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Lancashire Combined Fire Authority
Performance Committee

Wednesday, 13 December 2023 in Main Conference Room, Service Headquarters, Fulwood commencing at 10.00 am.

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

Agenda

Part 1 (open to press and public)

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

1. **Apologies For Absence**

2. **Disclosure of Pecuniary and Non-Pecuniary Interests**

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

3. **Minutes of Previous Meeting (Pages 1 - 22)**

4. **Performance Management Information (Pages 23 - 70)**

5. **North West Fire Control Presentation**

    Verbal Report.

6. **Date of Next Meeting**

    The next scheduled meeting of the Committee has been agreed for 10:00 hours on **06 March 2024** in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

    Further meetings are: scheduled for 26 June 2024
                              proposed for 04 September 2024

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Lancashire Combined Fire Authority
Performance Committee

Wednesday, 13 September 2023, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

Minutes

Present:	
Councillors	
T Hurn (Chair)	
P Rigby (Vice-Chair)	
Z Khan MBE	
M Pattison (for L Beavers)	
J Rigby	
M Salter	
D Smith	
B Yates	

Officers	
J Charters, Assistant Chief Fire Officer (LFRS)	
S Brown, Director of Corporate Services (LFRS)	
M Hamer, Area Manager, Prevention and Protection (LFRS)	
N Taylor, Area Manager, Head of Service Delivery (LFRS)	
L Barr, Member Services Officer (LFRS)	
In attendance	
K Wilkie, Fire Brigades Union	

9/23	**Apologies For Absence**
	Apologies were received from County Councillor Lorraine Beavers, County Councillor Loraine Cox, and County Councillor Hasina Khan.
10/23	**Disclosure of Pecuniary and Non-Pecuniary Interests**
	None received.
11/23	**Minutes of Previous Meeting**
	Resolved: - That the Minutes of the last meeting held on the 18 June 2023 be confirmed as a correct record and signed by the Chairman.

12/23	**Performance Management Information**

The Chair welcomed new Member, Matthew Salter to the meeting and gave County Councillor Andrea Kay his best wishes.

The Assistant Chief Fire Officer explained that, due to the devastation caused by the earthquake in Morocco, the Foreign Commonwealth Development Office (FCDO) and government ministers, along with the National Fire Chiefs Council (NFCC), had agreed a UK response to help assist with the rescue effort. Wayne Ward, Rick Cutler, Ian McGee, and Lindsey Sielski (plus Search Dog Davey) were deployed from Lancashire Fire and Rescue (LFRS) to Morocco to assist with the effort for an expected 7-10 days. Attendees of the meeting wished them well and a safe return.

The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 1st quarterly report for 2023/24 as detailed in the Community Risk Management Plan 2022-2027.

Members were informed that the proposed alterations to some KPIs had been agreed at Planning Committee and implemented within the report from the current quarter. The changes to KPIs included the removal of KPIs 3.3.1 (Fire Engine Availability – Wholetime Shift System) and 3.3.2 (Fire Engine Availability – On-Call Shift System). The data would be reported within KPI 3.3 (Total Fire Engine Availability), for first pump availability of wholetime and on-call fire engines across the 39 stations in Lancashire with a revised overall availability target of 90%, which would be reviewed annually. The addition of a new Key Performance Indicator for Business Fire Safety Checks (BFSC) (2.9) had also been applied.

This quarter, one Key Performance Indicator (KPI), 2.9 Business Fire Safety Checks, was shown in positive exception and four Key Performance Indicators were shown in negative exception. These were 1.2.1 Staff Absence Wholetime (WT), 1.2.3 Staff Absence Greenbook, 2.6.2 Deliberate Fires – Commercial Premises, and 3.3 Total Fire Engine Availability.

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 April to June 2023, five station visits were carried out by principal officers and area managers as part of the service-wide station visits programme. Nine 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. Seventeen wellbeing interactions were undertaken ranging from wellbeing sessions with crews to support dog interactions.

The Service engaged staff in several trials relating to the fleet and equipment including rope rescue equipment and wildfire welfare bags. Three staff engagement sessions were held with On-Call firefighters over policy changes relating to operational response. A briefing event for flexi duty officers was held and six service delivery briefings for operational managers were held: one in each area of the county.

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: 2.098

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

During quarter 1, April to June 2023, absence statistics showed whole-time personnel absence above target for the quarter.

1,301 Wholetime absence shifts lost = 2.098 against a target of 1.25 which was 0.85 shifts over target. During the same quarter of the previous year 1.88 shifts were lost which was an increase of 0.22 shifts lost per wholetime employee. Cases of long-term (greater than 28 days) absence over the whole quarter had increased by 0.19 shifts from the previous quarter, which accounted for the increase in shifts lost.

The Assistant Chief Fire Officer advised that, as discussed at the previous committee meeting, the data had been split between long-term and short-term absences.

The number of cases of long-term absence which spanned over the total of the 3 months had increased from two cases in Q4 of 2022-23 to five cases in Q1 2023-24. The absence reasons being:

- Mental Health - Other
- Cancer and Tumours
- Musculo Skeletal
- Hospital/Post Operative

As a result of the five cases of long-term absences, 208 shifts were lost during Q1 compared to 91 shifts lost during the previous quarter. These cases accounted for 0.34 shifts lost per person over the quarter.

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

- Mental health (Encompassing: Mental health – Other, 6 cases and Mental

Health – Work Related Stress, 4 cases) – 10 cases
- Musculo skeletal (Other/Unable to define) – 9 cases
- Hospital/Post Operative – 6 cases
- Other absence types (single returns) – 3 cases

In Q1, 121 shifts lost were related to respiratory related absences, which included Coronavirus absence and equated to 0.20 shifts lost per person.

Following Member queries, the Assistant Chief Fire Officer highlighted to the committee that the Service had a robust Absence Management Policy which detailed the approach to managing periods of workplace absence to ensure that staff were supported back to work at the appropriate time based upon their individual needs and in a compassionate way.

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

The Service had 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), an Employee Assistance Programme (EAP), and the Firefighters Charity.

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

The Absence Management Policy detailed 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 had 3 or more periods of absence in 6 months, or an employee had 14 days absent. In terms of long-term absence, a formal review would normally take place at 3, 6, 9 and 11 months.

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

The Assistant Chief Fire Officer highlighted that the statistics for the quarter had been impacted by a number of individuals having stress related sickness absence due to significant investigations, some of which had subsequently been resolved.

In response to a question from County Councillor Salter in regard to benchmarking against data from other Fire & Rescue services, the Assistant Chief Fire Officer advised that in the last quarter report, LFRS had benchmarked sickness absence

levels and performance against other Fire & Rescue services by utilising the National Occupational Health data, Office for National Statistics (ONS) data, and Chartered Institute of Personnel and Development (CIPD) data. Data showed that absence levels within the Service were equal to or lower than the national average. It was noted that a review of sickness absence targets could be prompted following an extended period of consistent negative exception, although post covid impacts were still affecting figures. In this respect, the Assistant Chief Fire Officer had asked Liz Sandiford, Head of Human Resources, to undertake some preliminary work to consider options.

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, 1.50%.

1.2.3 Staff Absence Greenbook

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

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

Cumulative shifts lost: 1.740

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

The Assistant Chief Fire Officer advised Members that Wholetime Staff were those in a firefighter, uniformed, grey book role. Green book staff were typically those in non-uniformed, support roles such as Human Resources and Health and Safety etc.

The agreed target performance level was 5 shifts lost per employee per year for green book staff. The actual shifts lost for the period for this group of staff was 1.74 which was 0.49 above target. During the same quarter of the previous year, 1.33 shifts were lost which was an increase of 0.41 shifts lost per Greenbook staff.

During quarter 1, April to June 2023, absence statistics showed non-uniformed personnel above target for the quarter.

362 non-uniformed absence shifts lost = 1.74 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:

- Musculo Skeletal – 4 cases
- Other absence types (single returns) – 3 cases

During quarter 1, 212 shifts were lost as a result of the above seven cases of long-term absences. These cases accounted for 1.01 shifts lost per person over the quarter.

In quarter 1, 20 shifts lost were related to Respiratory related absences, this included Coronavirus absence and equated to 0.10 shifts lost per person. This showed a decrease of 0.39 shifts lost from the previous quarter (quarter 4, 2022-23).

The Service had an Absence Management Policy which detailed its approach to how it would manage absence ensuring that staff time was managed effectively, but also members of staff were supported back to work or exited from the Service in a compassionate way.

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

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

The Absence Management Policy detailed 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 had 3 or more periods of absence in 6 months, or an employee had 14 days absent. In terms of long-term absence, a formal review would normally take place at 3,6,9 and 11 months.

The Assistant Chief Fire Officer advised that the policies and procedures relating to absences were consistent for both green book and grey book staff.

County Councillor Salter queried whether a low sickness target impacted on sickness provision for staff and if the target should be reviewed. The Assistant Chief Fire Officer explained that the robust policies and procedures the Service had in place helped to manage absences and maintain low numbers of absences. The post pandemic effects were still being experienced and the Service monitored absence levels to assist prediction of whether they were gradually returning to pre-pandemic volumes. The Assistant Chief Fire Officer advised that the Head of HR

could be invited to the next committee to discuss findings in absence levels against comparable data sets and whether targets should be reviewed should Members welcome this.

1.3.1 Workforce Diversity

This indicator measured diversity as a percentage.

Combined diversity percentage of grey book (operational) and green book (support) staff. The percentages outside of the brackets represented the current quarter, with the percentage within the brackets illustrating the same quarter of the previous year:

Gender: Female 20%(3%)   Male 80%(81%)
Ethnicity: BME 3%(3%)   Not stated 3%(3%)   White 94%(94%)
Sexual Orientation: LGBT 4%(3%)   Heterosexual 53%(48%)   Not stated 43%(49%)
Disability: Disability 3%(3%) No disability 94%(94%)   Not stated 3%(3%)

Diversity percentage by Grey Book Staff and Green Book Staff. Counts included double counts if the member of staff was dual contracted between Grey and Green Book.

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

| Gender: | Female | Grey book 9% | Green book 59% |
| | Male | Grey book 91% | Green book 41% |

Ethnicity:	BME	Grey book 3%	Green book 5%
	White	Grey book 95%	Green book 88%
	Not stated	Grey book 2%	Green book 7%

Sexual Orientation:	LGBT	Grey book 4%	Green book 3%
	Heterosexual	Grey book 52%	Green book 57%
	Not stated	Grey book 44%	Green book 40%

Disability:	Disability	Grey book 3%	Green book 2%
	No disability	Grey book 95%	Green book 91%
	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. The percentages outside of the brackets represented the current quarter, with the percentage within the brackets illustrating the same quarter of the previous year:

Gender:	Female 41%(32%)	Male 59%(68%)	
Ethnicity:	BME 6%(0%)	White 76%(95%)	Not Stated 18%(5%)
Sexual Orientation:	LGBT 6%(14%)	Heterosexual 76%(81%)	Not stated 18%(5%)
Disability:	Disability 6%(0%)	No disability 94%(97%)	Not stated 0%(3%)

During quarter 1, there were a total of 17 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.

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, 16 for quarter 1; year to date 16; previous year to date 8. Quarterly activity increased 100% over the same quarter of the previous year.

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

2.1   Risk Map Score

This indicator measured the fire risk in each Super Output Area, of which there were 942. Risk was determined using fire activity over the previous 3 fiscal years along with a range of demographic data, such as population and deprivation. The County risk map score was updated annually and presented to the Performance Committee in the quarter 1 reporting period.

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

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

The current score was 31,170 and the previous year's score was 31,576 which meant that the fire risk continued to reduce.

In response to a query from Councillor Smith regarding the visibility of the Risk Map, the Assistant Chief Fire Officer stated that he would share data relating to risk gradings of areas, if possible, down to ward level, with Members outside of the meeting. He added that Members could assist with lowering risk by sharing the Service's social media messages and signposting any relevant premises to the Service prevention and protection offerings.

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 5,116; previous year to date 4,900. Quarterly activity increased 4.41% over the same quarter of the previous year.

In quarter 1, the Service attended 5,116 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) – 2071, 41%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 543, 11%
- Total Secondary Fire Calls (deliberate and accidental fires) – 1239, 24%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1246, 24%

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, 204 in quarter 1; year to date 204; previous year to date 204. Quarterly activity remained static 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,	0 in quarter 1; year to date 0; previous year to date 2
Injuries appear Serious	3 in quarter 1; year to date 3; previous year to date 4
Injuries appear Slight	8 in quarter 1; year to date 8; previous year to date 1

Quarterly activity increased 57.14% 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 <u>and</u> the cause of fire had been recorded as ''Accidental' or 'Not known'.

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

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

Current quarter, combined percentage of 84% against same quarter of the previous year, combined percentage of 85%.

Combined quarterly percentage had therefore decreased 0.49% 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), <u>and</u> the cause of fire had been recorded as ''Accidental' or 'Not known'.

ABF (Commercial Premises), 68 in quarter 1; year to date 68; previous year to date 68. Quarterly activity remained static 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), <u>and</u> 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 66% against
- same quarter of the previous year, combined percentage of 68%.

Combined quarterly percentage had therefore decreased 1.5% over the same quarter of the previous year.

2.5 Accidental Building Fires (Non-Commercial Premises)

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

ABF (Non-Commercial Premises), 36 in quarter 1; year to date 36; previous year to

date 29. Quarterly activity increased 24.14% 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 39% against
- same quarter of the previous year, combined percentage of 24%.

Combined quarterly activity had therefore increased 14.8% over the same quarter of the previous year.

2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

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

Deliberate Fires – 681 in quarter 1; year to date 681; previous year to date 730. Quarterly activity decreased 6.71% 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, 24 in quarter 1, year to date 24; previous year to date 16. Quarterly activity increased 50.00% 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, 43 in quarter 1; year to date 43; previous year to date 33.

Quarterly activity increased 30.30% over the same quarter of the previous year.

The negative exception report was due to the number of deliberate fires being

above the upper control limit during June of quarter 1.

The count of deliberate fires within the first quarter was within the normal range for the months of April and May, however, June had recorded an unusual high of 22 which accounted for 51.2% of fires over the three-month period. In June, the county experienced a protracted period of hot weather which tended to contribute to an increase in the number of secondary fires which, in the case of this KPI, could spread to a building and were then classed as a primary fire.

Over the period April, May, and June, 10 of the incidents occurred in prisons which accounted for almost a quarter of all deliberate fires at commercial premises. On average, this property type had 2.3 fires per month, therefore, the figures for quarter 1 were higher. The most common ignition source was smoking materials where an electronic vape was used to intentionally cause a fire.

Buildings that were not currently in use also made up a significant proportion of quarter 1's figures.

Existing partnerships were being used across areas to tackle the increase and included: LFRS were linking with the owners of buildings and the local authority which would improve security and limit access, targeted work was taking place with Lancashire Constabulary (LanCon) to address areas of anti-social behaviour, and there was joint working between LFRS and the LanCon to secure successful prosecutions and therefore, act as a deterrent.

Prevention activity had been targeted to areas which experienced relatively high levels of activity. This involved the utilisation of education delivery packages to address and educate young people around the consequences of deliberate fire setting and the more bespoke Fire Intervention Response and Education Scheme (FIRES) package aimed specifically towards deliberate fire setters between the ages of four and seventeen.

Targeted Environmental Visual Audits (EVAs) had been carried out to identify waste build up and refer to partners to remove.

Business Fire Safety Checks were being used in areas identified as having a greater risk to identify and educate premise owners in ways they could mitigate against arson.

Work was being carried out with prisons to identify trends and following on from that, preventative measures.

Members discussed the hazards associated with lithium-ion batteries and electronic smoking devices.

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, 614 in quarter 1; year to date 614; previous year to date 681. Quarterly activity decreased 9.84% 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, 5,547 in quarter 1; year to date 5,547; previous year to date 5,025. Quarterly activity increased 10.4% over the same quarter of the previous year.

HFSCs with high-risk outcomes, Quarter 1, 54%; previous year Quarter 1, 58%.

Quarterly activity decreased 4.0% 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,   123 sessions delivered to 3,333 attendees;
RoadSense,   141 sessions delivered to 4,090 attendees;
SENDSafe,   6 sessions delivered to 210 attendees;
Wasted Lives,   17 sessions delivered to 1,487 pupils;
Biker Down,   13 sessions delivered to 237 attendees;
FIRES,   53 completed referrals;
Partner Training, 15 organisations/agencies – 84 people.

Specific Education packages – delivered Water Safety, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4), across 61 sessions, delivered to 6,933 attendees. 6 virtual Water Safety Education sessions delivered to 14,598 prior to Summer Break.

Arson Threat Referrals - 215.

2.9   Business Fire Safety Checks

This indicator reported the number of Business Fire Safety Check (BFSC's) completed and whether the result was satisfactory or unsatisfactory. If the result of a BFSC was unsatisfactory, fire safety advice would be provided to help the business comply with The Regulatory Reform (Fire Safety) Order 2005. If critical fire safety issues were identified, then a business safety advisor would conduct a follow-up intervention.

- The pro rata BFSC target was delivered through each quarter.

