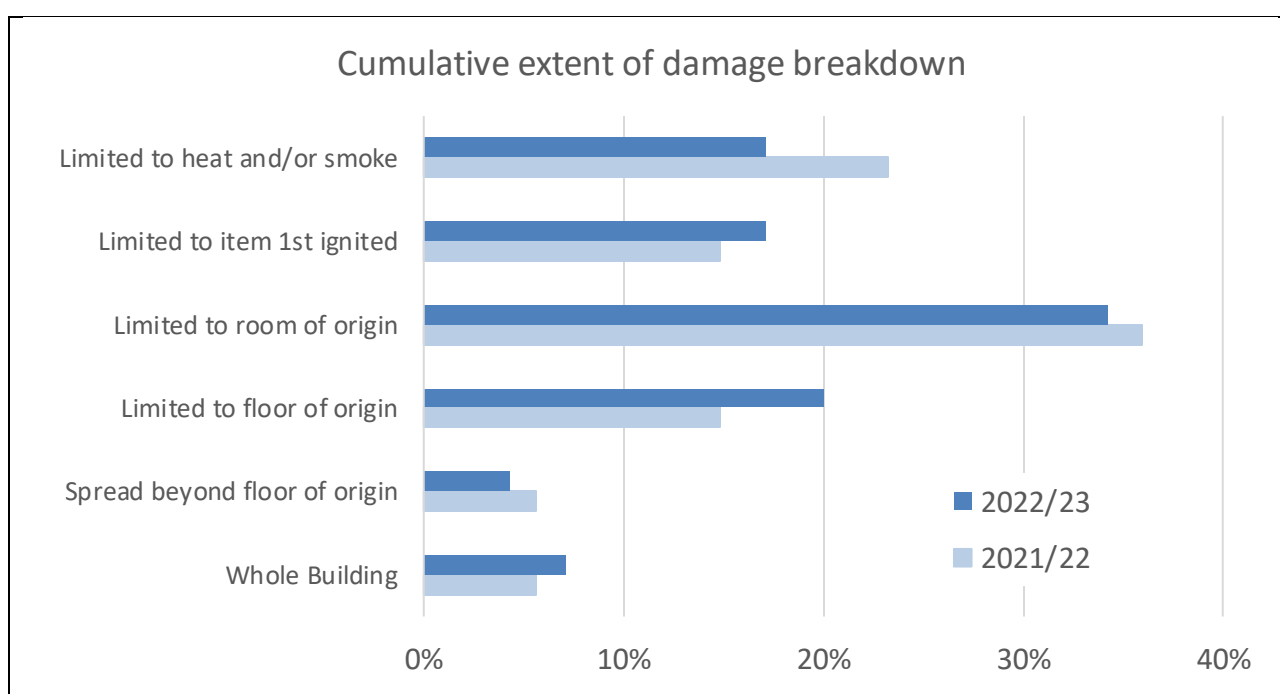
2.5 Accidental Building Fires (Non-Commercial Premises)

	Quarter Activity
	23

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 remained static against the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	51	**23**	52	23
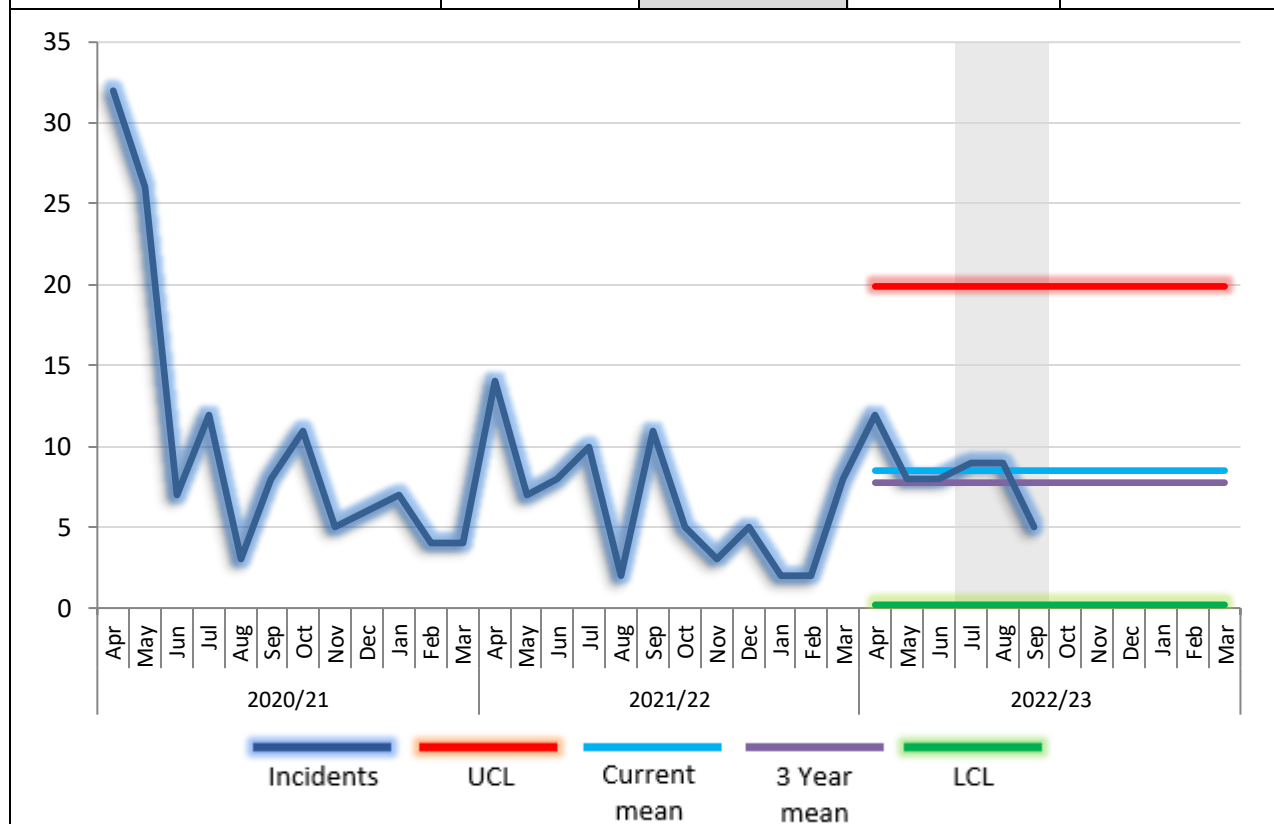
	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	**9**	8	6	11	6

