

# Public Document Pack

## Lancashire Combined Fire Authority Performance Committee

**Wednesday, 6 March 2024 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 - 24)**
4. **Performance Management Information (Pages 25 - 74)**
5. **Lithium-Ion Batteries Campaign (Pages 75 - 78)**
6. **Date of Next Meeting**

The next scheduled meeting of the Committee has been agreed for 10:00 hours on **26 June 2024** in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

Further meetings are:            scheduled for 04 September 2024  
  proposed for 04 December 2024

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## Lancashire Combined Fire Authority Performance Committee

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

### Minutes

<b>Present:</b>	
<b>Councillors</b>	
T Hurn (Chair)	
L Beavers	
Z Khan MBE	
M Salter	
D Smith	

<b>Officers</b>
J Charters, Assistant Chief Fire Officer (LFRS) E Sandiford, Temp Assistant Director of HR (LFRS) M Hamer, Area Manager, Prevention and Protection (LFRS) J Rossen, Area Manager, Head of Service Delivery (LFRS) N Taylor, Area Manager, Head of Service Delivery (LFRS) G Basson, North West Fire Control L Barr, Member Services Officer (LFRS)
<b>In attendance</b>
G Fernandez, Fire Brigades Union

14/23	<b>Apologies For Absence</b>
	Apologies were received from County Councillor Peter Britcliffe, County Councillor Hasina Khan, County Councillor Paul Rigby, County Councillor Barrie Yates, and Councillor Jean Rigby.
15/23	<b>Disclosure of Pecuniary and Non-Pecuniary Interests</b>
	None received.
16/23	<b>Minutes of Previous Meeting</b>
	<b>Resolved:</b> - That the Minutes of the last meeting held on the <b>13 September 2023</b> be confirmed as a correct record and signed by the Chair.

**Performance Management Information**

The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 2nd quarterly report for 2023/24 as detailed in the Community Risk Management Plan 2022-2027.

This quarter, one Key Performance Indicator (KPI), 2.9 Business Fire Safety Checks, was shown in positive exception and three Key Performance Indicators were shown in negative exception. These were 1.2.1 Staff Absence Wholetime (WT), 1.2.3 Staff Absence Greenbook, 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 July to September 2023, 29 station and department visits were carried out by principal officers, directors, and area managers as part of the 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.

There were 29 wellbeing interactions undertaken ranging from wellbeing sessions with crews to support dog interactions. The Service engaged with staff over several topics relating to 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.

**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: 4.252

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

During quarter 2, July to September 2023, absence statistics showed whole-time personnel absence above target for the quarter.

1,433 Wholetime absence shifts lost = 2.15 against a target of 1.25 which was 0.9

shifts over target. During the same quarter of the previous year 2.63 shifts were lost which was a decrease of 0.48 shifts lost per wholetime employee. Cases of long-term (greater than 28 days) absence over the whole quarter had increased by 0.53 shifts from the previous quarter.

The Assistant Chief Fire Officer advised that, as discussed previously, 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 reduced from five cases in Q1 to three cases in Q2.

As a result of the three cases of long-term absences, 139 shifts were lost during Q2 compared to 208 shifts lost during the previous quarter. These cases accounted for 0.22 shifts lost per person over the quarter.

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

- Mental health – 14 cases
- Hospital/Post Operative – 6 cases
- Musculo skeletal – 7 cases
- Genitourinary/Gynaecological/Reproductive – 2 cases
- Cancer and Tumours – 2 cases
- Other absence types (single returns) – 3 cases

In Q2, 101 shifts lost were related to respiratory related absences, which included Coronavirus absence and equated to 0.167 shifts lost per person, which was in comparison to 121 shifts lost in Q1.

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.

### **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, 1.51%.

### **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: 3.886

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

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 2.15 which was 0.9 above target. During the same quarter of the previous year, 1.72 shifts were lost which was an increase of 0.43 shifts lost per Greenbook staff.

During quarter 2, July to September 2023, absence statistics showed non-uniformed personnel 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:

- Mental Health – 5 cases
- Other absence types (single returns) – 4 cases

During quarter 2, 322 shifts were lost as a result of the above nine cases of long-term absences, in comparison to 212 shifts lost during the previous quarter. These cases accounted for 1.59 shifts lost per person over the quarter, which was an increase of 0.58 shifts lost from the previous quarter.

In quarter 2, 11 shifts lost were related to Respiratory related absences, this included Coronavirus absence and equated to 0.05 shifts lost per person. This showed a decrease of 0.5 shifts lost from the previous quarter.

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.

The Assistant Chief Fire Officer highlighted that sickness levels aligned with the national context and mental health was the primary cause in LFRS.

The Assistant Director of Human Resources informed Members that figures from the Office for National Statistics (ONS) and Chartered Institute of Personnel and

Development (CIPD) showed deteriorating attendance levels on a national scale since the Covid-19 pandemic, with absences rising by 2%, which was reflected at LFRS. The absence reasons were complex and reasons cited included societal issues, the cost-of-living crisis which added to stress for families and vulnerable people, ongoing problems from the pandemic including respiratory illness, and access to treatment in the NHS.

The Assistant Director of Human Resources advised that in relation to attendance, LFRS had always compared favourably to other Services. The Service had a robust application of policies and procedures which helped to manage absences and support staff. Reasonable adjustments could be implemented and tailored to the need and responsibilities of individuals, however, there were some cases with firefighter roles where reasonable adjustments were not possible and resulted in extended absence times.

Members were asked to consider whether the targets for the absence KPIs should be reviewed, or adjustments be made to the existing policies and procedures to ensure standards were achievable.

County Councillor Beavers stated that the absence targets needed to be adjusted as they were unrealistic and unachievable given the societal changes over the last few years and the mental health impacts of the firefighter role.

Councillor Smith agreed that there was a need to adjust absence targets and highlighted the effects of long covid and the impact of that on mental health.

In response to a question from Councillor Smith in relation to whether a firefighter could be given light duties when physically restricted by an operation, the Assistant Director of HR advised that a firefighter could be assigned to modified duties to facilitate their return to work. Other duties could be considered where possible, and alternatives were being investigated.