A +/-10% tolerance was applied to the completed BFSCs and the year to date (YTD) BFSCs, against both the quarterly and YTD targets. When both counts were outside of the 10% tolerance they would be deemed in exception which enabled local delivery to flex with the needs of their district plan over the quarters.

BFSCs completed, 820 in quarter 1; Cumulative 820; YTD target, 625; previous YTD 231.

Cumulative YTD BFSCs being satisfactory, 698. Top 5 completed satisfactory premise types (Shops 313, Offices 76, Factories/Warehouses 66, Schools 58, Other workplaces 58).

Cumulative YTD BFSCs being unsatisfactory, 122. Top 5 completed unsatisfactory premise types (Shops 60, Licensed premises 16, Schools 14, Other workplaces 11, Offices 5).

The positive exception report was due to the number of completed Business Fire Safety Checks (BFSCs) being greater than 10% of the quarterly target, and the cumulative year to date target.

Since the initial BFSC training in 2022/23 that upskilled all Wholetime (WT) crews on built environment risk, crews had been directed to ensure they embedded the training and delivered as many BFSCs as possible to help gain confidence and competency in carrying out this service and using the newly developed digital products. This had ensured that the BFSC project was being embedded for crews and businesses and the project team were able to conduct effective evaluation to continually improve the delivery of this service.

Area Manager, Matt Hamer explained that the classification of commercial premises was carried out by the Local Authority, and many were unidentified which placed them under the category of 'other workplaces.' The Service's app would be refined to allow a change to a building classification and the Local Authority would be informed once a building type had been identified, allowing for more comprehensive data to be collated in the future.

2.9.1 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 1, 530;
Formal Activity in Quarter 1, 7%, same quarter of the previous year 6%.
Quarterly activity decreased 1% over the same quarter of the previous year.

Members noted the cumulative number of Business Fire Safety Check follow-up visits undertaken for 2023/24 was 530.

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

In Quarter 1, Building Regulation Consultations received 262, of which 239 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 and ensured the Service had competent staff to undertake future buildings regs, giving consideration to the retirement profile of competent staff.
- Invested in dedicated Schools building regulation (BRegs) training courses for staff to deliver the Service's schools BRegs.
- Improved BRegs administration and consultation monitoring with a more centralised system.
- Introduced a pan-Lancashire targeting approach, rather than area based.
- Assigned a Building Safety Regulator (BSR) single point of contact to ensure new Building Safety Act requirements were implemented and embedded.

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.

Standards were achieved when the time between the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident, averaged over the quarter, was less than the relevant response standard. Expressed in minutes & seconds.

Critical Fire Response – 1st Fire Engine Attendance, Quarter 1, Very High 05:39 min; High 05:47 min, Medium 06:54 min, Low 09:18 min.

Q1 overall 07:38 min. Year to date overall 07:38 min. Previous year to date overall 06:57 min.

It was noted by Members that the response times for all critical fire response categories were less than the response standard.

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).

Critical Special Service Response – 1st Fire Engine Attendance, 08:26 min in quarter 1; year to date 08:26 min; previous year to date 08:17 min.

In response to a question from the Chair in relation to Special Appliance Attendance, the Assistant Chief Fire Officer explained that the nearest fire engine would still attend an incident along with specialist appliances but that this KPI specifically measured the time for the first fire engine to attend rather than any subsequent special appliance.

3.3   Total Fire Engine Availability

This indicator measured the availability of the 1st fire engine at each of the 39 fire stations. It was measured as the percentage of time the 1st fire engine was available to respond compared to the total time in the period.

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

Total Fire Engine Availability, 89.48% in quarter 1; year to date 89.48%; previous year to date 89.38%.

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

The negative exception report was due to the 1st fire appliance availability percentage being below the lower control limit during quarter 1.

Overall availability across all stations for the quarter recorded 89.48%, just 0.52% below the 90% standard.

The availability by each of the stations designated first pump crewing type:
Wholetime – 99.29%
Day Crewing Plus – 99.25%
Flexi Day Crewing – 99.44%
On-Call – 76.78%
Total – 89.48%

Whilst all of the Whole-Time appliances achieved exceptional availability, the 1st appliance at the 12 wholly On-Call stations contributed to the availability falling below the 90% standard. As such, the exception report was focused on On-Call availability.

A shortage of staff with the Officer in Charge (OIC), Large Goods Vehicle (LGV) and Emergency Response Driver (ERD) skill was a significant contributing factor to low On-Call availability. On-Call Support Officers (OCSO) were working with station-based staff and management, along with Training Centre, to support those in development and identify opportunities for high-performing individuals to acquire those skills earlier in their career.

The Breathing Apparatus (BA) skill was another factor contributing to low On-Call availability, however, a rolling programme of BA initial training combined with BA Team Leader courses was ensuring demand for those skills was met.

A new inter-service transfer policy would assist with On-Call recruitment, simplifying the process for transferees to join LFRS.

Actions being taken to improve performance:

- The Service would continue to deliver a recruitment strategy, which incorporated targeted recruitment. The latest recruitment window closed on 2nd July. 157 applicants had passed the application stage and were completing their Saville and Holdsworth (SHL) tests or had been booked on to the fitness tests.
- Increase visibility of On-Call units in the community. This could inform off

station training, or community engagement events.
- Broadening the skills of On-Call staff (as per the Emergency Cover Review) in addition to exploring new opportunities or ways of working for On-Call or Dual Contract staff would further improve On-Call availability.

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

4.1   Progress Against Allocated Budget

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

The annual budget for 2023/24 was set at £68.5 million. Spend at the end of June was £17m, £0.3m less than budget. The majority of the underspend was linked to pay due to vacancies in quarter 1.

Quarter 1 variance -0.44%.

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

Update
At the 4th May 2023 meeting of the Blue Light Collaboration board, an update on the ongoing projects was presented to the strategic leads. An agreement was also made in terms on ensuring that a suitable evaluation process was implemented for each project. This would provide evidence in terms of outputs and outcomes, additionally, it would enable learning to be identified.

Missing Persons (MisPer)
It had been identified that LFRS mobilisations 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 was reviewing the mobilisation of specialist assets and the memorandum of understanding would be updated.

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

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

LFRS had actively supported a number of high-profile cases for missing persons, demonstrating the effectiveness of the collaborative workstream.

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 had been in regular contact and the most recent meeting was on the 22nd June 2023 and bi-monthly meetings were now scheduled. LFRS were also working with LanCon to renew existing collaborative arrangements at both Lytham and St Annes Fire Stations.

Community First Responder

A phased approach had been 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 Flexi Duty Officers (FDOs) and On-Call 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 and had already provided lifesaving care whilst responding. A further 4 members of staff had successfully been on-boarded and would receive the relevant training through quarter 2 of the current year.

In terms of technology, the NWAS application that was used to mobilise First Responders had been updated, which had significantly improved effectiveness. Staff using the system had an option to accept or decline the request forwarded to them which offered some flexibility.

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, including Armed Response units did attend cardiac arrests alongside NWAS and that collaboration to this effect was already taking 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. Staff from Lancashire Constabulary's organisational development team attended LFRS values and behaviours module that new firefighter apprentices completed, to observe the content and how it was delivered.

LFRS had also identified 3 middle managers to participate in the 'Inside Out' leadership programme, which was offered by LanCon. It was anticipated that the 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. It also provided opportunity to strengthen relationships across the blue light sector and build upon raising awareness of capabilities which led to more effective and efficient collaborative working.

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

Command Units
The aim of this project was to establish and deliver additional collaborative uses of the command units in LFRS to support effective multi agency working amongst emergency responders. The key objectives were to improve operational effectiveness and in line with the LFRS mission; 'Making Lancashire Safer.'

LFRS were currently rolling out a small command unit and had two further large command units in build as part of a previously agreed capital vehicle replacement project. It was anticipated the two larger units would be in Service by October 2023. It was expected that the initial benefits to be realised would be technological advances that would further develop information sharing and situational awareness aligned to improving and embedding the Joint Emergency Services Interoperability Principles (JESIP). Further scoping and development would be overseen by the Blue Light Collaboration board to ensure opportunities for joint working were effectively co-ordinated and delivered.

4.3   Overall User Satisfaction

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

Annual Standard: 97.50%

In quarter 1, 74 people had been surveyed and the number satisfied with the service was 73. The running number of people surveyed for the year was 3,340 with 3,299 of those people being satisfied with the Service; 98.77% against a standard of 97.50%; a variance of 1.31%.

Members gave thanks for an excellent report and the work of the Service.

	The Chair thanked the Assistant Fire Officer for his comprehensive report and congratulated the Service on keeping Lancashire safe.

Resolved: - That the Performance Committee noted and endorsed the Quarter 1 Measuring Progress report, including one positive and four negative exceptions. |
| 13/23 | **Date of Next Meeting** |
| | The next meeting of the Committee would be held on **13 December 2023** at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were noted for 6 March 2024 and 26 June 2024 and agreed for 4 September 2024. |

M Nolan
Clerk to CFA

LFRS HQ
Fulwood

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Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 13 December 2023

Performance Management Information For 2nd Quarter 2023/24
(Appendix 1 refers)

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

Executive Summary

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

Recommendation

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

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

Local Government (Access to Information) Act 1985
List of background papers
Paper:
Date:
Contact:
Reason for inclusion in Part 2 if appropriate: N/A

Measuring Progress
Performance Report

QUARTER 2: JULY 2023 – SEPTEMBER 2023

2023/24

making Lancashire **safer**

Introduction

The following pages set out Lancashire Fire and Rescue Service's (LFRS) 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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Explanation of Performance Measures

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

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

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

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

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

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

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

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

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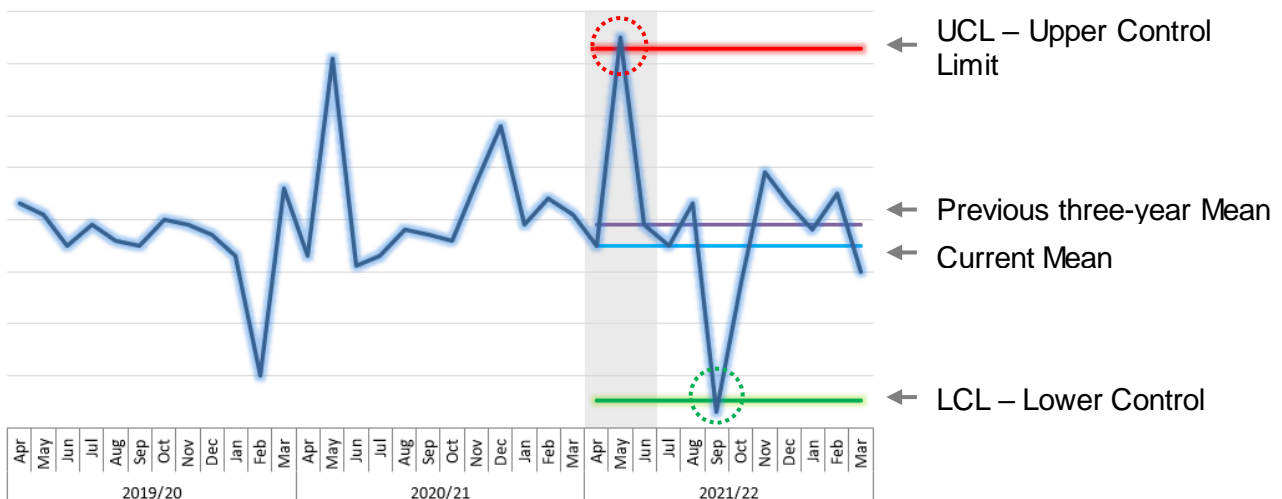
Performance Framework and indicator trends

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

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

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

The cell shading within the Progress column denotes whether the indicator is:
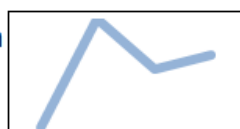
| within accepted limits | in positive exception | in negative exception | not applicable |
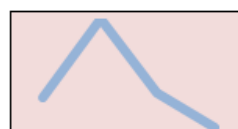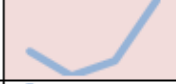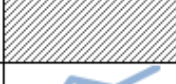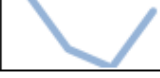
KPI	Description	Progress	Page (s)
1	**Valuing our people so that they can focus on making Lancashire safer.**		
1.1	Overall Staff Engagement: Performance measure of how engaged our staff are		8
1.2.1	Staff Absence Wholetime (WT)		9
1.2.2	Staff Absence On-Call (OC)		12
1.2.3	Staff Absence Greenbook		13
1.3.1	Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		15
1.3.2	Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		16
1.4	Staff Accidents:		17

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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		18
2.2		Overall Activity		19
2.3		Accidental Dwelling Fires (ADF)		21
2.3.1		ADF – Harm to people: Casualties		22
2.3.2		ADF – Harm to Property: Extent of Damage (Fire Severity)		23
2.4		Accidental Building Fires (Commercial Premises)		24
2.4.1		ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		25
2.5		ABF (Non-Commercial Premises)		26
2.5.1		ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		27
2.6		Deliberate Fires Total: Specific performance measure of deliberate fires		28
2.6.1		Deliberate Fires – Dwellings		29
2.6.2		Deliberate Fires – Commercial Premises		30
2.6.3		Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		31
2.7		HFSC		32
2.8		Numbers of other prevention activities delivered		33
2.9		Business Fire Safety Checks		34
2.9.1		Fire Safety Activity		36
2.10		Building Regulation Consultations (BRC) (number and completed on time)		37

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KPI		Description	Progress	Page (s)
3		**Responding to fire and other emergencies quickly.**		
3.1	⏱	Critical Fire Response – 1st Fire Engine Attendance		38
3.2	⏱	Critical Special Service Response – 1st Fire Engine Attendance		39
3.3	🚒	Total Fire Engine Availability		40
4		**Delivering value for money in how we use our resources.**		
4.1	🐷	Progress Against Allocated Budget		42
4.2	🤲	Partnership Collaboration		43
4.3	😊	Overall User Satisfaction		46

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1.1 Overall Staff Engagement

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

Scope and definition:

Staff engagement is achieved through a variety of activities carried out every day across the service including station visits, digital staff sessions, appraisals and team meetings. This includes a programme of wellbeing interactions such as workplace toolbox talks, station visits, workshops, and wellbeing support dog visits. All members of staff can raise questions, ideas and improvements on the service's intranet and staff are regularly involved in testing and trialling new equipment and ways of working. Surveys and consultations are held on specific matters when required such as proposals for 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 July to September 2023, 29 station and department visits were carried out by principal officers, directors, and area managers as part of our service-wide engagement programme. One station visit involving the HR department was undertaken to engage with members of staff affected by duty system changes as part of the emergency cover review.

Twentynine wellbeing interactions were undertaken ranging from wellbeing sessions with crews to support dog interactions. The service engaged with staff over several topics relating to our fleet and equipment, including facial hair coverings for use with breathing apparatus, helmet communications, and particulate flash hoods. Three focus groups were held with on-call firefighters over policy changes relating to operational response.

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1.2.1 Staff Absence Wholetime (WT)
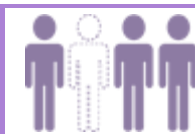
Cumulative shifts lost
4.252

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

Annual Standard: Not more than 5 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 1.25)

Wholetime staff absence

Shifts lost ——— standard
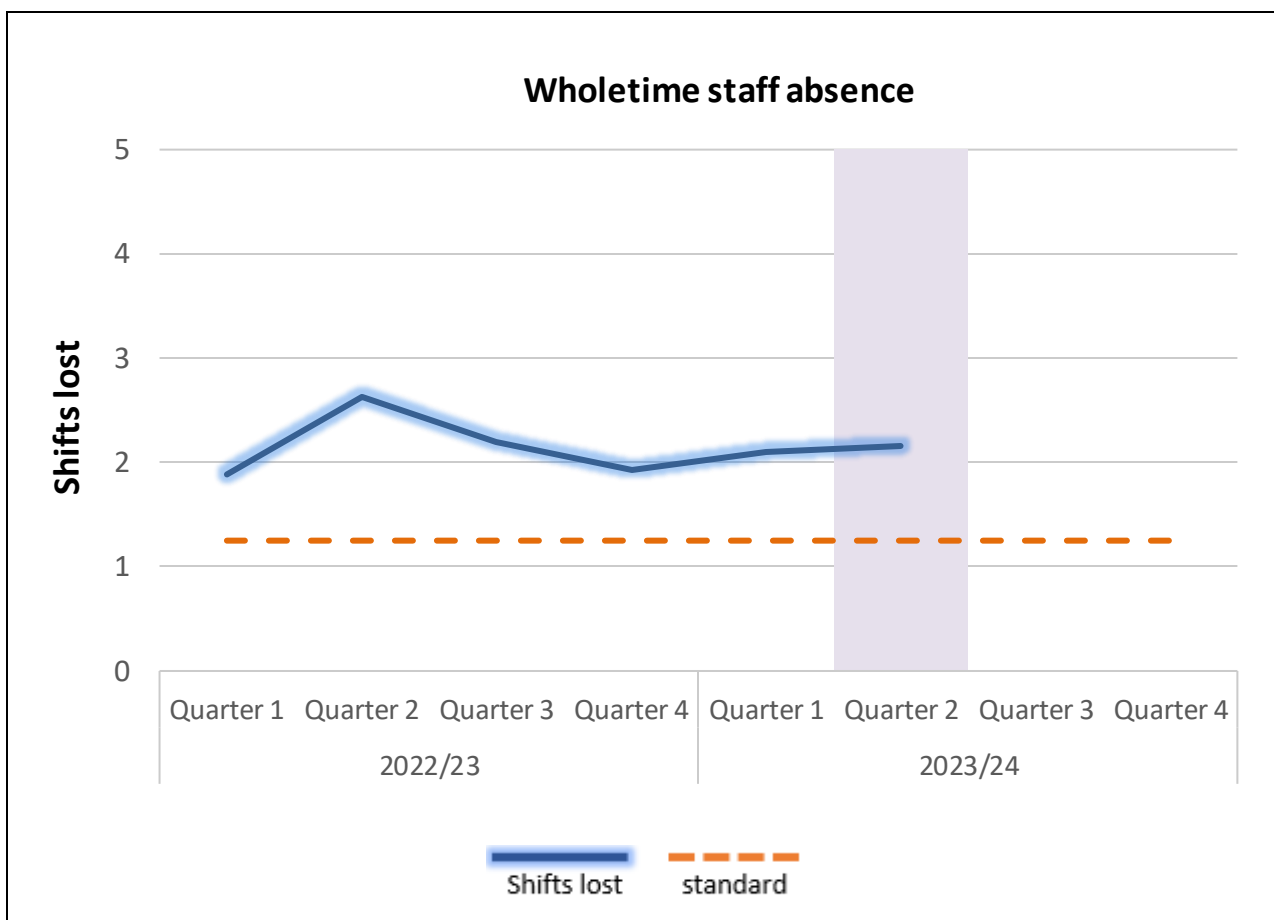
Cumulative total number of shifts lost: 4.252

What are the reasons for an Exception report

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

The element of this section of the report refers to sickness absence rates for the period 1 July 2023 to 30 September 2023.