2.5.1 ABF (Non-Commercial Premises: Private Garages and Sheds) – Harm to property: Extent of damage (fire severity)
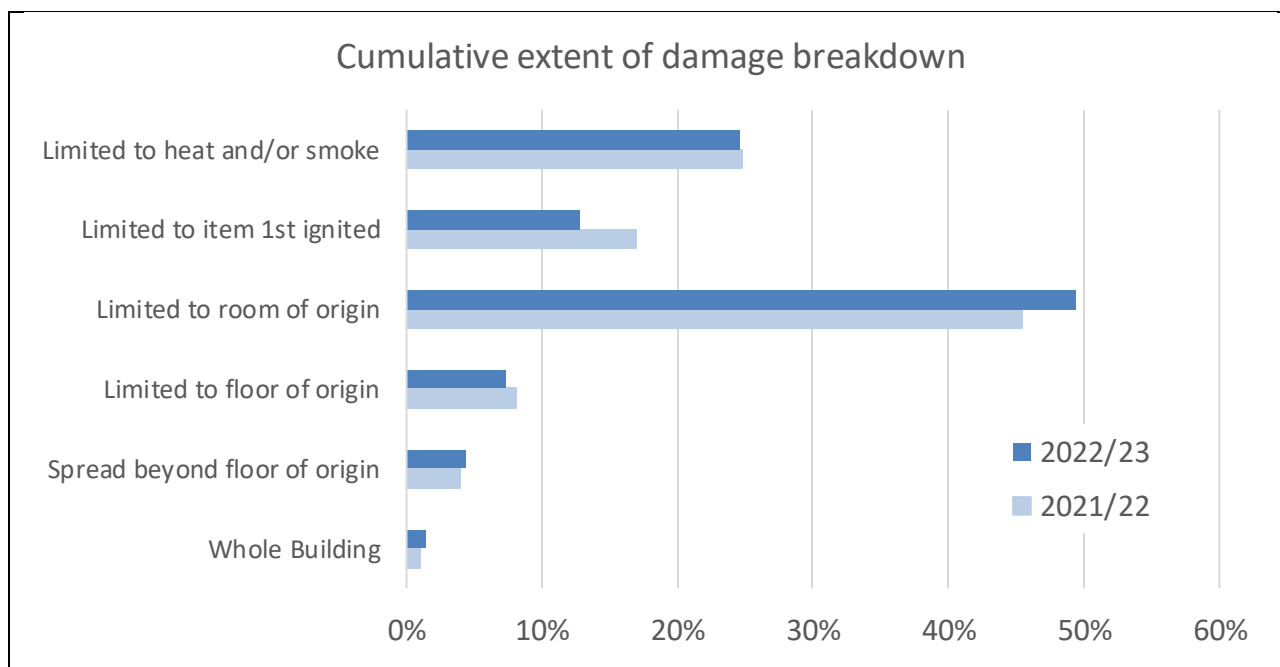
	Quarter Activity 22%

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 1st ignited or to the room of origin, is higher than the comparable quarter of the previous year.

Quarterly activity decreased 8.7% over the same quarter of the previous year.

Fire severity	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	⬆/⬇	21/22 Q1	21/22 Q2	21/22 Q3	21/22 Q4
Limited to heat and/or smoke	4%	9%	-	-	⬆	3%	4%	8%	8%
Limited to item 1st ignited	0%	13%	-	-	⬇	10%	17%	0%	17%
Limited to room of origin	16%	0%	-	-	⬇	0%	9%	15%	0%
Limited to floor of origin	8%	13%	-	-	⬌	0%	13%	0%	17%
Spread beyond floor of origin	0%	0%	-	-	⬌	3%	0%	0%	8%
Whole Building	72%	65%	-	-	⬆	83%	57%	77%	50%
Combined percentage	20%	22%	-	-	⬇	14%	30%	23%	25%

Cumulative extent of damage breakdown
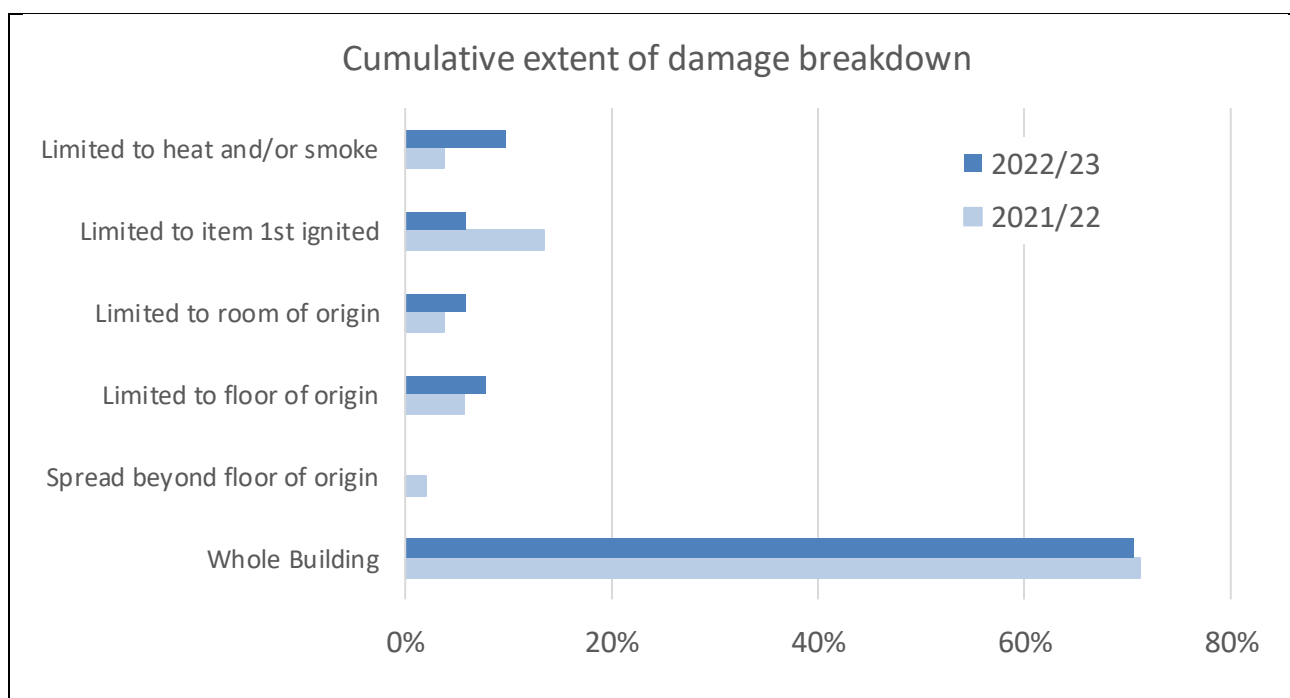
2.6 Deliberate Fires Total: Specific performance measure of deliberate fires		Quarter Activity 737

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 43.39% over the same quarter of the previous year.