All Members agreed to a review of the targets for KPIs 1.2.1, 1.2.2 and 1.2.3, and/or further options to manage and improve staff absence. It was agreed that the Assistant Director of Human Resources would undertake work to develop proposals on this basis.

### **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 21%(19%)	Male 79%(81%)	
Ethnicity:	BME 3%(4%)	Not stated 3%(4%)	White 94%(92%)
Sexual Orientation:	LGBT 4%(3%)	Heterosexual 54%(47%)	Not stated 42%(50%)
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 60%
	Male	Grey book 91%	Green book 40%

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 53%	Green book 57%
	Not stated	Grey book 43%	Green book 40%

Disability:	Disability	Grey book 3%	Green book 3%
	No disability	Grey book 95%	Green book 90%
	Not stated	Grey book 2%	Green book 7%

### 1.3.2 Workforce Diversity Recruited

This new indicator measured workforce diversity recruited as a percentage.

Combined diversity percentage of grey book (operational) and green book (support) staff. 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 37%(34%)	Male 63%(66%)	
Ethnicity:	BME 5%(0%)	White 85%(95%)	Not Stated 10%(5%)
Sexual Orientation:	LGBT 5%(15%)	Heterosexual 85%(77%)	Not stated 10%(8%)
Disability:	Disability 2%(1%)	No disability 93%(96%)	Not stated 5%(3%)

During quarter 2, there were a total of 24 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, 18 for quarter 2; year to date 34; previous year to

date 33. Quarterly activity decreased 28.0% over the same quarter of the previous year.

The Assistant Chief Fire Officer informed Members that there had been a spike in the number of accidents in the previous year due to one notable incident and he was pleased with the steady progress in the year to date.

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

### **2.1 Risk Map Score**

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

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

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

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

### **2.2 Overall Activity**

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

Incidents attended, year to date 9,526; previous year to date 10,283. Quarterly activity decreased 17.87% over the same quarter of the previous year.

In quarter 2, the Service attended 4,421 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) – 2005, 45%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 439, 10%
- Total Secondary Fire Calls (deliberate and accidental fires) – 693, 16%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1278, 29%

The Assistant Chief Fire Officer explained that the decrease in overall activity was due to several factors including ongoing work with call handlers at NWFC to reduce unnecessary and inefficient mobilisation to incidents, consistent reviews of NWFC action plans, and ensuring that the Service was mobilising the right resources to the right incidents.

In response to a query from Councillor Smith regarding the previous year's percentage of false alarms activity compared to the current year's percentage of 45%, the Assistant Chief Fire Officer confirmed that the previous year's percentage was approximately 50% as, although the new policy had been implemented, the Service still attended alarms for certain building types. It was explained that the percentage figure for false alarms was also affected by the volume of other activity types as the KPI was expressed as a percentage proportion. If the other activity types had lower figures, the percentage of false alarms would appear higher as a percentage of the whole figure. Area Manager, Matt Hamer, advised that since the application of the new policy, there had been a reduction in the number of false alarms attended and significant efficiency savings had been achieved.

### **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, 170 in quarter 2; year to date 373; previous year to date 406. Quarterly activity decreased 15.84% over the same quarter of the previous year.

#### **2.3.1 ADF – Harm to people: Casualties**

This indicator reported the number of fire related fatalities, slight and serious injuries at primary fires where a dwelling had been affected and the cause of fire had been recorded as 'Accidental or Not known.'

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

Fatal,	1 in quarter 2; year to date 1; previous year to date 4
Injuries appear Serious	4 in quarter 2; year to date 7; previous year to date 6
Injuries appear Slight	5 in quarter 2; year to date 13; previous year to date 6

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

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

This indicator reported the number of primary fires where a dwelling had been

affected and the cause of fire had been recorded as 'Accidental' or 'Not known'.

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

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

Current quarter, combined percentage of 85% against same quarter of the previous year, combined percentage of 89%.

Combined quarterly percentage had therefore decreased 3.32% over the same quarter of the previous year.

## **2.4 Accidental Building Fires (ABF) (Commercial Premises)**

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

ABF (Commercial Premises), 58 in quarter 2; year to date 128; previous year to date 141. Quarterly activity decreased 20.55% over the same quarter of the previous year.

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

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

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

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

- current quarter, combined percentage of 73% against
- same quarter of the previous year, combined percentage of 68%.

Combined quarterly percentage had therefore increased 4.7% over the same quarter of the previous year.

## **2.5 Accidental Building Fires (Non-Commercial Premises)**

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

ABF (Non-Commercial Premises), 9 in quarter 2; year to date 49; previous year to

date 52. Quarterly activity decreased 60.87% 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 0% against
- same quarter of the previous year, combined percentage of 22%.

Combined quarterly activity had therefore decreased 21.7% 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 – 460 in quarter 2; year to date 1,144; previous year to date 1,471. Quarterly activity decreased 37.92% 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 2, year to date 48; previous year to date 36. Quarterly activity increased 20.00% 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, 30 in quarter 2; year to date 72; previous year to date 56.

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

The Assistant Chief Fire Officer explained that a number of incidents occurred in

prisons using electronic smoking materials as an ignition source. Managing these types of incidents fell within the jurisdiction of the Ministry of Justice and the Crown Inspectorate. The Service had made progress in terms of engagement with the relevant bodies and the KPI overall, was now out of exception.

### **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, 406 in quarter 2; year to date 1,024; previous year to date 1,379. Quarterly activity decreased 41.83% 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, 5,840 in quarter 2; year to date 11,511; previous year to date 10,460. Quarterly activity increased 7.5% over the same quarter of the previous year.

HFSCs with high-risk outcomes, Quarter 2, 52%; previous year Quarter 2, 60%.

Quarterly activity decreased 8.0% over the same quarter of the previous year.

The Assistant Chief Fire Officer advised that the volume of completed HFSCs was positive but that in terms of targeting those who were most vulnerable, the percentage of high-risk outcomes had decreased slightly. Area Manager, Matt Hamer reassured Members that the Service would continue to target those who were high-risk, and work was ongoing to strengthen partner referrals and the ability of the Service Contact Centre to translate these into appointments for staff delivering HFCSs.