The agreed target performance level is 5 shifts lost per employee per year for wholetime staff, which equates to a target of 1.25 shifts lost per employee for quarter 2. The actual shifts lost for the period for this group of staff is 2.15, which is 0.9 shifts over target. During the same period the previous year, 2.63 shifts were lost which is a decrease of 0.48 shifts lost per wholetime employee compared to the same quarter last year. Cases of long-term absence (over the whole quarter) have increased by 0.53 shifts from the previous quarter.

Analysis

1,433 wholetime absence shifts lost = 2.15 against a target of 1.25

The number of cases of long-term absence which spanned over the total of the 3 months has reduced from five cases in Q1 to three cases in Q2.

139 shifts were lost during the quarter as a result of the above three cases of long-term absences, this is in comparison to 208 shifts were lost during the previous quarter. These cases account for 0.22 shifts lost per person over the quarter.

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

Reason	Case/s
Mental Health	14
Hospital/Post Operative	6
Musculo Skeletal	7
Genitourinary/Gynaecological/Reproductive	2
Cancer and Tumours	2
Other absence types (single returns)	3

101 shifts lost were related to Respiratory related absences, this includes Coronavirus absence and equates to 0.167 shifts lost per person in Q2, this is in comparison to 121 shifts lost in Q1.

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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 iTrent 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.

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1.2.2 Staff Absence On-Call (OC)

Cumulative Absence
1.51%

The percentage of contracted hours lost due to sickness for all OC 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, 1.51%.

On-Call Staff absence
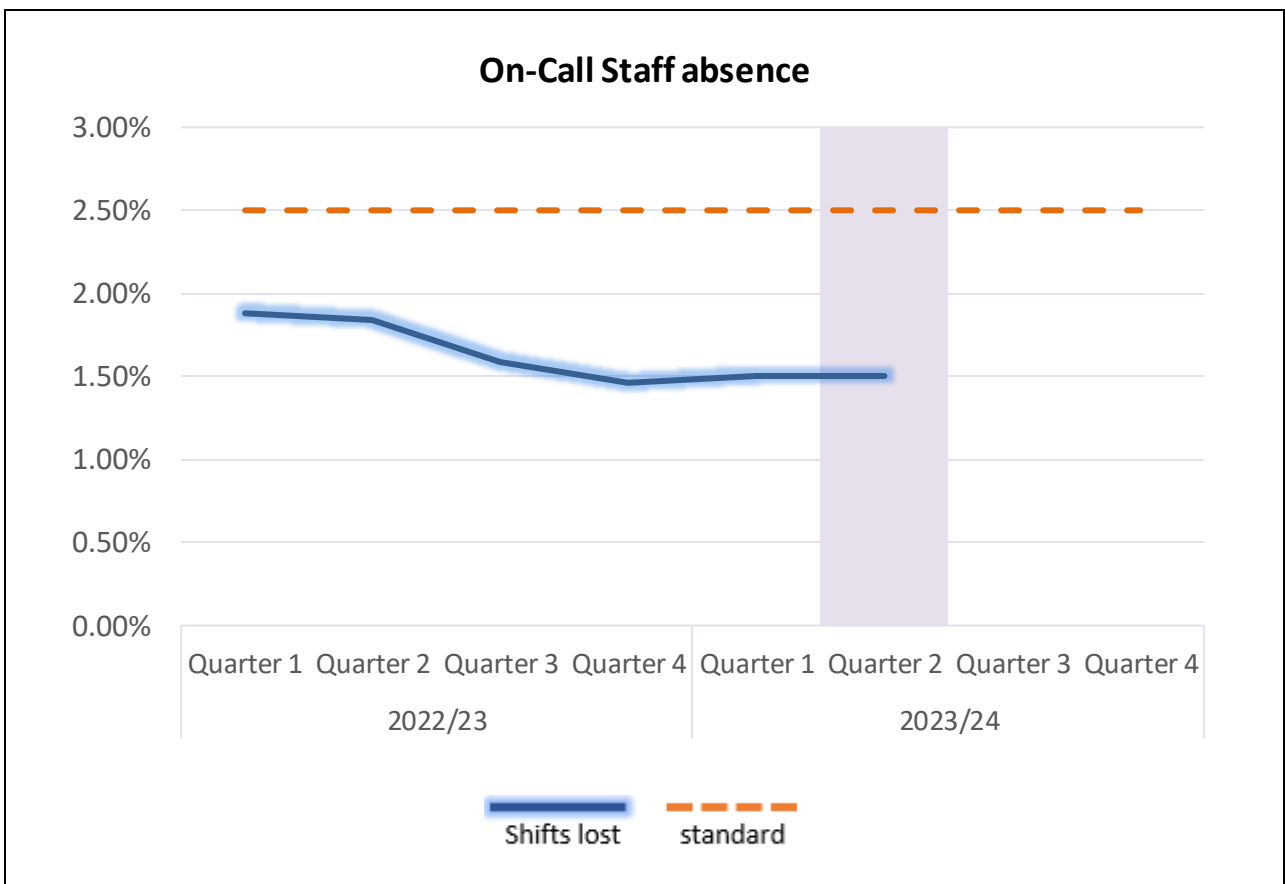
Cumulative On-Call absence (as % of available hours of cover): 1.51%

1.2.3 Staff Absence Green Book

Cumulative shifts lost
3.886

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

Annual Standard: Not more than 5 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 1.25)

Greenbook staff absence
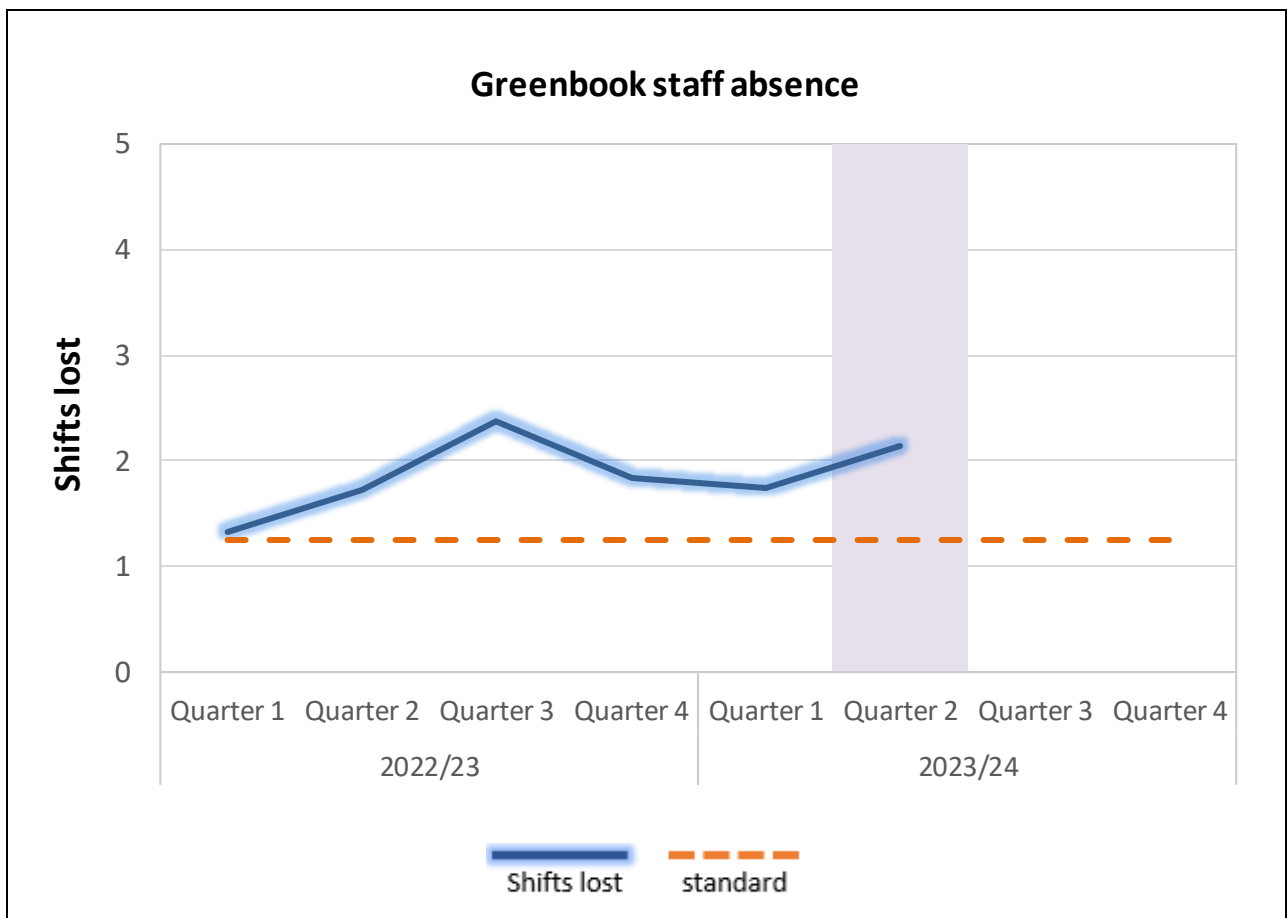
Cumulative total number of shifts lost:	3.886

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 two.

The agreed target performance level is 5 shifts lost per employee per year for Green Book staff, which equates to a target of 1.25 shifts lost per employee per year for quarter 2. The actual shifts lost for the period for this group of staff is 2.15, which is 0.9 above target. During the same period the previous year, 1.72 shifts were lost which is an increase of 0.43 shifts lost per Green Book employee compared to the same quarter last year.

Analysis

During quarter two, July – September 2023, absence statistics show non-uniformed personnel absence above target for the quarter.

423 non-uniformed absence shifts lost = 2.15 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 nine cases of long-term absence which were recorded within the 3 months:

Reason	Case/s
Mental Health	5
Other absence types (single returns)	4

There were 322 shifts lost during the quarter as a result of the above nine cases of long-term absences, this is in comparison to 212 shifts lost during the previous quarter. These cases account for 1.59 shifts lost per person over the quarter, an increase of 0.58 shifts lost from the previous quarter.

Eleven shifts lost were related to Respiratory related absences, this includes Coronavirus absence and equates to 0.05 shifts lost per person in Q2. This shows a decrease of 0.5 shifts lost from the previous quarter.

Measures the Service takes to manage absence

Please refer to the Service Absence Management policy detailed in KPI 1.2.1.

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 LFRS.

Combined diversity percentage of Grey Book and Green Book staff. Outer circle represents the current quarter, with the inner circle illustrating the same quarter of the previous year.

- Female - 21% (19%)
- Male - 79% (81%)

Gender

- Other than white - 3% (4%)
- White - 94% (92%)
- Not Stated - 3% (4%)

Ethnicity

- LGBT - 4% (3%)
- Hetrosexual - 54% (47%)
- Not Stated - 42% (50%)

Sexual orientation

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

Disability
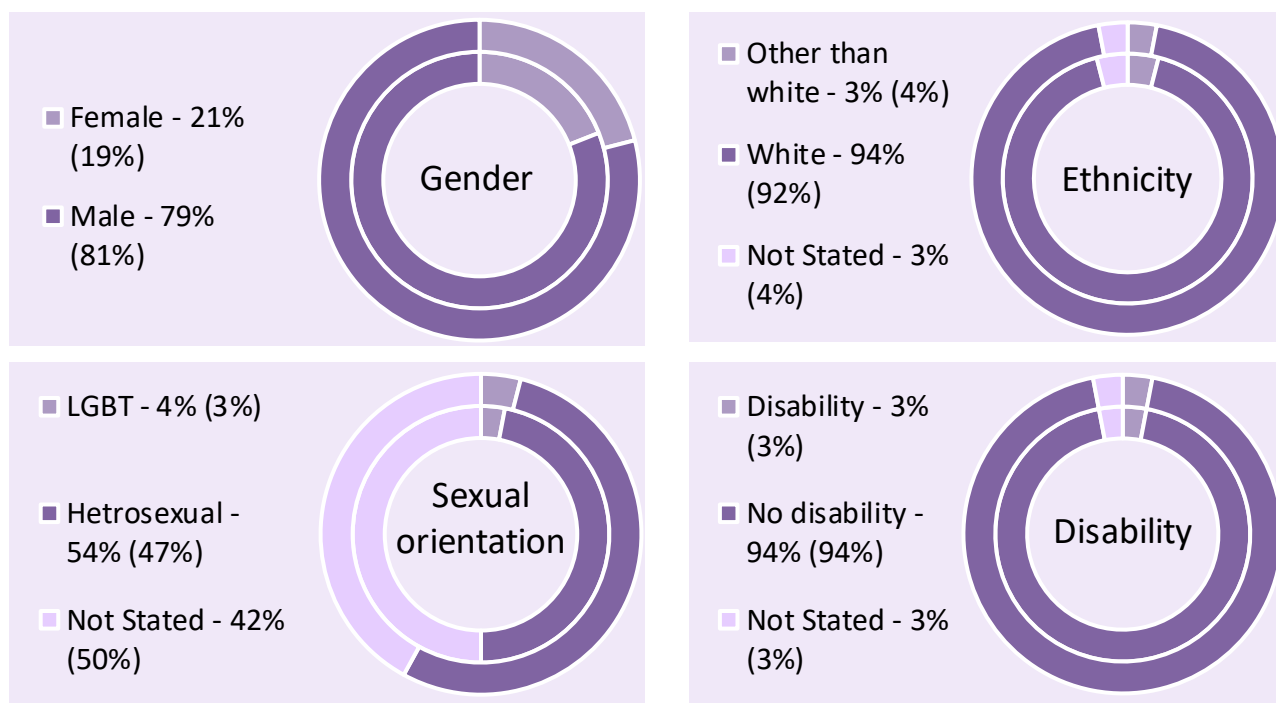
Diversity percentage by Grey Book staff and Green Book staff. Counts will include double counts if dual contract between Grey and Green Book.

Characteristic	Diversity	Grey Book	%	Green Book	%
Gender	Female	Grey	9%	Green	60%
	Male		91%		40%
Ethnicity	Other than white	Grey	3%	Green	5%
	White		95%		88%
	Not stated		2%		7%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		53%		57%
	Not stated		43%		40%
Disability	Disability	Grey	3%	Green	3%
	No disability		95%		90%
	Not stated		2%		7%

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making Lancashire **safer**

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1.3.2 Workforce Diversity Recruited		Diversity Percentage (Refer to charts)

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

Combined cumulative diversity percentage of Grey Book staff and Green Book staff. Outer circle represents the current quarter, with the inner circle illustrating the same quarter of the previous year.