Deliberate Fires	Year to Date	**2022/23 Quarter 2**	Previous year to Date	2021/22 Quarter 2
	1,467	**737**	1,174	514
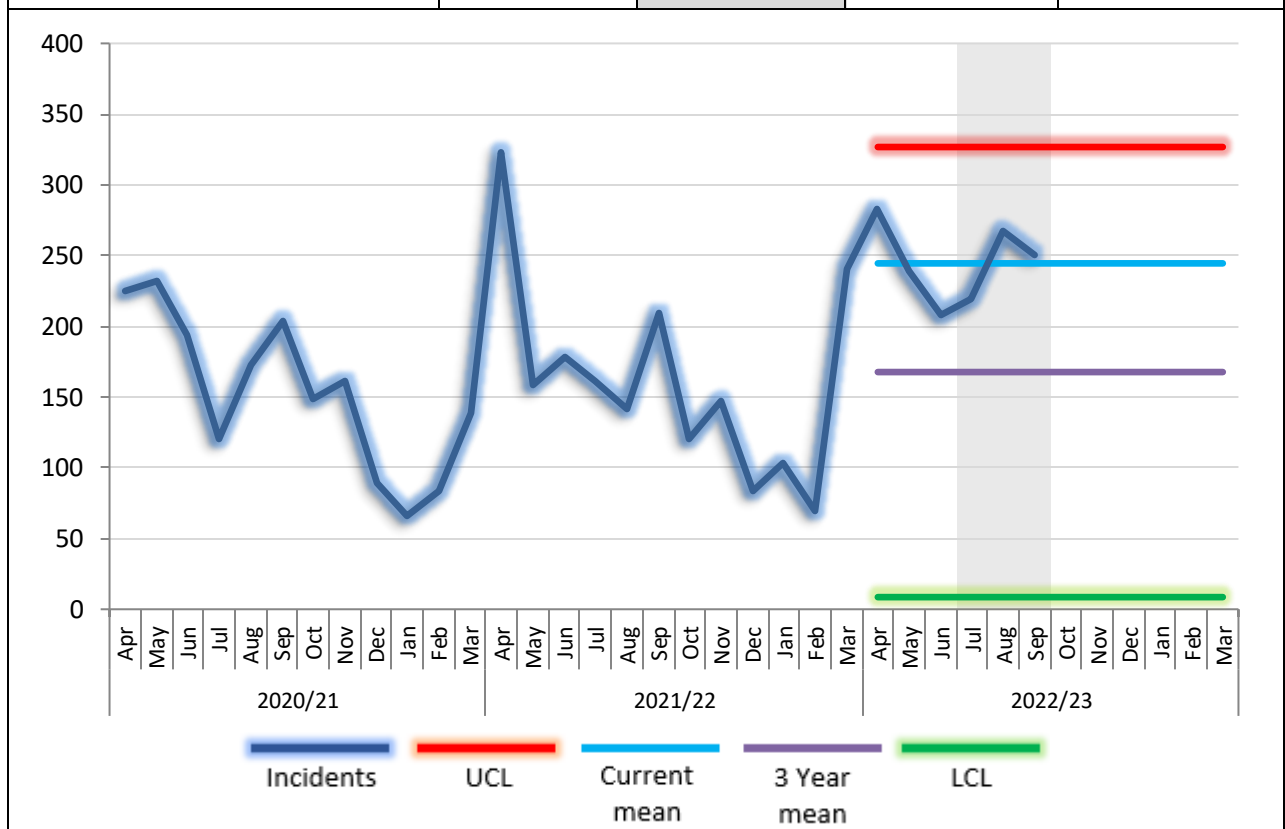
	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	**245**	168	161	153	189

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2.6.1 Deliberate Fires – Dwellings		Quarter Activity 20

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 33.33% over the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	36	**20**	57	30
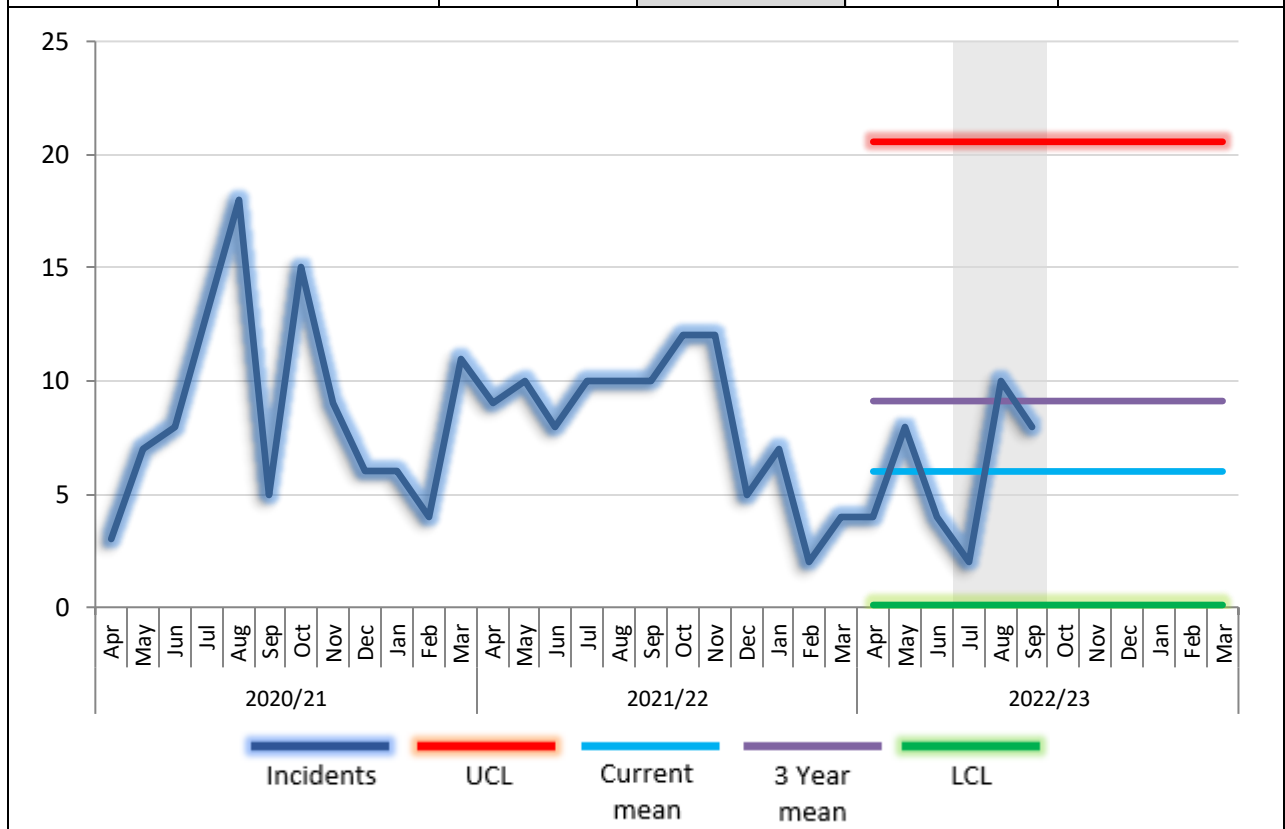
	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	**6**	9	8	9	10

2.6.2 Deliberate Fires – Commercial Premises		Quarter Activity 21

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 41.67% over the same quarter of the previous year.

