

9. **Urgent Business**

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

10. **Exclusion of Press and Public**

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

Lancashire Combined Fire Authority Performance Committee

**Wednesday, 15 March 2023, at 10.00 am in the Main Conference Room,
Service Headquarters, Fulwood.**

Minutes

Present:	
Councillors	
R Woollam (Chair)	
P Rigby (Vice-Chair)	
L Beavers	
T Hurn	
A Kay	
H Khan	
Z Khan	
D O'Toole (for J Rigby)	
D Smith	
J Singleton (for B Yates)	

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

23/22	Apologies For Absence
	Apologies were received from Councillor J Rigby and County Councillor B Yates.
24/22	Disclosure of Pecuniary and Non-Pecuniary Interests
	None received.
25/22	Minutes of Previous Meeting
	<u>RESOLVED</u> : - That the Minutes of the last meeting held on the 14 December 2022 be confirmed as a correct record and signed by the Chairman.

26/22

Performance Management Information

The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 3rd 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 focusing on those KPIs in exception 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 October to December 2022, twenty-two station visits were carried out by principal officers and area managers as part of the service-wide station visits programme. Executive board members held an engagement event at the Service Training Centre for flexi duty officers and seven online question and answer events were held with wholetime and on-call firefighters in relation to winter challenges and the national pay dispute.

Fifty-three wellbeing interactions were undertaken ranging from health and wellbeing workshops to support-dog interactions. The service engaged staff in several trials relating to the fleet including new vehicle Close Circuit Television (CCTV) systems and the latest plug-in and self-charging hybrid car technology. The Service also surveyed on-call (OC) staff to obtain their views and experiences as part of a review of the OC duty system.

The Assistant Chief Fire Officer informed Members that a lot of engagement with staff took place through the threat of Industrial Action and the associated ballot. The Fire Brigades Union (FBU) had now accepted the revised pay offer.

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: 6.710

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

During quarter 3, October to December 2022, absence statistics showed whole-time personnel absence above target for the quarter.

1,492 Wholetime absence shifts lost = 2.37 against a target of 1.25.

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

- Gastro-intestinal (abdominal pain, vomiting, diarrhoea)
- Cancer and Tumours
- Mental Health (Other)

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

- Hospital / post operative – 7 cases
- Mental health (other) – 4 cases
- Other known causes (not specified) – 3 cases
- Musculo skeletal (other unable to define) – 2 cases
- Musculo skeletal (Back) – 2 cases
- Musculo skeletal (lower limb) – 2 cases
- Mental health (stress) – 2 cases
- Cancer and Tumours – 1 case
- Cause known, but not specified – 1 case
- Covid-19 Coronavirus (Sickness) – 1 case
- Heart, cardiac and circulatory problems – 1 case
- Respiratory (Cold/Cough/Influenza) – 1 case
- Skin Condition – 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.

The Assistant Chief Officer advised that it would be beneficial to split the data

between long-term and short-term absences as long-term absences were more likely to be cases of serious illness or conditions which were unchangeable. However, he proposed that the emphasis be to reduce short-term absences, as these could be managed and improved with strategies such as access to the Occupational Health Unit, through HR and with effective support from Managers. Members were informed that, due to the higher-than-average sickness levels, the KPI would be in exception in the next quarter. Members agreed that focusing on improving short-term absence would be beneficial and the Assistant Chief Fire Officer informed that the KPI would be reported with a focus on short-term absences in future.

In response to a question from County Councillor O'Toole regarding the definition of a long-term absence, the Assistant Chief Fire Officer advised that long-term absence was determined as an absence that exceeded 28 days. It was acknowledged that some treatable illnesses could last 28 days and were therefore classed as long term, nevertheless, HR followed industry and government guidelines where 28 days was used as the benchmark.

1.2.2 Staff Absence On-Call (OC)

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, 1.58%.

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: 5.427

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

During quarter 3, October to December 2022, absence statistics showed non-uniformed personnel above target for the quarter.

507 non-uniformed absence shifts lost = 2.40 against a target of 1.25

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

- Cardiovascular
- Heart, cardiac and circulatory problems

- Hospital/post operative

There was one other case of long-term absence which was also recorded within the 3 months:

- 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.

The Assistant Chief Fire Officer advised that many of the short-term illnesses were respiratory infections over autumn/winter.

In response to a question raised by County Councillor Hurn regarding the number of staff that take up the offer of a flu vaccine, the Assistant Chief Fire Officer stated that the number was low. He explained that some staff may have received the vaccine externally or from their GP, however, he would bring to the next meeting the numbers of staff who had taken up the offer of a flu jab paid for by the Service.

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 20%	Male 80%	
Ethnicity:	BME 3%	Not stated 3%	White 94%
Sexual Orientation:	LGBT 4%	Heterosexual 51%	Not stated 45%
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 9%	Green book 60%
	Male	Grey book 91%	Green book 40%
Ethnicity:	BME	Grey book 3%	Green book 6%
	White	Grey book 95%	Green book 89%
	Not stated	Grey book 2%	Green book 5%
Sexual Orientation:	LGBT	Grey book 4%	Green book 3%
	Heterosexual	Grey book 51%	Green book 53%
	Not stated	Grey book 45%	Green book 44%
Disability:	Disability	Grey book 3%	Green book 3%
	No disability	Grey book 95%	Green book 90%
	Not stated	Grey book 2%	Green book 7%

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 26%	Male 74%	
Ethnicity:	BME 2%	White 94%	Not Stated 4%
Sexual Orientation:	LGBT 11%	Heterosexual 82%	Not stated 7%
Disability:	Disability 2%	No disability 97%	Not stated 1%

During quarter 3, there were a total of 138 new recruits. 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.

Members discussed the need to consider people's family life, cultural needs and language skills during recruitment to attract a more diverse workforce. The Assistant Chief Fire Officer explained that there was a requirement for the recruitment strategy to be explored and revised in consultation with the engagement and employee voice groups. He added that there were organisational benefits for workforces to be reflective of their communities.

In response to a question from County Councillor Hurn as to whether gender, ethnicity, sexual orientation, or disability had any bearing on the success of a candidate applying for a job, the Assistant Chief Fire Officer advised that the Service adhered to strict recruitment policies and procedures to ensure that the best candidate for a job was recruited and that the Service was careful to avoid any form of positive discrimination.

Members congratulated the Service on winning Fire Brigade of the Year at the GG2 Leadership and Diversity awards. The Service was nominated in 2 categories and won the award for 'Outstanding work in championing diversity, making demonstrable progress in diversifying the talent pool and creating an inclusive working environment.'

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, 11 for quarter 3; year to date 44; previous year to date 61. Quarterly activity decreased 35.29% 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.

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

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

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 14,979; previous year to date 14,454. Quarterly activity increased 1.60% over the same quarter of the previous year.

In quarter 3, the Service attended 4,693 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) – 2273, 49%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 438, 9%
- Total Secondary Fire Calls (deliberate and accidental fires) – 590, 13%

- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1365, 29%

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, 200 in quarter 3; year to date 605; previous year to date 642. Quarterly activity decreased 4.76% over the same quarter of the previous year.

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,	1 in quarter 3; year to date 5; previous year to date 4
Injuries appear Serious,	4 in quarter 3; year to date 10; previous year to date 9
Injuries appear Slight	11 in quarter 3; year to date 17; previous year to date 34

Quarterly activity increased 45.45% 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 83% against
- same quarter of the previous year, combined percentage of 87%.

Combined quarterly percentage had therefore decreased 4% over the same quarter of the previous year.

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), 54 in quarter 3; year to date 195; previous year to date 210. Quarterly activity decreased 20.59% over the same quarter of the previous year.

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 70% against
- same quarter of the previous year, combined percentage of 72%.

Combined quarterly percentage had therefore decreased 2% 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), 16 in quarter 3; year to date 68; previous year to date 65. Quarterly activity increased 23.08% 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 19% against
- same quarter of the previous year, combined percentage of 23%.

Combined quarterly activity had therefore decreased 4.3% 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 – 421 in quarter 3; year to date 1,892; previous year to date 1,526. Quarterly activity increased 19.60% 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, 22 in quarter 3, year to date 57; previous year to date 86. Quarterly activity decreased 24.14% 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, 32 in quarter 3; year to date 88; previous year to date 97.

Quarterly activity increased 68.42% 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, 367 in quarter 3; year to date 1,747; previous year to date 1,343. Quarterly activity increased 20.72% 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, 5,800 in quarter 3; year to date 16,256; previous year to date 12,605. Quarterly activity increased 15.7% over the same quarter of the previous year.

HFSCs with high-risk outcomes, year to date 55%; previous year to date 62%. Quarterly activity decreased 7.0% over the same quarter of the previous year.

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,	241 sessions delivered to 8,274 attendees;
RoadSense,	172 sessions delivered to 5,640 attendees;
SENDSafe,	6 sessions delivered;
Wasted Lives,	9 sessions delivered to 1,146 pupils;
Biker Down,	5 sessions delivered to 75 attendees;
FIRES,	29 completed referrals;
Partner Training,	34 organisations/agencies – 195 people.

Specific Education packages – delivered Water Safety, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4), across 157 sessions, delivered to 24,849 attendees. These mainly consisted of BrightSparx ASB in quarter 3.

Arson Threat Referrals - 166.

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, Quarter 3, 360;
Formal Activity in Quarter 3, 9%, same quarter of the previous year 6%.
Quarterly activity increased 3% over the same quarter of the previous year.

Members noted the cumulative number of Business Fire Safety Checks undertaken for 2022/23 was 1,615.

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 285, of which 244 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 undertaken in Q3 had increased 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, 85.48% in quarter 3; year to date 84.90%; previous year to date 87.18%.

Quarterly response increased 0.93% 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, 88.90% in quarter 3; year to date 89.71%; previous year to date 89.23%.

Quarterly response increased 0.53% 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, 85.32% in quarter 3; year to date 84.65%; previous year to date 88.26%.

Quarterly availability decreased 1.95% 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, 99.46% in quarter 3; year to date 99.27%; previous year to date 99.23%.

Quarterly response increased 0.30% 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 | 78% |
| • Not enough BA wearers | 67% |
| • No driver | 41% |

Annual Aspirational Standard: 95%

Fire Engine Availability – On-Call Shift System, 73.83% in quarter 3; year to date 72.76%; previous year to date 78.43%.

Quarterly availability decreased 3.77% 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 quarter 3.

Availability of On-Call pumps during the quarter was recorded at 73.83%, with each month being below 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 desired outcome 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. Five additional OCSOs were appointed in September 2022, increasing the total to 8.

Actions being taken to improve performance:

- The Service appointed 42 new recruits from the October 2022 recruitment campaign.
- The Service would continue to deliver a recruitment strategy, which incorporated a targeted approach to stations that were in exception, whilst utilising data to identify the specific contractual/availability needs of those stations.
- A retention study undertaken by station managers and OCSO team leaders would commence.
- The Service would continue to review on-call contracts to ensure they were effective in improving appliance availability, whilst also ensuring contractual performance of staff was maintained.
- Challenges around Light Goods Vehicle (LGV) and Officer in Charge (OIC) skills continued to be an issue across the Service. To remedy this, Firefighters in development could be nominated for LGV courses, following discussion with Station and Group Managers.
- OCSOs were working with the Incident Command team in workshops to support and develop OICs 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.
- Invest in on-call using relevant recruitment material and effective allocation of internal resources. Additional resources for the recruitment vehicle had been identified and requested which included new banners, QR code cards for each station, and new on-call staff for advertisement.

The Assistant Chief Fire Officer explained that work during 2022 to deliver improvements via the on-call recruit programme, combined with the retention of staff, and post summer leave period had contributed to the improvement of on-call fire engine availability in quarter 3. The Service was currently working to finalise a programme of works for 2023/24 to improve performance with a focus on the areas identified in the report, namely: manager deficient, not enough BA wearers, crew deficient and no driver. This included:

- Whether the method of training staff could be accelerated to improve performance. The current process for new staff was they would undertake 2 weeks basic skills training which once embedded staff would commence BA training which could be 6 months later;
- The need to determine whether staff were deterred from incident command competency training because the expectations were too high;
- Looking at contract options to be more flexible (in consultation with representative bodies) for wholtime firefighters to cover on-call in their free time and to include 3-person crews to respond to incidents rather than the appliance be off the run due to the lack of the availability of a full crew of 4.

In response to Member queries, the Assistant Chief Fire Officer advised that the proposed piece of work to review initial on-call training would include a fundamental shift from how training was currently delivered, however, radical steps were required to support a performance improvement in on-call availability.

The 3-person crewing model on on-call appliances was presently in use to attend lower risk/less significant incidents, though the challenge was to create safe systems of work for those 3 people to respond and fulfil a broader operational response role in addition to the normal mobilisations taking place. Key to delivering this work was for staff to have robust knowledge, skills and decision-making to make the right decisions in the right circumstances and delivering further training around this aspect would be a priority. If the Service did move to this model, the intention would be to also deploy the usual resources to incidents. The Assistant Chief Fire Officer stated that he believed that this ambition was in line with public expectations of a modern fire and rescue service and would result in more fire engines being available for more of the time; providing early intervention and greater visibility particularly in more rural areas where travel time for the next closest resource would usually be longer.

In response to a question raised by County Councillor Woollam, the Assistant Chief Fire Officer advised that there were 4 on-call recruits' courses per annum; 2 ran back-to-back in the spring and 2 ran back-to-back in the autumn with a maximum capacity of 96. The Service had improved on it's ability to fully populate the courses over the last 2 or 3 years, however the Assistant Chief Fire Officer went on to explain that in on-call, the impact of a leaver was felt immediately due to loss of skills, (as highlighted in the report), whereas it could take up to 2 years for a new on-call firefighter to positively impact on that pump's availability (including as BA wearer and driver) due to limited training time for on-call of 2 hours per week.

In response to a question posed by County Councillor O'Toole regarding candidates struggling with wearing breathing apparatus masks, the Assistant Chief Fire Officer advised that part of the Practical Assessment Day (PAD) included the practical opportunities of wearing a BA mask and working in a confined space. In terms of delivering training, the Service aimed to strike a balance between what worked for staff and the needs of the Service. It was acknowledged that on call staff generally had primary employers and may be required to use their annual leave to attend firefighting training and that the

Service needed to be cognisant of this when designing training for on-call staff.

In response to a question raised by County Councillor Singleton regarding contacting the Government to request making allowances for leave from primary employment for training purposes, the Assistant Chief Fire Officer advised that the Deputy Chief Fire Officer was the national lead for on-call, and he had high-level strategic objectives to progress which included matters such as this.

The Assistant Chief Fire Officer advised that further to Members concerns previously raised at this Committee in relation to the 95% aspirational target for On-Call Fire Engine Availability, work had been undertaken with the data/intelligence team on how best this could be reported. Currently, (as set out on pages 65-67), there was a KPI (3.3) for Total Fire Engine Availability which was broken down into (3.3.1) Wholetime availability and (3.3.2) On-Call availability. Given the wholetime availability was generally stable, the proposal, (which would be taken to the next Planning Committee meeting), would be to continue to report Fire Engine Availability but at first pump level on each of the 39 fire station locations. This would: i) reassure the public that the Service's response and comprehensive across the country and ii) demonstrate that the Service was making the best use of its resources and that it could be flexible and provide operational response in relation to risk.

Currently the Service tried to maintain the availability of its 58 pumps which often required the need for overtime. Going forwards, the efficiency pillar under HMICFRS would likely consider the use of operational resources in terms of value for money and availability with the preference of the Service being to shift towards a response model which allowed the Service, the ability to flex and scale in relation to prevailing risk, such as during spate periods involving wildfires. For this reason, it was appropriate to future-proof the relevant KPIs (1st Pump Response and Overall Pump Availability) to ensure that they did not conflict with such an agile service approach.

In response to a question raised by County Councillor Woollam, the Assistant Chief Fire Officer advised that under the national framework, the Service was required to produce a Community Risk Management Plan (CRMP), and then determine its response standards in line with local risks. The Service response standards, (as detailed on page 63 of the report), were: 6, 8, 10 and 12 minutes dependent on the level of risk. Comparison with other Fire and Rescue Services illustrated how fast these times were, particularly given they included call handling times. No changes to the 6, 8, 10 and 12 minute times would be proposed within the paper being developed for Planning Committee.

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 figure was not available, presently, due to the move to the new Finance

System. An updated figure would be presented to a future meeting of the Resources Committee.

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.

Update

The Blue Light Collaboration board met on the 30th of September 2022, where a presentation on the initial five projects was 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 was as follows:

Missing Persons (MisPer)

Following a review of the mobilisation data, it was identified that the opportunities to provide LFRS support to missing persons incidents had reduced. Therefore, the main project objective was to improve the existing collaborative approach to identification of the location of missing persons. Learning had been identified from the original process and improvements had been made. LFRS support for the Missing from Home Manager training for Lancashire Constabulary staff would be continued in terms of LFRS assets available. Furthermore, Lancashire Constabulary had provided training to Control staff to raise awareness.

Initially, a small number of the LFRS personnel from the Urban Search and Rescue (USAR) team and Drone team were to undertake the Missing From Home manager course. Additional crews in LFRS had been identified as specialist teams and would receive a bespoke training programme which was currently being mapped out. These teams would develop an increased knowledge of managing a missing person within the context of potential crime scene management. All LFRS assets would remain available regardless of the

additional skills imparted to the specialist teams.

Estates and Co-location

This project was a longer-term work stream with interdependencies, as there were several internal projects within Lancashire Constabulary to review current building stock. This included Lancashire Constabulary headquarters, and various police stations. Property Leads from all three agencies were in contact with each other, and plans were being developed to organise a monthly catch-up meeting. This would ensure that each Blue Light Service was sighted to internal findings and provided with awareness in terms of future opportunities.

First Responder

A phased approach was agreed in terms of volunteers signing up to the scheme. Phase 1 was being rolled out to non-operational LFRS staff, such as Community Fire Safety. Subsequently, phase 2 would consider the roll out to operational staff.

Progress on phase 1 had resulted in the successful onboarding of one non-operational member of LFRS, who was responding to category 1 incidents. The NWS reporting system had been modified to include LFRS staff enabling the Service to analyse data and monitor the mobilisations. There were 4 additional volunteers identified, and they would shortly undertake training. Once the 5 initial volunteers had been operation for 3 months, the data would be analysed, and regular welfare checks would be completed. The findings would be used to inform plans for phase 2.

In terms of technology, an NWS application was used to mobilise First Responders and there was an option for them to accept or decline the request forwarded to them. This data would also be used to report on the overall number of calls and responses received.

Further discussion would take place with Lancashire Constabulary to review if there were any suitable non-operational roles that could be added as First Responders. It was noted that operational staff did attend cardiac arrests alongside NWS and that collaboration to this effect was already in place.

Leadership Development

Initial scoping had been completed, in terms of what each organisation currently delivered for leadership development. The project was being delivered in two phases. Phase 1 covered some short-term objectives, seeking to maximise existing courses and events, and provide opportunities for staff from all three organisations to utilise places on these courses. An example of this was the 'Inside Out' programme, which was offered by Lancashire Constabulary. A benefit would be improved efficiency, through utilisation of unfilled places. Additionally, it would provide a platform for discussing ideas and sharing learning, as many of the leadership challenges were cross cutting in all three organisations.

Phase 2 would scope opportunities to collaborate on specific elements of supervisory and middle managers leadership programmes. This would lead to some efficiencies, as well as a platform to share ideas.

	<p><u>Command Units</u> The aim of this project was to establish and deliver additional collaborative uses of the command units in LFRS in line with Joint Emergency Services Interoperability Programme (JESIP) principles. The key objectives were to improve operational effectiveness and in line with the LFRS mission; 'Making Lancashire Safer'.</p> <p>4.3 <u>Overall User Satisfaction</u></p> <p>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.</p> <p>Annual Standard: 97.5%</p> <p>Since October, 99 people had been surveyed and the number satisfied with the service was 97; 98.81% against a standard of 97.5%; a variance of 1.34%.</p> <p>The Chair thanked the Assistant Fire Officer for his update report.</p> <p>RESOLVED: - That the Performance Committee:</p> <ul style="list-style-type: none"> i) noted and endorsed the Quarter 3 Measuring Progress report, including the three negative exceptions; and ii) that the Committee recommend the proposal to review the relevant KPIs and that they be presented to the next Planning Committee for further discussion.
27/22	<p>BrightSparx Presentation</p>
	<p>Group Manager Prevention, Kirsty McCreesh, summarised that BrightSparx was a major campaign based around the Bonfire period that included work undertaken across the Service and with a multitude of partners in relation to antisocial behaviour fires, deliberate fires and accidental fires. The bonfire period could be a worrying time for members of the public and the Service was aware of an increase in activity around this time. The preparatory work for the campaign began in the summer months.</p> <p>The campaign was data driven following the principles of the Equality Impact Assessment and applied information collected from previous years to ensure a targeted approach to issues. The bonfire period was a peak period for response activity and firefighting resources were stretched with a subsequent lack of fire appliance availability which could, if uncontrolled, have serious consequences for the community. Attacks on responders were more likely during that period and increased access to fireworks often led to anti-social behaviour, particularly whilst fires were being extinguished.</p> <p>A multi-faceted approach was used, working across many departments within the Service. The Prevention department created the campaign, and the Comms</p>

department used social media to promote education packages to schools, community groups and faith groups. The Protection department worked with Trading Standards to assure the safe sale and storage of fireworks.

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

The BrightSparx campaign objectives for 2022 aimed to: i) maximise public and responder safety; ii) encourage public to attend organised events and displays; iii) target resources at areas of greatest risk based on incident intelligence and data; iv) address legal compliance regarding safe storage and sale of fireworks; v) identify and work closely with appropriate partners to reduce risk and provide effective and safe responses and; (vi) to reassure members of the public.

Group Manager Prevention, Kirsty McCreesh, informed that the BrightSparx education package had been delivered in person to 20,816 learners and virtually to 4,186 learners, which was an increase on the previous year. This package was targeted towards secondary school age pupils and had moved toward in-person delivery. The Service had worked in partnership with local authorities to remove waste alongside arson vulnerability assessments for derelict buildings.

In addition, seven multi-agency assessment vehicles were used with support by additional flexi duty officers. Multi Agency Initial Assessment Team (MAIAT), vehicles were used to aid multi-agency decision making and command and control. MAIAT vehicles were deployed to hotspots to triage and identify areas that had become dangerous to respond into due to anti-social behaviour, therefore reducing risk and unnecessary turn outs for fire engines and leaving them free to deploy to more serious, life critical incidents. The Tactical Coordinating Group (TCG) was set up at Blackburn CCTV hub with attendance from Fire, NWAS and Police tactical commanders. Feedback received from the 2021 campaign had led to the TCG being re-located to the CCTV hub to allow better information sharing. The Command Support Room (CSR) had been set up at Service Head Quarters to provide support and an officer from the Service had been based at North West Fire Control (NWFC) to provide them with support.

Furthermore, media campaigns were launched and included a partnership video about attacks on emergency service workers which received over 59,000 views. This was a high engagement rate of 11.9% compared with an industry standard of around 2%. The number of attacks on firefighters over the bonfire night period had decreased over the previous 5 years. Both attacks in 2022 occurred in the Blackburn area with occurring on Bonfire night and involving a group of approximately 15 throwing fireworks at members of the emergency services.