- Female - 37% (34%)
- Male - 63% (66%)

Gender

- Other than white - 5% (0%)
- White - 85% (95%)
- Not Stated - 10% (5%)

Ethnicity

- LGBT - 5% (15%)
- Hetrosexual - 85% (77%)
- Not Stated - 10% (8%)

Sexual orientation

- Disability - 2% (1%)
- No disability - 93% (96%)
- Not Stated - 5% (3%)

Disability
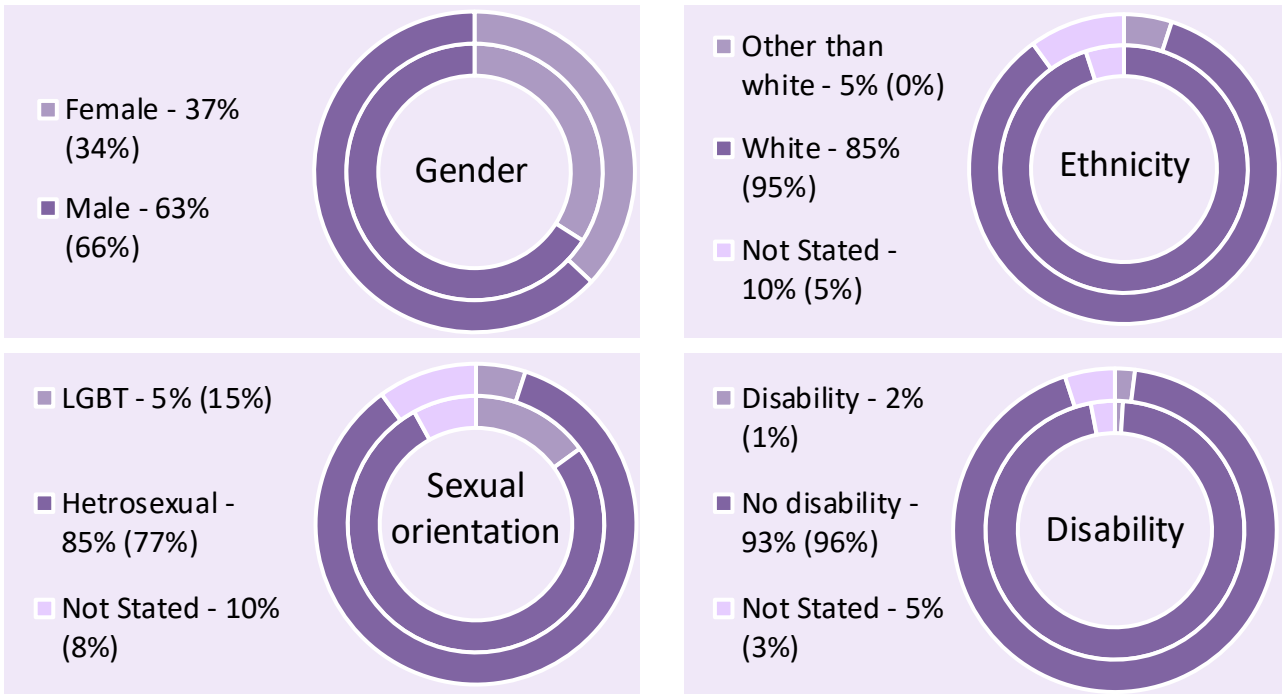
During quarter 2, there were a total of 24 new recruits.

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

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1.4 Staff Accidents		Activity 18

This KPI details the numbers of accidents which have involved LFRS staff members at work within the quarter.

As part of our Health and Safety Management System we report and investigate all accidents which occur within LFRS to identify any learning opportunities which can contribute to improving our safety culture within the 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 decreased 28.0% over the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2023/24 Quarter 2**	*Previous year to Date*	*2022/23 Quarter 2*
	34	**18**	33	25
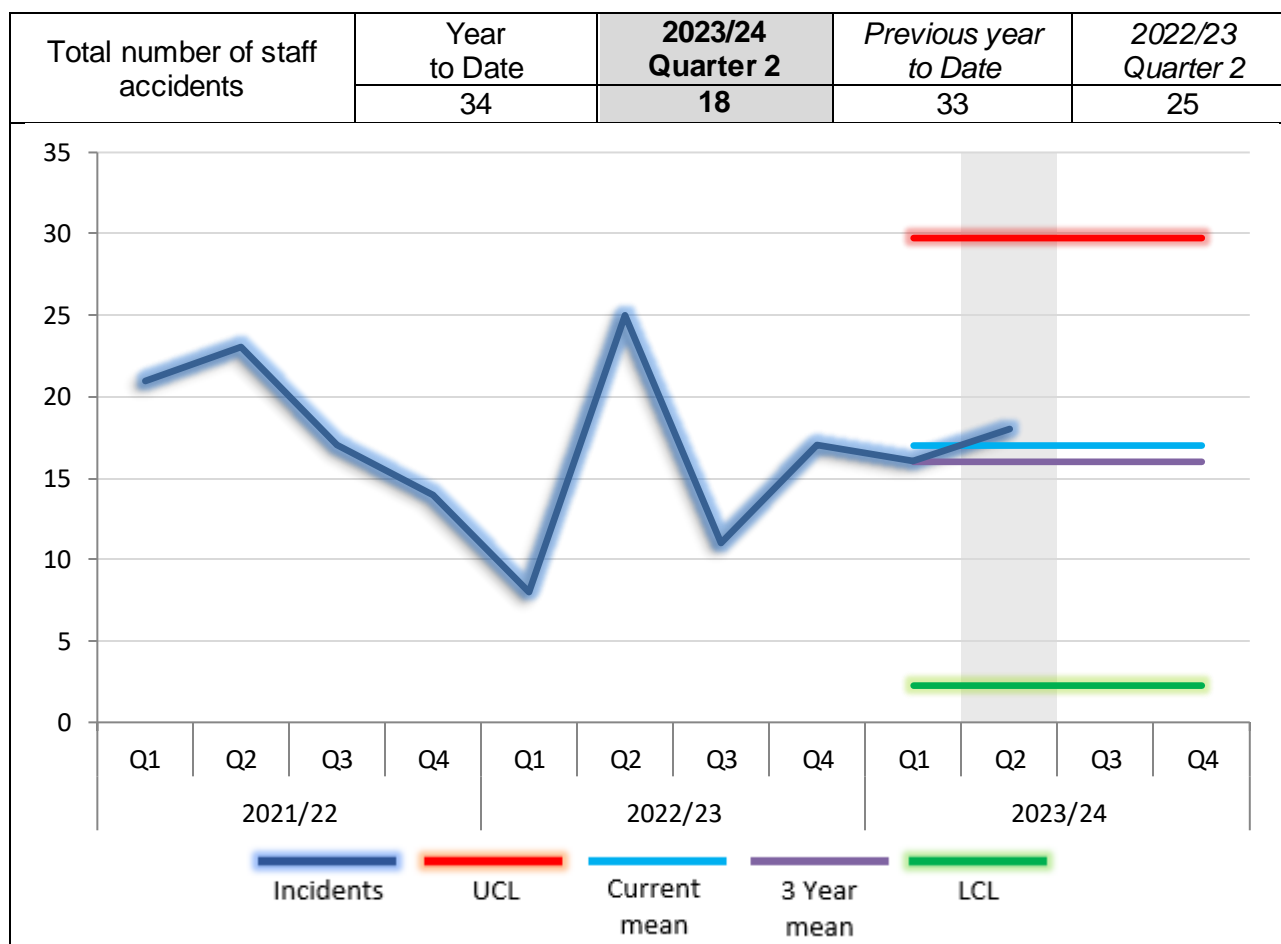
2.1 Risk Map

Risk Score
31,170

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.

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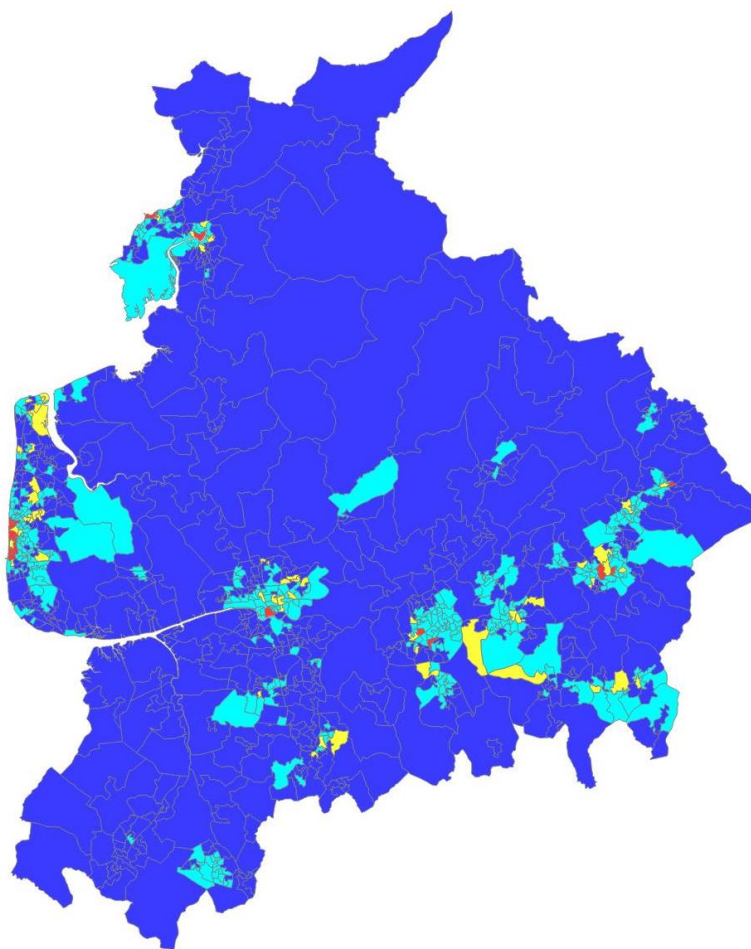
The County risk map score is updated annually before the end of the first quarter.

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.

2023 score: 31,170

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2023 count	**15**	**59**	**331**	**536**	**31,170**
2022 count	25	47	333	536	31,576
Direction / % Change	40%	26%	1%	0%	1%

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2.2 Overall Activity		Quarter Activity 4,421

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 Lancashire Constabulary (LanCon) and gaining entry incidents at the request of the North west Ambulance Service (NWAS).

A breakdown of incident types included within this KPI are shown on the following page.

Quarterly activity decreased 17.87% over the same quarter of the previous year.
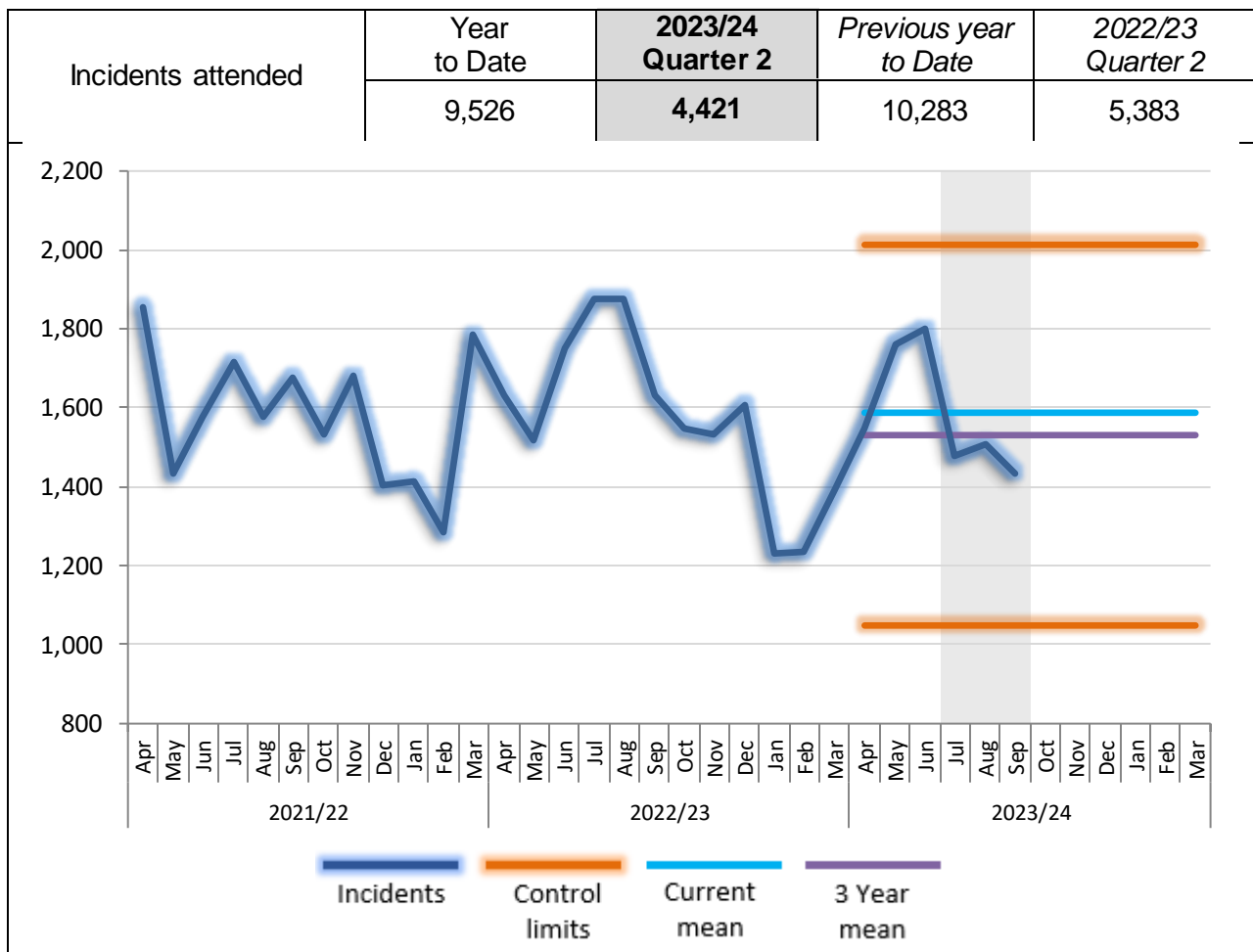
Incidents attended	Year to Date	**2023/24 Quarter 2**	*Previous year to Date*	*2022/23 Quarter 2*
	9,526	**4,421**	10,283	5,383

	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**1,588**	1,531	1,570	1,578	1,445

2.2 Overall Activity Breakdown		Quarter Activity 4,421

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

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

FALSE ALARM:	
Fire Alarm due to Apparatus	1,309
Good Intent False Alarm	642
Malicious False Alarm	54
FIRE - PRIMARY:	
Accidental Dwelling (2.3)	170
Accidental Building (2.4)	58
Accidental Building (2.5)	9
Deliberate Dwellings (2.6.1)	24
Deliberate Commercial (2.6.2)	30
Other Primary	148
FIRE - SECONDARY:	
Deliberate Fires	357
Accidental Fires	336
Chimney Fires (not shown on chart)	6
SPECIAL SERVICE:	
Gaining Entry	251
RTC	160
Flooding	107
Other rescue/release of persons	44
All other Special Service types	716

Special Service, 1278, 29%
False Alarm, 2005, 45%
Fire - Secondary, 693, 16%
Fire - Primary, 439, 10%

	FALSE ALARM incidents make up 45% of activity, with 65% being Fire alarm due to Apparatus incidents, 32% good intent false alarm and malicious false alarms accounting for 3%.
	FIRE PRIMARY incidents encompass Accidental Dwelling Fires at 39% and are shown later in the report within KPI 2.3.
	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 52%, with 48% being an accidental or not known cause.
	SPECIAL SERVICE incidents are made up of many different activities, so only a selection of types, such as Gaining entry to a domestic property on behalf of NWAS and Road Traffic Collisions (RTC) can be shown, with the remainder being recorded under 'other types'. These can range from trapped animals or hazardous materials incidents, to spill and leaks or advice only.

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2.3 Accidental Dwelling Fires (ADF)		Quarter Activity 170

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 15.84% over the same quarter of the previous year.

Accidental Dwelling Fires	Year to date	**2023/24 Quarter 2**	*Previous year to date*	*2022/23 Quarter 2*
	373	**170**	406	202
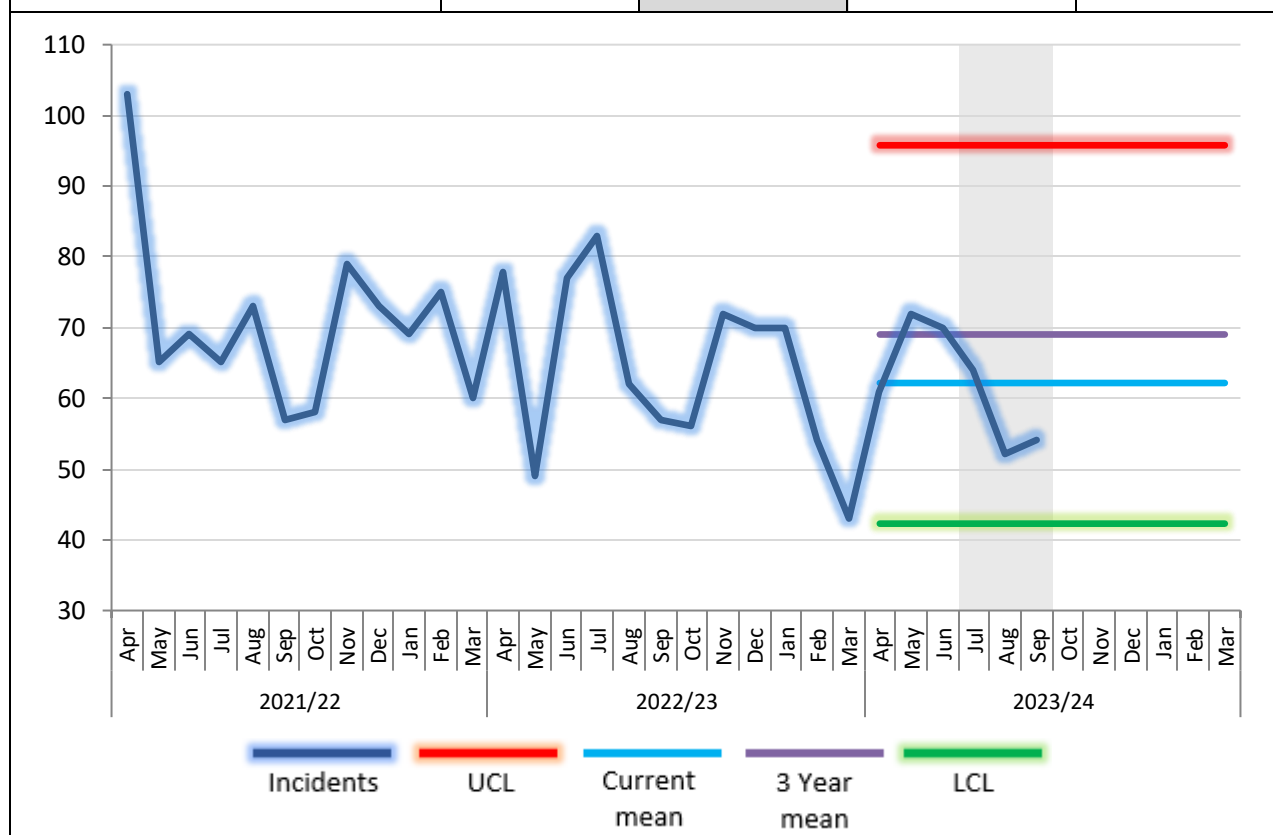
	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**62**	69	64	71	72

2.3.1 ADF – Harm to people: Casualties		Quarter Activity 10

ADF criteria as 2.3. The number of fire related fatalities, slight and serious injuries.