Deliberate Fires – Commercial	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	53	**21**	78	36
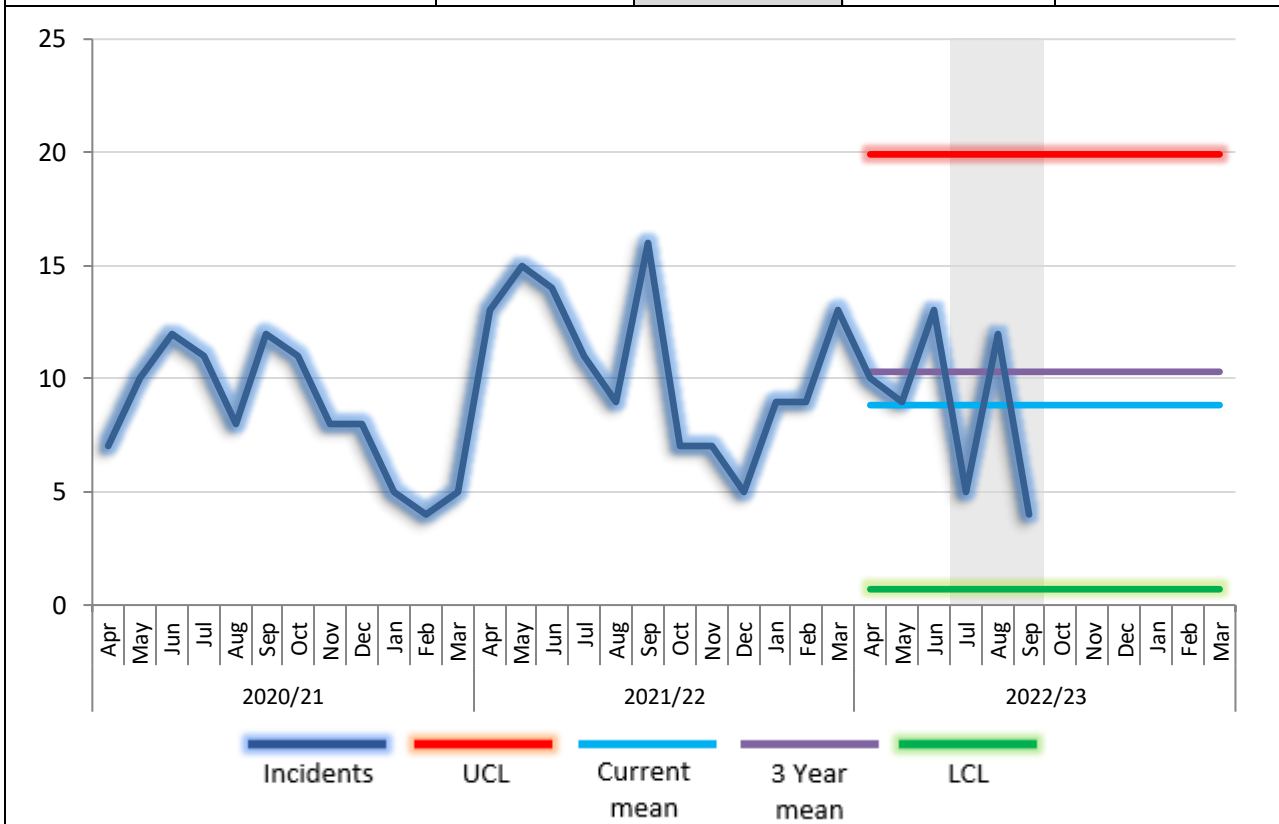
	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	**9**	10	11	8	12

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

	Quarter Activity **696**

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 55.36% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	1,378	**696**	1,039	448
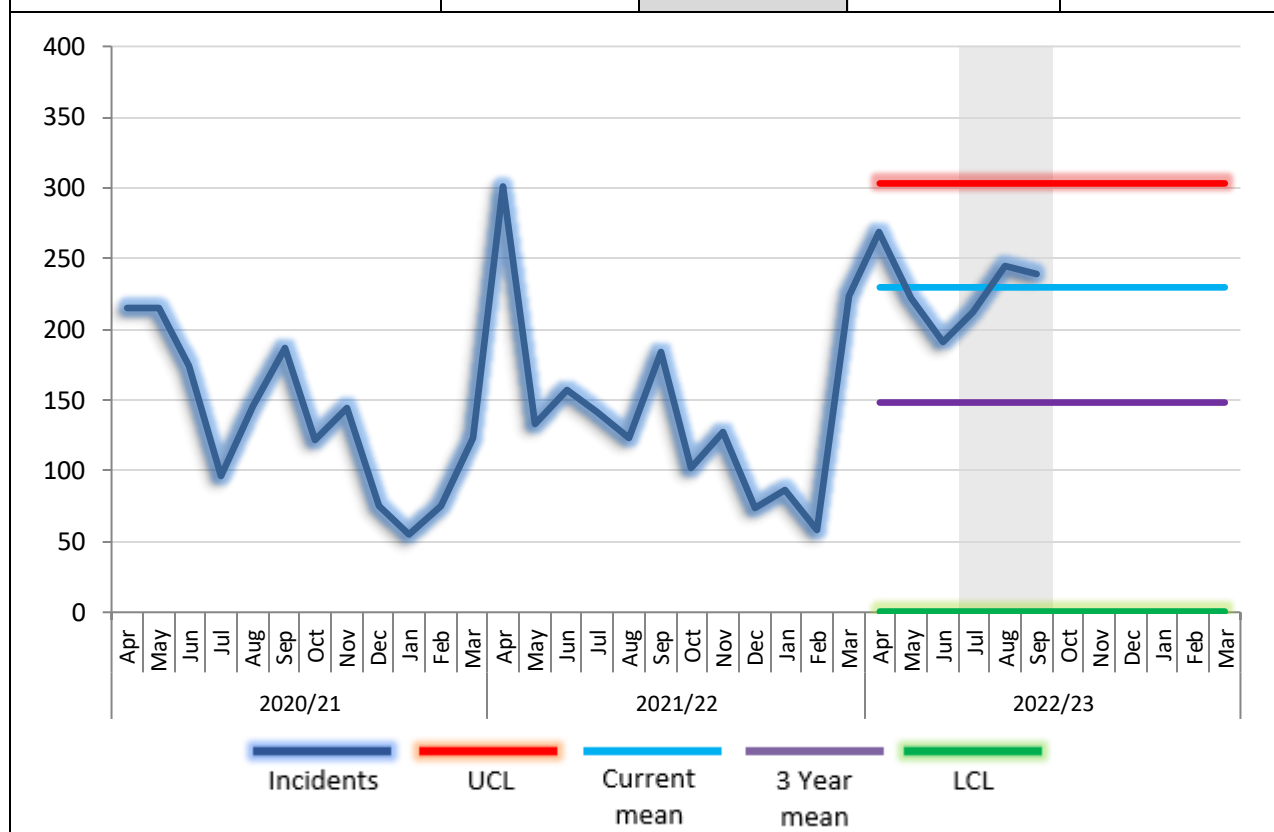
	Current mean	3 Year mean	2021/22	2020/21	2019/20
Current mean activity and the monthly mean activity over the previous 3 years.	**230**	149	143	136	167

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2.7 Home Fire Safety Checks (HFSC)	HFSC	Quarter Activity 59%

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 37.1% over the same quarter of the previous year.