It was noted that some data had not been received by the Service in relation to those individuals adopting/leaving the telecare system run by Lancashire County Council. The Chair and County Councillor Beavers confirmed that they would raise

the issue with Lancashire County Council.

## **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,	36 sessions delivered to 1,012 attendees;
RoadSense,	35 sessions delivered to 989 attendees;
SENDSafe,	2 sessions delivered to 48 attendees;
Wasted Lives,	11 sessions delivered to 452 pupils;
Biker Down,	3 sessions delivered to 53 attendees;
FIRES,	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,	32 sessions – 324 staff.

Specific Education packages – delivered Water Safety, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4), across 36 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 Referrals - 208.

## **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, 876 in quarter 2; Cumulative 1,696; YTD target, 1,250; previous YTD 589.

Cumulative YTD BFSCs being satisfactory, 760. Top 5 completed satisfactory premise types (Shops 300, Factories/Warehouses 100, Other workplaces 93, Licensed premises 77, Other public premises 63).

Cumulative YTD BFSCs being unsatisfactory, 116. Top 5 completed unsatisfactory premise types (Shops 64, Factories/Warehouses 16, Licensed premises 11, Other workplaces 10, Offices 4).

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.

Crews were continuing to embed built environment knowledge and understanding. New built environment virtual training had been delivered and supplemented initial BFSC training for crews to embed practically via BFSC targeting.

In response to a query from Councillor Smith as to whether private landlords' properties were treated as businesses or households, the Assistant Chief Fire Officer advised that it was dependent on the type of property. Rented single dwellings fell under the Housing Act and the jurisdiction of the relevant Local Authority and for Houses of Multiple Occupation (HMOs), there was a dual responsibility between the fire service (for communal areas) and the Local Authority within each flat. LFRS worked alongside housing authorities for those properties with communal spaces as part of business-as-usual activities.

A discussion took place around the Serco company that owned and bought a large number of properties, some of which were HMOs. It was noted that the Service took part in partnership working regarding the settling of refugee and asylum seekers. The Local Authority would inspect properties and LFRS would carry out follow up activity if necessary to ensure buildings were safe and compliant. The Service also worked with Adult Social Care regarding vulnerable and high-risk individuals.

### **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 2, 590;  
Formal Activity in Quarter 2, 7%, same quarter of the previous year 9%.  
Quarterly activity decreased 2% 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 1,120.

### **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 2, Building Regulation Consultations received 250, of which 243 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:

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

### **KPI 3 - Responding to fire and other emergencies quickly**

#### **3.1 Critical Fire Response – 1<sup>st</sup> 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 – 1<sup>st</sup> Fire Engine Attendance, Quarter 2, Very High 05:45 min; High 05:56 min, Medium 06:28 min, Low 08:26 min.

Q2 overall 07:06 min. Year to date overall 07:25 min. Previous year to date overall 07:10 min.

It was noted by Members that the response times for all critical fire response categories were substantially quicker than the Service response standards.

### **3.2 Critical Special Service Response – 1<sup>st</sup> 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 – 1<sup>st</sup> Fire Engine Attendance, 08:42 min in quarter 2; year to date 08:34 min; previous year to date 08:10 min. The Assistant Chief Fire Officer highlighted the exceptionally swift response to Critical Special Service calls attended in the year to date.

### **3.3 Total Fire Engine Availability**

This indicator measured the availability of the 1<sup>st</sup> fire engine at each of the 39 fire stations. It was measured as the percentage of time the 1<sup>st</sup> 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, 87.84% in quarter 2; year to date 88.66%; previous year to date 88.82%.

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

The negative exception report was due to the 1<sup>st</sup> fire appliance availability percentage being below the lower control limit during quarter 2.

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

The availability by each of the stations designated first pump crewing type:

Wholetime – 99.41%

Day Crewing Plus – 99.23%

Flexi Day Crewing – 99.12%

On-Call – 73.06%

Total – 87.84%

Whilst all of the Whole-Time appliances achieved exceptional availability, the 1<sup>st</sup>

appliance at the 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 upcoming recruitment campaign would close on 11 November. Circa 136 applicants would progress to the Saville and Holdsworth (SHL) testing.
- Increase visibility of On-Call units in the community which 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 would further improve 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.

The Assistant Chief Fire Officer informed Members that there had been a large number of On-Call applicants and 48 had been successful and would progress onto training, fully populating the available courses. HR were exploring the possibility of accelerated training for recruits and those progressing through their development stages.

## **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 September was £32.8m, £0.4m less than budget. The majority was attributable to non-pay costs which included a shortfall on apprenticeship levy funding, an increase in repair and maintenance on operational vehicles, and an increase in external training.

Quarter 2 variance 0.58%.

## 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.

### Missing Persons (MisPer)

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

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

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

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

### Estates and Co-location

This project was a longer-term work stream which could deliver significant efficiencies and effectiveness where co-location sites were identified.

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

Blue Light partners were currently reviewing their strategic property asset plans to coordinate the future development plans over the next 5-10 years. The development plans would 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 were included in the scoping work for the LFRS Preston area review.

### **First Responder**

As part of the Annual Service Plan (ASP) priorities this year, the Service was 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 arrived. This collaboration aimed 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 had been saved by LFRS volunteers.

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

### **Leadership Development**

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

An analysis of leadership development was 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 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' Command Support Unit (CSU) project was listed in this years' Service Plan and aimed to upgrade not only vehicles, but to take advantage of recent technological advances to support operational incidents. It had been agreed that the first new Command Support Unit (CSU) would go live on 01 November 2023 and would 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 would also be in Service by the end of 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 2, 77 people had been surveyed and the number satisfied with the service was 7. The running number of people surveyed for the year was 3,417 with 3,376 of those people being satisfied with the Service; 98.80% against a standard of 97.50%; a variance of 1.33%.

The Chair thanked the Assistant Fire Officer for his comprehensive report.

The Assistant Director of HR left the meeting.

Area Manager, John Rossen and Area Manager, Neil Taylor provided with an update on the ongoing incident on the Commercial Building Fire at SupaSkips site in Lancaster.