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

Quarterly activity increased 11.11% over the same quarter of the previous year.

Casualty Status	Year to Date	**2023/24 Quarter 2**	*Previous year to Date*	*2022/23 Quarter 2*
Fatal	1	**1**	4	2
Injuries appear Serious	7	**4**	6	2
Injuries appear Slight	13	**5**	6	5
Total	21	**10**	16	9
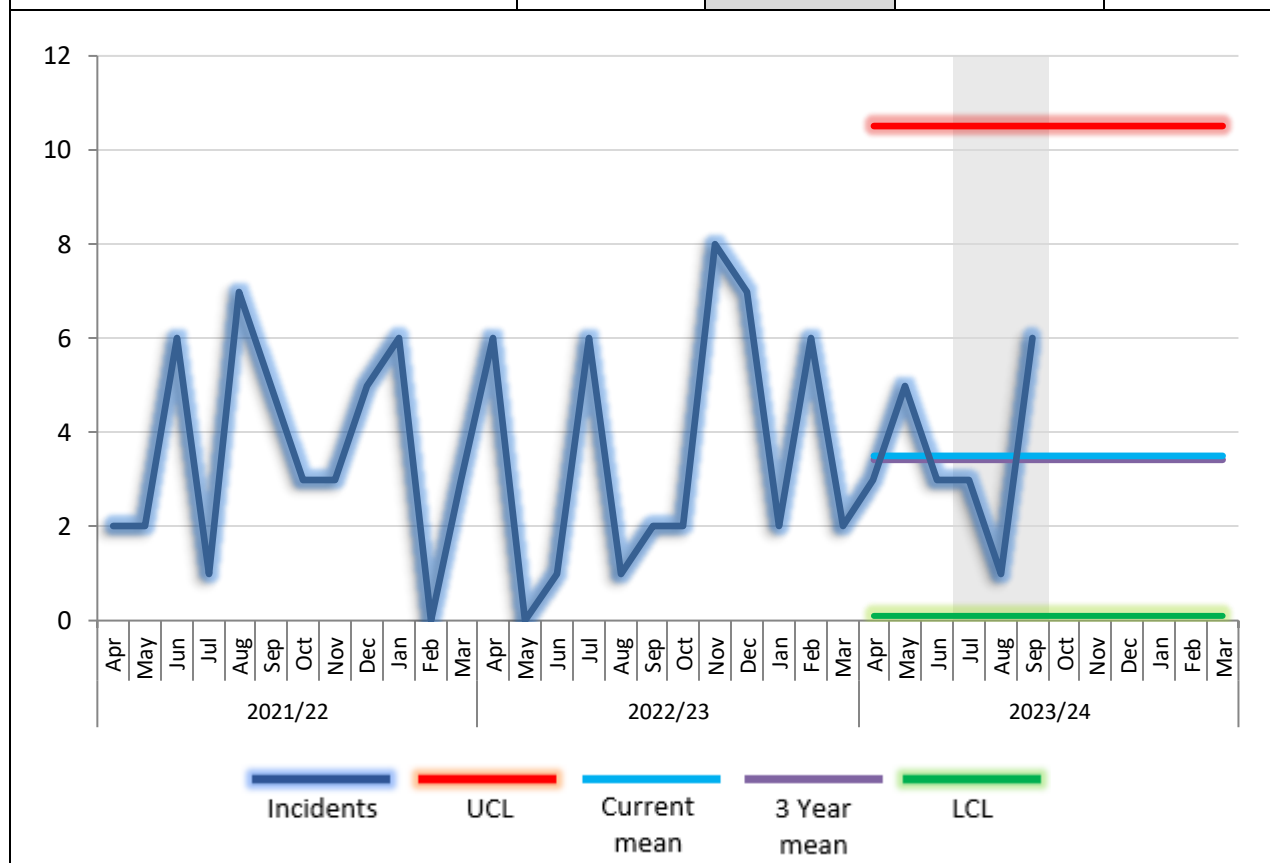
	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**4**	4	4	4	3

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| **2.3.2 ADF – Harm to property: Extent of damage (fire severity)** | | Quarter Percentage 85% |

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 ADF's, 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 3.32% over the same quarter of the previous year.

Fire severity	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	⬆/⬇	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Limited to heat and/or smoke	24%	26%			⬆	24%	25%	21%	19%
Limited to item 1st ignited	16%	18%			⬆	13%	12%	19%	14%
Limited to room of origin	45%	42%			⬇	48%	51%	44%	54%
Limited to floor of origin	7%	11%			⬆	10%	4%	10%	8%
Spread beyond floor of origin	6%	2%			⬇	3%	6%	4%	4%
Whole Building	2%	2%			⬆	2%	1%	3%	0%
Combined percentage	84%	85%			⬇	85%	89%	83%	87%

Cumulative extent of damage breakdown
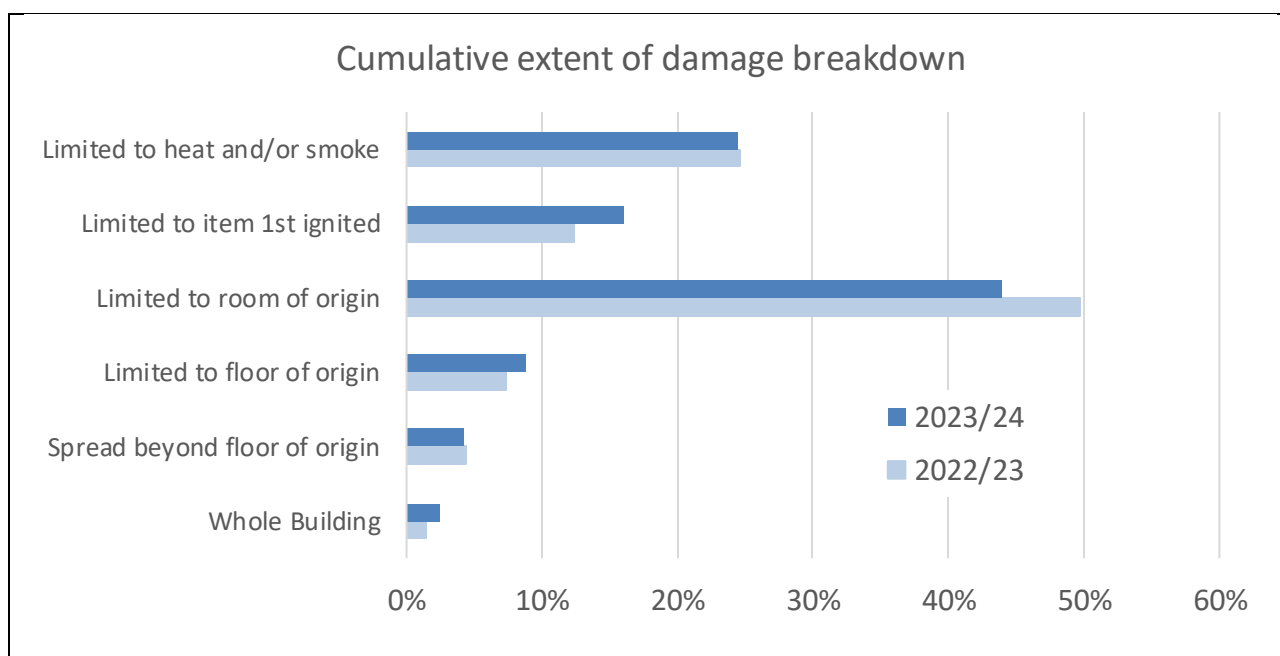
2.4 Accidental Building Fires (ABF) - Commercial Premises		Quarter Activity 58

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 20.55% over the same quarter of the previous year.
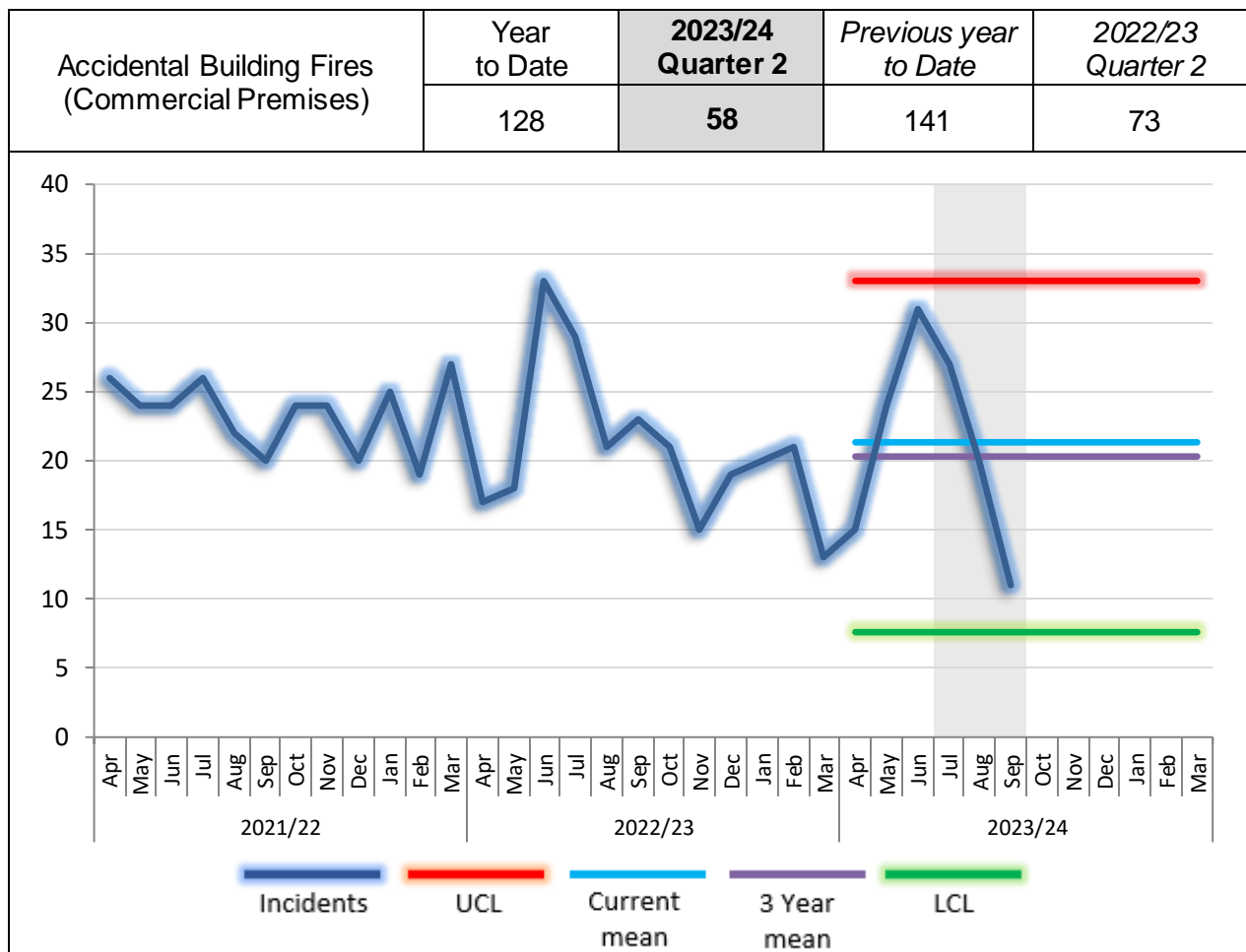
Accidental Building Fires (Commercial Premises)	Year to Date	**2023/24 Quarter 2**	*Previous year to Date*	*2022/23 Quarter 2*
	128	**58**	141	73

	Current mean	3 Year mean	2022/23	2021/20	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**21**	20	21	23	17

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

Quarter Percentage
73%

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 ABF's, 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 4.7% over the same quarter of the previous year.

Fire severity	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	⬆/⬇	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Limited to heat and/or smoke	18%	13%			⬇	18%	16%	20%	17%
Limited to item 1st ignited	13%	27%			⬆	21%	14%	13%	22%
Limited to room of origin	35%	34%			⬇	29%	38%	38%	43%
Limited to floor of origin	15%	9%			⬇	24%	15%	20%	11%
Spread beyond floor of origin	6%	0%			⬇	3%	5%	2%	2%
Whole Building	13%	18%			⬆	6%	11%	7%	6%
Combined percentage	66%	73%			⬆	68%	68%	71%	81%

Cumulative extent of damage breakdown

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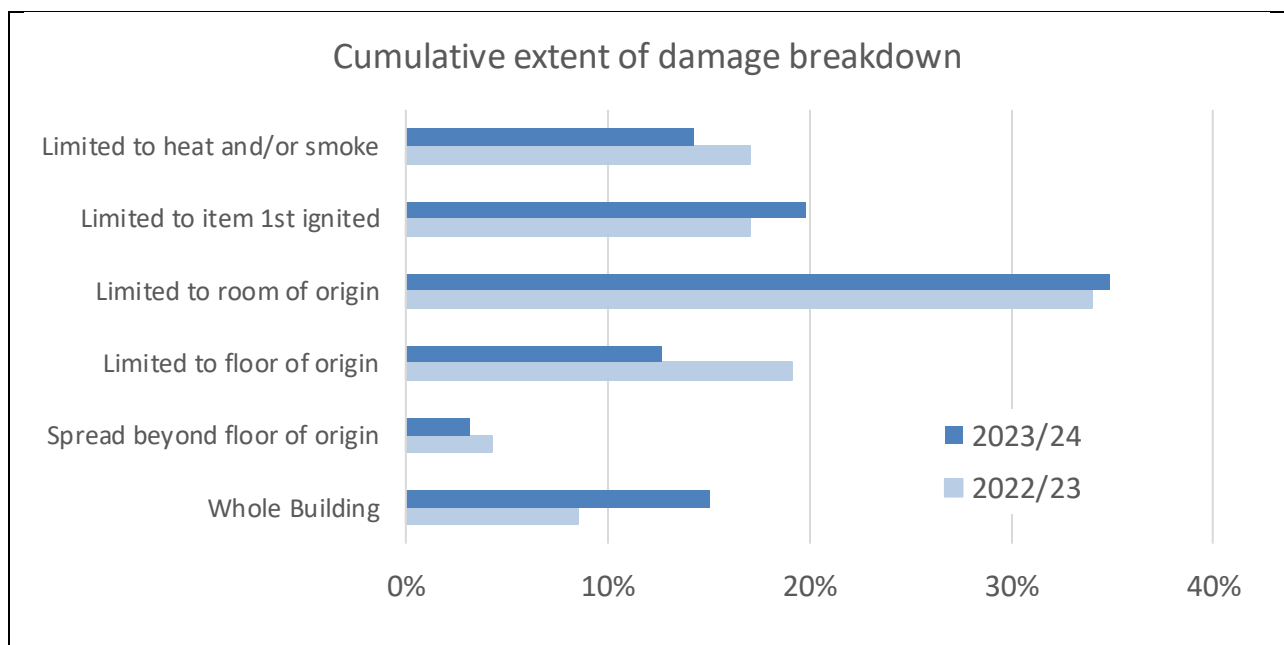
2.5 Accidental Building Fires (Non-Commercial Premises)		Quarter Activity 9