High risk outcomes decreased 9.0% 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	5,024	58%	⬆/⬇	3,650	66%
Q 2	5,403	59%	⬆/⬇	3,940	68%
Q 3			-	5,015	62%
Q 4			-	5,033	60%

Cumulative year to date activity

13,717 Home Fire Safety Checks Offered

Analysis to Aid Future Targeting

10,427 HFSC's Completed

1,011 Being Advice Only

59% Had a High Risk Outcome

9,416 Completed in the Home

HFSC

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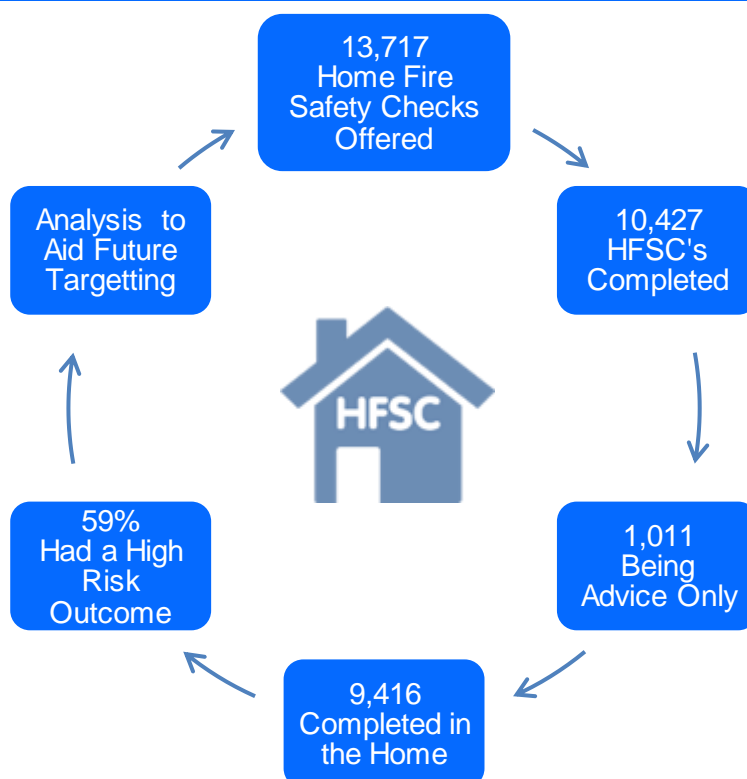
2.8 Numbers of prevention activities such as: Childsafe, wasted lives etc.

Activity	Description	Targets for delivery	Data for quarter 2 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	55 sessions delivered to 1,561 attendees
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	26 sessions delivered to 845 attendees
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	4 sessions delivered to 79 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	4 sessions delivered to 176 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	3 sessions 52 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	37 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	58 organisations/ agencies 179 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	67 sessions delivered to 4,713 attendees. These consisted of ASB fires and Water Safety – the majority were water safety due to the time of year, risk & incidents that sadly occurred
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	199

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2.9 Fire Safety Activity (including Business Fire Safety Checks)

Quarter Activity
9%

The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more of the following: enforcement notice or an action plan, alterations notice or prohibition notice.

An improvement is shown if the percentage of audits 'Requiring formal activity' is greater than the comparable quarter of the previous year. This helps inform that the correct businesses are being identified.

Quarter 2 recorded an increase of 3% against the same quarter of the previous year.

| | 2022/23 | | | | | | | ⬆/⬇ | 2021/22 | |
Quarter	Fire Safety Enforcement Inspections	Formal Activity	Informal Activity	Satisfactory Audit	Business Safety Advice	% Formal Activity	% Informal Activity	Progress	% Formal Activity	% Informal Activity
1	504	28	333	95	48	6%	66%	⬇	7%	63%
2	576	52	402	82	40	9%	68%	⬆	6%	63%
3									6%	54%
4									7%	70%

576 Safety Inspections

People who decide not to comply

Use of Prosecution

People who don't want to comply

Deter by Enforcement

52 Inspections requiring Formal Activity

People who try to but don't always succeed in doing the right thing

Assist to Comply

402 requiring Informal Activity

People who are willing to do the right thing

Make it easy to Comply

82 Satisfactory Audits

Compliance Strategy

2022/23	Cumulative Business Fire Safety Checks	819

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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 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	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Received	183[1]	233		
Completed within timeframe[2]	103	170		

[1] Twenty two of these are still showing as incoming/pending awaiting further information.
[2] 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

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3.1 Critical Fire Response – 1ˢᵗ Fire Engine Attendance		Quarter Response 80.54%

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 6.85% over the same quarter of the previous year.

Critical Fire Response	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	84.74%	**80.54%**	88.36%	87.39%
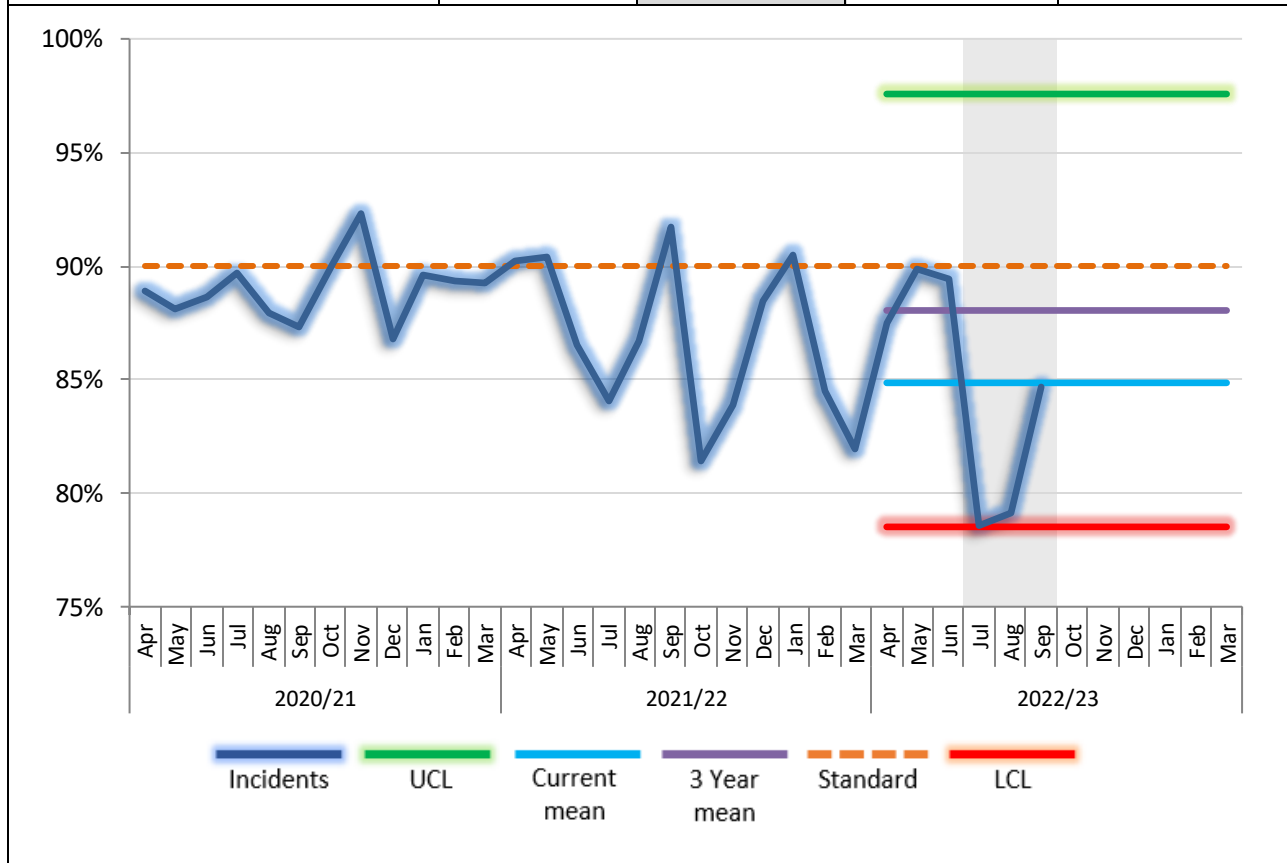
3.2 Critical Special Service Response – 1st Fire Engine Attendance

	Quarter Response 87.85%

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 decreased 0.11% over the same quarter of the previous year.