Following a consistent decrease in anti-social behaviour fires over the previous 4 years, activity increased during the 2022 campaign, however, this was due to an exceptionally low number in 2021. Overall, there was a downwards trend with 2022 showing an 8.9% decrease over the previous 4 year average (taking 2021 as an anomaly). The incident data filtered activity on a district basis which

	<p>allowed for identifying trends, directing resources and prevention activity effectively. Eastern and Pennine remained the areas with the most anti-social activity.</p> <p>It was noted that a debrief and evaluation of the 2022 campaign would provide the basis for the 2023 campaign and recommendations were being processed. It was ensured that the campaign would continue to be data driven and the Service would use resources to the best effect. Planning for the 2023 campaign would begin soon and there were plans for a silent firework display at Service Training Centre with no bangs which would take into consideration those with pets and PTSD.</p> <p>County Councillor Beavers asked whether the Service could provide support for an annual firework display in Fleetwood as the event would not be able to go ahead if there were not enough volunteers. The Group Manager Prevention explained that the Service encouraged organised firework displays and if plenty of notice was given regarding a shortfall of volunteers, the Service would seek to provide assistance with the help of Fire Cadets and Community Safety Staff. She stated that, in addition to organised firework displays, the Service was considering diversionary activities in areas of increased anti-social behaviour as these had shown to be effective in achieving reductions.</p> <p>County Councillor Singleton commented that Bonfire Night was a national event and asked if other special events such as the Coronation were considered in terms of anti-social behaviour and firework safety. The Group Manager Prevention stated that events such as the Queen’s Jubilee and the Coronation were rare, however, the Service did link in with the Lancashire Resilience Forum (LRF), organised events and representatives at district level. Tom Cookson, Group Manager Response and Emergency Planning worked with the LRF for a joined-up approach to prevention and response work.</p> <p>In response to a question from County Councillor O’Toole, the Group Manager Prevention confirmed that the sale of fireworks was regulated, with supermarkets being especially responsible with their sales, and the Service worked with partners such as Trading Standards to address the risks posed by pop-up firework shops.</p> <p>The Chairman thanked Kirsty McCreesh for her clear and informative presentation.</p> <p>RESOLVED: - That the Committee noted the BrightSparx presentation.</p>
28/22	<p>Date of Next Meeting</p>
	<p>The next meeting of the Committee would be held on Wednesday, 28 June 2023 at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.</p> <p>Further meeting dates were noted for 13 September 2023 and 13 December</p>

	2023 and agreed for 06 March 2024.
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**LFRS HQ
Fulwood**

**M Nolan
Clerk to CFA**

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Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 28 June 2023

Performance Management Information For 4th 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 4 Measuring Progress report, including the three negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

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



Lancashire Fire
and Rescue Service

Measuring Progress Performance Report

QUARTER 4: JANUARY 2023 – MARCH 2023

2022/23

Introduction

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

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

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2.6 Deliberate Fires Total: Specific performance measure of deliberate fires	30
2.6.1 Deliberate Fires – Dwellings.....	31
2.6.2 Deliberate Fires – Commercial Premises.....	32
2.6.3 Deliberate Fires – Other (Rubbish, grassland, vehicles etc.)	33
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3.2 Critical Special Service Response – 1 st Fire Engine Attendance	39
3.3 Total Fire Engine Availability	40
3.3.1 Fire Engine Availability Wholetime Shift System	41
3.3.2 Fire Engine Availability On-Call Shift System.....	42
4.1 Progress Against Allocated Budget.....	44
4.2 Partnership Collaboration.....	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.

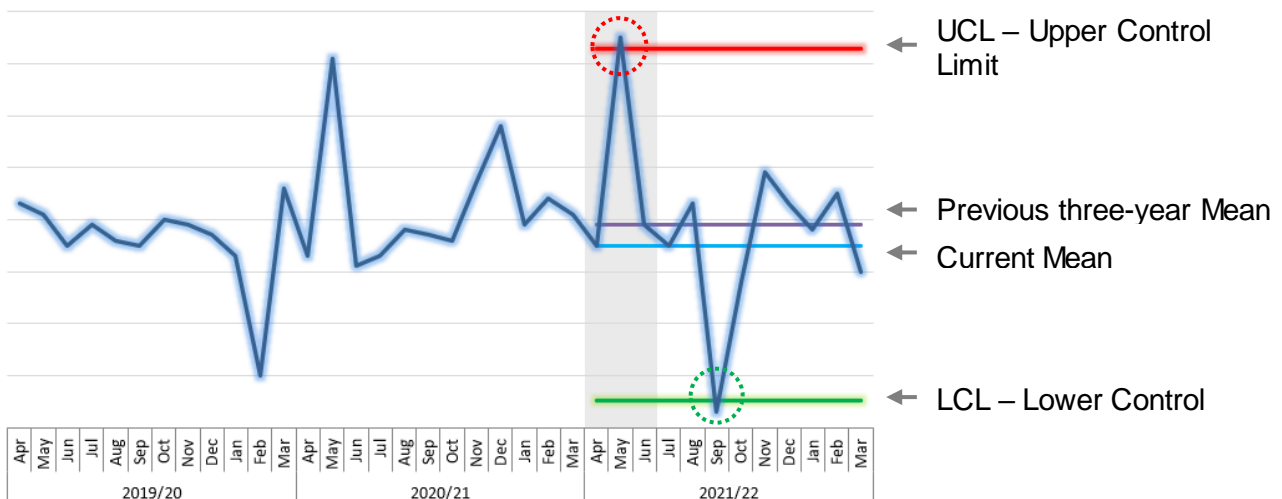
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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).

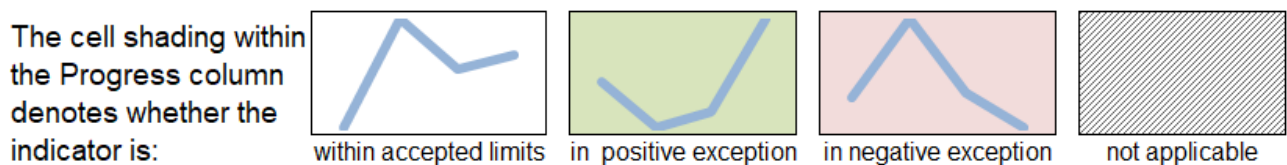
















Performance Framework and indicator trends






























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.



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)		13
1.2.3	 Staff Absence Greenbook		14
1.3.1	 Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		17
1.3.2	 Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		18
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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		20
2.2	 Overall Activity		21
2.3	 Accidental Dwelling Fires (ADF)		23
2.3.1	 ADF – Harm to people: Casualties		24
2.3.2	 ADF – Harm to Property: Extent of Damage (Fire Severity)		25
2.4	 Accidental Building Fires (Commercial Premises)		26
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2.6.3	 Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		33
2.7	 HFSC		34
2.8	 Numbers of other prevention activities delivered		35
2.9	 Fire Safety Activity (including Business Fire Safety Checks)		36
2.10	 Building Regulation Consultations (BRC) (number and completed on time)		37

KPI		Description	Progress	Page (s)
3 Responding to fire and other emergencies quickly.				
3.1		Critical Fire Response – 1st Fire Engine Attendance		38
3.2		Critical Special Service Response – 1st Fire Engine Attendance		39
3.3		Total Fire Engine Availability		40
3.3.1		Fire Engine Availability Wholetime Shift Systems		41
3.3.2		Fire Engine Availability On-Call Shift Systems		42
4 Delivering value for money in how we use our resources.				
4.1		Progress Against Allocated Budget		44
4.2		Partnership Collaboration		45
4.3		Overall User Satisfaction		48

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 emergency cover reviews and working the on-call duty system.

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, 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 January to March 2023, 16 station visits were carried out by principal officers and area managers as part of our service-wide station visits programme. Ten station visits involving Corporate Planning and Human Resources (HR) departments were undertaken to engage with members of staff affected by duty system changes as part of the emergency cover review. Eighty-four wellbeing interactions were undertaken ranging from wellbeing sessions with crews to support dog interactions.

The Service engaged staff in several trials relating to our fleet including helmet communications and firefighting equipment for high-rise buildings. Heads of departments were surveyed as part of a review of hybrid working and HR met with two administration teams in relation to changes in rota management.

1.2.1 Staff Absence Wholetime (WT)

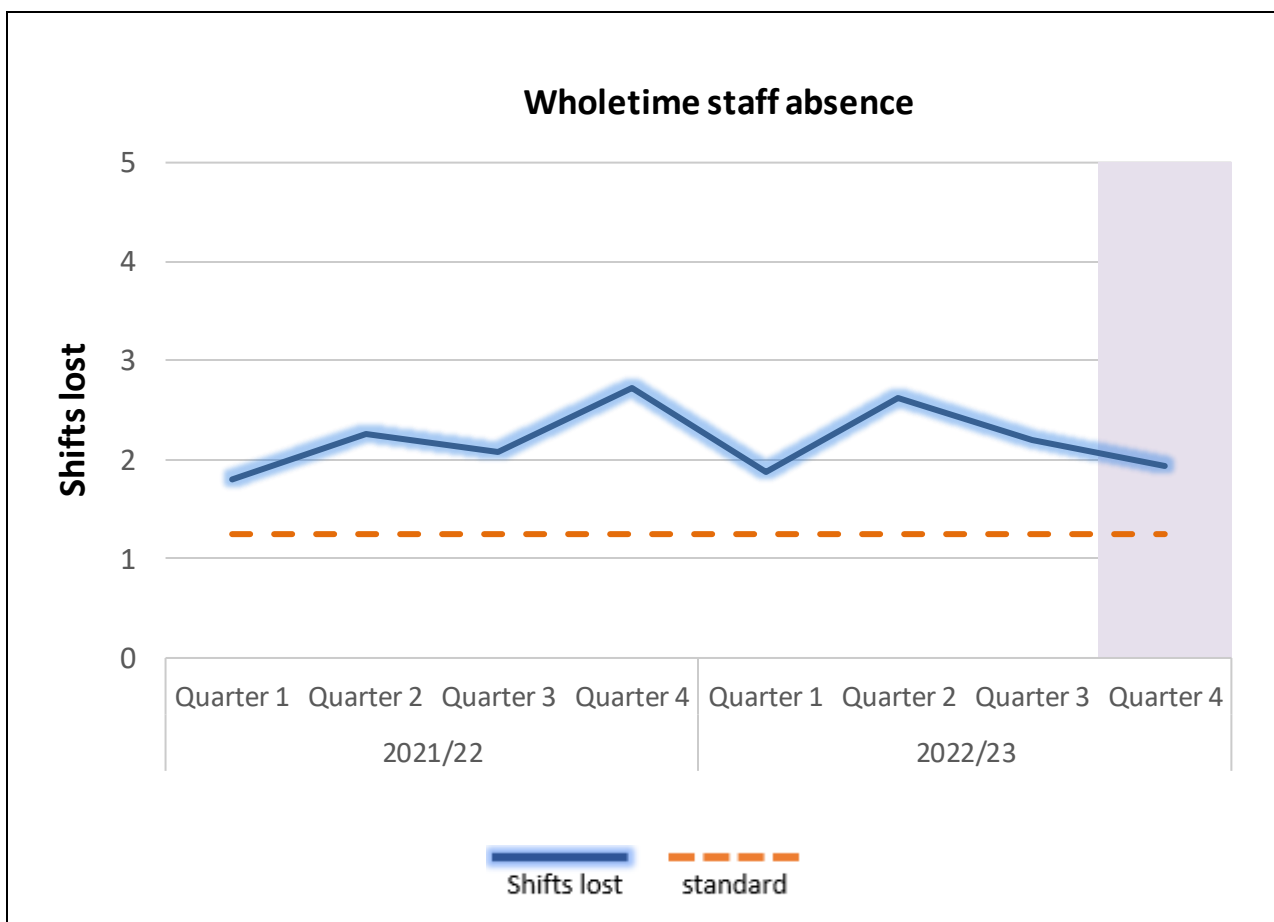


Cumulative shifts lost
8.640

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

Annual Standard: Not more than 5 shifts lost.

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



Cumulative total number of shifts lost:

8.640

What are the reasons for an Exception report

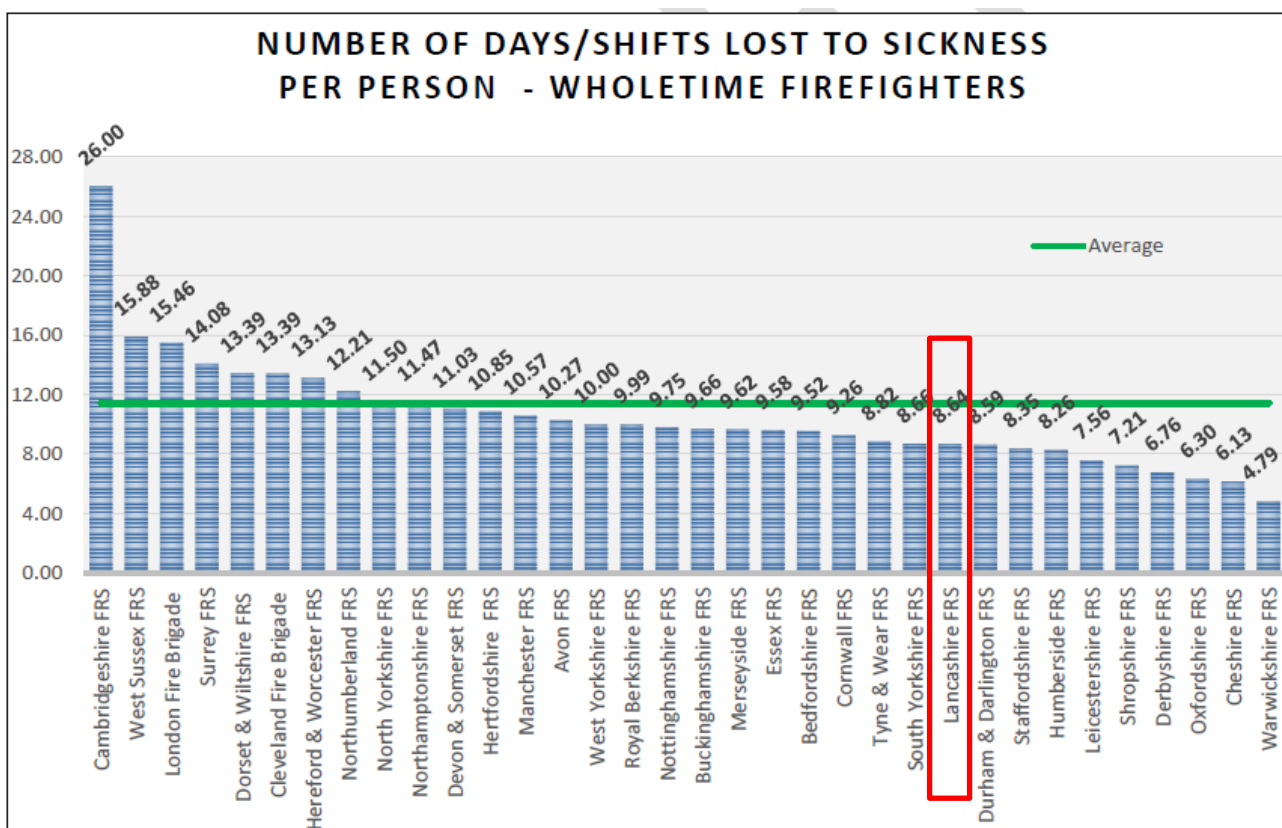
This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target for quarter 4.

The element of this section of the report refers to sickness absence rates for the period 1 April 2022 to 31 March 2023.

The agreed target performance level is 5 shifts lost per employee per year for wholetime staff^[1]. The actual shifts lost for the period for this group of staff is 8.64, which is 3.64 shifts over target.

To benchmark LFRS's sickness absence levels and performance against other Fire and Rescue Services, the Service utilises the National Occupational Health and Performance Report on a quarterly basis.

When benchmarking the number of shifts lost for wholetime employees against the performance of other Fire and Rescue Services (FRA's) between the period 1 April 2022 – 31 March 2023 the highest shifts lost reported was 26 and the lowest 4.79, with an average of 11.43 wholetime shifts lost nationally. LFRS reported 8.64 wholetime shifts lost due to sickness. The chart below demonstrates LFRS performance in relation to the number of shifts lost.



[1]Includes one control staff member.

In addition to benchmarking sickness absence rates against other FRA's it is also useful to set in the context of absence rates across the UK.

The Office for National Statistics (ONS) reported the number of working days lost due to sickness per employee had increased to 5.7 in 2022, but this has been impacted by furloughed workers.

The Chartered Institute of Personnel and Development (CIPD) data reported in June 2022 that sickness absence rates had climbed to the equivalent of 7.3 days per employee.

Sickness absence rates for public sector workers have been consistently higher than those in the private sector workers for every year on record. There are several factors including: the difference in the types of jobs between sectors, some jobs have higher likelihood of sickness than others and the remuneration arrangements.

Analysis

1,156 Wholetime absence shifts lost = 1.86 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:

- Cancer and Tumours (1 case)
- Musculo Skeletal – Back (1 case)

As a result of the above 2 cases of long-term absences 91 shifts were lost during Q4.

There were 28 other cases of long-term absence recorded within the 3 months:

Reason	Case/s	Reason	Case/s
Mental Health - Other	6	Heart, Cardiac and Circulatory	2
Hospital/Post Operative	6	Other known causes (not specified)	1
Musculo Skeletal – Other/Unable to define	4	Musculo Skeletal – Shoulder	1
Musculo Skeletal – Lower Limb	3	Respiratory - Cold/Cough/Influenza	1
Mental Health - Stress	3	Cancer and Tumours	1

Coronavirus absence is included in time lost due to respiratory absences which indicates an increased number of absences due to respiratory conditions.

Measures the Service takes to manage absence

The Service has an Absence Management Policy which details our approach to managing absences to ensure that staff time is managed effectively, and that members of staff are supported back to work or exited from the Service in a compassionate way.

The Human Resources (HR) system i-Trent automatically generates monthly reports to line managers and HR Business Partners in relation to employees and their periods and reasons for absence, and these are closely monitored. Where employees are absent due to a mental health, or a stress related condition, they are referred to Occupational Health Unit (OHU) as early as possible. Employees returning to work have a return-to-work interview and stress risk assessment, or individual health risk assessments are completed where required.

The Service has several support mechanisms available to support individuals to return to work or be exited as appropriate including guidance from Occupational Health, access to Trauma Risk Management (TRiM), access to an Employee Assistance Programme and the Firefighters Charity.

Where an employee does not return to work in a timely manner an absence review meeting will take place with the employee and the line manager and a representative from Human Resources. The meetings are aimed at identifying support to return an individual

back to work which can include modified duties for a period, redeployment, but ultimately can result in dismissal, or permanent ill health retirement from the service.

The Absence Management Policy details when a formal review of an employee's performance levels would normally take place. In terms of short-term absence, a formal review would take place where an employee has 3 or more periods of absence in 6 months, or an employee has 14 days absent. In terms of long-term absence, a formal review will normally take place at 3, 6, 9 and 11 months.

A key challenge for supporting operational staff return to work is that the threshold for fitness and return to work for operational firefighters is higher than in other occupations due to their hazardous working conditions.

1.2.2 Staff Absence On-Call (OC)

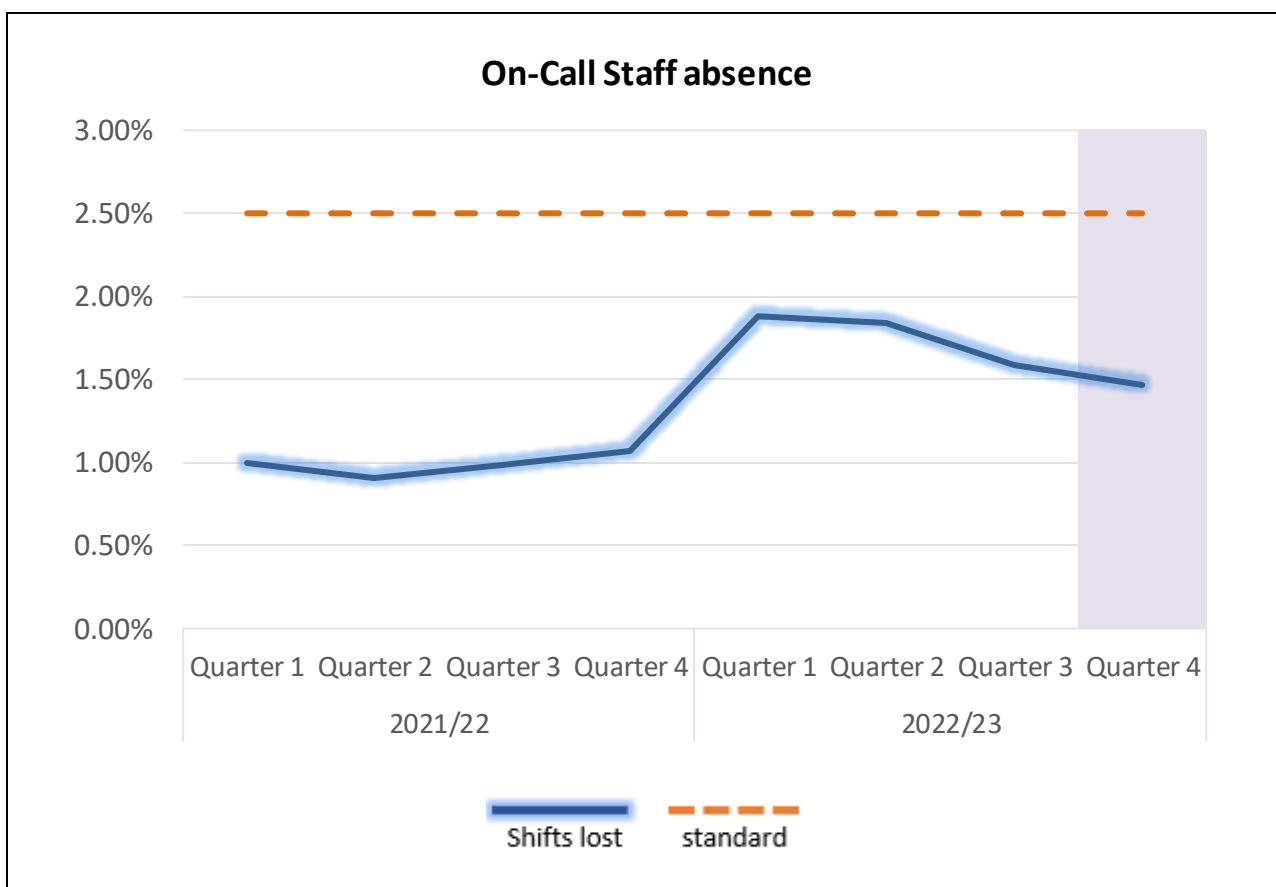


Cumulative Absence
1.46%

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, 1.46%.



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

1.46%

1.2.3 Staff Absence Greenbook

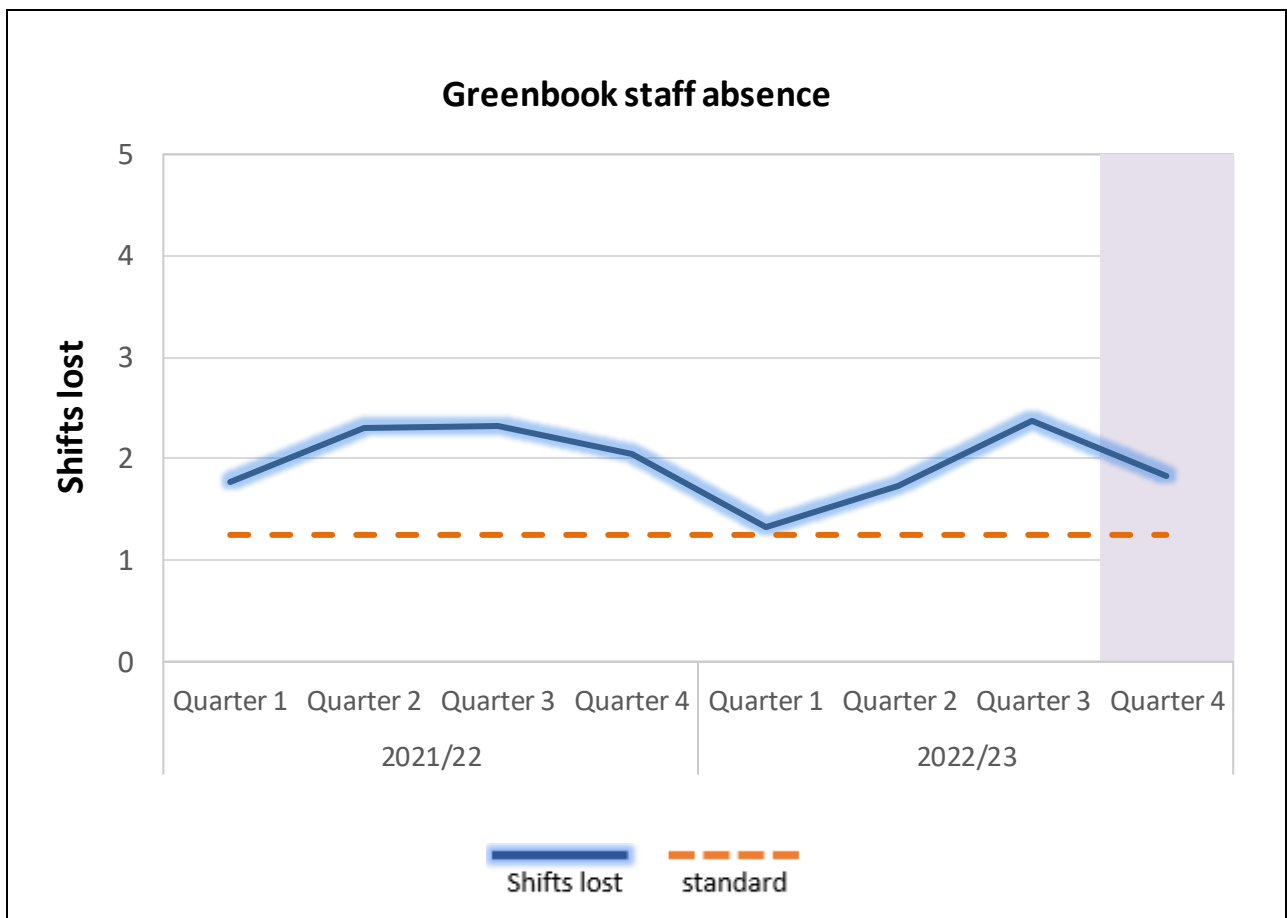


Cumulative shifts lost
7.265

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

Annual Standard: Not more than 5 shifts lost.