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

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

Quarterly activity decreased 60.87% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	**2023/24 Quarter 2**	*Previous year to Date*	*2022/23 Quarter 2*
	49	**9**	52	23
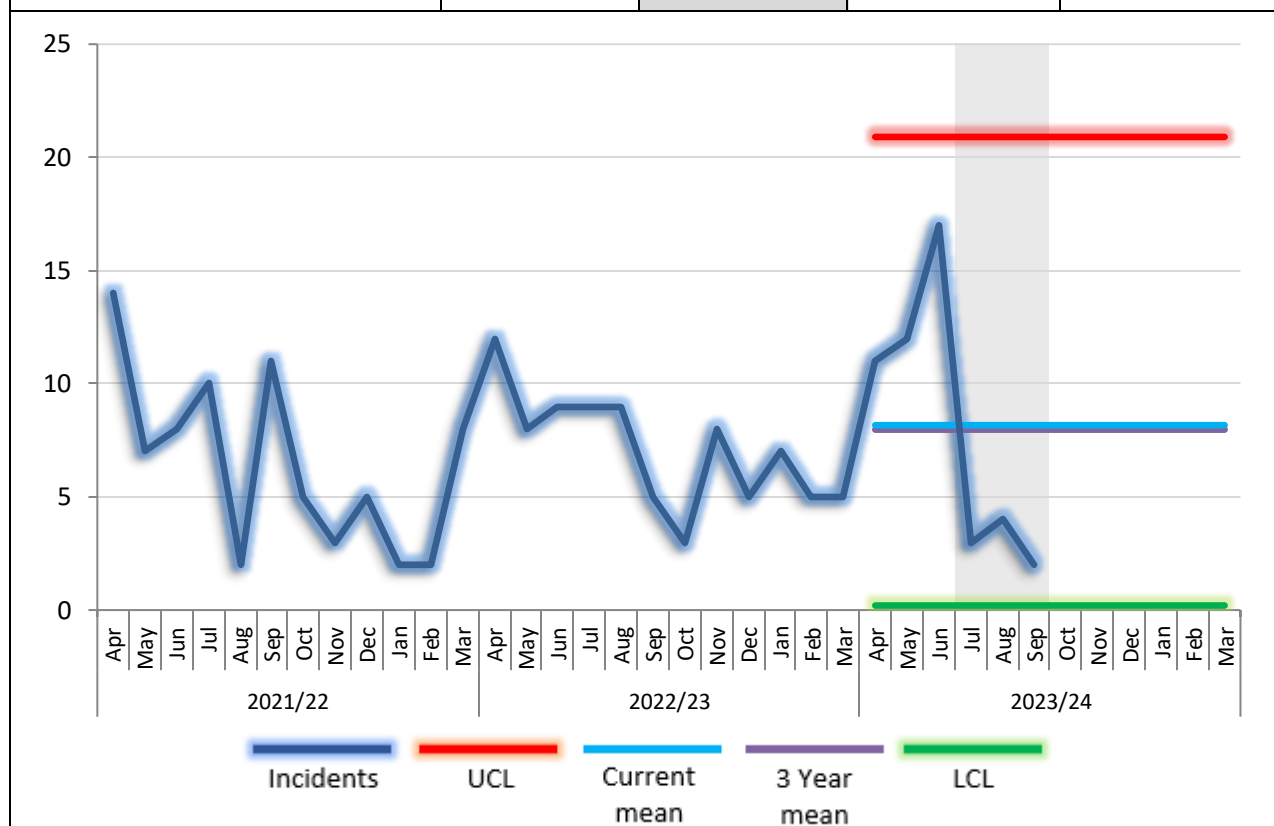
	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**8**	8	7	6	10

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

| Quarter Percentage |
| 0% |

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 ABF's, 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 21.7% over the same quarter of the previous year.

Fire severity	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	⬆/⬇	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Limited to heat and/or smoke	8%	0%			⬇	14%	9%	6%	0%
Limited to item 1st ignited	22%	0%			⬇	0%	13%	0%	0%
Limited to room of origin	8%	0%			⬌	10%	0%	13%	6%
Limited to floor of origin	6%	11%			⬇	3%	13%	0%	12%
Spread beyond floor of origin	0%	0%			⬌	0%	0%	0%	0%
Whole Building	56%	89%			⬆	72%	65%	81%	82%
Combined percentage	38%	0%			⬇	24%	22%	19%	6%

Cumulative extent of damage breakdown

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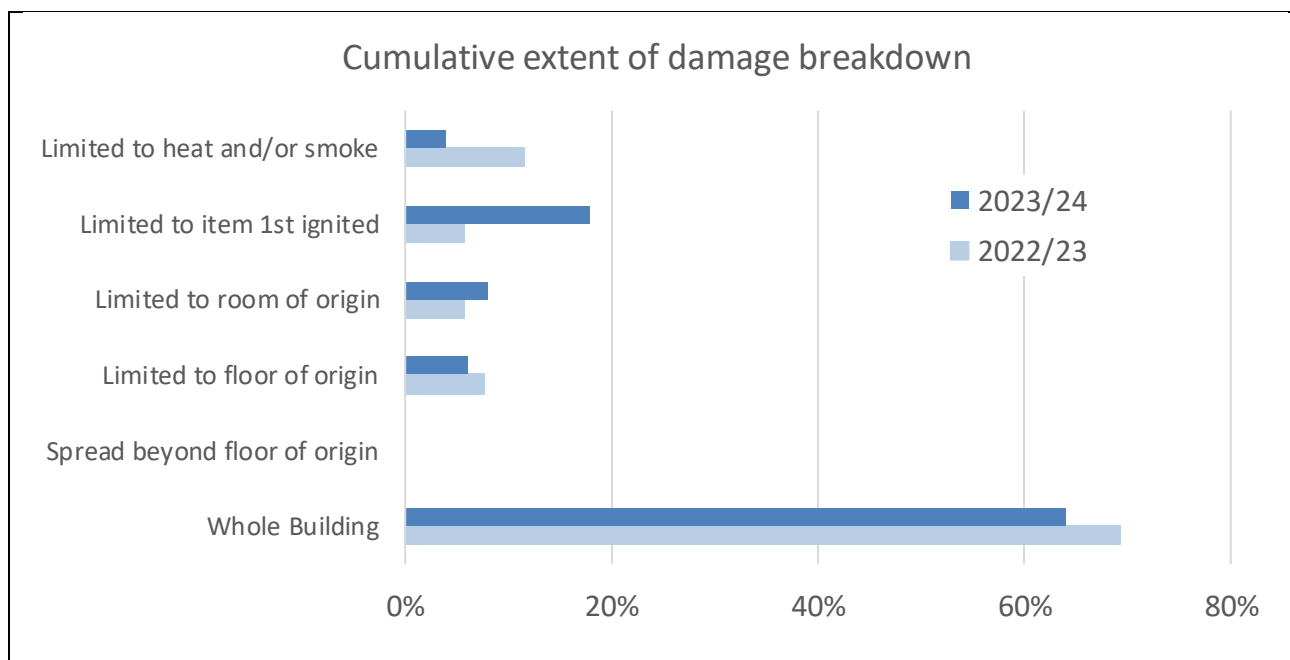
2.6 Deliberate Fires Total: Specific performance measure of deliberate fires		Quarter Activity 460

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 37.92% over the same quarter of the previous year.
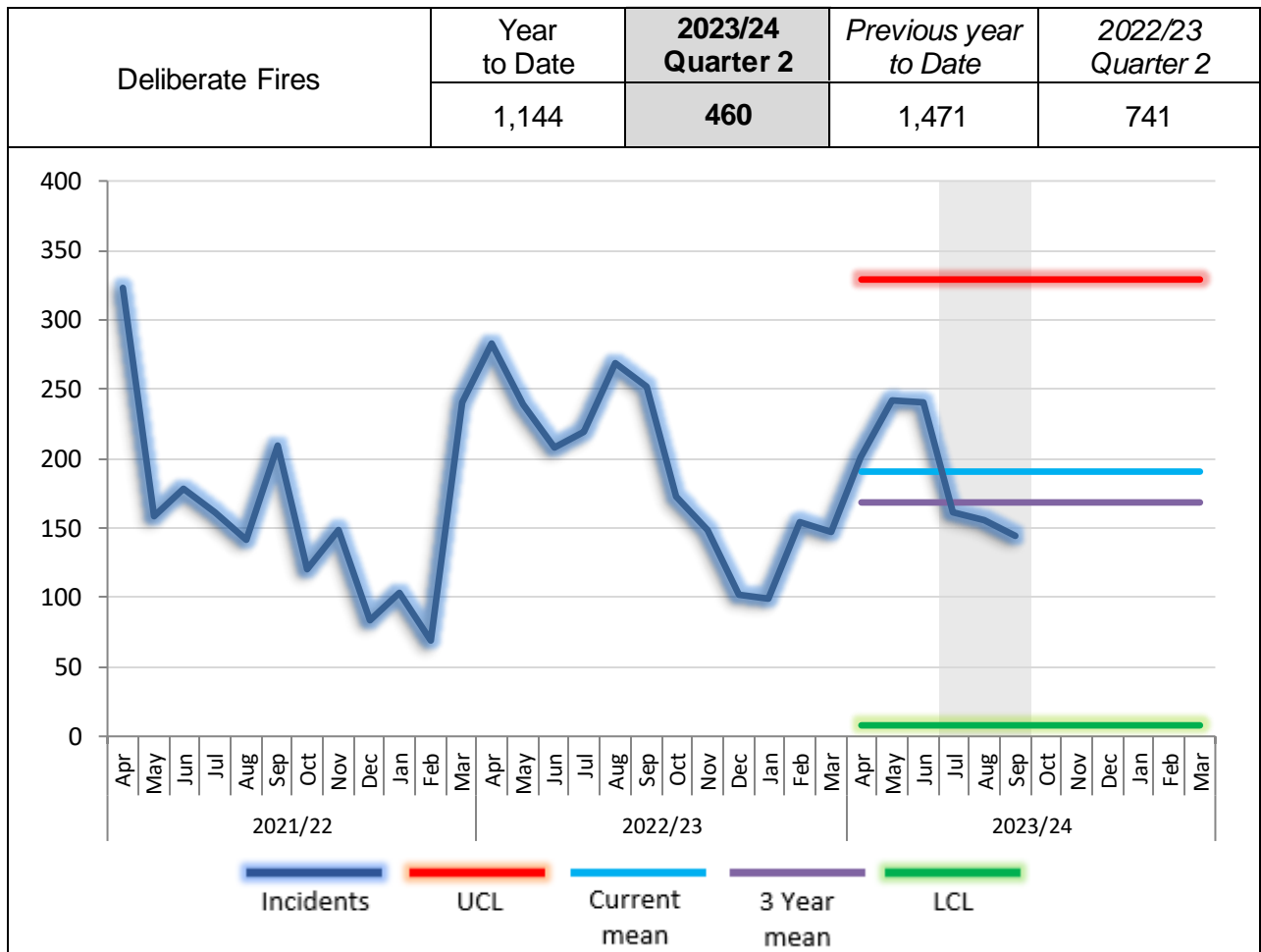
Deliberate Fires	Year to Date	**2023/24 Quarter 2**	Previous year to Date	2022/23 Quarter 2
	1,144	**460**	1,471	741

	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**191**	168	191	161	153

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2.6.1 Deliberate Fires – Dwellings		Quarter Activity 24

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 20.00% over the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	**2023/24 Quarter 2**	Previous year to Date	2022/23 Quarter 2
	48	**24**	36	20
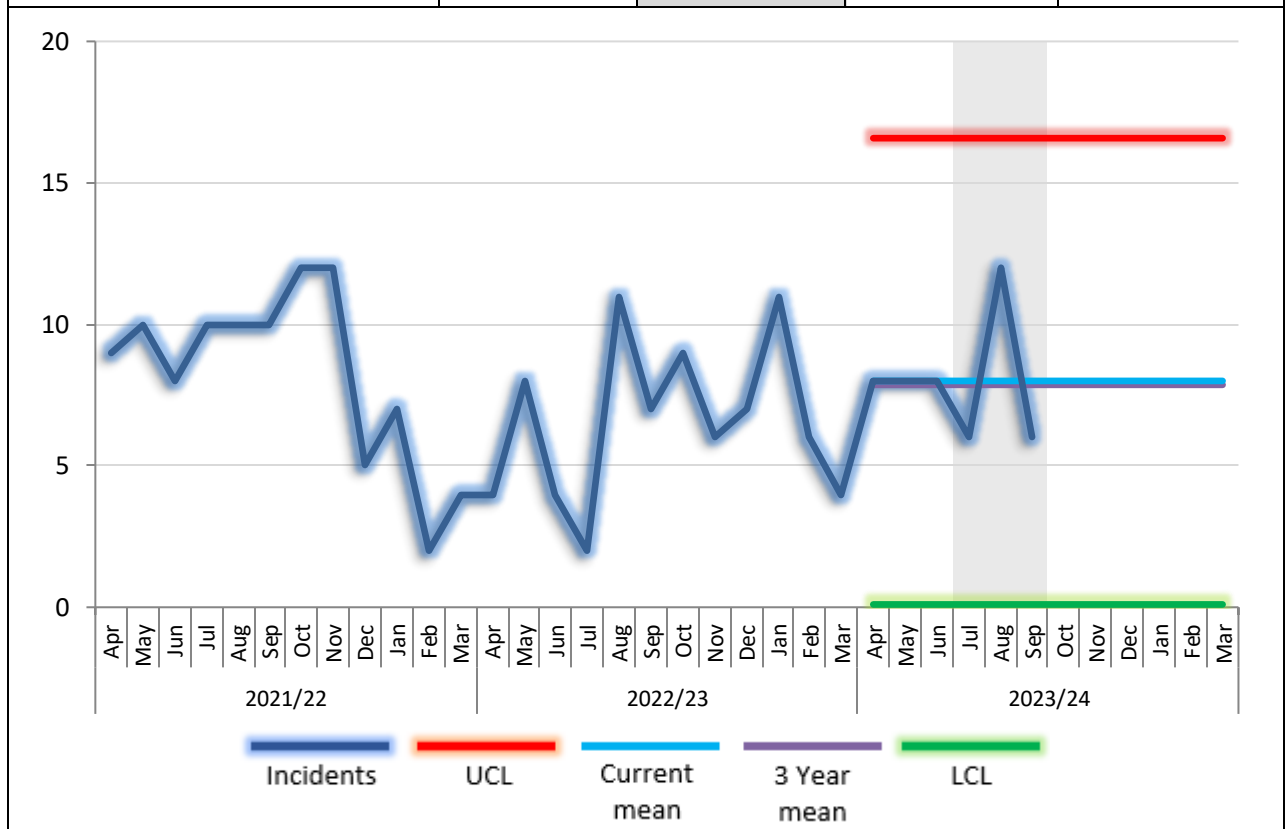
	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**8**	8	7	8	9

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 increased 30.43% over the same quarter of the previous year.

Deliberate Fires – Commercial	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
	72	30	56	23
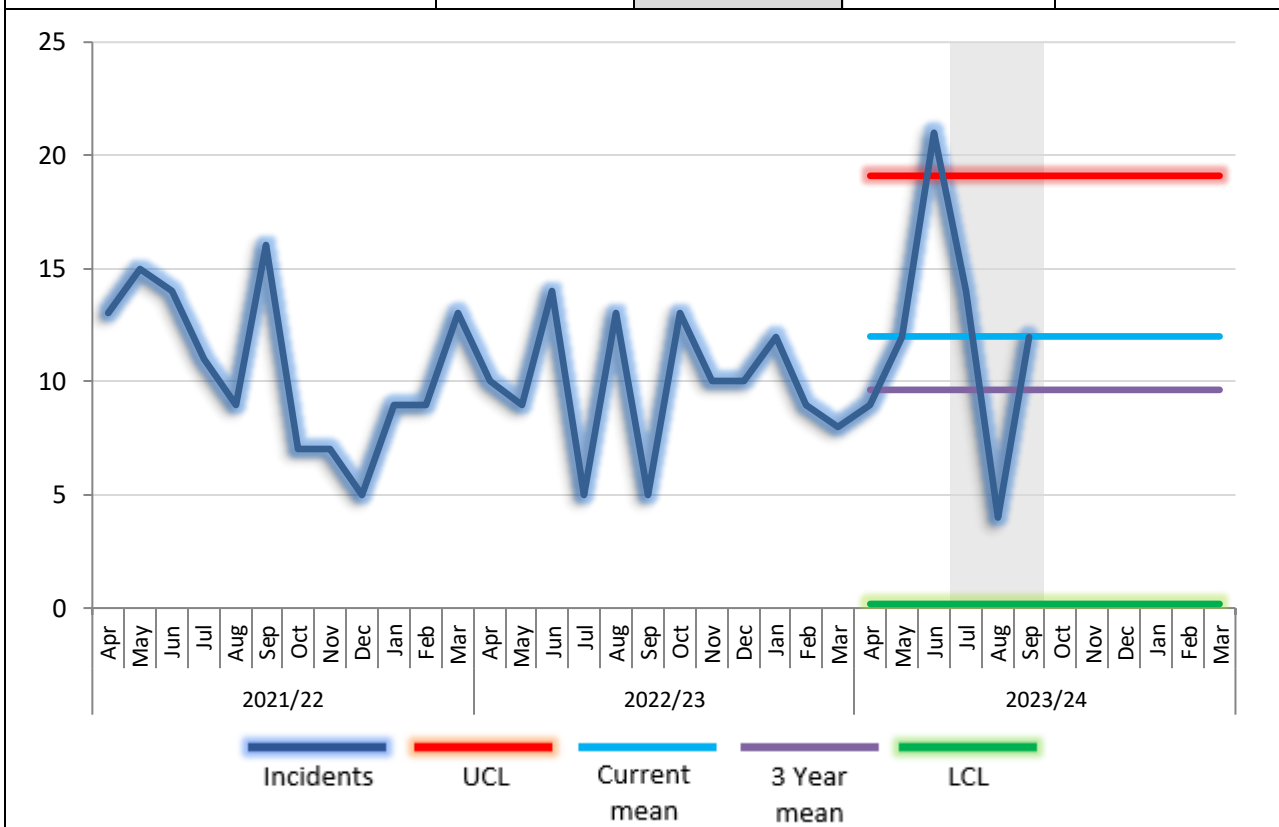
	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	12	10	11	14	10