Critical Special Service Response	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	90.10%	**87.85%**	89.66%	87.96%
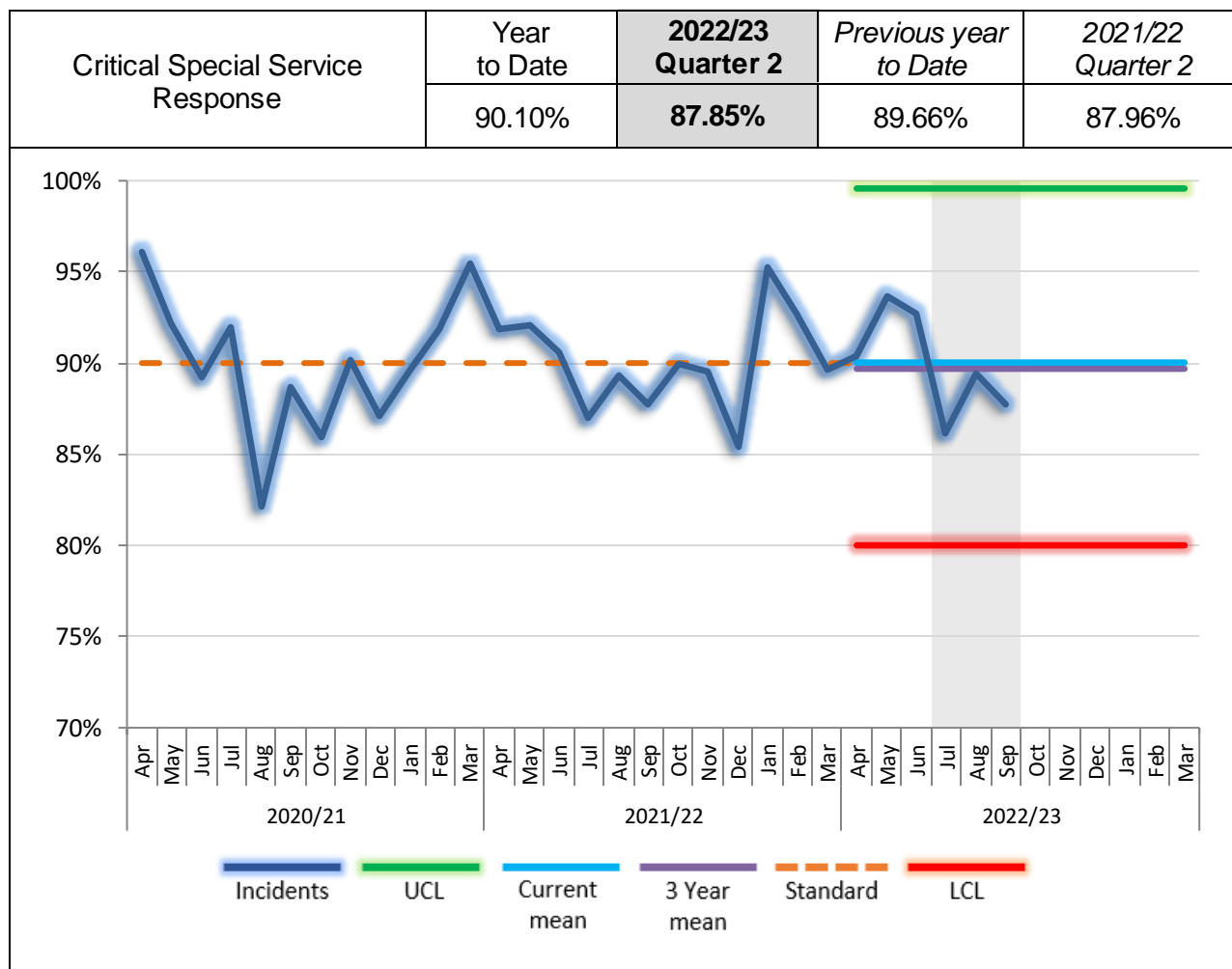
3.3 Total Fire Engine Availability		Quarter Availability 83.78%

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 breaches of control limits and reasons fire engines are designated as unavailable.

Quarterly availability decreased 2.45% over the same quarter of the previous year.

Fire engine availability – WT, FDC, DCP & OC	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	84.31%	**83.78%**	88.75%	86.23%
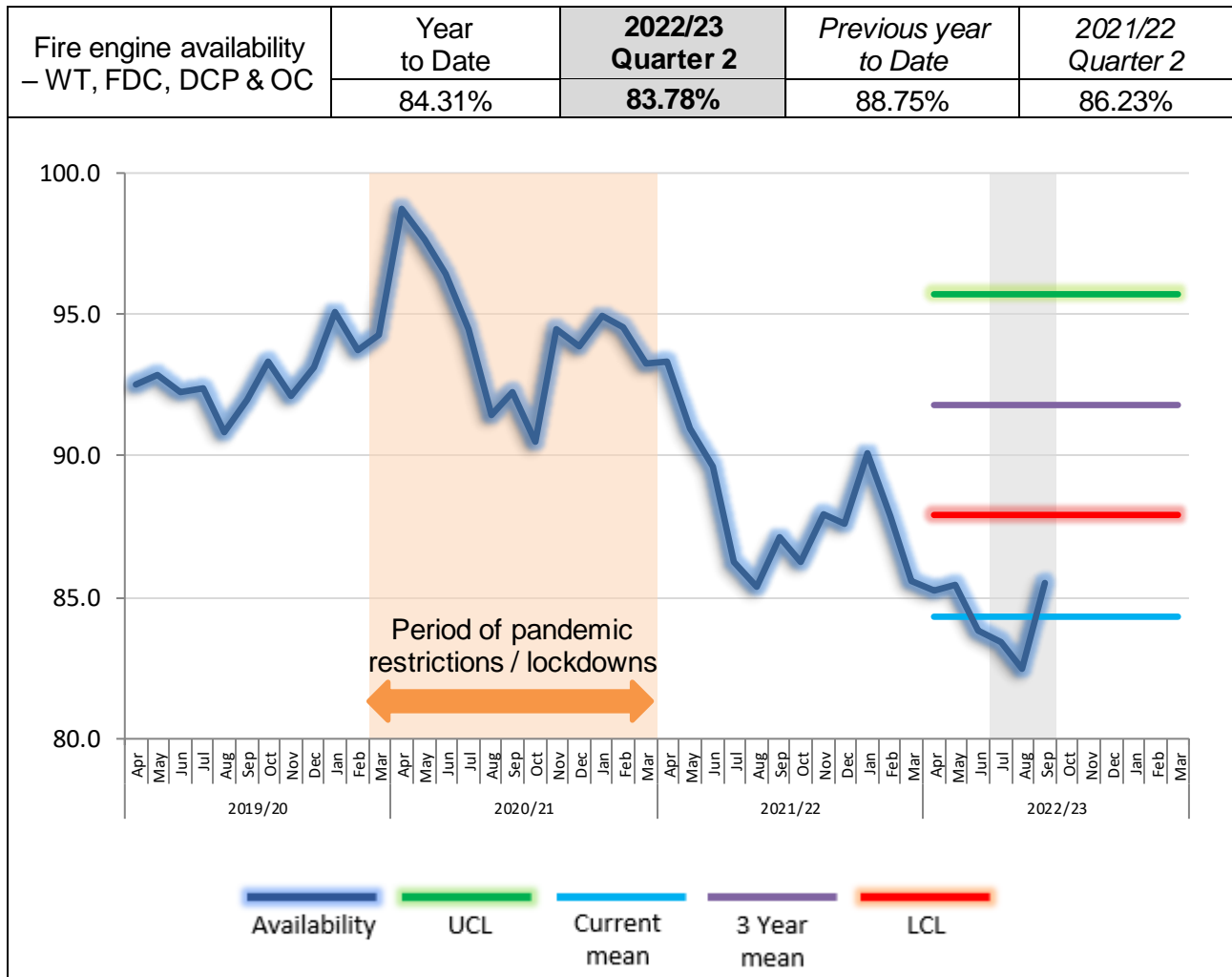
Key periods of Covid 19 pandemic restrictions/lockdowns:

- 23rd March to 10th May 2020. The first national lockdown is announced.

- 22nd September 2020. New restrictions announced, including working from home.

- 5th November 2020 to 2nd December 2020. Second lockdown in England.

- 6th January 2021 to 29th March 2021. Third national lockdown/stay at home order.

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3.3.1 Fire Engine Availability Wholetime Shift System		Quarter Availability 99.04%

This indicator measures the availability of fire engines that are crewed by wholetime, flexible 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 decreased 0.30% over the same quarter of the previous year.

Fire engine availability – WT, FDC and DCP	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	99.18%	**99.04%**	99.26%	99.34%

3.3.2 Fire Engine Availability On-Call Shift System	ON-CALL	Quarter Availability 71.38%

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 4.19% over the same quarter of the previous year.

Fire engine availability – OC	Year to Date	**2022/23 Quarter 2**	*Previous year to Date*	*2021/22 Quarter 2*
	72.23%	**71.38%**	80.21%	75.57%
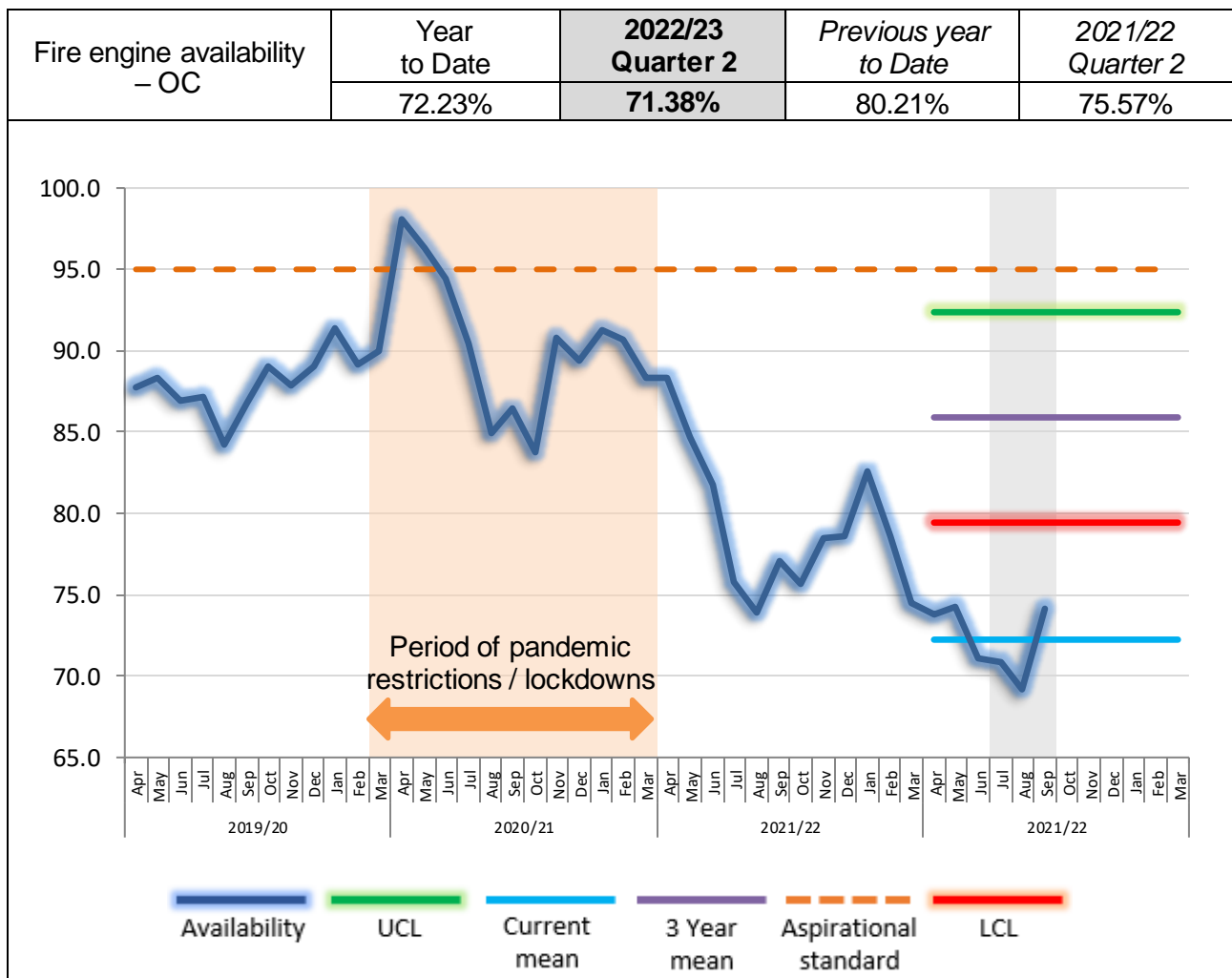
What are the reasons for an Exception report

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 quarter two.

Analysis

Availability of OC pumps during the quarter was recorded at 71.38%, with each month being below both the 79.43% control limit, and 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 additional On Call Support Officer (OCSO) posts to further strengthen the support to On-Call units and help implement changes arising from the review. Five additional OCSO's were appointed in September 2022, increasing the total to 8.

Actions being taken to improve performance

- The Service appointed 35 successful applicants from the latest recruitment campaign.

- The Service will continue to deliver a recruitment strategy, that incorporates a targeted approach to stations that are in exception, whilst utilising data to identify the specific contractual/availability needs of those stations.

- The Service will continue to review On-Call contracts to ensure they are effective in improving appliance availability, whilst also ensuring contractual performance of staff is maintained.

- Recent recruitment of On-Call staff into WT posts (e.g., LFRS, Greater Manchester FRS, and Lancashire Constabulary) has impacted units through several On-Call staff leaving, not being available during training or reducing their hours due to shift patterns.

- Challenges around Light Goods Vehicle (LGV) and Officer in Charge (OIC) skills continue to be an issue across the Service. To remedy this, Firefighters in development can be nominated for LGV courses, following discussion with Station and Group managers.

- High levels of sickness on some stations continues to be an issue, with Covid continuing to be a contributor during the quarter.