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



Cumulative total number of shifts lost:

7.265

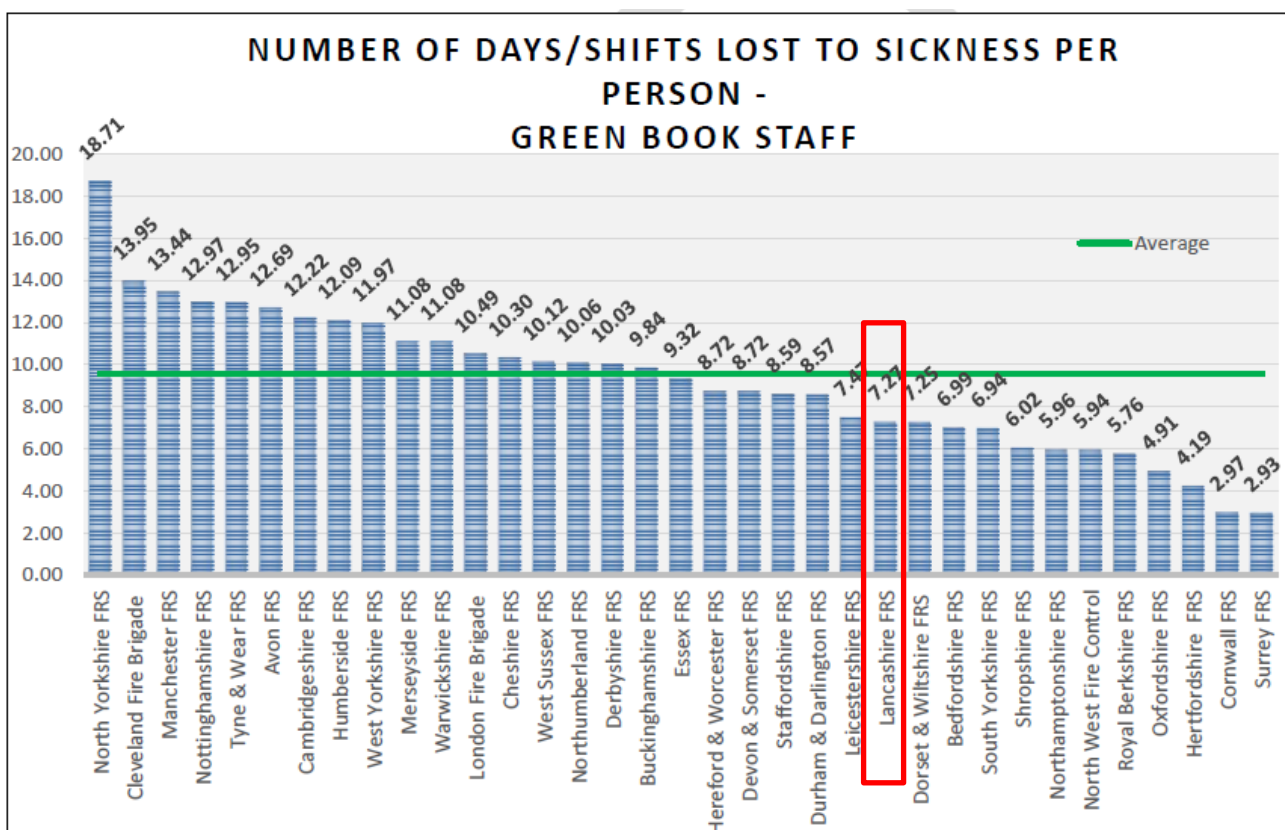
What are the reasons for an Exception report

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

The agreed target performance level is 5 shifts lost per employee per year for Green book staff. The actual shifts lost for the period for this group of staff is 7.265, which is 2.265 above target.

To benchmark LFRS's sickness absence levels and performance against other Fire and Rescue Services, the Service utilises the National Occupational Health and Performance Report on a quarterly basis.

When benchmarking the number of shifts lost for Greenbook employees against the performance of other FRA's between the period 1 April 2022 – 31 March 2023, the highest shifts lost reported was 18.71 and the lowest 2.93, with an average of 9.56 Green book shifts lost nationally. LFRS reported 7.265 green book shifts lost due to sickness. The chart below demonstrates LFRS performance in relation to the number of shifts lost.



In addition to benchmarking sickness absence rates against other FRA's it is also useful to set in the context of absence rates across the UK.

The Office for National Statistics (ONS) reported the number of working days lost due to sickness per employee had increased to 5.7 in 2022, but this has been impacted by furloughed workers.

The Chartered Institute of Personnel and Development (CIPD) data reported in June 2022 that sickness absence rates had climbed to the equivalent of 7.3 days per employee.

Sickness absence rates for public sector workers have been consistently higher than those in the private sector workers for every year on record. There are several factors

including: the difference in the types of jobs between sectors, some jobs have higher likelihood of sickness than others and the remuneration arrangements.

Analysis

During quarter four January – March 2023, absence statistics show non-uniformed personnel absence above target for the quarter.

417 non-uniformed absence shifts lost = 1.94 against a target of 1.25

During the quarter there were no cases of long-term absence which spanned over the total of the 3 months. There were seven cases of long-term absence which were recorded within the 3 months:

Reason	Case/s	Reason	Case/s
Mental Health – Other	2	Musculo Skeletal – Lower Limb	1
Cancer and Tumours	1	Mental Health - Stress	1
Musculo Skeletal – Other/Unable to define	1	Heart, Cardiac and Circulatory problems	1

Coronavirus absence is included in time lost due to respiratory absences which indicates an increased number of absences due to respiratory conditions.

Measures the Service takes to manage absence

The Service has an Absence Management Policy which details its approach to how it will manage absence ensuring that staff time is managed effectively, but also members of staff are supported back to work or exited from the Service in a compassionate way.

The Human Resources (HR) system ITrent automatically generates monthly reports to line managers and HR Business Partners in relation to employees and the periods and reasons for absence and these are closely monitored. Where employees are absent due to a mental health, or a stress related condition, these employees are referred to Occupational Health Unit (OHU) as early as possible. Employees returning to work have a return-to-work interview and stress risk assessment, or individual health risk assessments are completed where required.

The Service has several support mechanisms available to support individuals to return to work or be exited as appropriate including guidance from Occupational Health, access to Trauma Risk Management (TRiM), access to an Employee Assistance Programme and the Firefighters Charity.

Where an employee does not return to work in a timely manner an absence review meeting will take place with the employee and the line manager and a representative from Human Resources. The meetings are aimed at identifying support to return an individual back to work which can include modified duties for a period, redeployment, but ultimately can result in dismissal, or permanent ill health retirement from the service.

The Absence Management Policy details when a formal review of an employee's performance levels would normally take place. In terms of short-term absence, a formal review would take place where an employee has 3 or more periods of absence in 6 months, or an employee has 14 days absent. In terms of long-term absence, a formal review will normally take place at 3,6,9 and 11 months.

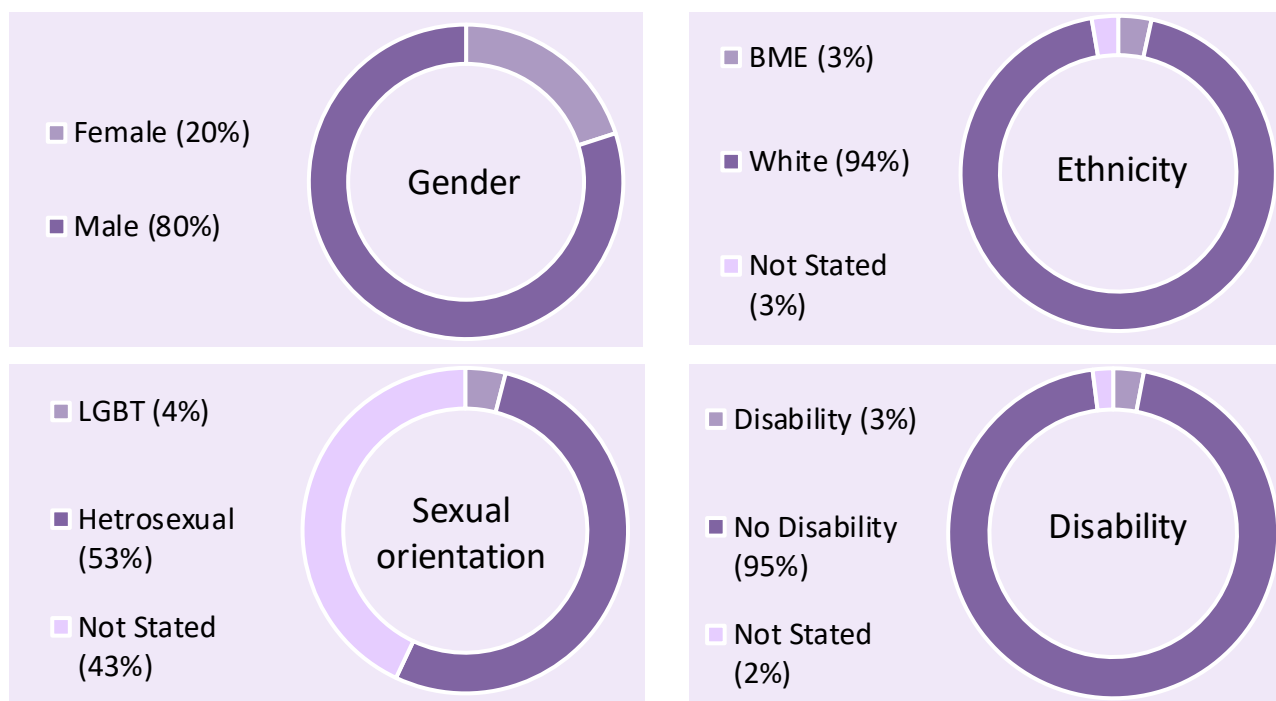
1.3.1 Workforce Diversity



Diversity Percentage
(Refer to charts)

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

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



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

Gender	Female	Grey	9%	Green	60%
	Male		91%		40%
Ethnicity	BME	Grey	3%	Green	5%
	White		95%		89%
	Not stated		2%		6%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		52%		54%
	Not stated		44%		43%
Disability	Disability	Grey	3%	Green	3%
	No disability		95%		90%
	Not stated		2%		7%

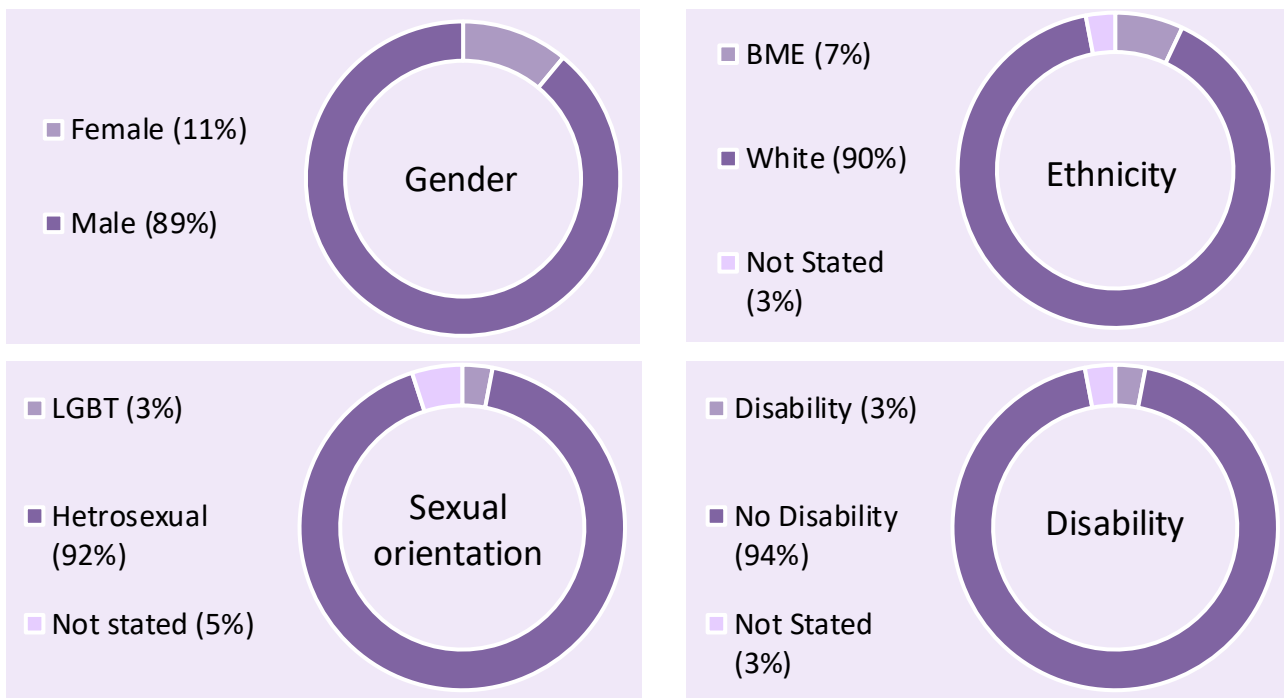
1.3.2 Workforce Diversity Recruited



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.



During quarter 4, there were a total of 72 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



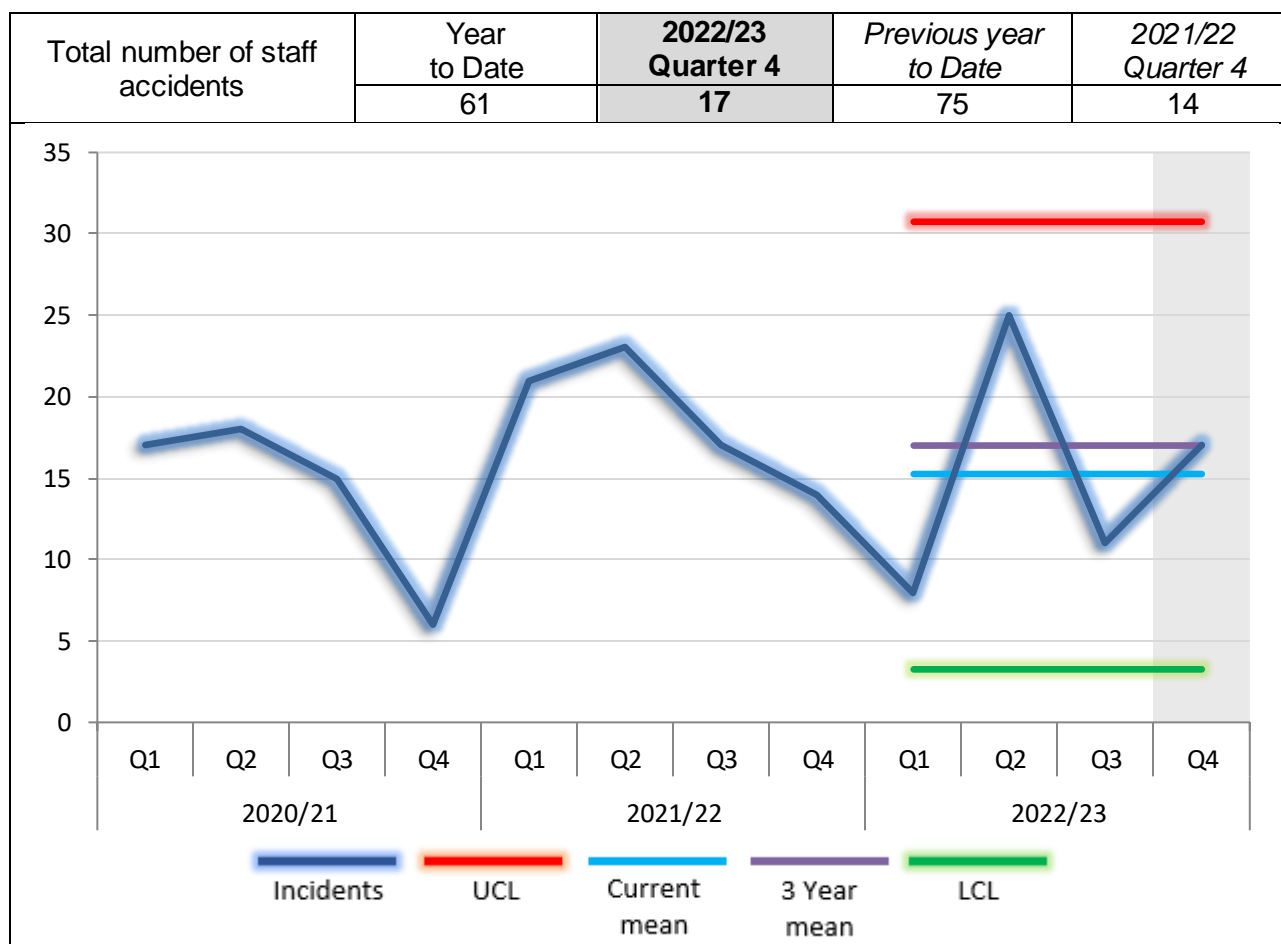
Activity
 17

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.

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



2.1 Risk Map

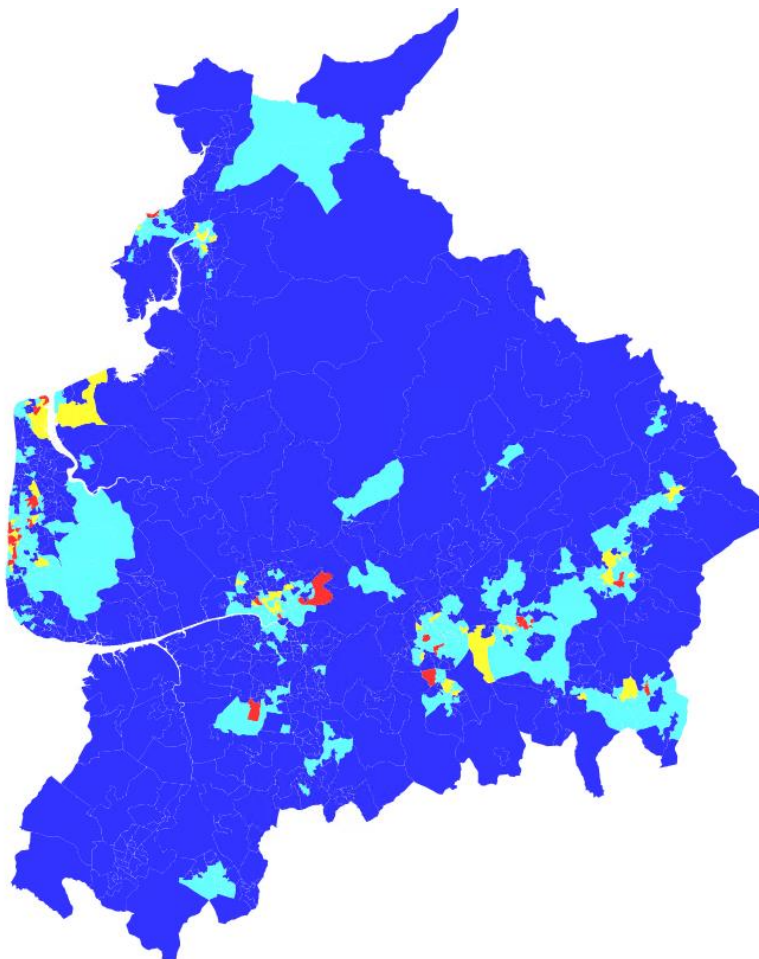


Risk Score
31,576

This indicator measures the fire risk in each Super Output Area (SOA). Risk is determined using fire activity over the previous three fiscal years along with a range of demographic data, such as population and deprivation.

Specifically, the risk score for each SOA is calculated using the formula shown below. Once an SOA has been assigned a score, it is then categorised by risk grade.

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



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

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

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

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

2022 score: **31,576**

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

2.2 Overall Activity

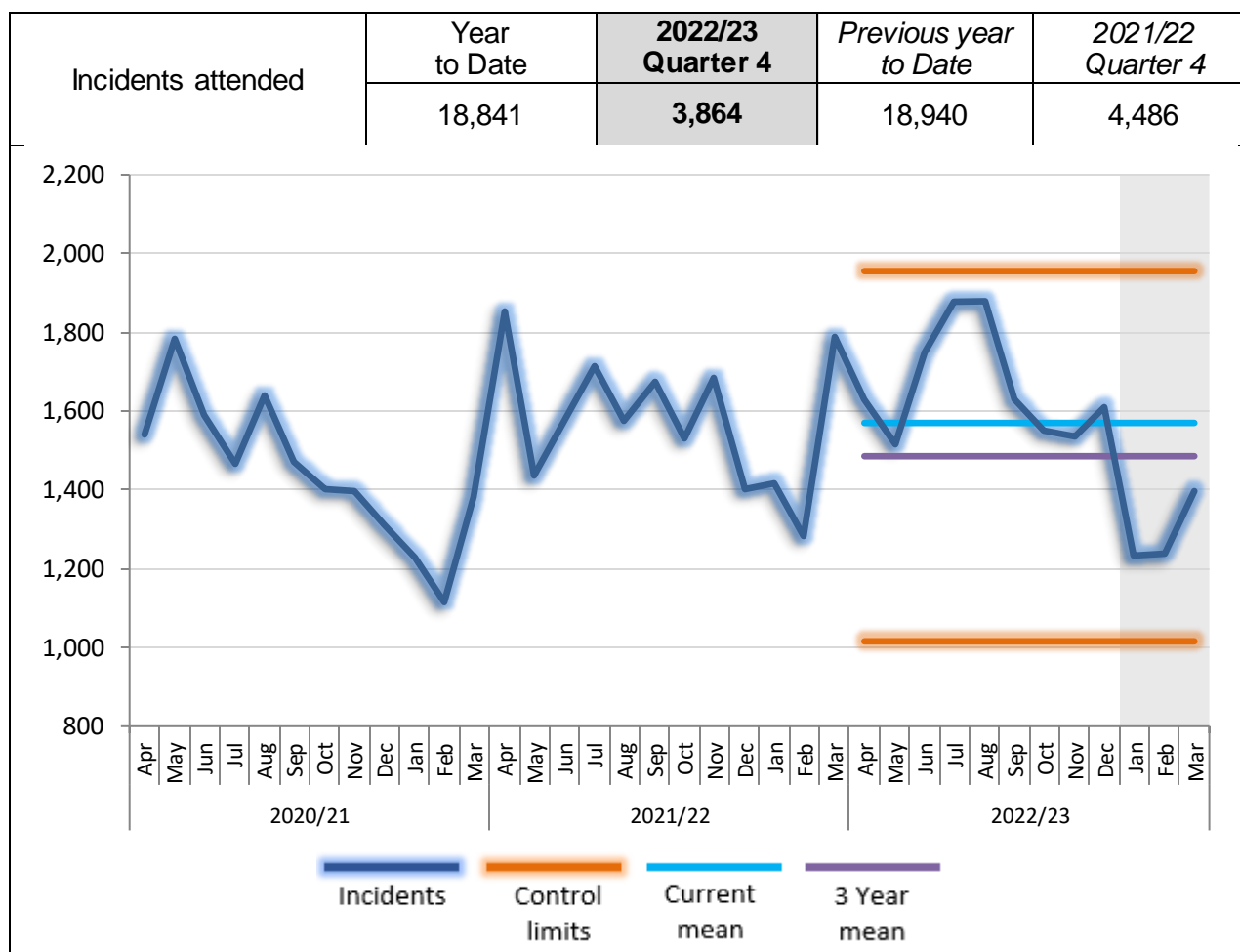


Quarter Activity
3,864

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 decreased 13.87% over the same quarter of the previous year.