Members were given information on the preparation work that took place prior to the incident. Members were informed that LFRS had been involved in partnership work with Lancaster City Council for a number of years in relation to the potential risks that the SupaSkips site presented. The building contained large amounts of compacted commercial waste that had been abandoned following the removal of the site's permit.

On Sunday 03 December, 10 fire engines attended the fire at the Supaskips site that contained approximately 13,000 tonnes of compacted commercial waste. Firefighters had dampened down the fire that was accessible, however, the seat of the fire was beneath the large quantities of waste and pockets of fire continued to smoulder. LFRS were working with Lancaster City Council, the Environment Agency, Lancashire Police, UK Health and Security Agency and Lancashire County Council to tackle the incident and risks posed by the site.

Lancaster City Council had committed funds to assist in accessing the building with heavy plant and machinery and with the removal of waste. It was thought likely that the fire would continue to burn for some time. Significant funding was required to fund resources to fully remove all waste and extinguish the fire to bring the incident to closure.

A Strategic Coordinating Group (SCG) and Tactical Coordinating Group (TCG) had

	<p>been established to plan effective strategies and put tactics in place to effectively control the incident. The Communications Team was also involved in providing regular updates to the public and local businesses.</p> <p>The Chair and Vice Chair of the Authority would give a report on the incident to full council at Lancashire County Council and Members would continue to receive updates by the Service.</p> <p>County Councillor Salter joined the meeting.</p> <p><b>Resolved:</b> - That the Performance Committee noted and endorsed the Quarter 2 Measuring Progress report, including one positive and three negative exceptions.</p>
18/23	<p><b>North West Fire Control Presentation</b></p>
	<p>The Chair welcomed Ged Basson, Senior Operations Manager, North West Fire Control (NWFC). Mr Basson, provided the Committee with a presentation detailing the performance of NWFC during quarter 2 (July – September 2023).</p> <p><b>Emergency Calls in to NWFC</b></p> <p>NWFC received 26,849 in quarter 2 compared to 37,462 for the same quarter of 2022/23. For the year to date, NWFC had received 135,455 emergency calls compared to 162,590 for the same period of the previous year. Emergency calls included 999 calls from members of the public and emergency calls from Lancashire Constabulary and North West Ambulance Service.</p> <p><b>Emergency Calls for LFRS</b></p> <p>A total of 7,752 emergency calls were received in quarter 2 for LFRS, compared to 9,299 for the same quarter of the previous year. For the year to date, NWFC had received 16,893 emergency calls for LFRS, compared to 19,835 for the same period of the previous year.</p> <p>The call pattern was below average for the time of year which could be attributed to societal issues or the weather that had resulted in different types of emergency calls.</p> <p><b>Admin Calls in to NWFC</b></p> <p>NWFC had received a total of 27,740 admin calls in quarter 2, compared to 31,727 in quarter 2 of the previous year. The number of calls for the year to date was 59,607, compared to 61,452 for the same period of the previous year. Similar to emergency calls, there was missing data that was not retrievable for administrative calls for quarter 2.</p> <p>Admin calls included crews and officers contacting NWFC for either guidance, or to offer advice such as notification of missing equipment, defective resources, liaising with NWFC regarding exercises or resources availability.</p>

## **Admin Calls for LFRS**

Within quarter 2, a total of 6,246 admin calls were received for Lancashire Fire and Rescue (LFRS), compared to 7,384 in quarter 2 of the previous year. For the year to date, NWFC had received 13,571 admin calls for LFRS compared to 14,405 calls for the same period of the previous year.

Calls for LFRS equated to 25% of the total calls for all 4 services (LFRS, Greater Manchester Fire and Rescue Service, Cheshire Fire and Rescue Service, and Cumbria Fire and Rescue Service).

## **Calls Challenged Resulting in No Mobilisation**

In quarter 2, the percentage of calls challenged and not mobilised to was 48%, compared to 44% for the same quarter of 2022/23.

These were any calls where Control Room Operators asked additional questions provided by Fire and Rescue Services in order to determine if a response was required. Examples of these incident types were automatic fire alarms, animal rescues, bonfires and NWS gaining entry.

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

## **Fires: Average Response to Mobilise First Resource**

For NWFC, mobilising performance times for fires in quarter 2 was 80 seconds which was under the 90 second target. This compared to 84 for the same quarter in 2022/2023. NWFC had continued to mobilise resources to fires under the 90 second target for the last 3 years.

## **All FRSs – Fires: Average Response to Mobilise First Resource**

The call handling times for fires continued to be relatively favourable compared to other fire and rescue services (Cumbria, Cheshire, and Manchester). During quarter 2, the average time to mobilise the first response to fire related incidents remained within the 90 second target.

## **Special Service Calls – Average Response to Mobilise First Resource**

Mobilising performance times for LFRS in quarter 2 for special service calls was 120 seconds compared to 125 seconds for quarter 2 of the previous year. LFRS mobilising times for special service calls for the year to date was 120 seconds, compared to 127 seconds for the same period of the previous year.

Action plans were constantly refined, and LFRS worked closely with NWFC to ensure call operators were trained on the types of questions to ask which improved response times.



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

### **All FRS Response Times – Special Service Calls**

The average response times for all FRS Special Service Calls was similar to the other Fire and Rescue Services (Cumbria, Cheshire, and Manchester).

In response to a question raised by the Chair in relation to how calls for the different counties were managed by NWFC, Mr Basson explained that call handlers for all 4 fire services were based in the Control room and generally, call handlers would deal with calls for all 4 fire and rescue services. The exception to this was when a team of people would take ownership of calls for a large and complex incident.

In response to a question raised by County Councillor Salter regarding calls for the 4 different fire and rescue services and their geographical areas, Mr Basson informed that all calls were answered within 5.7 seconds, however, call times for different areas could vary. Some areas were urban, meaning a quick identification of the location of the incident and subsequent mobilisation, and some areas were very rural which made locating the incident sometimes more difficult, however, NWFC had software that assisted with this. NWFC had new technology (999Eye) which also allowed operators to view live footage and facilitated them to pinpoint the caller's location and instantly message them to obtain images from the incident. 'What 3 Words' was also a useful tool in locating callers. NWFC worked to improve the time for special service calls as there had been an increase in the number of call prompts that needed to be asked by call operators following guidance from the National Fire Chief's Council (NFCC). This had increased call handling time by a few seconds but had ensured that the right information was given to firefighters and callers.