2.6.3 Deliberate Fires – Other (Rubbish, grassland, vehicles etc.)		Quarter Activity 406

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 41.83% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	**2023/24 Quarter 2**	*Previous year to Date*	*2022/23 Quarter 2*
	1,024	**406**	1,379	698
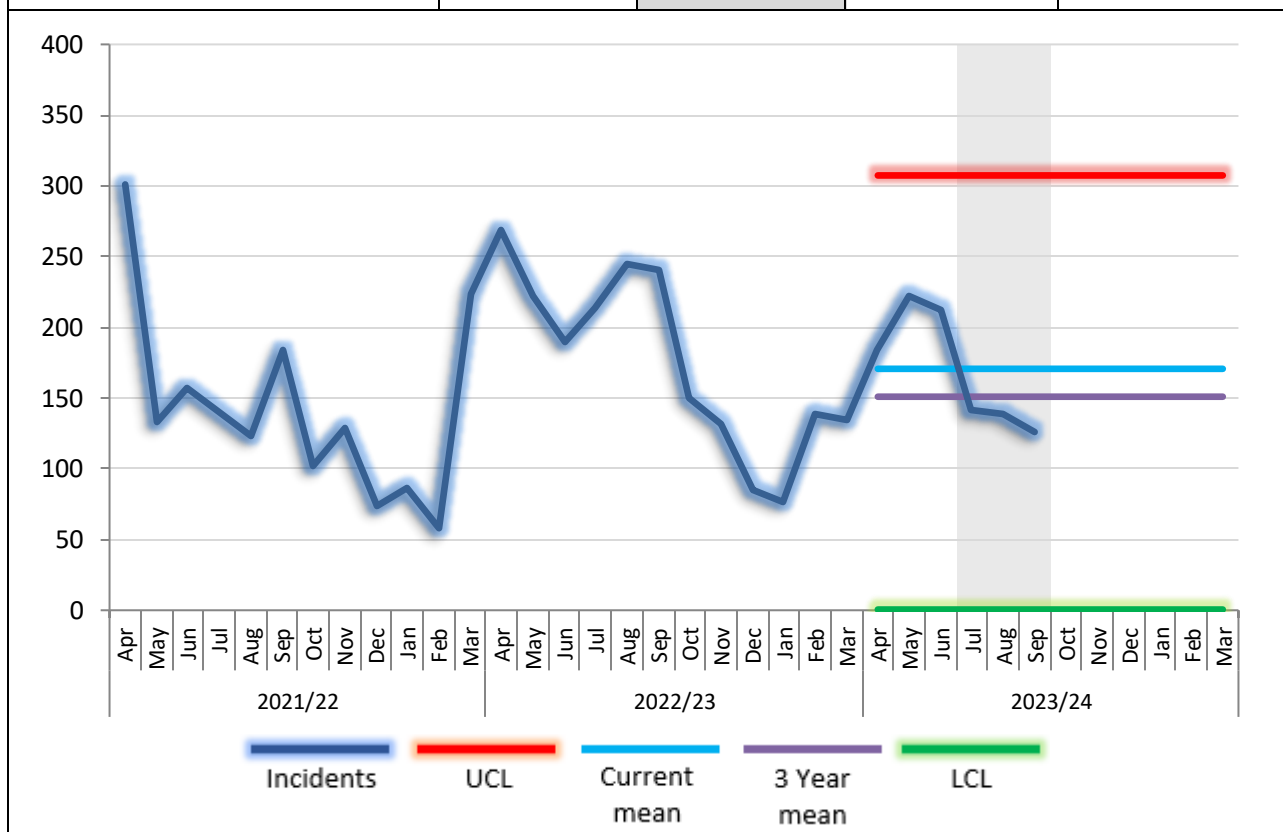
	Current mean	3 Year mean	2022/23	2021/22	2020/21
Current mean activity and the monthly mean activity over the previous 3 years.	**171**	151	136	143	175

2.7 Home Fire Safety Checks (HFSC)	HFSC	Quarter Activity 52%

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 7.5% over the same quarter of the previous year.

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

	2023/24		⬆/⬇	2022/23	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Q 1	5,671	54%	⬆/⬇	5,025	58%
Q 2	5,840	52%	⬆/⬇	5,435	60%
Q 3				5,889	54%
Q 4				5,935	57%

Cumulative year to date activity

14,744 Home Fire Safety Checks Offered

11,511 HFSC's Completed

1,028 Being Advice Only

10,483 Completed in the Home

53% Had a High Risk Outcome

Analysis to Aid Future Targeting

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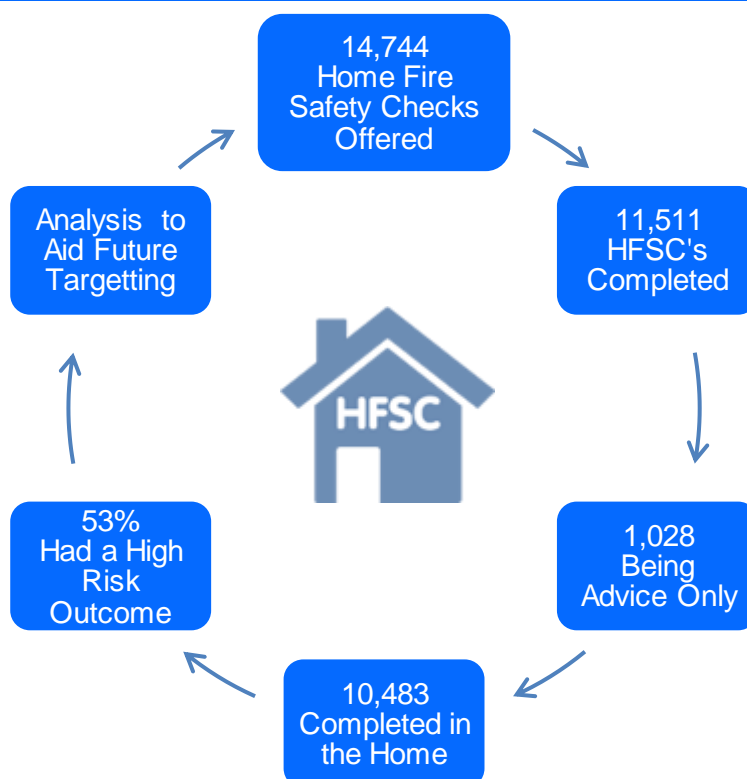
2.8 Prevention activities delivered

Activity	Description	Targets for delivery	Data for quarter 2 2023/24
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	36 sessions delivered to 1,012 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	35 sessions delivered to 989 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	2 sessions delivered to 48 students
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 23/24	11 sessions delivered to 452 students
Biker Down	3 hour course aimed at Powered 2 Wheel riders covering incident management, first aid and the science of being seen	Deliver a minimum of 12 sessions per year	3 sessions 53 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	52 referrals opened prior to Q2 and carried over. 18 referrals received in Q2. 48 referrals closed in Q2. 22 referrals carried into Q3.
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	32 sessions 324 staff
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	36 water safety sessions delivered in person to 29,586 attendees. 32 Teen Safe water Safety sessions delivered to 4,805 attendees. 15 BrightSparx delivered in September.
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	208

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	2.9 Business Fire Safety Checks		Quarter Activity 876

Business Fire Safety Checks (BFSC) are interventions which look at different aspects of fire safety compliance, including risk assessments, fire alarms, escape routes and fire doors. If the result of a BFSC is unsatisfactory, fire safety advice will be provided to help the business comply with The Regulatory Reform (Fire Safety) Order 2005. If critical fire safety issues are identified, then a business safety advisor will conduct a follow-up intervention.

- The pro rata BFSC target is delivered through each quarter.

A +/-10% tolerance is applied to the completed BFSC's and the year to date (YTD) BFSC's, against both the quarterly and YTD targets. When both counts are outside of the 10% tolerance they will be deemed in exception. This enables local delivery to flex with the needs of their district plan over the quarters.

	2023/24				⬆/⬇	2022/23	
	BFSC completed	Quarter Target	BFSC Cumulative	YTD Target	Progress	BFSC complete	Quarter Target
Q 1	820	625	820	625	⬆	231	n/a
Q 2	876	625	1,696	1250	⬆	589	n/a
Q 3		625		1875		806	n/a
Q 4		625		2500		962	n/a

Cumulative year to date activity

876 BFSC's Completed

760 Being Satisfactory		116 Being Unsatisfactory	
Shops	300	Shops	64
Factories/Warehouses	100	Factories/Warehouses	16
Other workplaces	93	Licensed premises	11
Licensed premises	77	Other workplaces	10
Other public premises	63	Offices	4
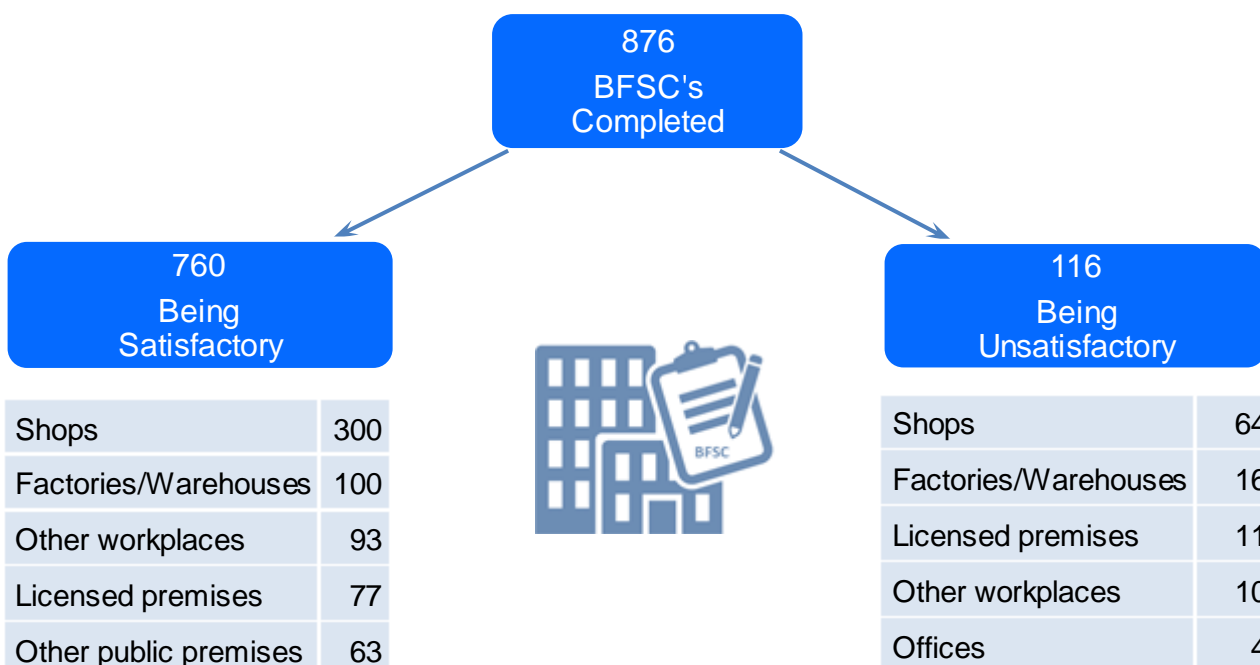
Top five completed BFSC's: satisfactory and unsatisfactory premise types.

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What are the reasons for an Exception report

This is a positive exception due to the number of completed Business Fire Safety Checks (BFSC) being greater than 10% of the quarterly target, and the cumulative year to date target.

Actions being taken

Crews are continuing to embed built environment knowledge and understanding. New built environment virtual training has been delivered and supplemented initial BFSC training for crews to embed practically via BFSC targeting.
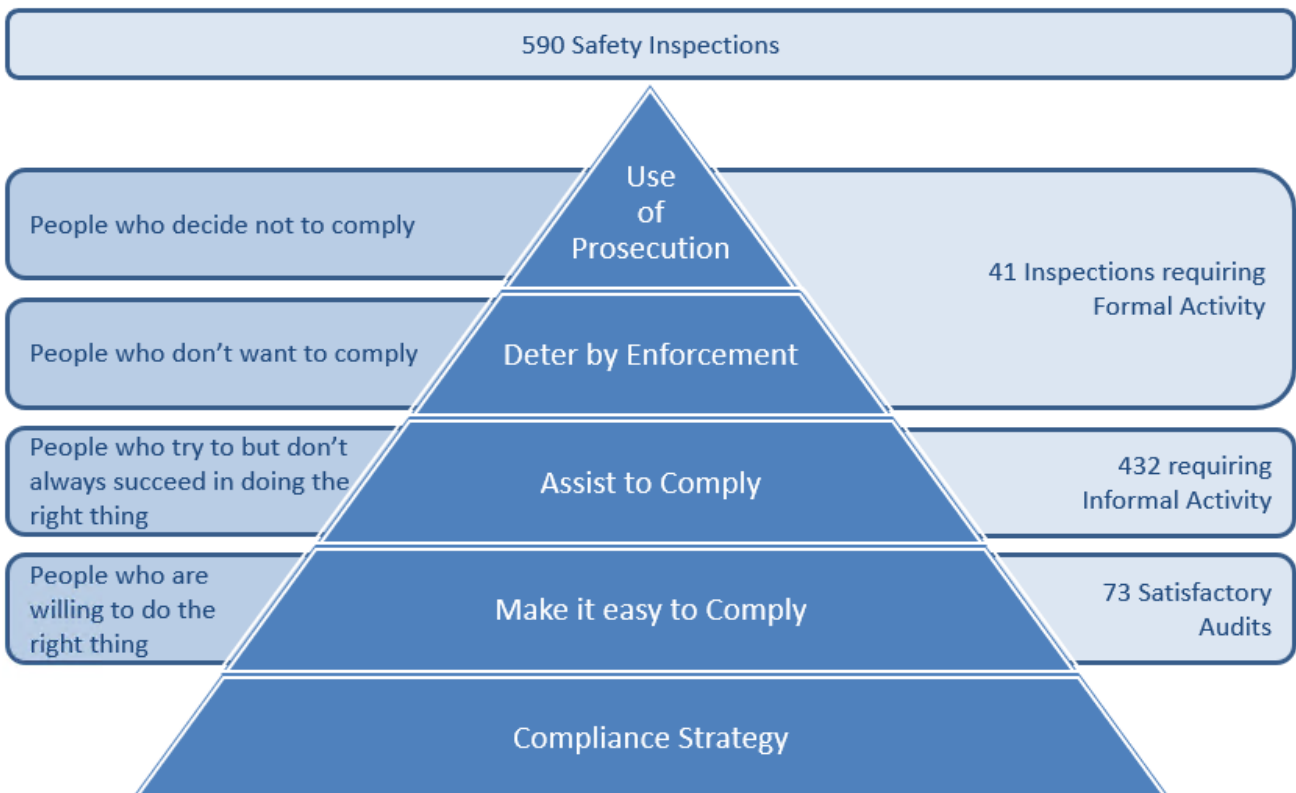
2.9.1 Fire Safety Activity

Quarter Activity
7%

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

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

Quarterly activity decreased 2% over the same quarter of the previous year.

Quarter	Fire Safety Enforcement Inspections	Formal Activity	% Formal Activity	Informal Activity	% Informal Activity	Satisfactory Audit	% Satisfactory Audit	Business Safety Advice	% Business Safety Advice	Progress	% Formal Activity	% Informal Activity
			2023/24								*2022/23*	
1	**530**	**35**	**7%**	380	72%	66	12%	49	9%	⬆	*6%*	*66%*
2	**590**	**41**	**7%**	432	73%	73	12%	44	7%	⬇	*9%*	*68%*
3											*9%*	*63%*
4											*5%*	*76%*

590 Safety Inspections

People who decide not to comply

Use of Prosecution

41 Inspections requiring Formal Activity

People who don't want to comply

Deter by Enforcement

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

Assist to Comply

432 requiring Informal Activity

People who are willing to do the right thing

Make it easy to Comply

73 Satisfactory Audits

Compliance Strategy

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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 LFRS. LFRS then comments on FSO 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.

Building Regulation Consultations	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4
Received	262	250		
Completed within timeframe[1]	239	243		

[1]LFRS should make comments in writing within 15 working days of receiving a BRC.