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

Current mean	3 Year mean	2021/22	2020/21	2019/20
1,570	1,485	1,578	1,445	1,433

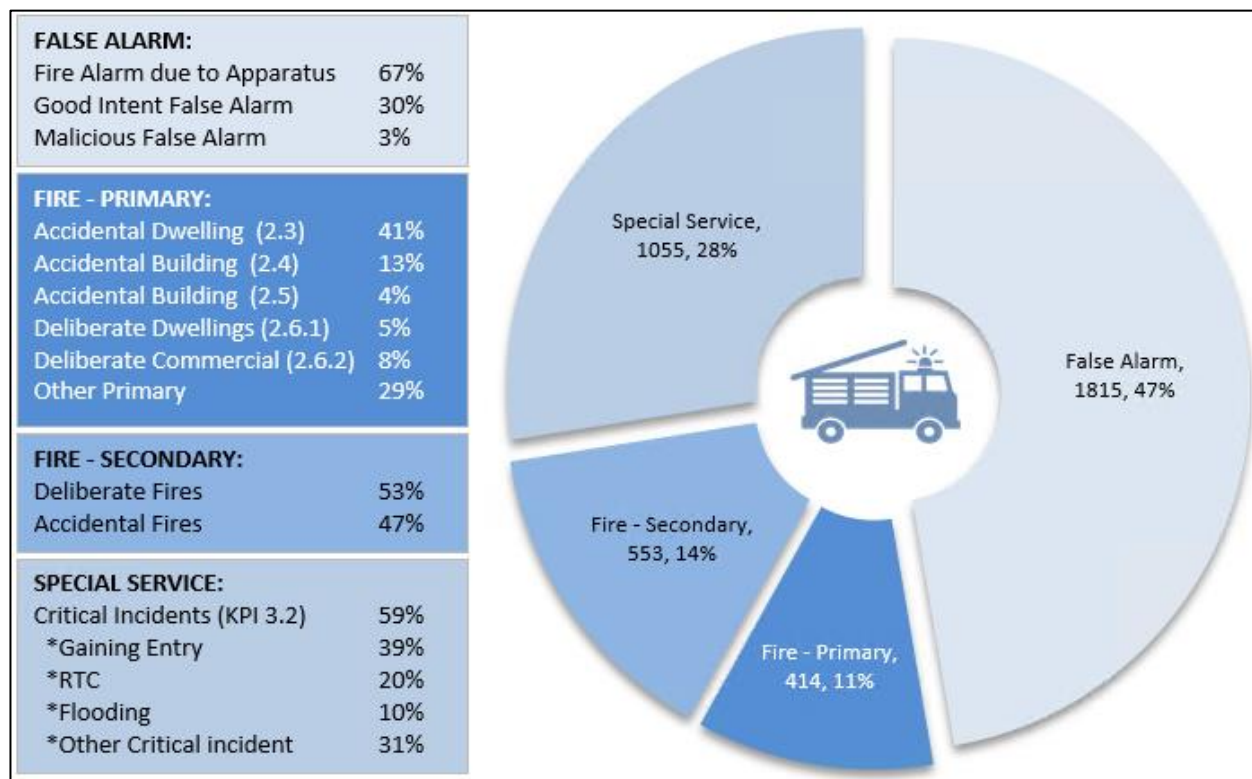
2.2 Overall Activity Breakdown



Quarter Activity
3,864

Incidents attended by Lancashire Fire and Rescue Service consist of a myriad of different types. The breakdown below, whilst not an exhaustive list, aims to illustrate how activity captured within KPI 2.2 Overall Activity is split by the different types of incidents.

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



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

	FALSE ALARM incidents make up 47% of activity, with 67% being Fire alarm due to Apparatus incidents. On 1 st April 2022 a revised false alarm policy was introduced to help reduce the number of AFA's. Since that time there has been a 43.6% 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 53%, with accidental or not known fires accounting for 47%.
	SPECIAL SERVICE incidents are made up of several different activities, such as: Gaining entry to a property on behalf of the Ambulance Service, accounting for 39% and Road Traffic Collisions (RTC) 20%. <i>*Subset of critical special service incidents (KPI 3.2).</i>

2.3 Accidental Dwelling Fires



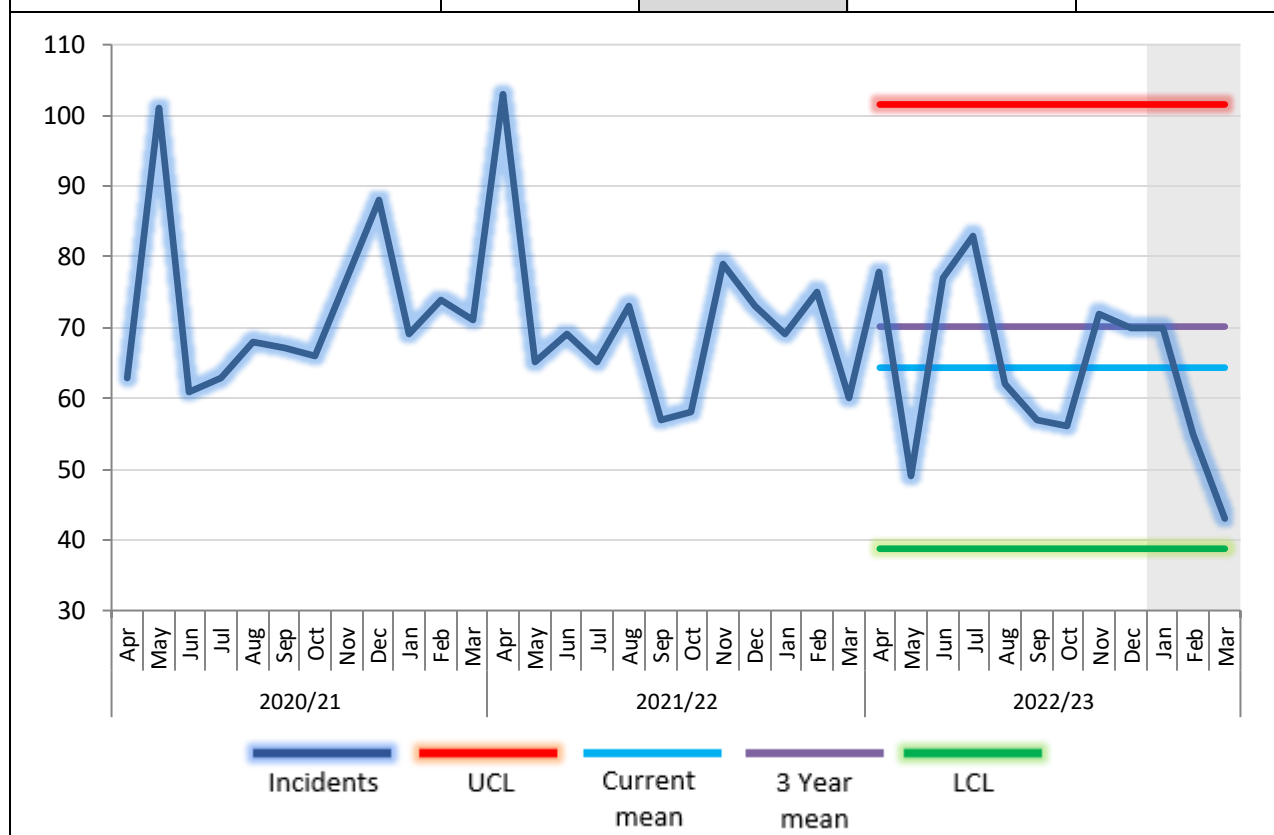
Quarter Activity
168

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

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

Quarterly activity decreased 17.65% over the same quarter of the previous year.

Accidental Dwelling Fires	Year to date	2022/23 Quarter 4	Previous year to date	2021/22 Quarter 4
	772	168	846	204



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

Current mean	3 Year mean	2021/22	2020/21	2019/20
64	70	71	72	68

2.3.1 ADF – Harm to people: Casualties



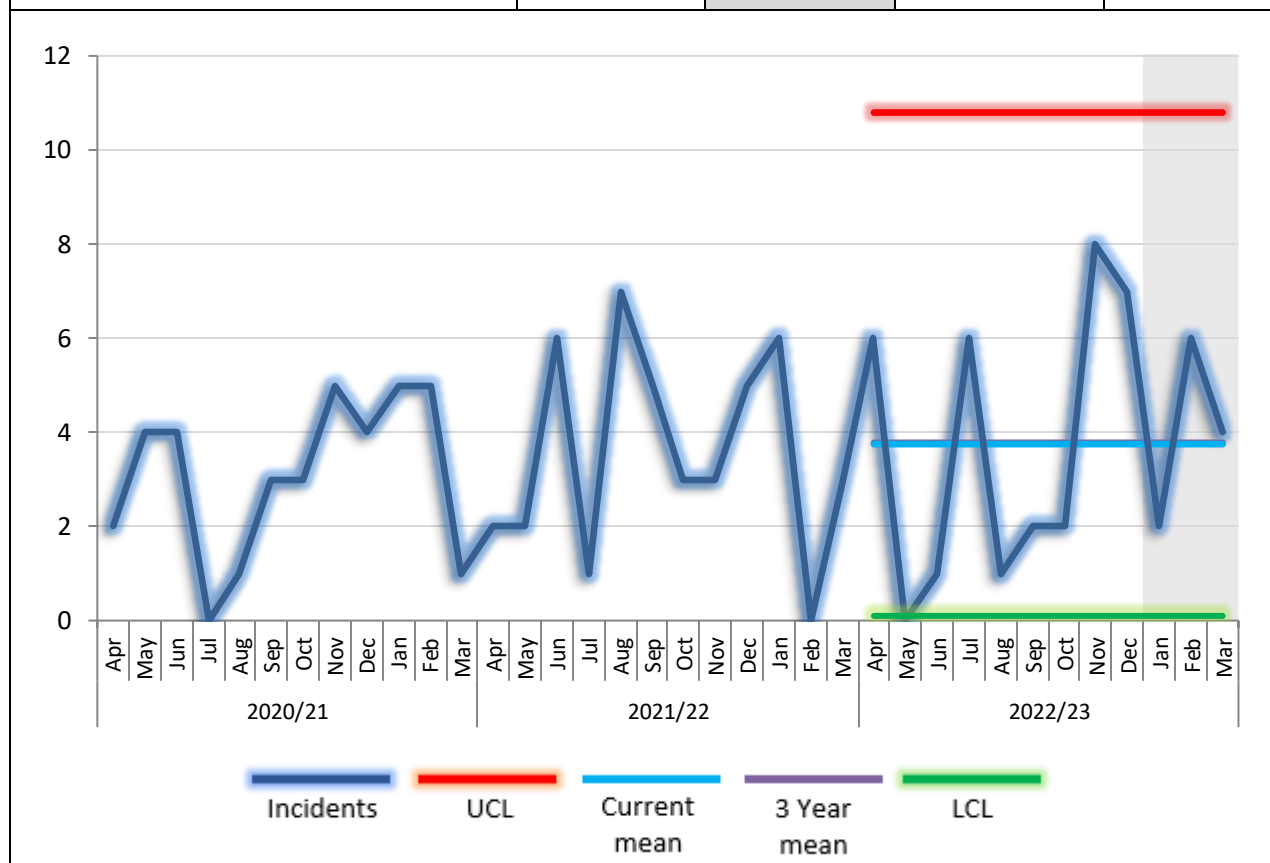
Quarter Activity
12

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 increased 33.33% over the same quarter of the previous year.

Casualty Status	Year to Date	2022/23 Quarter 4	Previous year to Date	2021/22 Quarter 4
Fatal	8	3	6	2
Injuries appear Serious	16	6	13	4
Injuries appear Slight	21	3	24	3
Total	45	12	43	9



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

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

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



Quarter Percentage
87%

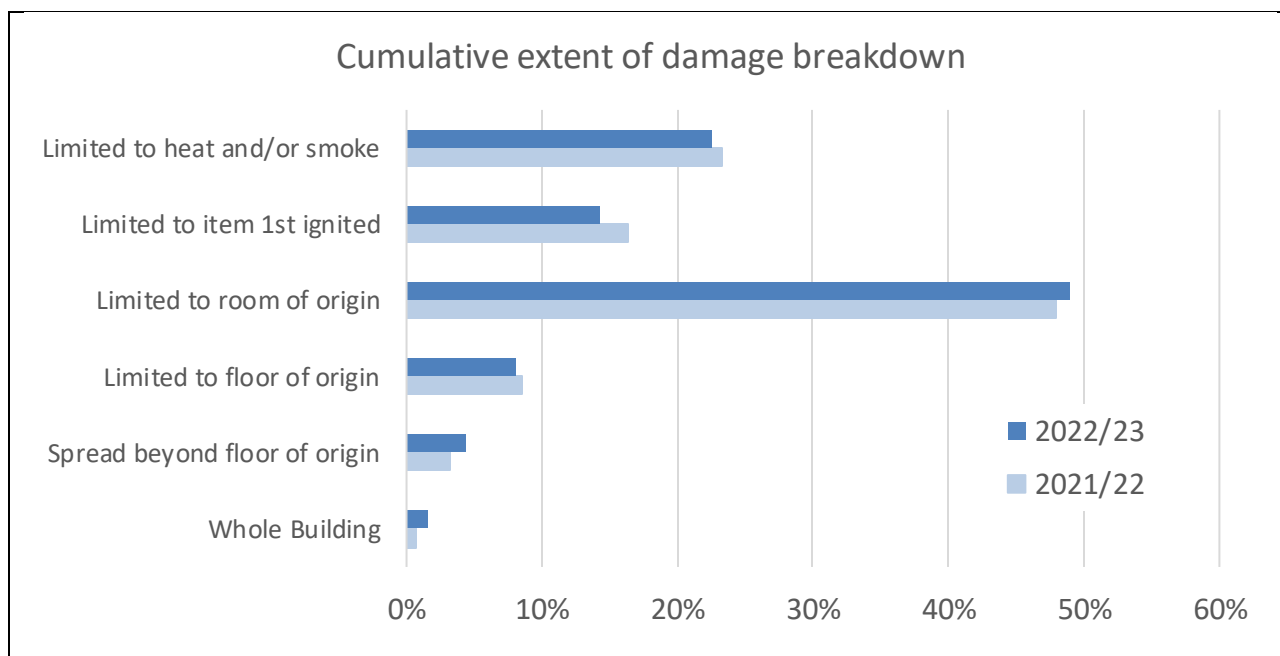
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 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 decreased 3% 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%	22%	20%	↓	21%	30%	21%	23%
Limited to item 1st ignited	13%	13%	19%	14%	↓	17%	17%	15%	16%
Limited to room of origin	47%	51%	42%	53%	↑	49%	41%	50%	51%
Limited to floor of origin	10%	4%	10%	8%	↔	8%	9%	10%	8%
Spread beyond floor of origin	3%	6%	4%	4%	↑	5%	3%	3%	2%
Whole Building	3%	1%	3%	1%	↑	1%	1%	0%	0%
Combined percentage	84%	89%	83%	87%	↓	87%	87%	87%	90%



2.4 Accidental Building Fires (Commercial Premises)



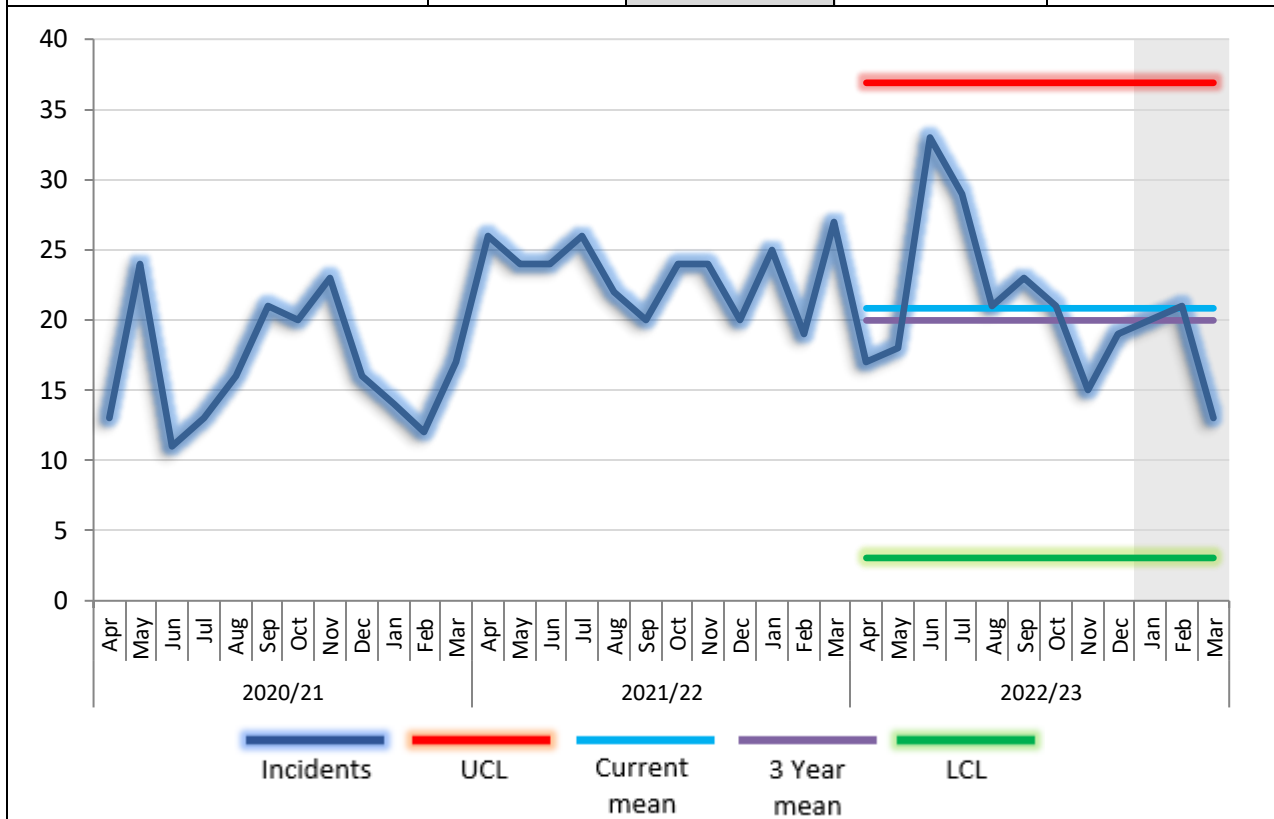
Quarter Activity
54

The number of primary fires where a building has been affected, which is other than a dwelling or a private building associated with a dwelling, and the cause of fire has been recorded as Accidental or Not known.

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

Quarterly activity decreased 23.94% over the same quarter of the previous year.

Accidental Building Fires (Commercial Premises)	Year to Date	2022/23 Quarter 4	Previous year to Date	2021/22 Quarter 4
	250	54	281	71



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

Current mean	3 Year mean	2021/22	2020/21	2019/20
21	20	23	17	20

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



Quarter Percentage
81%

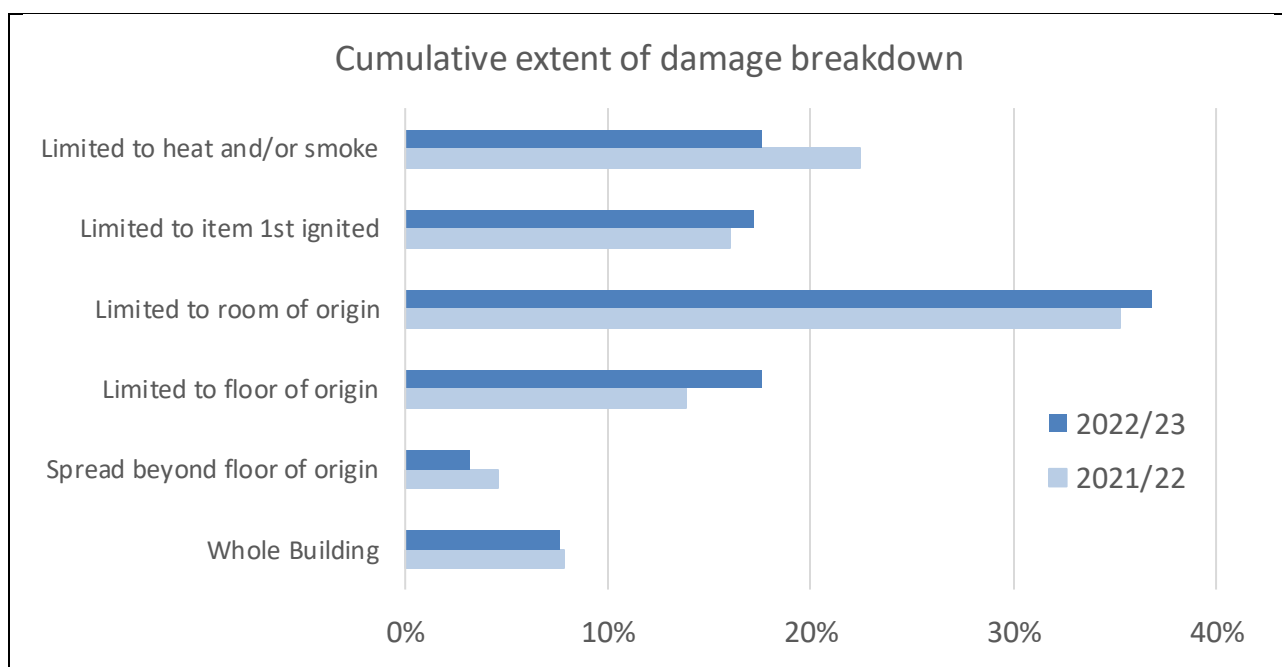
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 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 6% 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%	20%	17%	↓	19%	28%	19%	24%
Limited to item 1st ignited	21%	14%	11%	22%	↑	16%	13%	15%	20%
Limited to room of origin	30%	39%	39%	43%	↑	36%	35%	38%	31%
Limited to floor of origin	24%	17%	21%	11%	↔	16%	13%	15%	11%
Spread beyond floor of origin	3%	6%	2%	2%	↓	7%	4%	1%	6%
Whole Building	6%	8%	7%	6%	↓	5%	6%	12%	8%
Combined percentage	67%	69%	70%	81%	↑	72%	76%	72%	75%



2.5 Accidental Building Fires (Non-Commercial Premises)



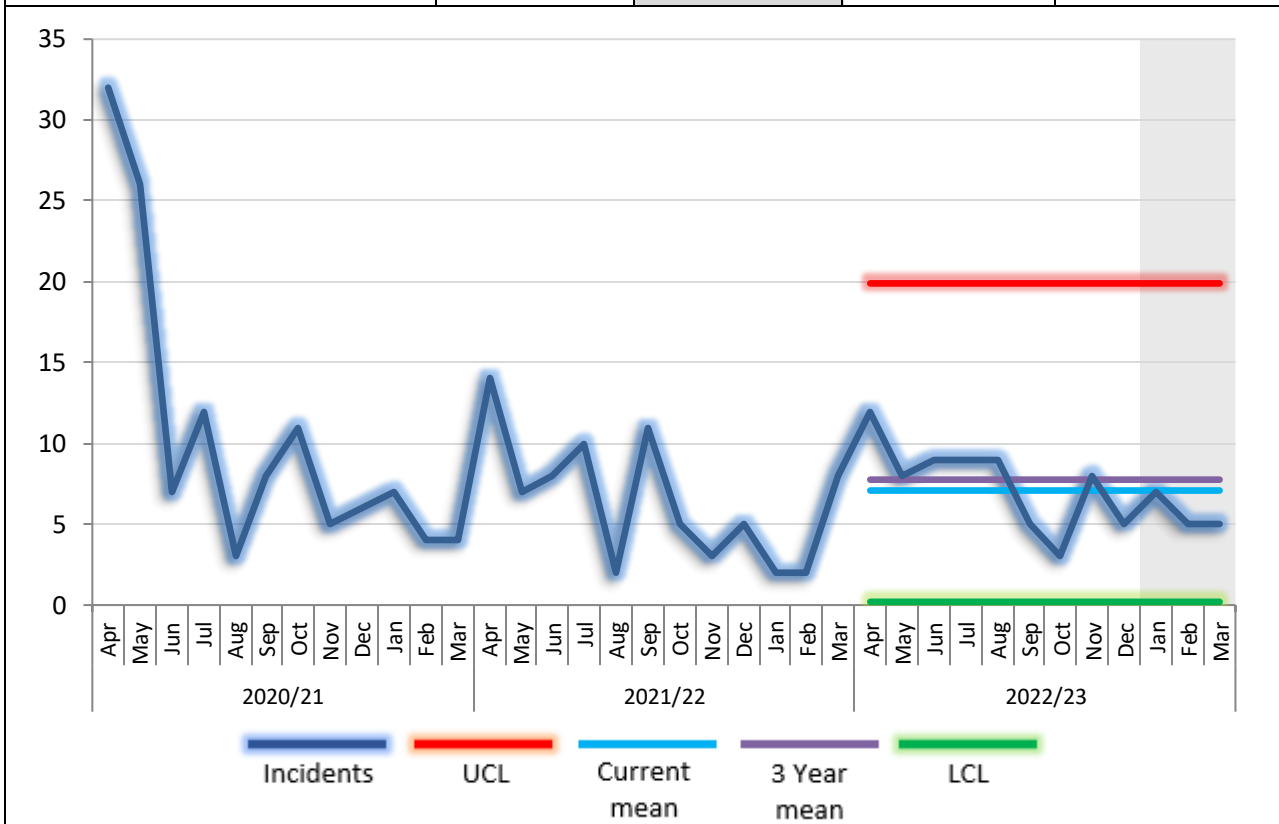
Quarter Activity
17

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 increased 41.67% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	2022/23 Quarter 4	Previous year to Date	2021/22 Quarter 4
		85	17	77



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

Current mean	3 Year mean	2021/22	2020/21	2019/20
7	8	6	11	6

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



Quarter Percentage
6%

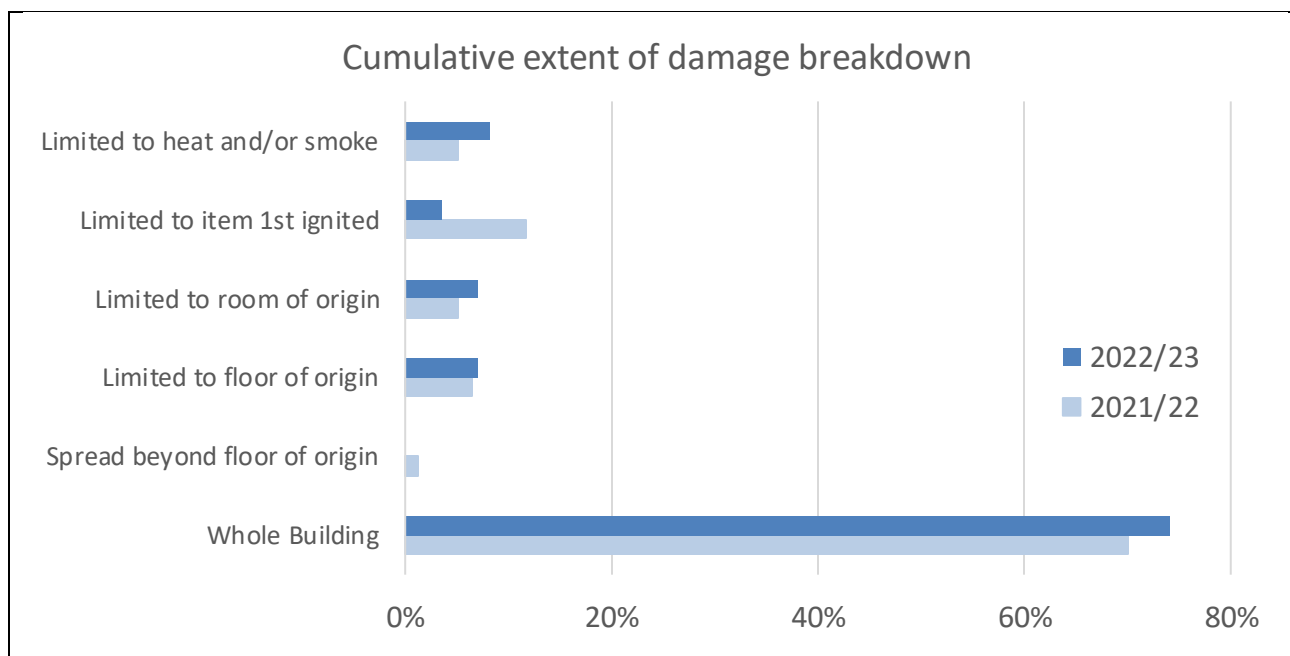
ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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.