County Councillor Salter asked why the number of emergency calls had dropped substantially and Mr Basson advised that there had been fewer calls due to fewer emergencies which could be attributed to the prevention and protection work in Lancashire. Not all calls were for incidents and multiple calls could be received for the same incident.

In response to a question raised by County Councillor Salter in relation to calls for LFRS to support NWAS, Mr Basson explained that NWAS would call for help with access to a property although certain criteria had to be met for LFRS to attend. A tri-service agreement existed between LFRS, NWFC and NWAS, performance against which, was regularly reviewed by the DCFO and ACFO.

The Chair thanked Mr Basson for his interesting and informative presentation.

	<b>Resolved:</b> - That Members noted the content of the report.
19/23	<b>Date of Next Meeting</b>
	<p>The next meeting of the Committee would be held on <b>06 March 2024</b> at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.</p> <p>Further meeting dates were noted for 26 June 2024 and 04 September 2024 and agreed for 04 December 2024.</p>

**M Nolan**  
**Clerk to CFA**

**LFRS HQ**  
**Fulwood**

## Lancashire Combined Fire Authority

### Performance Committee

Meeting to be held on 6 March 2024

### Performance Management Information For 3rd 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 3 Measuring Progress report, including one positive and four negative exceptions.

#### Information

As set out in the report.

#### Business Risk

High

#### Environmental Impact

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

#### Equality & Diversity Implications

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

#### HR Implications

Medium

#### Financial Implications

Medium

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

List of background papers

Paper:

Date:

Contact:

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





Lancashire Fire  
and Rescue Service

## Measuring Progress Performance Report

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QUARTER 3: OCTOBER 2023 – DECEMBER 2023

2023/24

## 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.

Contents	Page (s)
Introduction	2
Table of Contents	3
Explanation of Performance Measures	4
Performance Framework and Indicator Trends	5 – 7
Key Performance Indicators	8 – 47

## Table of contents

Explanation of Performance Measures .....	4
1.1 Overall Staff Engagement .....	8
1.2.1 Staff Absence Wholetime (WT) .....	10
1.2.2 Staff Absence On-Call (OC) .....	13
1.2.3 Staff Absence Green Book .....	14
1.3.1 Workforce Diversity .....	16
1.3.2 Workforce Diversity Recruited .....	17
1.4 Staff Accidents .....	18
2.1 Risk Map .....	19
2.2 Overall Activity .....	20
2.3 Accidental Dwelling Fires (ADF) .....	22
2.3.1 ADF – Harm to people: Casualties .....	23
2.3.2 ADF – Harm to property: Extent of damage (fire severity) .....	24
2.4 Accidental Building Fires (ABF) - Commercial Premises.....	25
2.4.1 ABF (Commercial Premises) – Harm to property: Extent of damage (fire severity) ..	26
2.5 Accidental Building Fires (Non-Commercial Premises) .....	27
2.5.1 ABF (Non-Commercial Premises: Private Garages and Sheds) – Harm to property: Extent of damage (fire severity) .....	28
2.6 Deliberate Fires Total: Specific performance measure of deliberate fires .....	29
2.6.1 Deliberate Fires – Dwellings.....	30
2.6.2 Deliberate Fires – Commercial Premises.....	31
2.6.3 Deliberate Fires – Other (Rubbish, grassland, vehicles etc.) .....	32
2.7 Home Fire Safety Checks (HFSC) .....	33
2.8 Prevention activities delivered .....	34
2.9 Business Fire Safety Checks .....	35
2.9.1 Fire Safety Activity .....	37
2.10 Building Regulation Consultations (BRC) .....	38
3.1 Critical Fire Response – 1 <sup>st</sup> Fire Engine Attendance .....	39
3.2 Critical Special Service Response – 1 <sup>st</sup> Fire Engine Attendance .....	41
3.3 Total Fire Engine Availability .....	42
4.1 Progress Against Allocated Budget .....	44
4.2 Partnership Collaboration.....	45
4.3 Overall User Satisfaction.....	47

## 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.

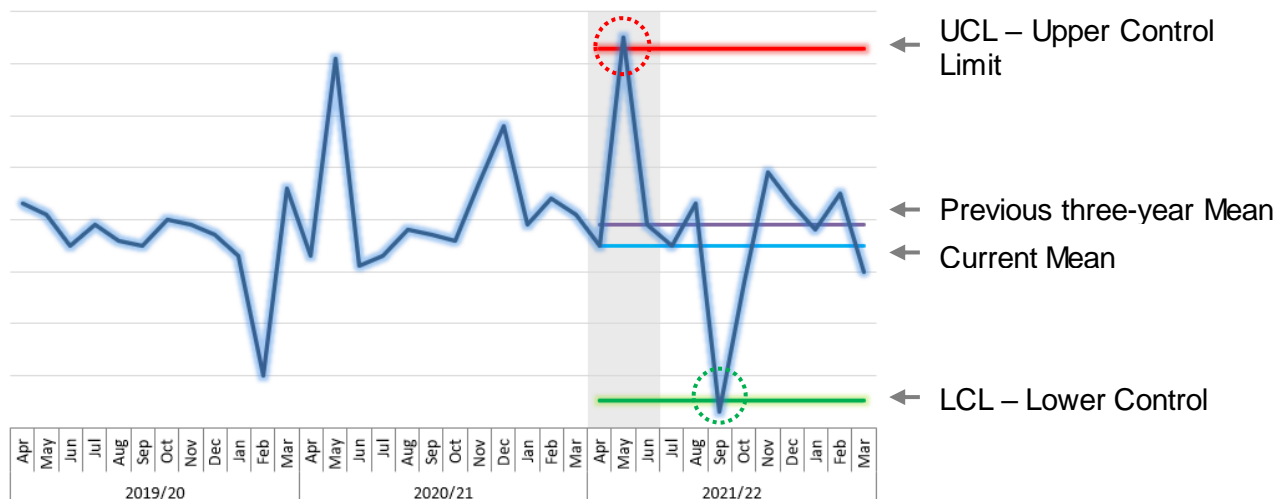
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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).