- OCSO's will continue to support On-Call units through the delivery of area-based training, primarily targeted at FF's in development. This support will aid progression through the FF development programme, subsequently increasing opportunities for FF's to progress to more specialist skills such as LGV driving or Incident Command.

- OCSO's are working with the incident command team to develop workshops that will resume in the spring. Local ad hoc sessions have been delivered, post incident command assessment, to support and develop OIC's with their command skills.

- Support national On-Call campaigns and utilise their recruitment literature and designs. Align recruitment campaigns with NFCC On-Call Firefighter Days and raise the profile of the occasion during national volunteers week.

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- Invest in On-Call using relevant recruitment material and effective allocation of internal resources. Additional resources for the recruitment vehicle have been identified and requested which include, new banners, QR code cards for each station, and new On-Call staff for advertisement.

- Quarter 2 saw the expansion of the OCSO team following the appointment of new staff in September. The ambition will be to fill the remaining OCSO Team vacancies to ensure all units receive support as required.

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4.1 Progress Against Allocated Budget

Quarter variance
0.48%

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 September was £23.5 million, £0.3 million more than budget, the majority of which is attributable to inflation and particularly, increases in fuel and energy prices.

Variance:	0.48%

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:

The Blue Light Collaboration board met on the 30th of September 2022 where a presentation on the initial five projects were delivered to the strategic leads. This presentation incorporated the Project Initiation Documents (PID) and Highlight Reports for each project. Progress for the planning of each project is as follows:

Estates and Co-location

This project aims to understand the partnership footprint in terms of what is on offer; space, capacity, what would be required as a minimum, with consideration to Health & Safety and legal requirement and terms & conditions and regulations.

This project will be considering the following opportunities:

- LanCon Headquarters regeneration,

- Review of the LanCon Estate arising from Target Operating Model (TOM) and Estates Roadmap.

- The environmental shift in fleet to electric vehicles and the Sustainability and Environmental Strategy.

The project is currently in scoping phase and the PID is in production.

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Leadership Development

This project aims to map out the current offer by all partners and understand what is already underway and planned, develop a joint MOU, and hold a roundtable discussion between partners and explore mechanisms in relation to how this can practically work (cost, booking on staff, which systems are used, evaluation, familiarisation with terminology).

This project will be considering the following opportunities:

- The 'Outside In' programme

- The 'Leading the Way' course days 1,2 and 3

- Recruitment and selection training

- CPD development days with quality speakers and the Durham University leadership programme.

It may also consider learning from other organisations such as away days for new recruits.

Command Units

The aim of this project is to establish and deliver additional collaborative uses of the command units in LFRS in line with JESIP principles. The key objectives are to improve operational effectiveness and in line with LFRS mission; 'Making Lancashire Safer'.

Missing Persons (MisPer)

This project aims to improve the existing collaborative approach to identification of the location of missing persons. The existing offer has been evaluated and learning and improvement have been made. The existing training for the Missing from Home (MFH) manager training for LanCon staff will continued to be supported by LFRS in terms of assets available.

Initially, two personnel across the USAR team and Drone team to undertake the Missing From Home manager course. Additional crews in LFRS have been identified as specialist teams and will receive a bespoke training programme which is currently being mapped out. These teams will develop an increased knowledge of managing a missing person within the context of potential crime scene management. All LFRS assets will remain available regardless of the additional skills imparted to the specialist teams.

First Responder

The final project is between LFRS and North West Ambulance Service (NWAS). The aim of the project is to train a small initial team of five Community Safety Staff to participate in NWAS First Responder scheme. They will respond from the workplace to a restricted call set that revolves primarily around defibrillator use and cardiac arrest. Once proof of concept is ascertained, the plan is for the scheme to be broadened.

4.3 Overall User Satisfaction		Percentage satisfied 98.83%

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.

54 people were surveyed; 53 responded that they were very or fairly satisfied.

Question	Running Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everthing in to account, are you satisfied, dissatistfied, or neither with the service you received from Lancashire Fire and Rescue Service?	3,087	3,051	98.83%	97.50%	1.37%

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Lancashire Combined Fire Authority
Performance Committee
Meeting to be held on 14 December 2022

Review of Family Group Comparative Information

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

Executive Summary

At the final Performance Committee meeting of each financial year, the Measuring Progress report, is accompanied by a comparative performance analysis of other Fire and Rescue Services (FRS) which was formed upon historic 'Family Groups'.

Over the years, this comparison has enabled Lancashire Fire and Rescue Service (LFRS) to demonstrate to the Committee how the Service is performing against other FRS on a small number of Key Performance Indicators (KPI).

As the fire sector has evolved, the use of Family Groups has slowly diminished as has the value of their use in effectively comparing FRS with FRS. The position has been further weakened by new FRS joining Family Groups that they were not originally intended to be placed within.

At the March 2022 Performance Committee meeting, a proposal was made that the Service undertake work to identify more preferable ways of providing comparative data. Since this time however, the National Fire Chiefs Council (NFCC) has commenced a project to nationally rework the Family Groups and, using a data led analysis, has developed some early options on how the groups could be re-formed.

The work has been undertaken by a group of subject matter experts from within the sector and aims to inform and improve the groupings of FRS utilising verifiable data.

NFCC will be sharing initial findings and data later this year whilst planning workshops will be delivered during 2023.

Recommendation(s)

The Performance Committee is asked to note progression of the national project and endorse that the Service await the delivery of these project outcomes, before determining the future provision of comparative data to Performance Committee.

Information

During the Performance Committee on 16 March 2022, (resolution *24-20/21 - Review of Family Group Comparative Information),* Area Manager Mark Hutton proposed that future Family Group analysis could involve data that looked beyond the Family Group, taken from other national databases that the Service now had access to, and which could offer a broader and more suitable comparison than the current arrangements.

Since that time, NFCC has commissioned work to refresh the Family Groups based upon common data relationships and the early outcomes of this work will be shared with each FRS by Christmas 2022.

The set of new groupings will have verifiable data and should offer a statistical tool for grouping the various Services in a way that can report ESV data (economic and social value).

The project also aims to enable new relationships to be developed by FRS who share certain characteristics, some of which individual FRS may presently be unaware of.

To facilitate use of the new tools and datasets, there are three regional workshops planned for the second quarter of 2023 (July to September).

The Service proposes to pause any internal work on this topic and await the outcomes from the NFCC project before providing final options to Performance Committee later next year.

Business risk

Since inception in 2000, the previous Family Groups have undergone change, with some FRS having merged and characteristics of various FRS having changed; as such the use of the family groups for ongoing comparison purposes has questionable value. The redeveloped groupings should provide for an improved and refreshed data-led approach and for reliable information to be provided to the Authority.

Developing an individualised approach may see LFRS out of kilter with the other FRS, once NFCC work is published.

The progression of internal work would continue to push additional workload pressures into a team with limited capacity at the present time given ongoing Emergency Cover Review work and the implementation of the final ECR proposals.

Sustainability or Environmental Impact

None identified

Equality and Diversity Implications

None identified

Data Protection (GDPR) Implications

None identified

HR implications

Redevelopment of comparative data internally would necessitate a draw upon finite resources within a small team in the Corporate Intelligence function. Acceptance of this proposal negates this impact and builds back internal capacity.

Financial implications

None identified at this stage.

Local Government (Access to Information) Act 1985

List of background papers

Paper:
Date:
Contact:

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

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