Combined quarterly percentage decreased 19% 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%	6%	0%	↓	3%	4%	8%	8%
Limited to item 1st ignited	0%	13%	0%	0%	↓	10%	17%	0%	17%
Limited to room of origin	16%	0%	13%	6%	↑	0%	9%	15%	0%
Limited to floor of origin	8%	13%	0%	12%	↓	0%	13%	0%	17%
Spread beyond floor of origin	0%	0%	0%	0%	↓	3%	0%	0%	8%
Whole Building	72%	65%	81%	82%	↑	83%	57%	77%	50%
Combined percentage	20%	22%	19%	6%	↓	14%	30%	23%	25%



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires



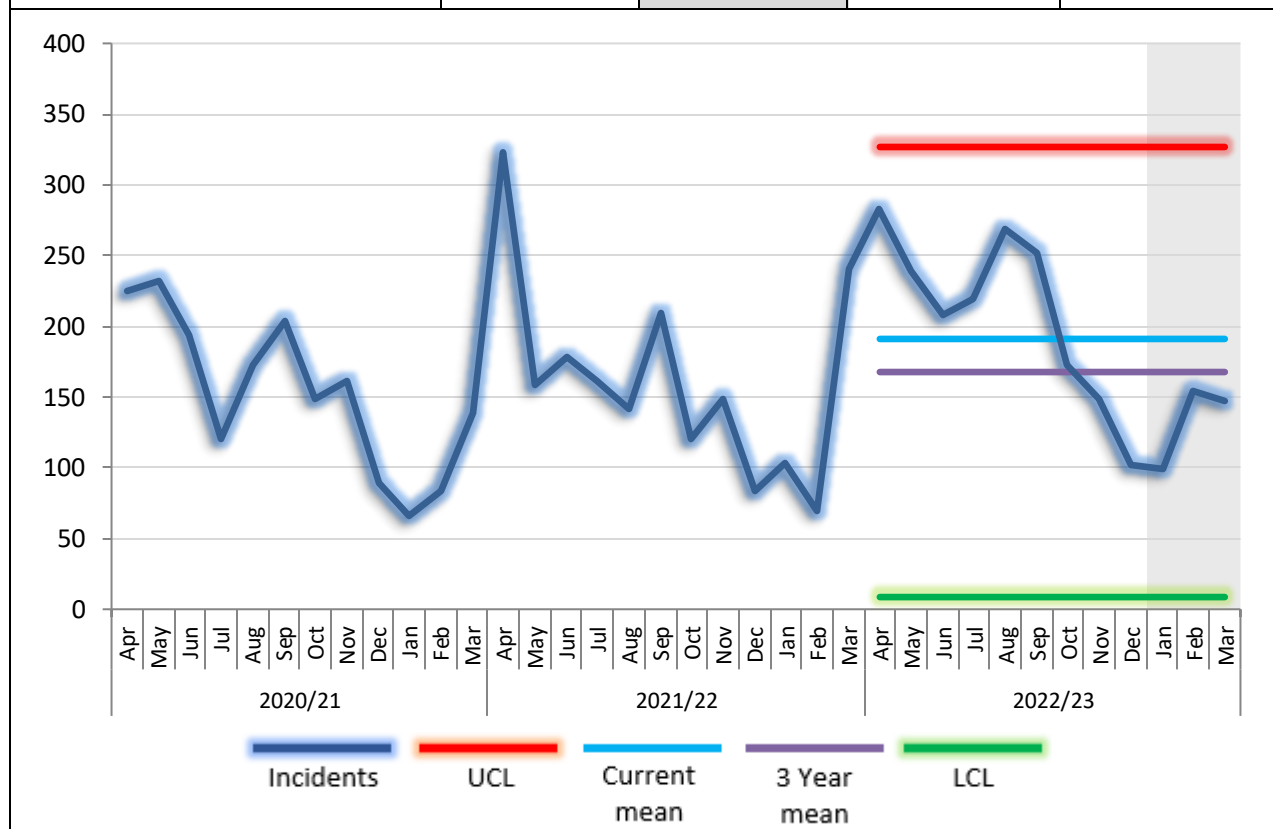
Quarter Activity
400

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 decreased 2.91% over the same quarter of the previous year.

Deliberate Fires	Year to Date	2022/23 Quarter 4	Previous year to Date	2021/22 Quarter 4
		2,293	400	1,939



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

Current mean	3 Year mean	2021/22	2020/21	2019/20
191	168	161	153	189

2.6.1 Deliberate Fires – Dwellings



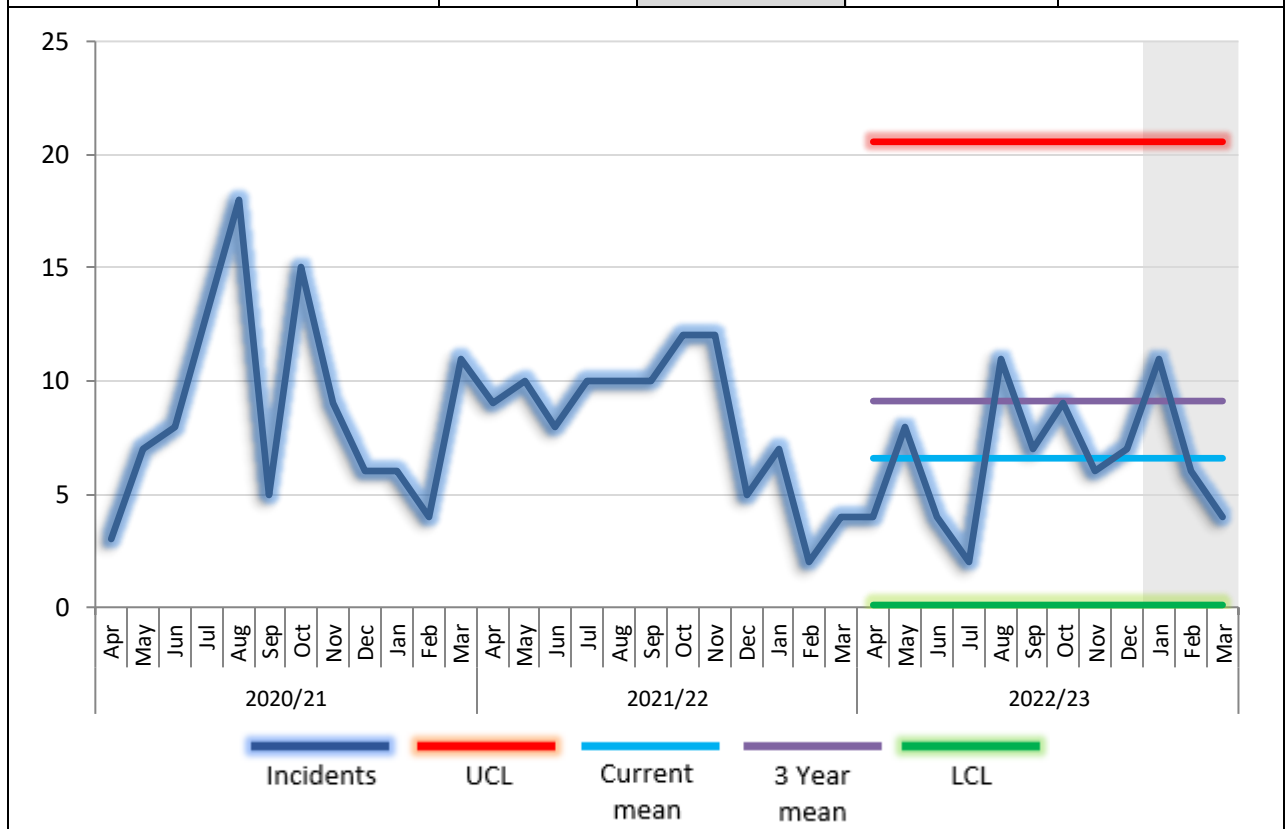
Quarter Activity
21

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 increased 61.54% over the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	2022/23 Quarter 4	Previous year to Date	2021/22 Quarter 4
	79	21	99	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
7	9	8	9	10

2.6.2 Deliberate Fires – Commercial Premises



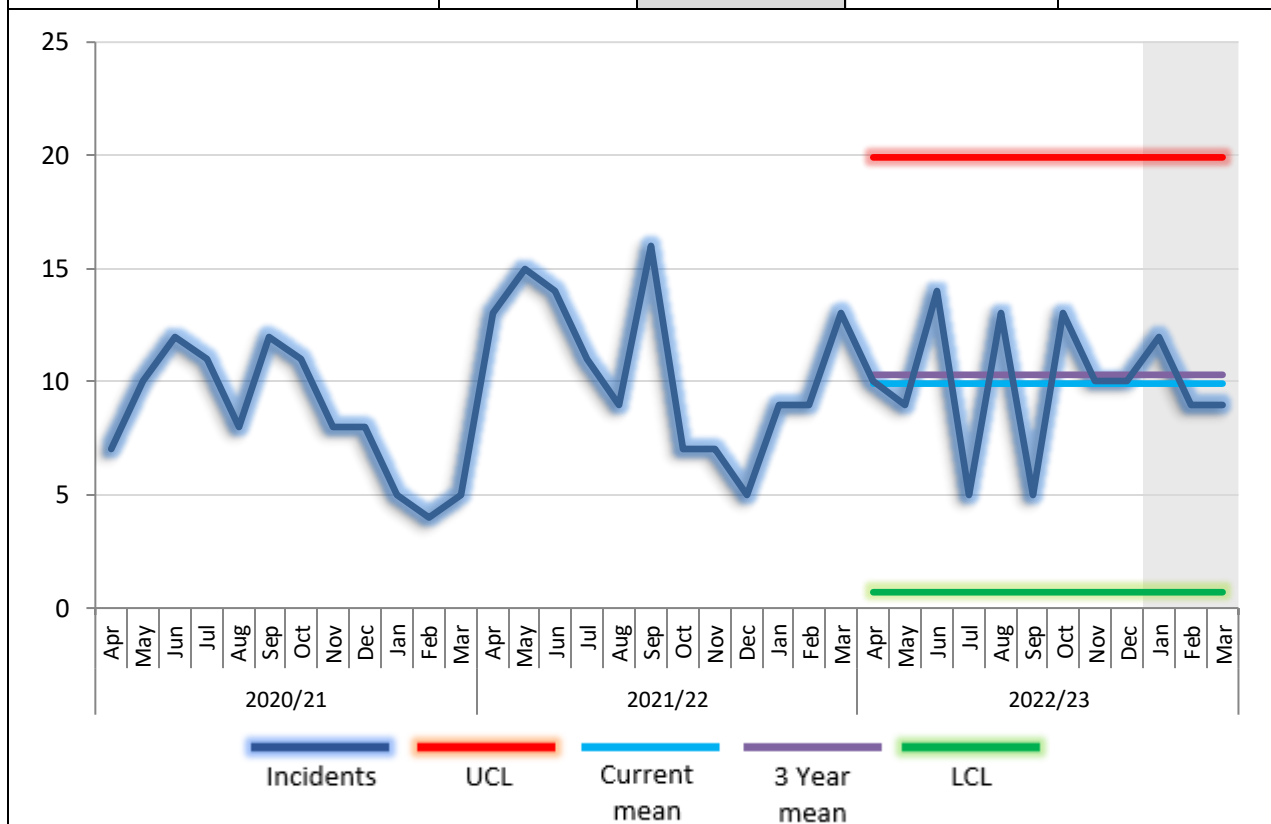
Quarter Activity
30

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 3.23% over the same quarter of the previous year.

Deliberate Fires – Commercial	Year to Date	2022/23 Quarter 4	Previous year to Date	2021/22 Quarter 4
	119	30	128	31



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

Current mean	3 Year mean	2021/22	2020/21	2019/20
10	10	11	8	12

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



Quarter Activity
350

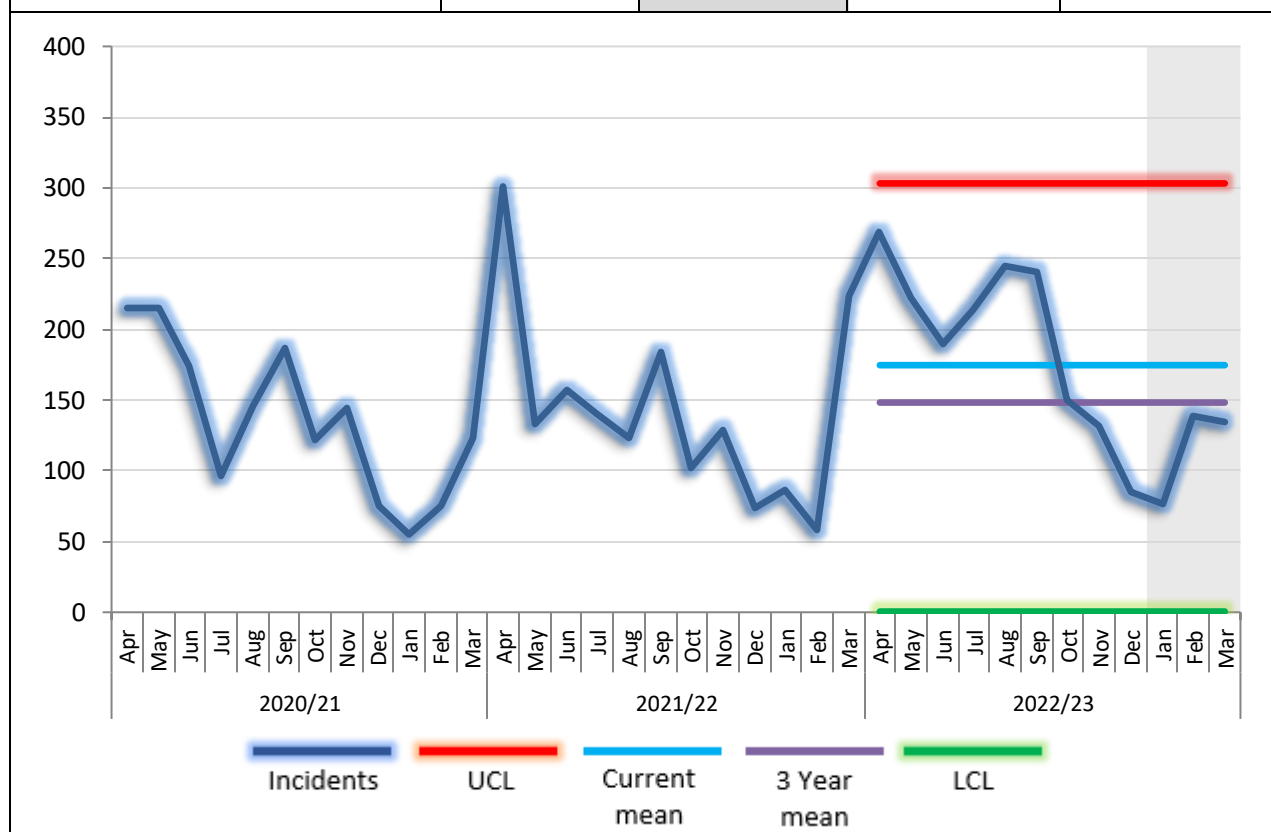
The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

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 decreased 4.89% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	2022/23 Quarter 4	<i>Previous year to Date</i>	<i>2021/22 Quarter 4</i>
	2,096	350	1,711	368



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

Current mean	3 Year mean	2021/22	2020/21	2019/20
175	149	143	136	167

2.7 Home Fire Safety Checks (HFSC)



Quarter Activity
57%

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

An improvement is shown if:

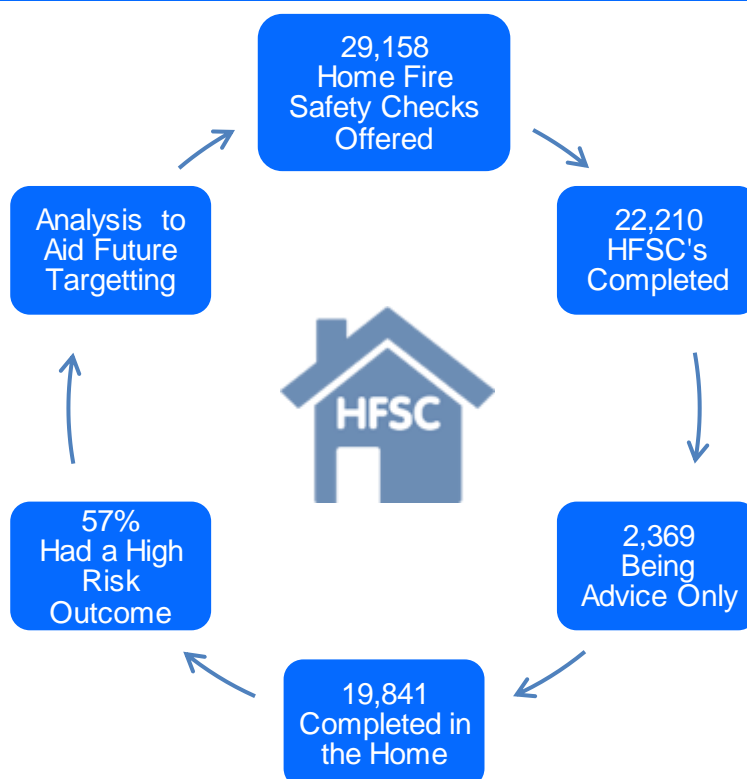
- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

Quarterly activity increased 16.1% over the same quarter of the previous year.

High risk outcomes decreased 3.0% 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	5,435	60%	↑/↓	3,940	68%
Q 3	5,901	55%	↑/↓	5,015	62%
Q 4	5,850	57%	↑/↓	5,033	60%

Cumulative year to date activity



2.8 Numbers of prevention activities delivered



Activity	Description	Targets for delivery	Data for quarter 4 2022/23
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	203 sessions delivered to 6,410 attendees
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	189 sessions delivered to 5,947 attendees
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	4 sessions delivered to 152 attendees
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	10 sessions delivered to 613 pupils
Biker Down	3 hour course aimed at Powered 2 Wheel riders covering incident management, first aid and the science of being seen	Deliver a minimum of 12 sessions per year	7 sessions 124 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	33 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	23 organisations/ agencies 132 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	9 sessions delivered to 633 attendees. These sessions are around deliberate fire setting and the consequences
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	181

2.9 Fire Safety Activity (including Business Fire Safety Checks)



Quarter Activity
5%

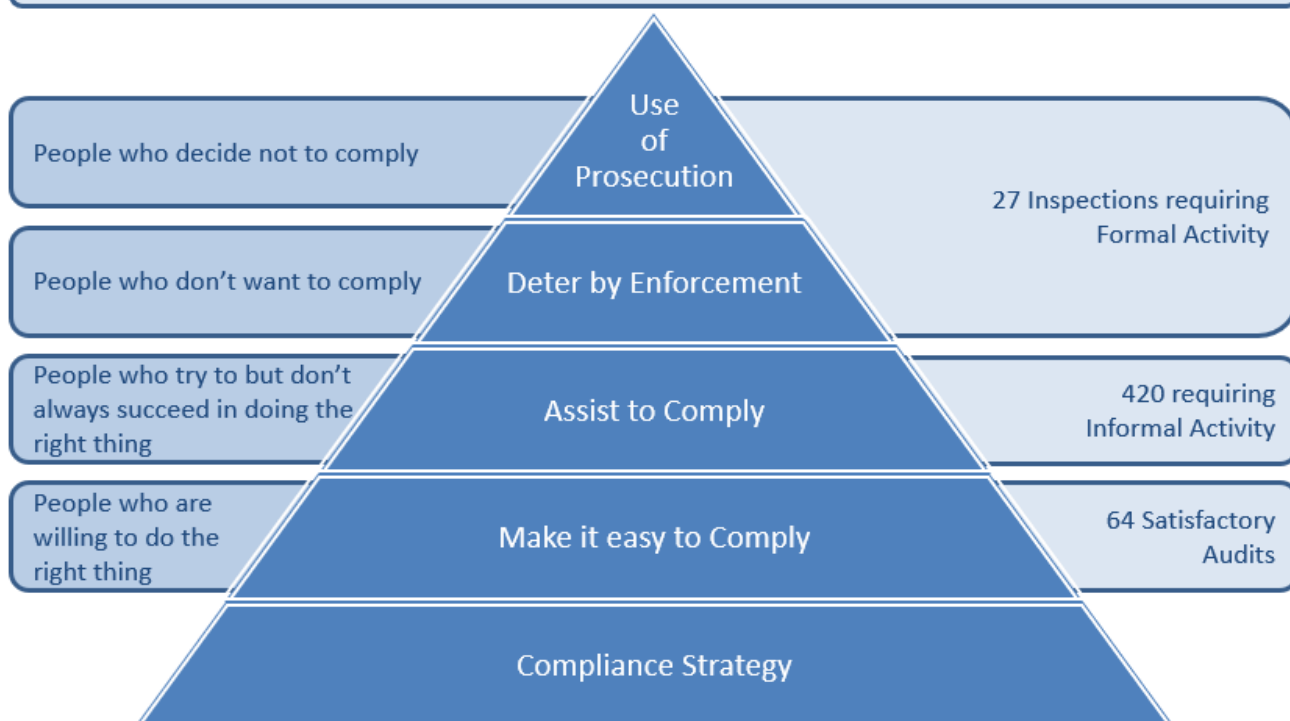
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more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

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

Quarter 4 recorded a decrease of 2% against the same quarter of the previous year.