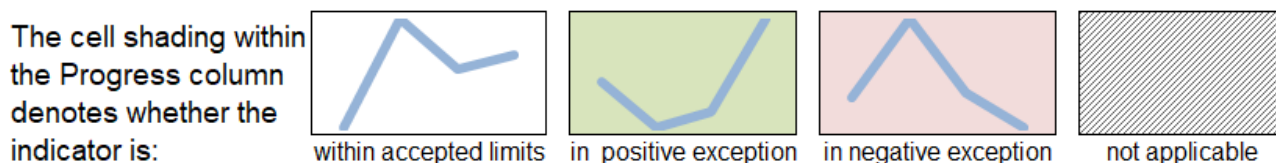
















## Performance Framework and indicator trends


































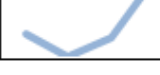


The Combined Fire Authority sets the Service challenging targets for a range of key performance indicators (KPI) which help them to monitor and measure our performance in achieving success and meeting our priorities. Performance against these KPI's is scrutinised every quarter at the Performance Committee.













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.



KPI	Description	Progress	Page (s)
<b>1</b>	<b>Valuing our people so that they can focus on making Lancashire safer.</b>		
1.1	 Overall Staff Engagement: Performance measure of how engaged our staff are		8
1.2.1	 Staff Absence Wholetime (WT)		10
1.2.2	 Staff Absence On-Call (OC)		13
1.2.3	 Staff Absence Greenbook		14
1.3.1	 Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		16
1.3.2	 Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		17
1.4	 Staff Accidents:		18

KPI	Description	Progress	Page (s)
<b>2</b>	<b>Preventing fires and other emergencies from happening. Protecting people and property when fires happen.</b>		
2.1	 Critical Fire Risk Map Score		19
2.2	 Overall Activity		20
2.3	 Accidental Dwelling Fires (ADF)		22
2.3.1	 ADF – Harm to people: Casualties		23
2.3.2	 ADF – Harm to Property: Extent of Damage (Fire Severity)		24
2.4	 Accidental Building Fires (Commercial Premises)		25
2.4.1	 ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		26
2.5	 ABF (Non-Commercial Premises)		27
2.5.1	 ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		28
2.6	 Deliberate Fires Total: Specific performance measure of deliberate fires		29
2.6.1	 Deliberate Fires – Dwellings		30
2.6.2	 Deliberate Fires – Commercial Premises		31
2.6.3	 Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		32
2.7	 HFSC		33
2.8	 Numbers of other prevention activities delivered		34
2.9	 Business Fire Safety Checks		35
2.9.1	 Fire Safety Activity		37
2.10	 Building Regulation Consultations (BRC) (number and completed on time)		38

KPI	Description	Progress	Page (s)
<b>3</b> Responding to fire and other emergencies quickly.			
3.1	 Critical Fire Response – 1st Fire Engine Attendance		39
3.2	 Critical Special Service Response – 1st Fire Engine Attendance		41
3.3	 Total Fire Engine Availability		42
<b>4</b> Delivering value for money in how we use our resources.			
4.1	 Progress Against Allocated Budget		44
4.2	 Partnership Collaboration		45
4.3	 Overall User Satisfaction		47

## 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.

### Measurement/update:

From October to December 2023, 23 station and department visits were carried out by principal officers, directors, and area managers as part of our service-wide engagement programme. Seven service delivery briefings were delivered across the Service by area managers and middle managers, and three station visits involving the property and ICT departments took place to engage with members of staff affected by duty system changes as part of the emergency cover review. Forty-six 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 incident command tabards, appliance tool boxes, and remote control water rescue vessels.

A comprehensive staff survey is undertaken periodically to gain insight from all staff on a range of topics including health and wellbeing, leadership and management, training and development, and equality, diversity and inclusion. The feedback is used to shape future activity and bring about improvements and new ideas. The latest staff survey was launched on 11<sup>th</sup> September 2023 and closed on 30<sup>th</sup> October 2023.

	Engagement Index	Response Rate
2023	74%	49%
2020	79%	44%
2018	70%	43%
2016	64%	31%

An engagement index is calculated based on five questions measuring pride, advocacy, attachment, inspiration and motivation; factors that are understood to be important features shared by staff who are engaged with the organisation.

For each respondent an engagement score is calculated as the average score across the five questions where strongly disagree is equivalent to 0, disagree is equivalent to 25,

neither agree nor disagree is equivalent to 50, agree is equivalent to 75 and strongly agree is equivalent to 100. The engagement index is then calculated as the average engagement score in the organisation. This approach means that a score of 100 is equivalent to all respondents saying strongly agree to all five engagement questions, while a score of 0 is equivalent to all respondents saying strongly disagree to all five engagement questions.

During the survey period, the corporate communications department visited wholetime and on-call crews on 51 occasions to encourage participation in the survey. Five focus groups were held with on-call units by the Service's independent researcher to obtain qualitative feedback on on-call specific matters, to complement the survey data.