Actions to Improve

To comply with the National Fire Chiefs Council (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 intervention work in high risk, complex premises identified by the risk-based intervention program. Consequently, the use of finite resources must be fully co-ordinated and balanced to achieve this and ensure consultation timelines are achieved:

- Building regulations process now centralised and built into Community Fire Risk Management Information System (CFRMIS). A new buildings regulation team and centralised email has been created to signpost all building control bodies and approved inspectors to. A pan-Lancashire approach to building regulations has now been adopted, rather than an area-based approach due to the numbers of competent staff able to undertake building regulations.

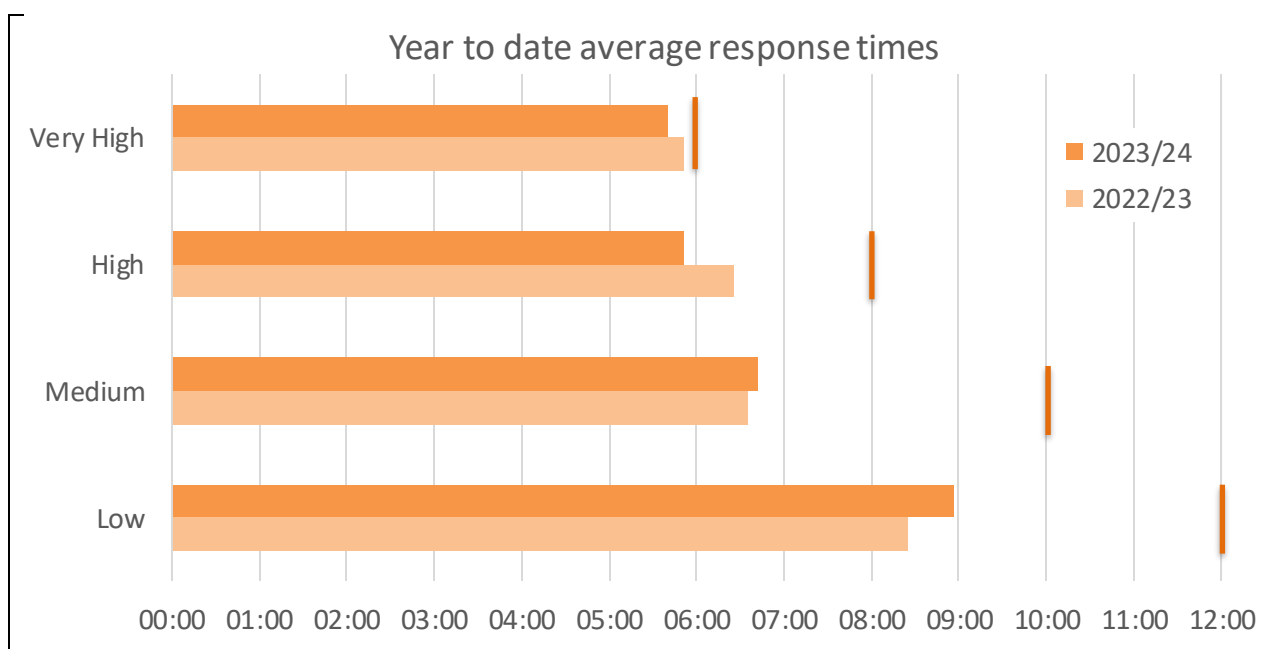| 3.1 Critical Fire Response – 1ˢᵗ Fire Engine Attendance		Quarter Response 07:06

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 standards when the time between the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident, averaged over the quarter, is less than the relevant response standard. Expressed in minutes & seconds.

Critical Fire Response	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date	Previous Year to Date
Very High (6 min)	05:39	05:45			05:41	05:51
High (8 min)	05:47	05:56			05:52	06:26
Medium (10 min)	06:55	06:28			06:43	06:35
Low (12 min)	09:20	08:26			08:57	08:25
Overall	07:40	07:06			07:25	07:10

Year to date average response times

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| 3.2 Critical Special Service Response – 1st Fire Engine Attendance		Quarter Response 08:42

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 standards when the time between the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident, averaged over the quarter, is less than the response standard. Expressed in minutes & seconds.

Critical Special Service Response	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date	Previous Year to Date
(13 min)	08:26	08:42			**08:34**	08:10

Year to date average response time
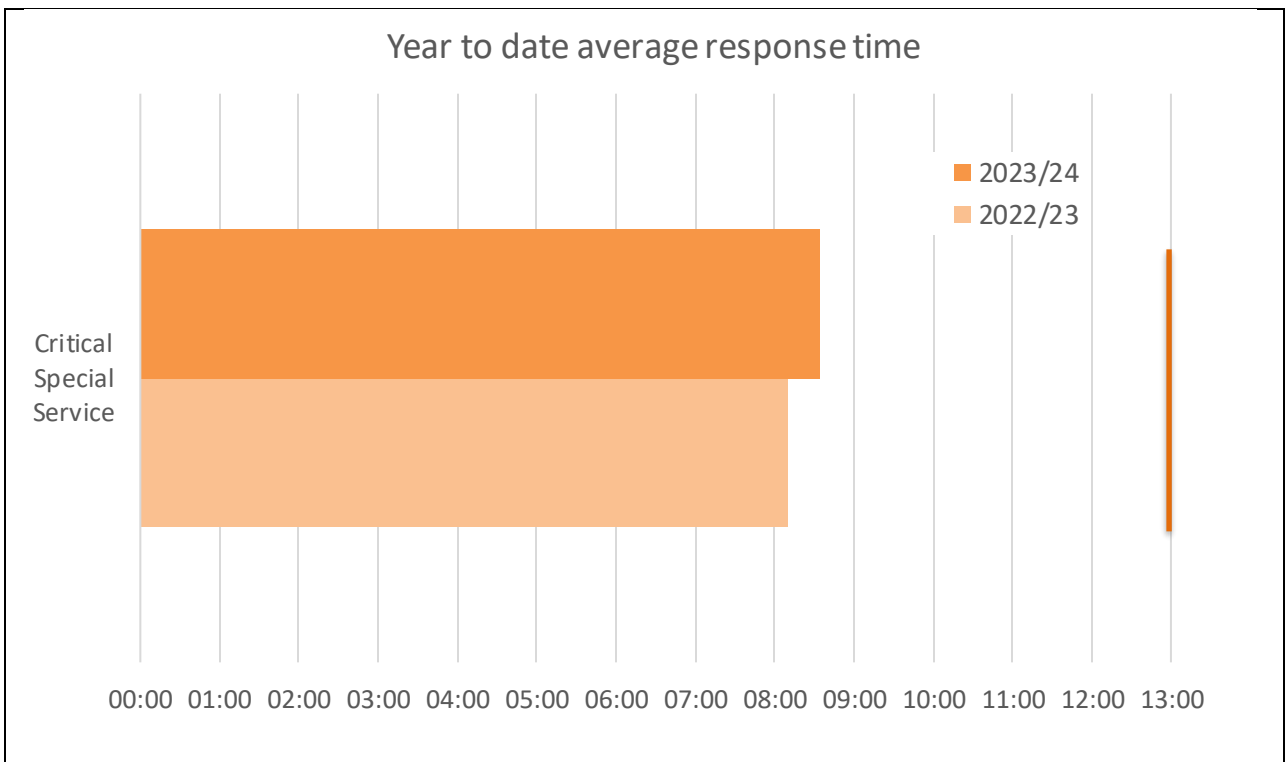
3.3 Total Fire Engine Availability

	Quarter Availability 87.84%

This indicator measures the total availability of the 1st fire engine at each of the 39 fire stations. It is measured as the percentage of time the 1st fire engine is available to respond compared to the total time in the period.

Standard: 90%

Quarterly availability decreased 0.42% over the same quarter of the previous year.

Fire engine availability – WT, FDC, DCP & OC	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
	88.66%	87.84%	88.82%	88.26%
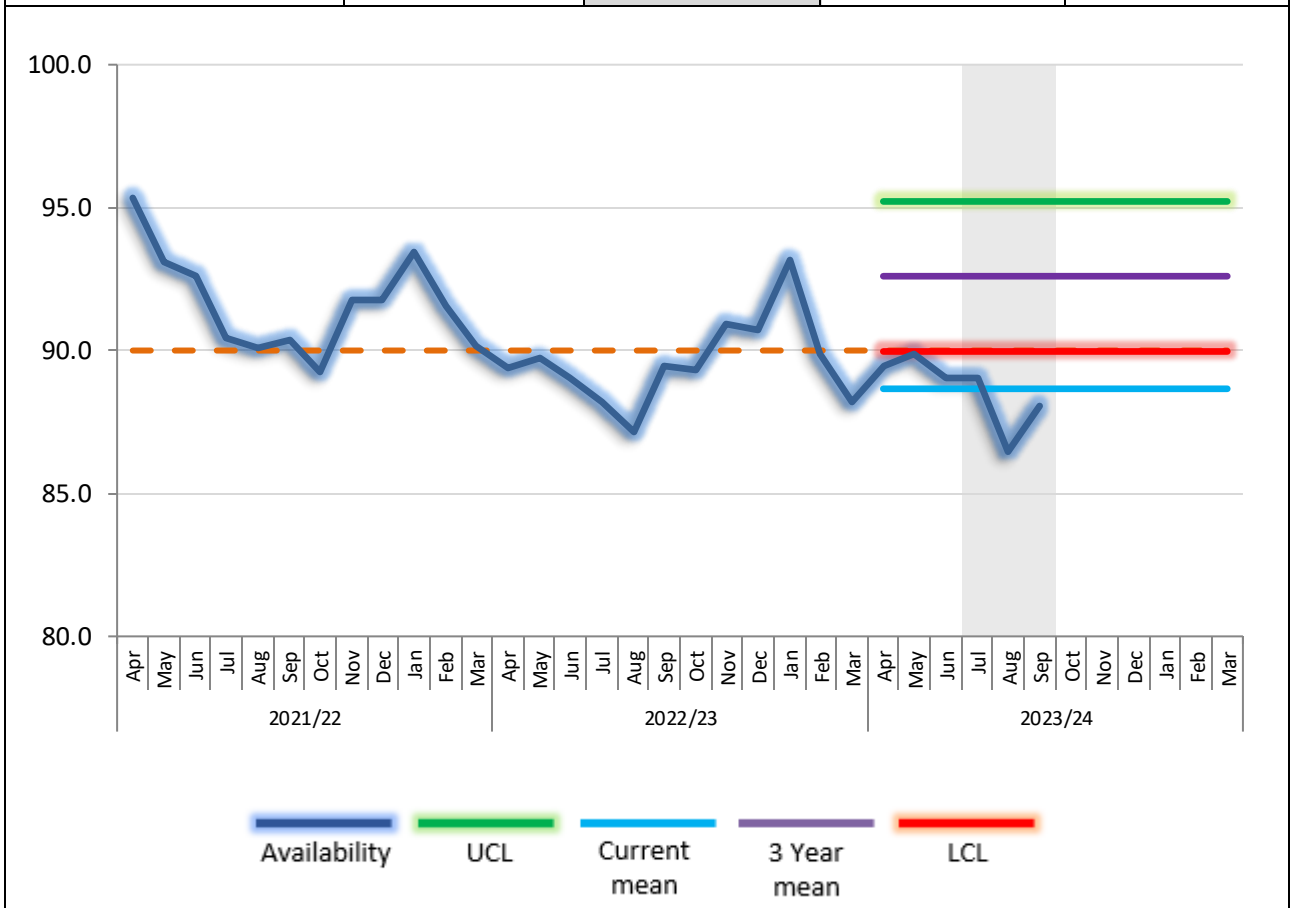
What are the reasons for an Exception report

This is a negative exception report due to the 1st fire appliance availability percentage, being below the lower control limit during quarter two.

Analysis

Overall availability across all stations for the quarter recorded 87.84%, which is 2.16% below the 90% standard.

The following table shows the availability by each of the stations designated first pump crewing type.

Crewing	WT	DCP	FDC	OC	Total
WT	99.41%	99.23%	99.12%	73.06%	87.84%

Whilst all of the Whole time appliances achieved exceptional availability, the 1st appliance at our wholly On-Call stations contributed to the availability falling below the 90% standard. As such, the exception report will focus on On-Call availability.

A shortage of staff with the Officer in Charge (OIC), Large Goods Vehicle (LGV) and Emergency Response Driver (ERD) skill is a significant contributing factor to low On-Call availability. On-Call Support Officers (OCSO) are working with station-based staff and management, along with Training Centre, to support those in development and identify opportunities for high-performing individuals to acquire these skills earlier in their career.

The Breathing Apparatus (BA) skill is another factor contributing to low On-Call availability however a rolling programme of BA initial training combined with BA Team Leader courses is ensuring demand for these skill sets are met.

A new inter-service transfer policy will assist with On-Call recruitment, simplifying the process for transferees to join LFRS.

Actions being taken to improve performance

- The Service will continue to deliver a recruitment strategy that incorporates targeted recruitment. The upcoming recruitment campaign will close on the 11th November. Circa. 136 applicants will progress to the Saville and Holdsworth (SHL) testing.

- Increase visibility of On-Call units in the community. This could include off station training, or community engagement events.

- Broadening the skills of On-Call staff (as per the Emergency Cover Review) in addition to exploring new opportunities or ways of working for On-Call or Dual Contract staff will further improve our On-Call availability.

- Continued recruitment and development of On-Call Support Officers to enhance the Service's capability to attract, develop and retain On Call firefighters from communities across Lancashire.

4.1 Progress Against Allocated Budget

Quarter variance
0.58%

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

As a public service we are committed to providing a value for money service to the community and it is important that once a budget has been agreed and set, our spending remains within this.

The annual budget for 2023/24 was set at £68.5 million. Spend at the end of September 2023 was £32.8m, £0.4m more than budget. The majority is attributable to non-pay costs including a shortfall on apprenticeship levy funding, an increase in repair and maintenance on operational vehicles, and an increase in external training.

Variance: 0.58%

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, 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 a 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.

Progress for each project is as follows:

Missing Persons (Missing from home)

LFRS continue to support LanCon with this successful collaboration and a closure report is now in development for this workstream. There were over 220 police requests into North West Fire Control (NWFC) for our specialist drone team within the last 12 months. Most of these incidents were for missing persons.

The Missing Persons project is being enhanced further with the aim of training teams from several 'On-Call' stations within Lancashire. The locations are identified from data and analysis that has shown where people are most likely to go missing from home and where LanCon's resources are limited. This enables LFRS' specialist teams to search familiar ground in reduced time and improve the likelihood of a positive outcome. This training develops the knowledge of what is required by LanCon in the management of a missing from home incident including intelligence gathering, record keeping, search areas, and ensuring a crime scene isn't contaminated.

Training is also planned for the contact centre staff in LanCon to increase their knowledge of LFRS' search capabilities.

A Memorandum of Understanding has been developed to provide a framework to further support the collaborative use of LFRS and LanCon drones.

Estates and Co-location

This is a long-term workstream which may deliver significant efficiencies and effectiveness where co-location sites are identified.

A set of principles are being developed in relation to co-location sites and a mapping exercise of the current co-location sites and the benefits has commenced.

Blue Light partners are currently reviewing their strategic property asset plans to coordinate the future development plans over the next 5-10 years. The development plans will consider the potential for co-location, and with a view to further developing the integration of services at co-location sites to enhance the shared ethos and principles.

All Blue Light partners are included in the scoping work for the LFRS Preston area review.

First Responder

As part of our Annual Service Plan (ASP) priorities this year, the Service is running a trial involving staff volunteering as community first responders, supporting NWAS. Volunteers respond to life threatening emergencies in their communities from the workplace and administer first aid in the initial vital minutes before NWAS colleagues arrive. This collaboration aims to save lives in Lancashire's communities.

Phase 1 of the first responder scheme involved 5 non-operational LFRS staff from various departments across the Service volunteering to take part in the scheme. At least one life has been saved by LFRS volunteers.

Phase 2 has commenced which has enabled our operational staff to volunteer for the scheme. Eight of our Flexible Duty Officers (FDOs) have so far volunteered to be a community first responder and are currently progressing through the onboarding process with NWAS.

Leadership Development

The Learning and Development leads from each of the Blue Light partners are investigating leadership development collaboration opportunities.

An analysis of leadership development is ongoing between the three organisations with the Services currently exploring an additional mentorship programme for command and control.

Command Units

The aim of this project is to establish and deliver additional collaborative uses of the command units in LFRS to support effective multi agency working amongst emergency responders. The key objectives are to improve operational effectiveness and in line with LFRS mission; 'Making Lancashire Safer'.

LFRS' Command Support Unit (CSU) project was listed in this years' Service Plan and aims to upgrade not only the vehicles but to take advantage in recent technological advances to support operational incidents. Agreed that the first new Command Support Unit (CSU) will go live on 1st November 2023 and will be crewed by On-Call staff from Carnforth and Bolton-le-Sands fire stations. As part of the agreed capital vehicle replacement project, two larger command units will also be in Service by the end of 2023.

It is expected that the initial benefits to be realised will be technological advances that will further develop information sharing and situational awareness aligned to improving and embedding the Joint Emergency Services Interoperability Principles (JESIP). Further

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scoping and development will be overseen by the Blue Light Collaboration board to ensure opportunities for joint working are effectively co-ordinated and delivered.

| 4.3 Overall User Satisfaction | | Percentage satisfied 98.80% |

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.

77 people were surveyed; 77 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?	3,417	3,376	98.80%	97.50%	1.33%