Quarter	2022/23							↑/↓ Progress	2021/22	
	Fire Safety Enforcement Inspections	Formal Activity	Informal Activity	Satisfactory Audit	Business Safety Advice	% Formal Activity	% Informal Activity		% 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	360	34	225	72	29	9%	63%	↑	6%	54%
4	550	27	420	64	39	5%	76%	↓	7%	70%

550 Safety Inspections



2022/23	Cumulative Business Fire Safety Checks	2,564
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2.10 Building Regulation Consultations (BRC)



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

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

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

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

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

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

Building Regulation Consultations	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Received	183	233	285	261
Completed within timeframe ^[1]	103	170	244	244

^[1]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 undertaken in Q4 to increase establishment in the function
- Improved administration and consultation monitoring arrangements will be implemented
- The newly formed Built Environment and Ops Liaison team will take an increasing role in co-ordinating the receipt and completion of consultations within timescales

3.1 Critical Fire Response – 1st Fire Engine Attendance



Quarter Response
88.07%

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.

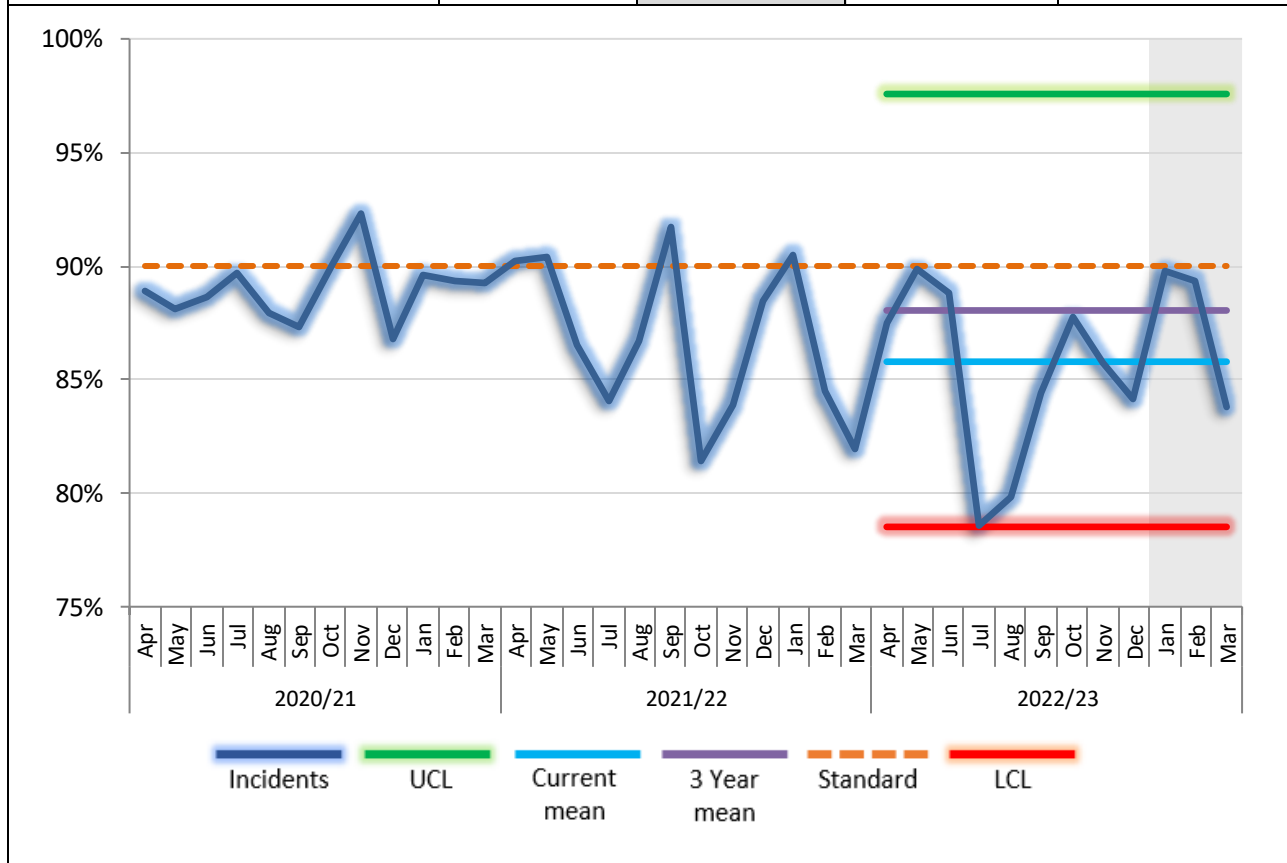
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- 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 increased 2.49% over the same quarter of the previous year.

Critical Fire Response	Year to Date	2022/23 Quarter 4	<i>Previous year to Date</i>	<i>2021/22 Quarter 4</i>
		85.71%	88.07%	86.82%



**3.2 Critical Special Service Response –
 1st Fire Engine Attendance**



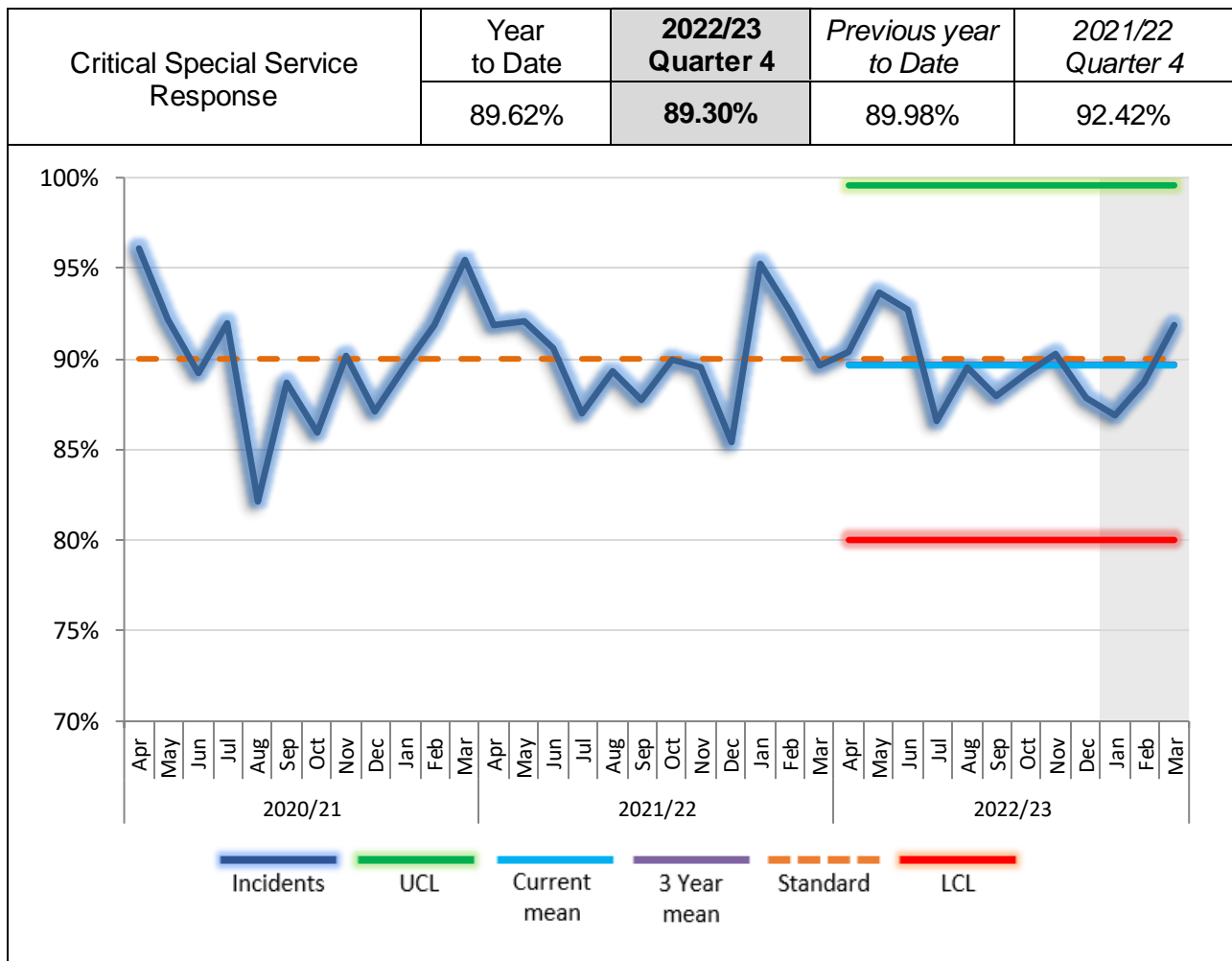
Quarter Response
89.30%

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 3.12% over the same quarter of the previous year.



3.3 Total Fire Engine Availability

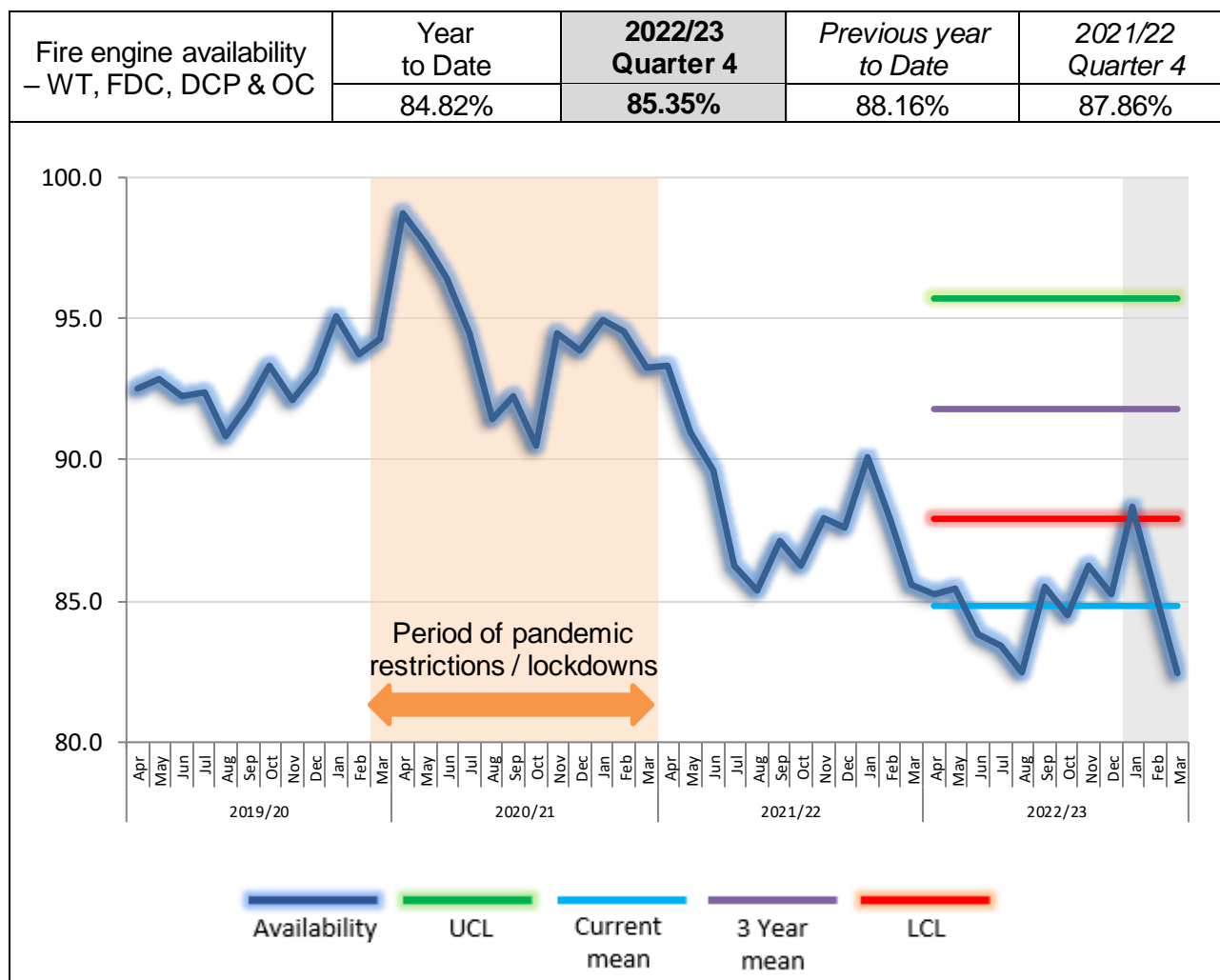


Quarter Availability
85.35%

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 2.51% over the same quarter of the previous year.



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.

3.3.1 Fire Engine Availability Wholetime Shift System



Quarter Availability
99.44%

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.

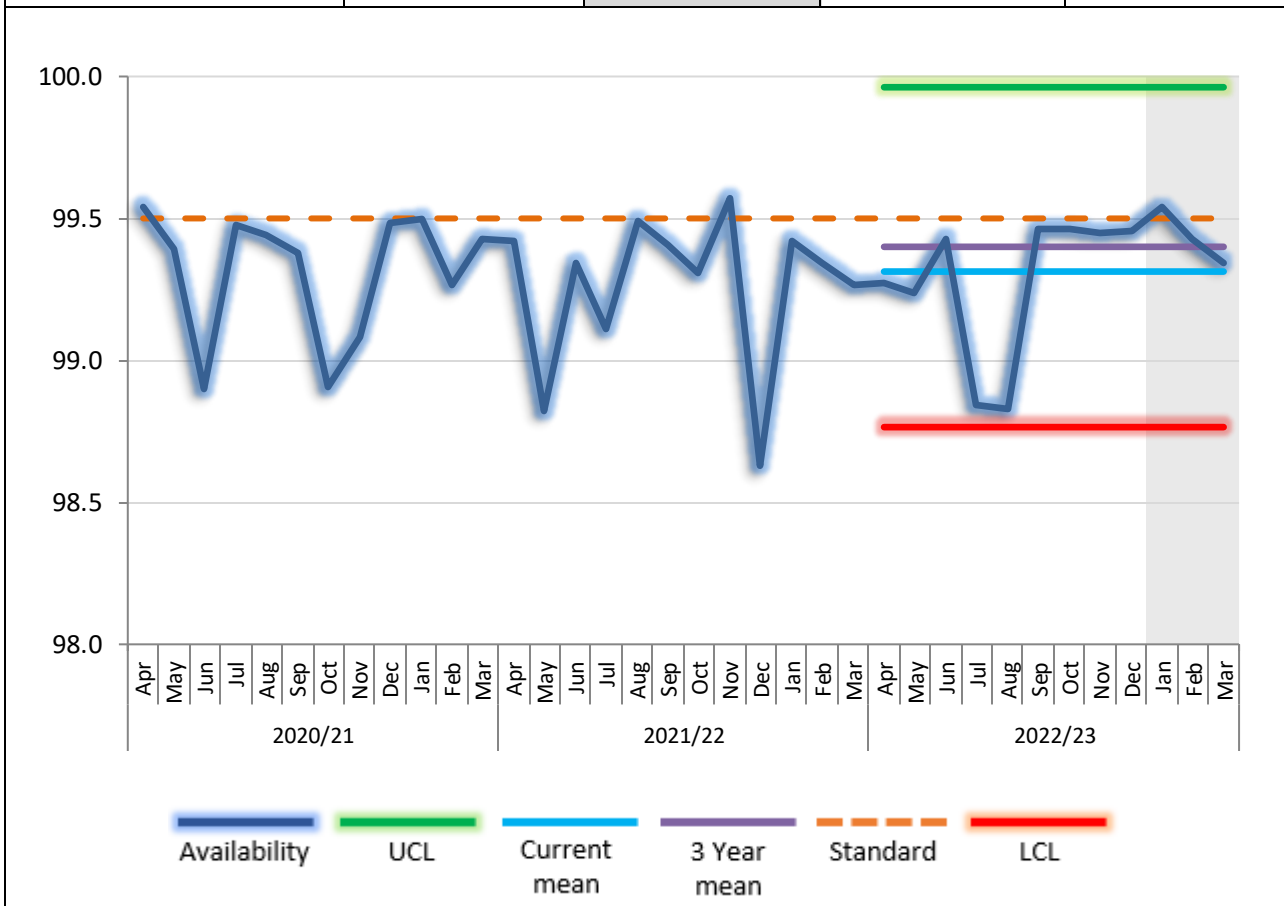
Fire engines are designated as unavailable for the following reasons:

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

Standard: 99.5%

Quarterly availability increased 0.10% over the same quarter of the previous year.

Fire engine availability – WT, FDC and DCP	Year to Date	2022/23 Quarter 4	Previous year to Date	2021/22 Quarter 4
	99.31%	99.44%	99.26%	99.34%



3.3.2 Fire Engine Availability On-Call Shift System



Quarter Availability
73.91%

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.

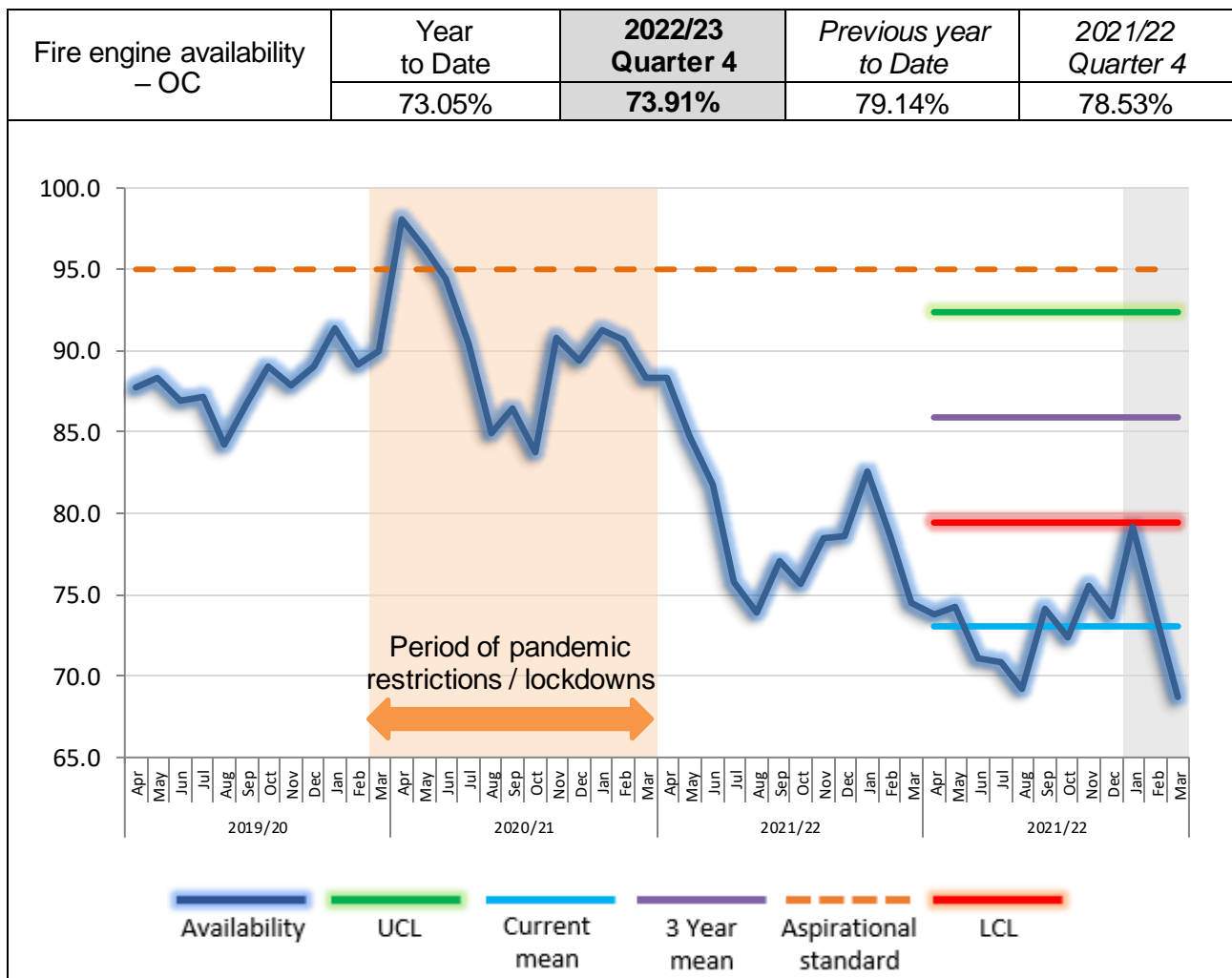
Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total.

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	66%	• Not enough BA wearers	64%
• Crew deficient	73%	• No driver	40%

Aspirational standard: 95%

Quarterly availability decreased 4.62% over the same quarter of the previous year.



What are the reasons for an Exception report

This is a negative exception report due to the percentage of On-Call (OC) pumps available to respond to emergencies being below the lower control limit during quarter four.

Analysis

Availability of OC pumps during the quarter was recorded at 73.91%, with each month being below both the 79.43% control limit, and the Service's 95% aspirational standard.

The Service appointed 42 new recruits from the October 2022 recruitment campaign. However, there have been some staff resignations from that course. Their positive effect on availability will be felt when they qualify as Breathing Apparatus (BA) wearers in March/April 2023.

Due to a deficiency of Officer in Charge (OIC) and Large Goods Vehicle (LGV) driver cover across on-call units in LFRS, On-Call Support Officers (OCSOs) are now working to assist potential drivers who are in development and ensuring those who are becoming LGV qualified do not fall behind with their portfolio work.

This quarter, we have had some successful transferees from other services into our On-Call duty system. This is following a successful skills gap analysis that identified whether a full initial, upskill course or BA course was required.

OCSOs have been working with unit managers to identify and develop potential OICs on their respective units.

Actions being taken to improve performance

- 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.
- Commencement of a retention study undertaken by Station Managers and OSCO team leaders.
- 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.
- Challenges around Large 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.
- OCSO's are working with the incident command team in workshops to support and develop OIC's with their command skills.
- 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.
- Liaise with key persons on identifying a way that our Whole Time (WT) staff who live in On-Call areas may be able to book On-Call flexibly without being tied to a 60 hour contract.

4.1 Progress Against Allocated Budget



Quarter variance
n/a

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.

This figure is not available at the present time due to the move to the new Finance System, an updated figure will be presented to Resources Committee in due course.

Variance:

n/a

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:

At a meeting of the Blue Light Collaboration board, an update on the ongoing projects was presented to the strategic leads. There was also an agreement made in terms of ensuring that a suitable evaluation process is implemented for each project. This will provide evidence in terms of outputs and outcomes, additionally it will enable learning to be identified.

Progress for each project is as follows:

Missing Persons (MisPer)

It had been identified that LFRS mobilisations had reduced. Therefore, the main project objective is to improve the existing collaborative approach to identification of the location of missing persons. Learning has been identified from the original process and improvements are being made. LFRS are reviewing the mobilisation of specialist assets and the memorandum of understanding will be updated.

In terms of practical items, the Missing from Home Manager training for specific LFRS staff is being planned. This training will develop knowledge and understanding regarding aspects of planning and undertaking a search.

Furthermore, Lancashire Constabulary have provided training to Control staff to raise awareness. There has already been an increase in the number of LFRS mobilisations.

Estates and Co-location

This is a longer-term work stream with interdependencies, as there are several internal projects within Lancashire Constabulary to review current building stock. This includes Lancashire Constabulary headquarters, and various police stations. Property Leads from all three agencies have been in regular contact and there is now a series of meetings scheduled to look at opportunities moving forward.

Community First Responder

A phased approach was agreed in terms of volunteers signing up to the scheme. Phase 1 is being rolled out to non-operational LFRS staff, such as Community Fire Safety. Subsequently, phase 2 will consider the roll out to Flexi Duty Officers (FDO's) and On Call staff.

Progress on phase 1 has resulted in the successful on boarding of one non-operational member of LFRS. 4 other staff who volunteered for the project have completed their recruitment and selection process. The training is being planned and it is anticipated they will be 'on the run' within the next two months. The NWAS reporting system has been modified to include LFRS staff, so we are able to analyse data and monitor the mobilisations.

In terms of technology, the NWAS application that is used to mobilise First Responders has been updated, which has significantly improved its effectiveness. Staff using the system have an option to accept or decline the request forwarded to them, so it does offer some flexibility.

Further discussion would take place with Lancashire Constabulary to review if there are any suitable non-operational roles that could be added as First Responders. It was noted that operational staff, including Armed Response units, did attend cardiac arrests alongside NWAS and that collaboration to this effect was already taking place.

Leadership Development

Initial scoping has been completed, in terms of what each organisation currently delivers for leadership development. The project is being delivered in two phases. Phase 1 covers some short-term objectives, seeking to maximise existing courses and events, and provide opportunities for staff from all three organisations to utilise places on these courses. Staff from Lancashire Constabulary's organisational development team attended LFRS values and behaviours module that new firefighter apprentices complete, to observe the content and how it is delivered.