1.2.1 Staff Absence Wholetime (WT)

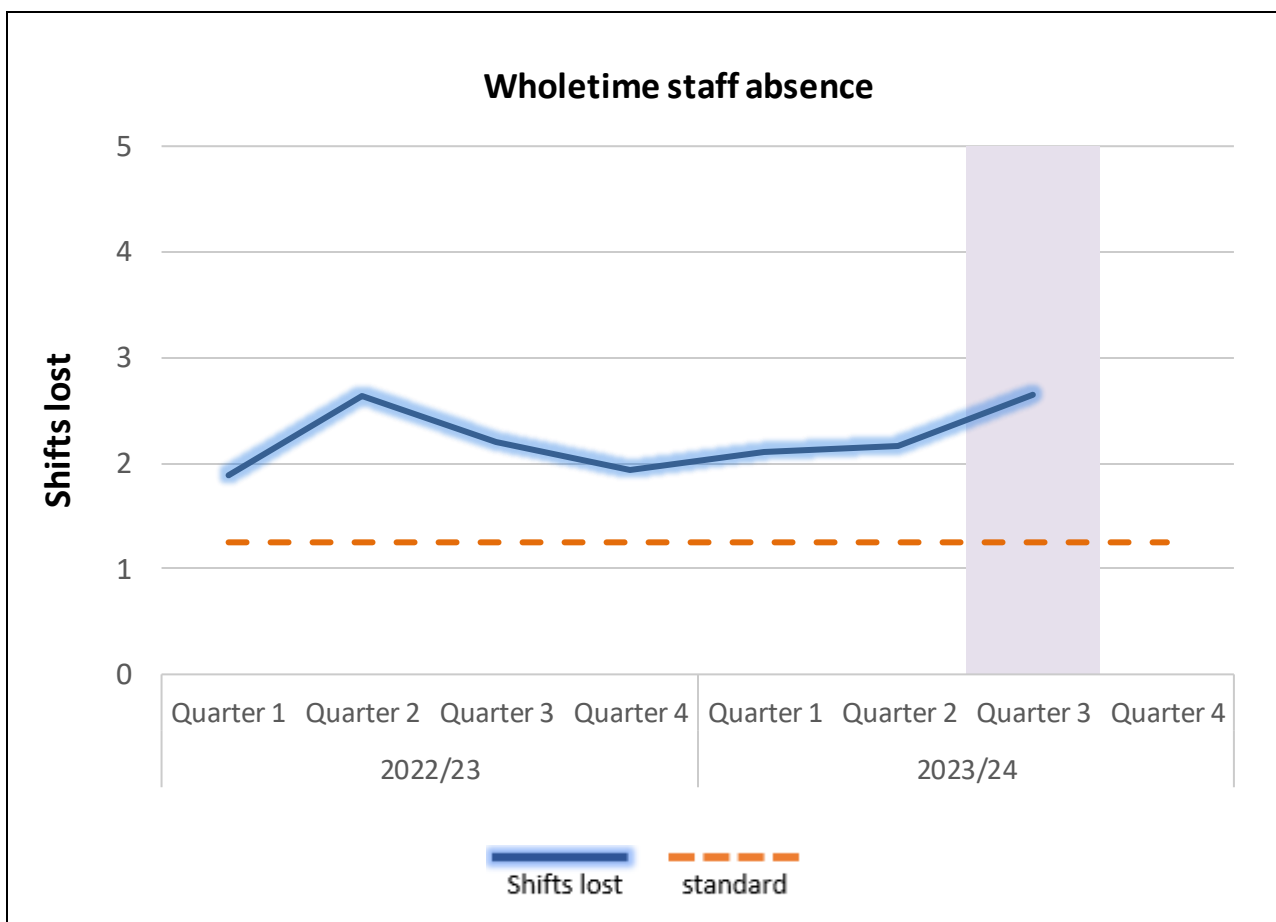


Cumulative shifts lost  
**6.899**

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

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

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



Cumulative total number of shifts lost:

**6.899**

### 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 3.

The element of this section of the report refers to sickness absence rates for the period 1 October 2023 to 31 December 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 year for quarter 3. The actual shifts lost for the period for this group of staff is 2.65, which is 1.4 shifts over target. During the same period the previous year, 2.2 shifts were lost which is an increase of 0.45 shifts lost per wholetime employee compared to the same quarter last year. Cases of long-term absence (over the whole quarter) have decreased by 0.17 shifts from the previous quarter.

### Analysis

1,633 wholetime absence shifts lost = 2.65 against a target of 1.25

The number of cases of long-term absence which spanned over the total of the 3 months remained the same at five cases in both Q2 and Q3.

261 shifts were lost during the quarter as a result of the above five cases of long-term absences, this is in comparison to 139 shifts were lost during the previous quarter. These cases account for 0.41 shifts lost per person over the quarter.

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

Reason	Case/s
Mental Health	9
Hospital/Post Operative	7
Musculo Skeletal	7
Other absence types (small or single returns)	3

302 shifts lost were related to Respiratory related absences, this includes Coronavirus absence and equates to 0.477 shifts lost per person in Q3, this is in comparison to 101 shifts lost in Q2.