Another example is opening up places on the 'Inside Out' programme, which is offered by Lancashire Constabulary. A benefit will be improved efficiency, through utilisation of unfilled places. Additionally, it will provide a platform for discussing ideas and sharing learning, as many of the leadership challenges are cross cutting in all three organisations.

Phase 2 will scope opportunities to collaborate on specific elements of supervisory and middle manager leadership programmes. This will lead to some efficiencies, as well as a platform to share ideas.

Command Units

The aim of this project is to establish and deliver additional collaborative uses of the command units in LFRS in line with the Joint Emergency Service Interoperability Programme (JESIP) principles. The key objectives are to improve operational effectiveness and in line with LFRS mission 'making Lancashire Safer'.

LFRS are currently progressing the implementation of new command units. This will also include the introduction of new command software, which will enhance the capture of information and provide better shared awareness across blue light organisations at incidents. Once this work is complete there will be some joint training events planned, so commanders from each organisation will gain a better understanding of the capabilities. Mobilisation criteria will be reviewed to ensure that the command units are utilised in the most effective way.

4.3 Overall User Satisfaction		Percentage satisfied 98.78%
--------------------------------------	--	---------------------------------------

The percentage of people who were satisfied with the service received from 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.

80 people were surveyed; 78 responded that they were very or fairly satisfied.

Question	Running Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything in to account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	3,266	3,226	98.78%	97.50%	1.31%

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 28 June 2023

North West Fire Control Report for Quarter 4 2022/23

(Appendix 1 refers)

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

Executive Summary

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

Recommendation

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

Information

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

Details of the progress for quarter 4 2022/23 are set out in the attached report (appendix 1).

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

Reason for inclusion in Part 2 if appropriate:



**NORTH WEST
FIRE CONTROL**



**Lancashire Fire & Rescue Service
Performance Committee**

**Quarter 4
2022/2023**

Introduction

The following pages set out North West Fire Control's (NWFC) Performance Framework, an explanation of how our Key Performance Indicator's (KPI) are measured and how we are performing.

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Performance Framework

NWFC sets targets for a range of key performance indicators (KPIs) which help us to monitor and measure our performance in achieving success and meeting our priorities. Performance against these KPIs is scrutinised every quarter at the Steering Committee and by the Board of Directors.

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

Response
Average response to answer emergency calls
Percentage of emergency calls answered in 10 seconds
Average response to mobilise first resource to fires
Average response to mobilise first resource to special service calls
Average response to mobilise first resource to fire alarms
Average response to mobilise first resource to all incidents

Performance Measures and XmR Charts

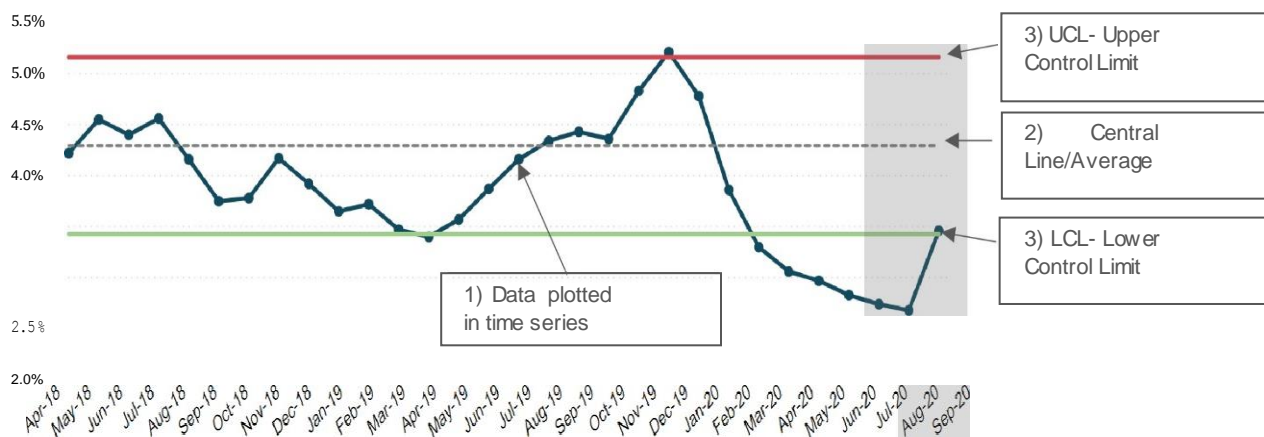
KPIs are monitored either by using an XmR chart, comparing current performance against that achieved in the previous quarter, any forecast/target for the quarter/YTD, or against a pre-determined standard, for example, the response KPI is measured against an average time.

XmR Charts

An XmR chart is a type of process control chart used to monitor and provide insights to a process over time. They are made up of the following components:

- 1) The data we want to measure plotted in time series
- 2) A Centre Line - this is based on the average value of our data sample
- 3) Upper and Lower Control Limits (UCL & LCL) — these are our 'Natural Process Limits' and tell us how much natural variation there is in the data

XmR chart example:



Why use them?

XmR control charts offer two major advantages over other reporting methods:

- We can quickly identify exceptions that fall outside of the normal random variation that occurs within any process or measure
- We don't waste time trying to fix or explain a problem that isn't there

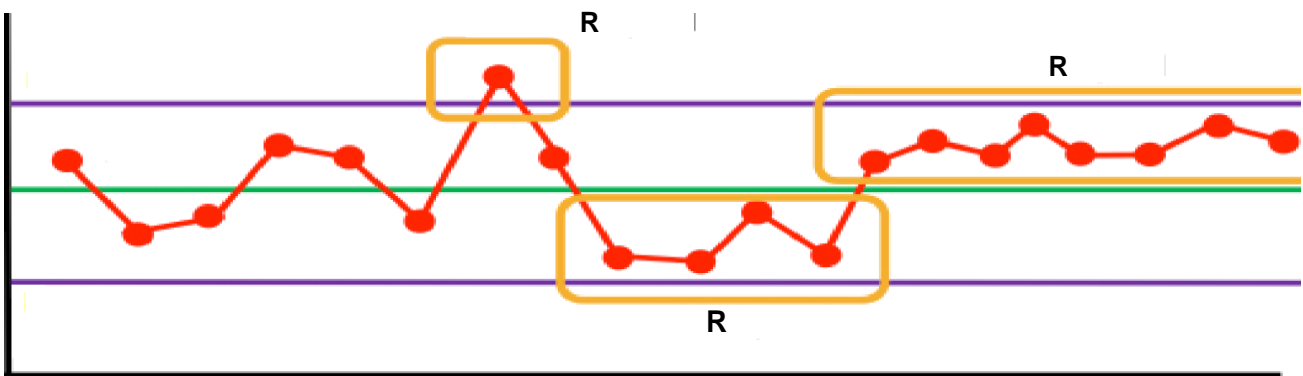
The control limits are calculated in such a way that we can expect 99% of data points to fall between them. In other words, we know that any time they are exceeded something exceptional has occurred and therefore requires further investigation.

By clearly highlighting these exceptions, XmR charts allow us to focus on the signals that indicate something significant has changed (positively or negatively, planned or unplanned). Conversely, they also mean we avoid spending time investigating changes in the data that are likely to be caused by the natural variation in the process/measure.

How to read XmR charts

There are three common signals we look for in an XmR chart that indicate a need for further investigation/intervention:

- Rule 1) **Special Cause** or Outlier — A point outside the Control Limits
- Rule 2) Long Run — At least 8 consecutive points running on one side of the Central Line
- Rule 3) Short Run — At least 3 out of 4 consecutive points closer to a Control Limit than to the Central Line



An exception report is generated if one or more of these rules are triggered.

Summary of Exception Reports

This report reports on both positive and negative exceptions for Q2 for 2022/23

Positive Exceptions

KPI ref & name	Reasons for an Exception Report	Analysis undertaken	Recommendations/Positive Action Taken to improve performance

Negative Exemptions

KPI ref & name	Reasons for an Exception Report	Analysis undertaken	Recommendations/Positive Action Taken to improve performance
Emergency Calls	Missing data	Investigation by NWFC and system contractors have found that due to a connection failure, the data on number of calls is not retrievable. This had no impact on service delivery during the period.	Connection failure has now been resolved and working with system contractors to ensure that resilience in place to prevent this from re-occurring.

Incoming Calls

Emergency Calls

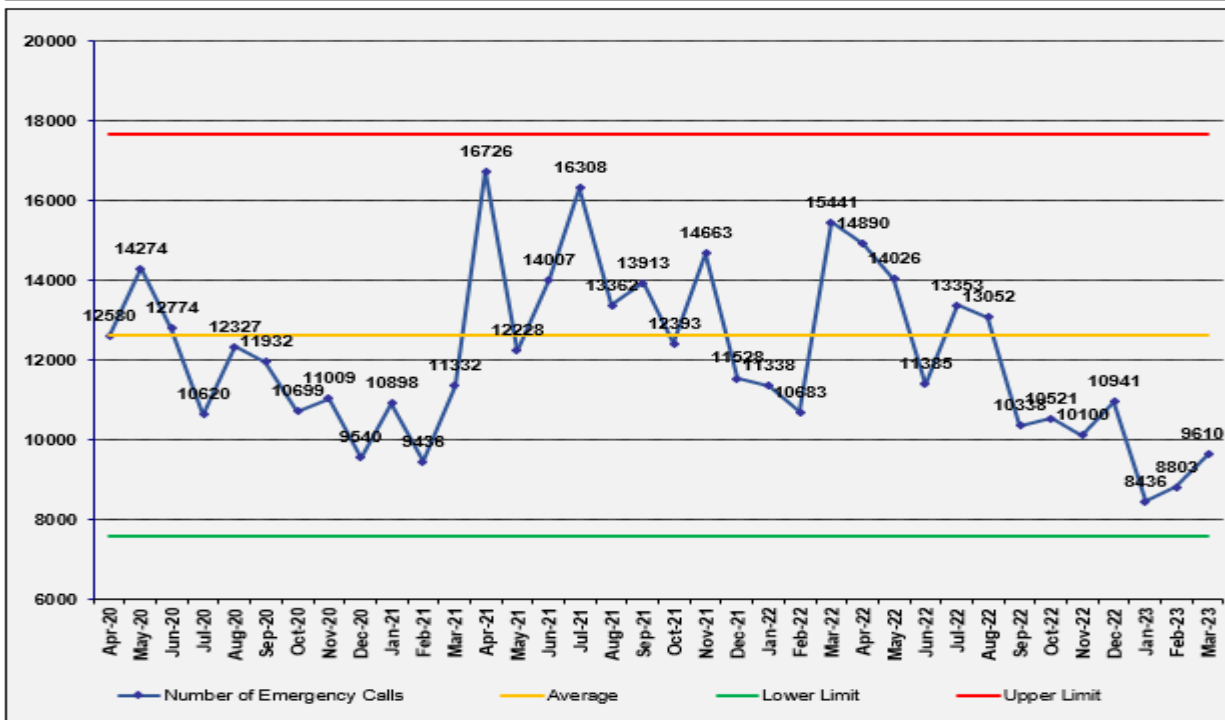
The number of emergency calls that North West Fire Control receive is measured. This includes 999 calls from members of the public, calls from other emergency services and calls from fire alarm monitoring organisations reporting a fire alarm at a premises.

This is not a KPI but provides an overview of the number of calls that are received each month.

KPI: N/A		Quarter 26,849	Direction of Travel ↓
Number of Emergency Calls			



Number of Emergency Calls	Year to Date	2022/2023 Quarter 4	Previous year to date	2021/2022 Quarter 4
		135,455	26,849	162,590
Target:				




The number of reported emergency calls for Quarter 4 has decreased, with all three months being closer to the Lower Control Limit. Upon investigating any possible reasons for this fall in emergency call numbers, NWFC has established that for Quarter 4 there is some missing data from this period, which our data extraction software is unable to retrieve. This has been reported to our software contractors, who have now fixed the issue and are looking at further resilience measures. This has not affected transferring NWFC data to FRS IRS software.

There is missing data from 17th – 29th January 2023 and from other dates in January and February for several hours at a time during specific days. Not all the emergency calls and administrative calls data are missing during these periods, but these have identified as to when there were connection failures and therefore not all data has been retrievable.

Administrative Calls

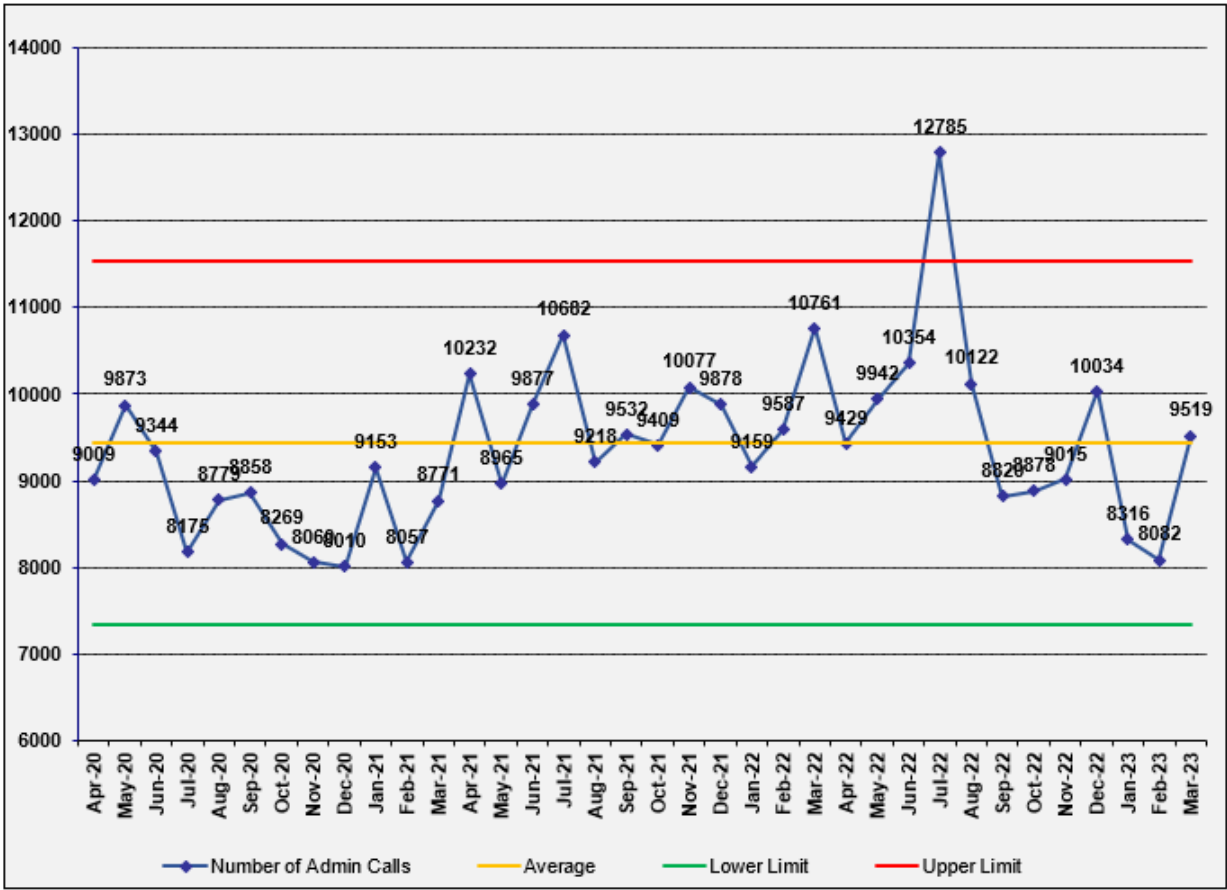
The number of administrative calls that North West Fire Control receive is measured. This includes calls from each fire and rescue service updating on the availability of resources, reporting injuries, advising about community activities they are participating in. Administrative calls also include calls from other agencies that are not emergencies, e.g. call from Environment Agency reporting on flood levels, or Highways Agency advising about motorway closures.

This is not a KPI but provides an overview of the number of calls that are received each month.

KPI: N/A		Quarter	Direction of Travel
Number of Administrative Calls		25,917	↓



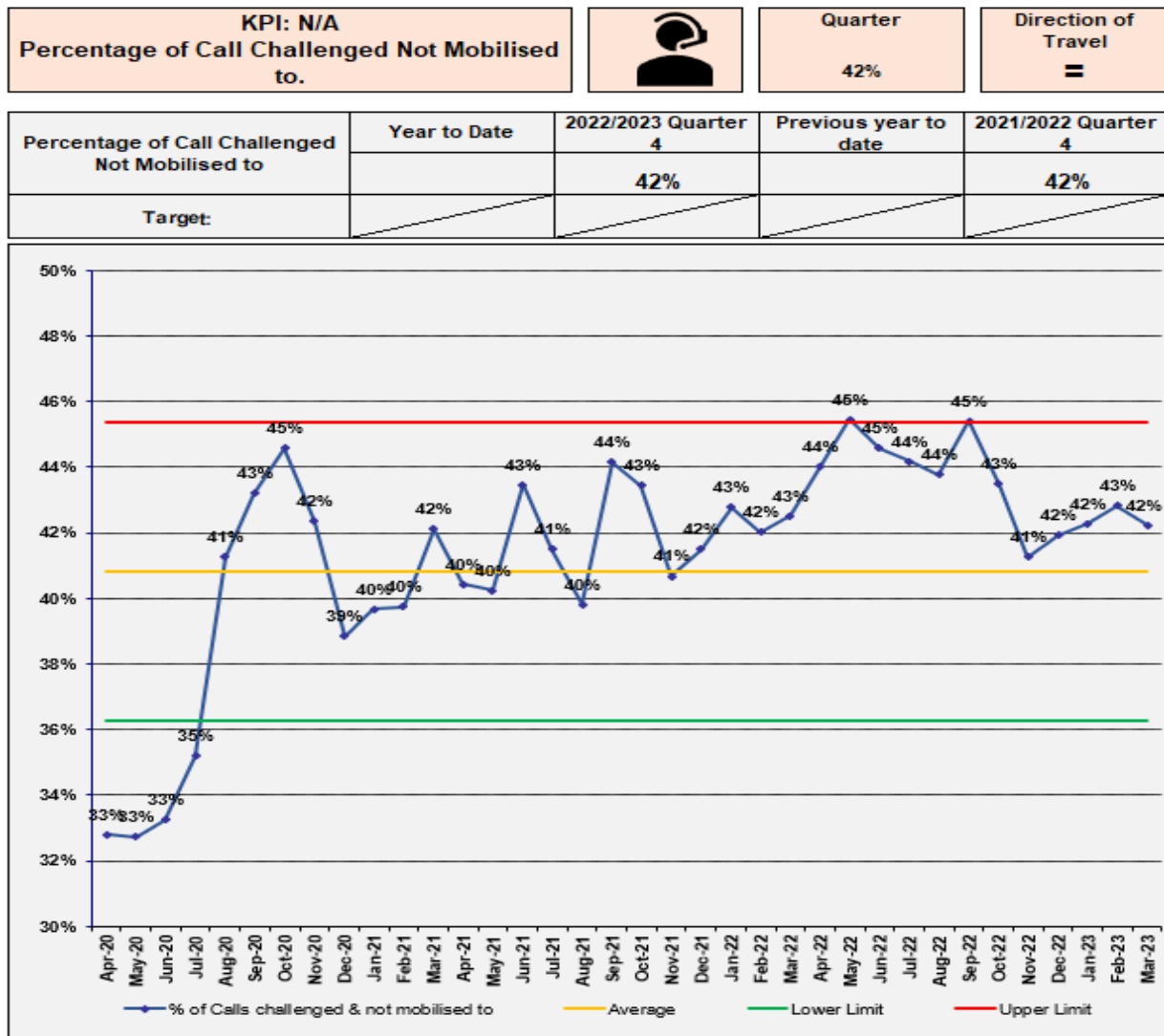
Number of Admin Calls	Year to Date	2022/2023 Quarter 4	Previous year to date	2021/2022 Quarter 4
		115,296	25,917	117,377
Target:				



Similar to emergency calls, there is missing data that is not retrievable for administrative calls for Quarter 4.

Number of Calls Challenged Resulting in No Mobilisation

Any call where Control Room Operators ask additional questions provided by the fire and rescue services in order to determine if a response is required. Examples of these incident types are automatic fire alarms, animal rescues, bonfires and NWS gaining entry.



NWFC continues to support Fire & Rescue Services with its call challenge questions, which determines whether there are resources mobilised to incidents such as automatic fire alarms. In supporting these initiatives, 42% of calls challenged are not required to be mobilised to, and therefore all resources to be available for other emergencies.

NWFC has recently supported both Lancashire and Cumbria fire and rescue service in updating their call challenge questions for automatic fire alarms.

Call Answering Times

Accumulative Response to Answer Emergency Calls

The average answer time for all Emergency calls for quarter 4 2022/ 2023 was 5.1 seconds this is an improvement of 0.9 seconds when compared to the same period in 2021/ 2022.

Percentage of Calls Answered in 10 seconds

89.68% of all incoming Emergency calls were answered within 10 seconds for quarter 4 2022/2023.








Summary	Metric
Avg. Ringing Duration for Answered Calls	5.1
Avg. Call Duration for Answered Calls	-
Total Call Count	-
% Calls Answered Within 1 Secs	15.34%
% Calls Answered Within 2 Secs	42.50%
% Calls Answered Within 3 Secs	58.57%
% Calls Answered Within 4 Secs	67.11%
% Calls Answered Within 5 Secs	72.71%
% Calls Answered Within 6 Secs	78.54%
% Calls Answered Within 7 Secs	83.08%
% Calls Answered Within 8 Secs	86.06%
% Calls Answered Within 9 Secs	88.15%
% Calls Answered Within 10 Secs	89.68%
% Calls Answered Within 20 Secs	96.96%
% Calls Answered Within 30 Secs	98.76%

The average call duration for answered calls and total call count have not been completed due to missing data that has been explained on page 8 with regards to the number of reported emergency calls presented.

Average Response to Mobilise First Resource

The mobilisation of the first resource to incidents is taken from the time when the Control Room Operator at North West Fire Control answers a call on our telephony system until the first fire service resource is sent.

The following incidents have been agreed to be exempt from the results.

-  Chemical suicide
-  NWAS gaining entry
-  Assist other agency, e.g., missing persons
-  Suspect packages / white powder / bombs
-  Arson threats
-  Threatening to jump (from height or into water)
-  Attendance to be made to a non-critical incident within 2 hours.

The removal of these incident types is due to them not requiring an immediate attendance or requires consultation with an officer such as a National Inter-agency Liaison Officer (NILO), who determines the required attendance.

In addition, a sample of calls have also been analysed and where it has been necessary due to fire and rescue service action plans to contact an officer or contact another agency or organisation prior to mobilising, these calls have also been exempted. A list of these additional exemptions with the reasons for removing them are available.

Accumulative Response to Mobilise First Response to Fires

During quarter 4, the average time to mobilise the first response to fire related incidents was 81 seconds. This compares to 78 for the same quarter in 2021/2022.

Accumulative Response to Mobilise First Response to Special Service Calls

During quarter 4, the average time to mobilise the first response to special service incidents was 113 seconds. This is an 8 second improvement compared to the same quarter in 2021/2022.

Accumulative Response to Mobilise First Response to Fire Alarms

During quarter 4, the average time to mobilise the first response to fire alarm calls was 93 seconds this is a 1 second increase compared to quarter 4 in 2021/2022.

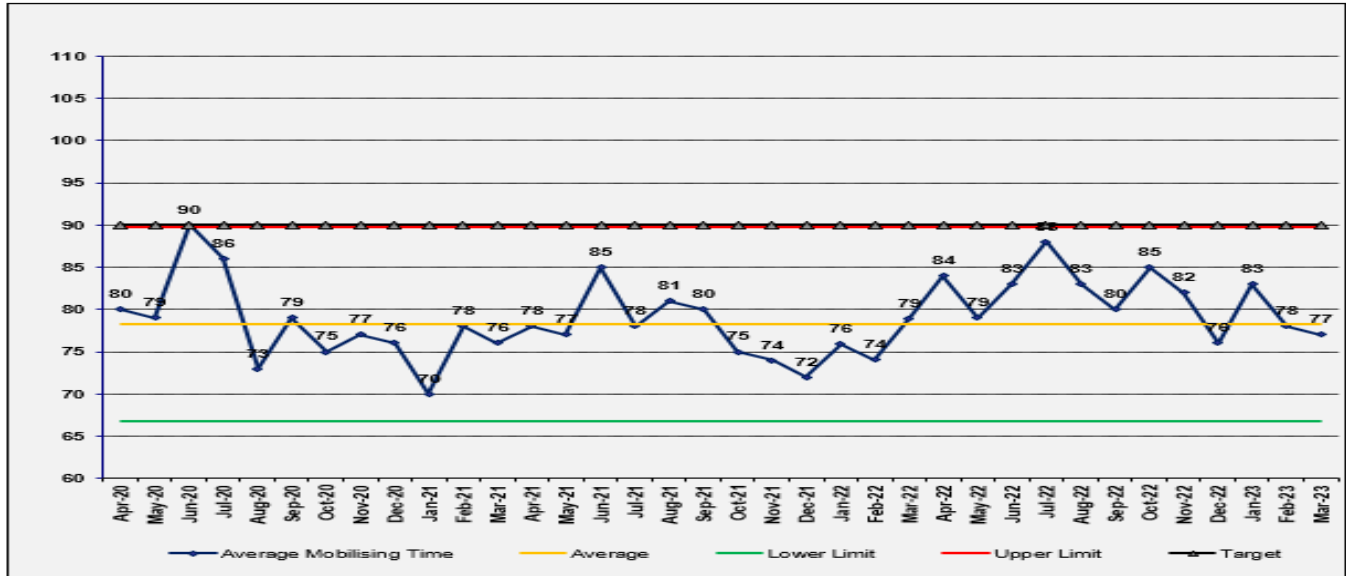
Accumulative Response to Mobilise First Response to All Incidents

During quarter 4, the average time to mobilise the first response to all incidents was 91 seconds. This is an improvement of 2 seconds compared to quarter 4 in 2021/2022.

LFRS - Average Mobilisation to Fires

KPI: NWFC 6.0 Lancashire Fire: Average Response to Mobilise First Resource		Quarter 79	Direction of Travel ↑
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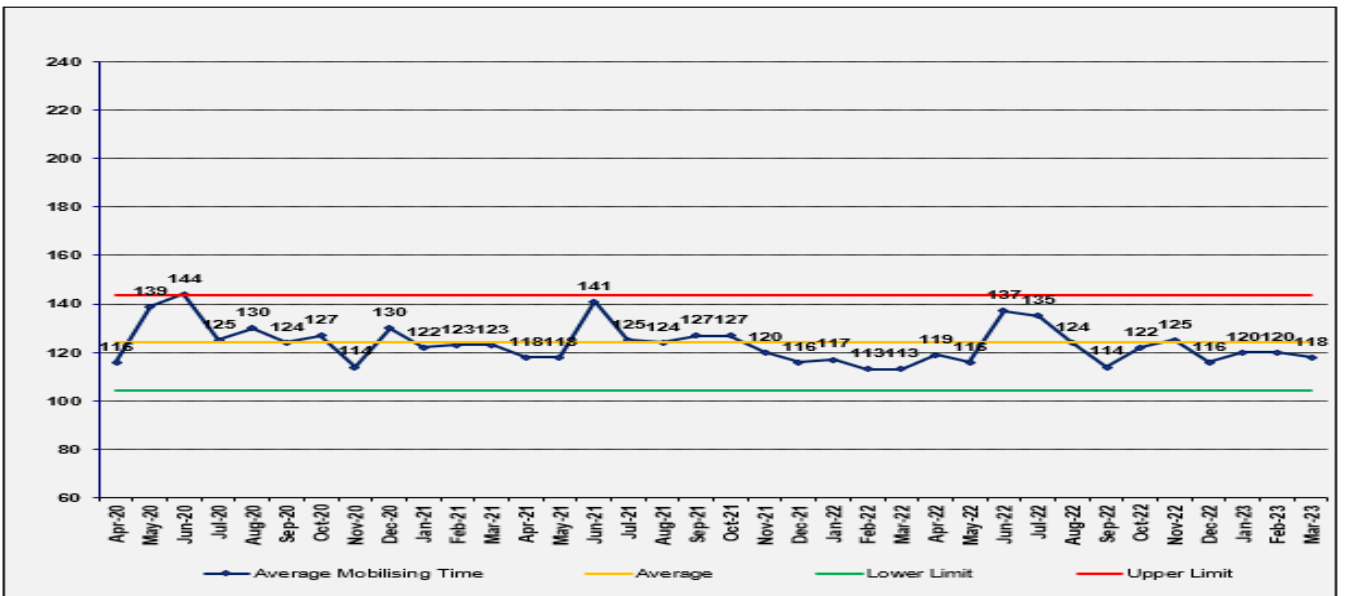
Number of seconds to mobilise first resource	Year to Date 82	2022/2023 Quarter 4 79	Previous year to date 77	2021/2022 Quarter 4 76
Target:	90 Seconds	90 Seconds	90 Seconds	90 Seconds




LFRS - Average Mobilisation to Special Service Calls

KPI: NWFC 6.1 Lancashire SSC: Average Response to Mobilise First Resource		Quarter 119	Direction of Travel ↑
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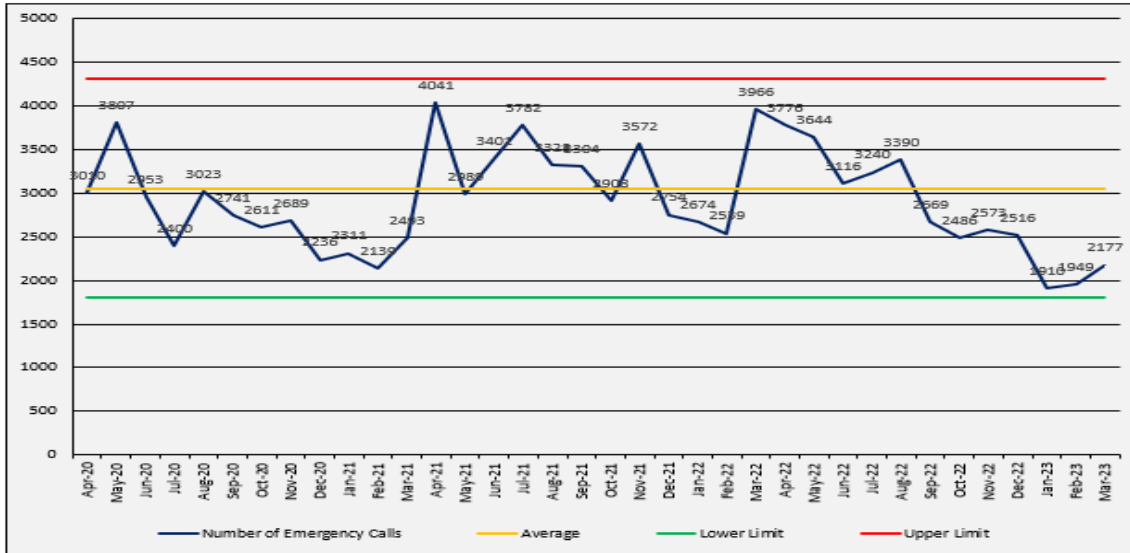
Number of seconds to mobilise first resource	Year to Date 122	2022/2023 Quarter 4 119	Previous year to date 122	2021/2022 Quarter 4 114
Target:				



LFRS - Number of Emergency Calls Received

KPI: N/A		Quarter	Direction of Travel
Lancs FRS Emergency Calls		6,036	↓

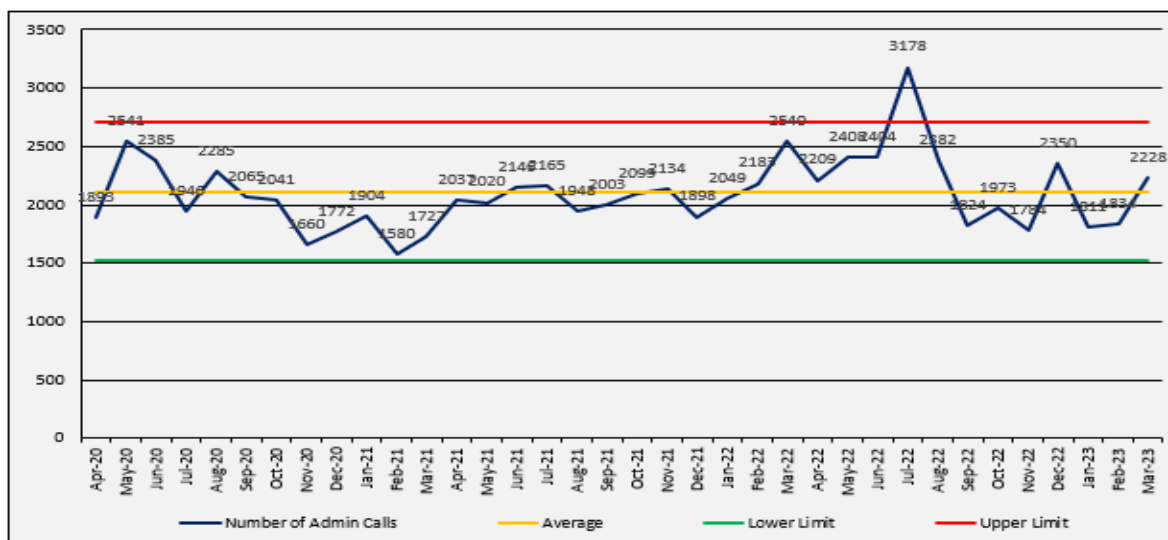
Number of Emergency Calls	Year to Date	2022/2023 Quarter 4	Previous year to date	2021/2022 Quarter 4
	33,446	6,036	39,258	9,179
Target:				



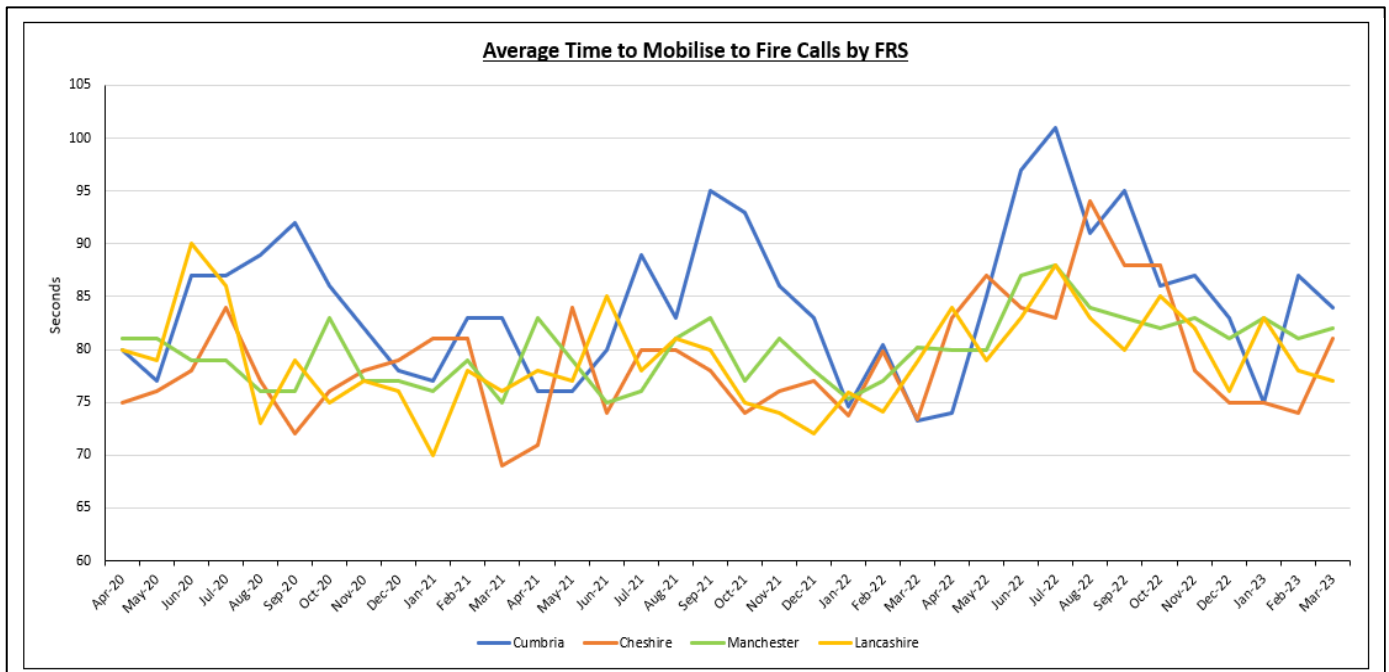
LFRS - Number of Administrative Calls Received

KPI: N/A		Quarter	Direction of Travel
Lancs FRS Admin Calls		5,873	↓

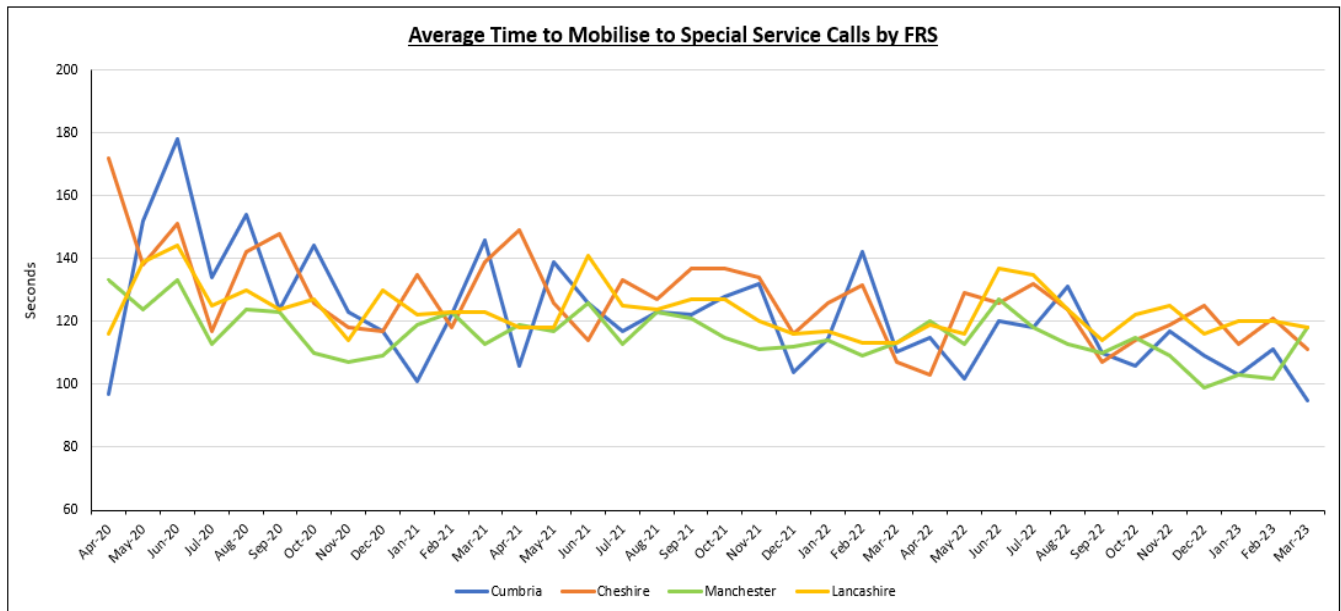
Number of Emergency Calls	Year to Date	2022/2023 Quarter 4	Previous year to date	2021/2022 Quarter 4
	26,385	5,873	25,222	6,772
Target:				



Comparative Accumulative Response to Mobilise First Response to Fires



Comparative Accumulative Response to Mobilise First Response to Special Service Calls



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Lancashire Combined Fire Authority Performance Committee

Meeting to be held on 28 June 2023

Annual Report on Road Safety Intervention Activity (Appendix 1 refers)

Contact for further information:

Assistant Chief Fire Officer Jon Charters – Tel. 01772 866801

Executive Summary

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

Recommendation(s)

The Committee is asked to note and endorse the report.

Information

The attached report sets out the annual road safety intervention activity undertaken during 2022/23.

Business Risk

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

Environmental Impact

None

Equality & Diversity Implications

None

HR Implications

None

Financial Implications

None

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

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

Annual Report

Road Safety Intervention Activity 2022-2023

Introduction

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

Road Safe Thematic Group

During 2022 - 2023 the Thematic Road Safety Group continued to meet every quarter, with an option of both in person and virtual meets. We have membership from all areas of the county and a mix of Community Safety and Operational Staff. CFA Member and Road Safety Champion Cllr Ron Woollam has close links with the group and is in regular communication with the Prevention Support Officer for Road Safety.

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

Some of the working practices adopted during the Coronavirus Pandemic have now been adopted as business as usual and offer a greater choice of delivery methods for the community we serve, improving our reach and efficacy. Our offer of virtual delivery remains part of our plan and continues to be selected by schools as a delivery method across the county.

Lancashire Road Safety Partnership (LRSP)

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

LFRS lead on the Children and Young People workstream which brings partners together to look at what is currently delivered, what works well and where the gaps are so that we can pool our resources to work effectively and without duplication.

The LRSP continue to work through the action plan following the review of the partnership completed in 2022.

LFRS Road Safety Thematic Group Priorities 2022-2023

1. Road Sense – Evaluate the new package & deliver to all primary schools in Lancashire
2. Develop a suite of assembly sessions, update the existing workshop session, and promote delivery of Wasted Lives for year 11/10
3. Support Safe Drive Stay Alive events
4. Grow delivery of Biker Down courses, expanding to new locations

1. Road Sense

Road Sense is the name given to the road safety education programme delivered to Year 6 pupils. It is a mixed session starting with a 20-minute fire safety recap then a 40-minute road safety input. This gives an opportunity to draw on a previous session the pupils will have received in Year 2 and explores the consequences of hoax calls and deliberate fires.

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

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

Our package has been adopted by Staywise, which is an online resource website for Fire and Rescue Services across the country.

The inclusion of a 'Road Sense Fact Sheet,' using the CFA Road Safety Champion budget has been a very welcome addition to the session with teachers commenting on the usefulness of information for pupils to take home for further discussion with their families. Evaluation of the package has provided us with positive feedback from schools with 76% of teachers selecting they 'strongly agreed' the session would have a positive impact on the student's road user behaviour. The remaining 24% 'agreed' with this. We have not received any negative feedback at all. Utilising the QR code allows the teachers to give more honest feedback and improves the efficiency of the process.

Here is an example of feedback received from teachers following a Road Sense delivery:

"Great mix of humour and serious information. Allowed children to ask questions which were answered effectively. Use of videos helped to reinforce the information shared. Hard -hitting videos but age appropriate."

"Good points made. Verbal and visual stimulus which kept the children engaged and informed. Handout is useful to recap the given messages."

This academic year, LFRS has embedded an Education Tracker. This allows the monitoring of all delivery in schools, from the initial contact stage through to the submission of paperwork following the session taking place. To date the delivery figures are looking higher than ever before. During this reporting period 15,603 Year 6 pupils received this input.

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

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

By actively engaging with this age group (15 – 25 year olds) Wasted Lives aims to maximise the opportunities for people to evaluate and reflect on their own attitudes and behaviour behind the wheel and as a passenger. Extensive evaluation has demonstrated how the package promotes real and lasting changes in how each participant behaves in a car. Since the introduction of Wasted Lives in 2010, LFRS has delivered road safety education to over 120,000 young people throughout Lancashire, Blackpool and Blackburn with Darwen. For the period 2022–2023 LFRS has delivered the programme to 2,806 young people, using Microsoft Teams and face-to-face delivery.

We will continue to focus our delivery of Wasted Lives to years 10 and 11 students as pre-drivers and those employed as apprentices. Throughout the last 12 months, due to recovery from the Coronavirus pandemic, we have seen a reduction in the number of schools contacting us for a session. We have developed a suite of assembly sessions which can be adapted in length to fit in with schools timetables. The pandemic has given us the opportunity to develop different ways of working and we are now offering a MS Teams version of Wasted Lives and accompanying resource pack. Schools now have 3 delivery options and by being more flexible in what we can deliver and how, we will be able to reach more young people. As part of the district planning process 2022/23 each of the areas utilised 'heat' maps to identify areas of risk and allow targeted delivery of Wasted Lives.

The Wasted Lives package also has the option of being complemented by a 'crashed car,' which is a vehicle from a real incident where, tragically, there has been a fatality. Alternatively, the car can be used as a standalone resource at a community event. We now have a new vehicle where the circumstances of the collision were solely speed related. We hope this will resonate with more of the community we serve as there was no alcohol or drugs involved in the crash.

3. Safe Drive Stay Alive

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

The speakers come forward to share their emotional experiences in a bid to reduce the number of young people killed or seriously injured on Lancashire's roads.

Throughout the session the young people hear from a Fire Fighter, Police Officer, Paramedic and a bereaved family member.

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

Considerable work has been carried out nationally to compare a number of packages aimed at this age group and LFRS has been involved, alongside LRSP members, in evaluating the best fit for Lancashire. Whilst this has been ongoing, LFRS have facilitated a video version on behalf of the partnership however have found that colleges prefer face to face delivery and also have challenges in fitting sessions into their timetable.

4. Biker Down

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

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

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

LFRS has worked with LRSP to ensure the delivery is complementary to Bike Safe, which is a Police Led initiative. Anyone who attends Biker Down is encouraged to book onto Bike Safe which is seen as the next step in training as it involves a ride out with an Advanced Police Motorcyclist. Biker Down is seen as the start of a motorcyclists 'learning journey.' During this reporting period there has been a 5% increase in motorcycle casualties, totalling 145. Lancashire's statistics showed you were 72 times more likely to die on a motorcycle than in a car on our roads, higher than the national average.

There have been 346 attendees in the last 12 months and the appetite for the courses has grown significantly over recent months with the Facebook page reaching over 900 likes and the reach of posts sometimes exceeding 1500 people. All attendees take part in a practical element of the course which includes helmet removal and CPR. These are really important skills which may be needed should they be faced with a road traffic collision involving a motorcyclist. Feedback from attendees mirrors how important this part of the course is and how valuable they felt it was. Below are a few examples:

"A really useful session. A great deal learnt. Hopefully I'll not need to put into practice but I feel confident that I could now."

"Wonderful course. Great presentation. I will be recommending. Thank you very much."

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

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

Summary

This 12-month period has presented challenges for the delivery of Road Safety Education and our ability to engage with the communities of Lancashire, many schools are in a 'recovery' period resulting in very tight constraints on their timetables. We have continued to adapt our offerings and, with increased use of technology and innovative ideas by members of the Road Safety Thematic Group, this has meant that we have delivered our education packages to over 18,500 people.

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

Focusing on our priorities for 2022/23, we have achieved some notable progression and successful outcomes, from getting back into primary schools' post-pandemic to engage with pupils and deliver our improved Road Sense package to re-launching Wasted Lives and Biker Down. Our action plan for the forthcoming year builds on this.

Over the next 12 months we will be focussing on further evaluation of all our Road Safety initiatives, campaigns and educational packages. This evaluation will look at 4 distinct areas; Is our targeting correct and appropriate, are we delivering according to end user expectations, are we influencing a positive behaviour change and are we delivering value for money (i.e. for every £1 spent on prevention what does that save in terms of prevention of an incident).

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Lancashire Combined Fire Authority Performance Committee

Meeting to be held on 28 June 2023

Interim Update - Review of Family Group Comparative Information

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

Executive Summary

This paper provides a brief interim update on work being progressed via the National Fire Chiefs Council (NFCC) in relation to Family Groups and the potential for those groups to deliver comparative performance data at a future point in time.

Recommendation

The Performance Committee is asked to note the content of the paper.

Information

At a previous Performance Committee meeting, Members were advised that the Service was engaged in building an understanding of the work being progressed by NFCC on the formation of new Family Groupings. Family Groupings have been used over recent years as a means of providing comparative performance data across services.

Over the last 6 months, colleagues within the Corporate Programme and Intelligence (CP&I) team have participated in several NFCC workshops across the country. These workshops have provided us with an understanding of the methodology that is being developed, and which sits behind the proposed clustering of certain fire and rescue services.

The work completed to date is the first part of a wider project that aims not only to group fire and rescue services using a data led approach, but also to provide the means by which services can access a broad range of data sets, which allows for those comparisons to be made.

Colleagues within the CP&I team continue to contribute to this national project through a collaborative, supportive approach, and by making recommendations on how to achieve the greatest benefit from the data which can be made available.

Work continues by the NFCC project team and key stakeholders, and we expect that at a future point, the revised groupings and data will provide the basis for refreshed comparative data to be brought into Committee.

Business risk

Low – Service performance is reported via the Measuring progress report quarterly. Family groups allow for comparative context only.

Sustainability or Environmental Impact

N/A

Equality and Diversity Implications

N/A

Data Protection (GDPR)

No personal data will be processed.

HR implications

N/A

Financial implications

Waiting for the centralised delivery of the NFCC project removes the need to commit our own finite resources to developing this work.

Local Government (Access to Information) Act 1985**List of background papers**

Paper:

Date:

Contact:

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