### 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.



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

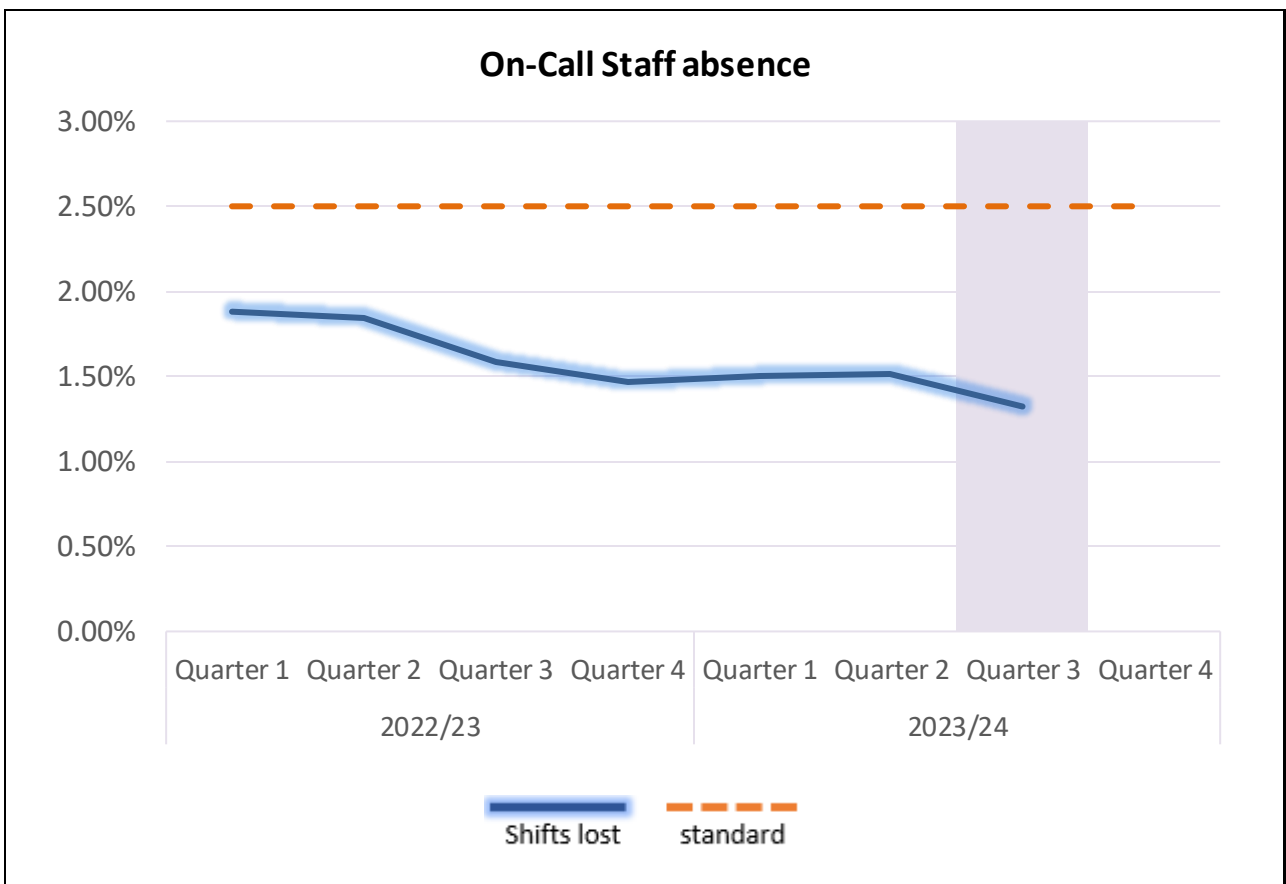


Cumulative Absence  
**1.32%**

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, 1.32%.



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

**1.32%**

1.2.3 Staff Absence Green Book

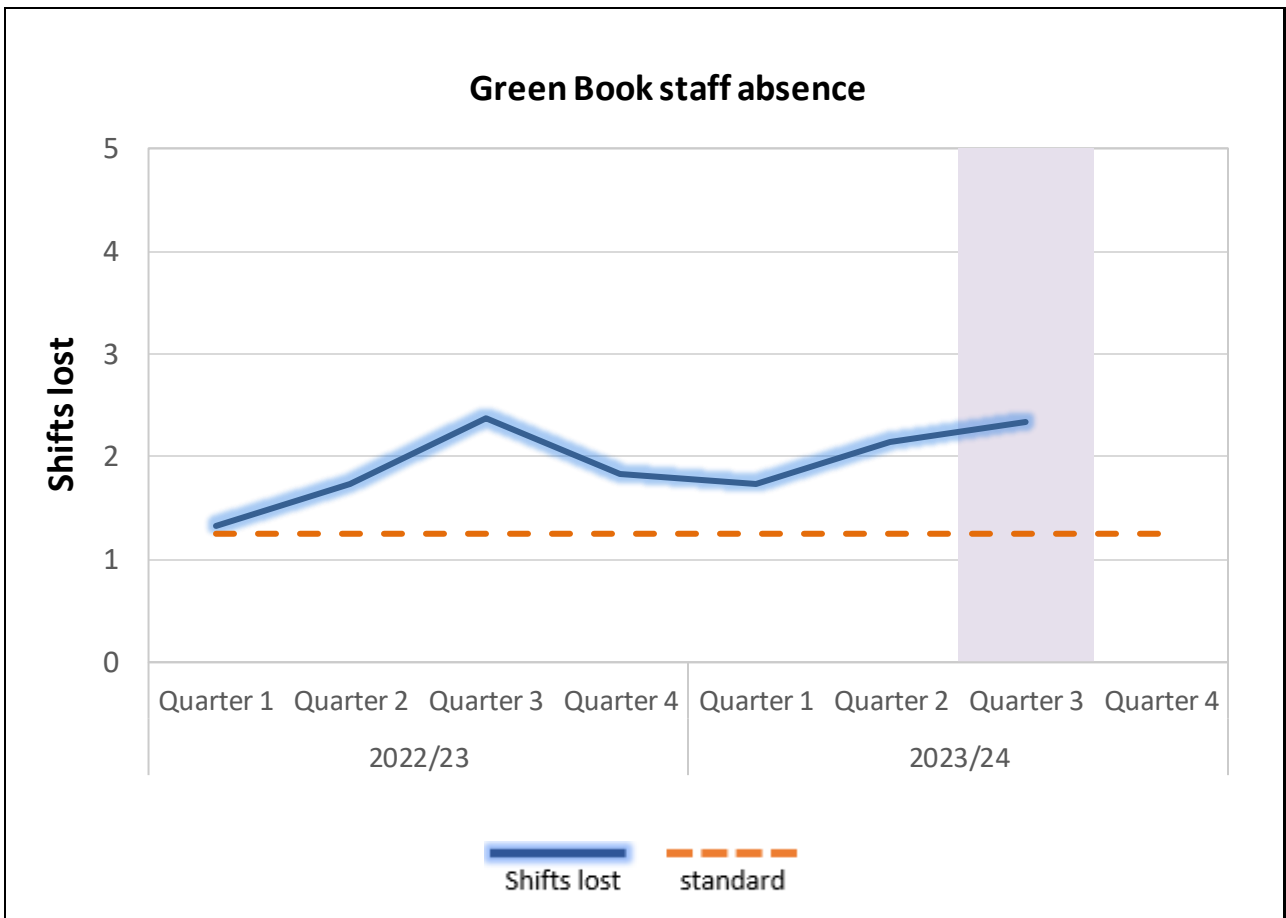


Cumulative shifts lost  
**6.218**

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

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

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



Cumulative total number of shifts lost:

**6.218**

### 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 3.

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 3. The actual shifts lost for the period for this group of staff is 2.33, which is 1.08 above target. During the same period the previous year, 2.38 shifts were lost which is a reduction of 0.05 shifts lost per green book employee compared to the same quarter last year.

### Analysis

During quarter three, October – December 2023, absence statistics show non-uniformed personnel absence above target for the quarter. 415 non-uniformed absence shifts lost = 2.33 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 eight cases of long-term absence which were recorded within the 3 months:

Reason	Case/s
Mental Health	5
Other absence types (small or single returns)	3

267 shifts were lost during the quarter as a result of the above eight cases of long-term absences, this is in comparison to 322 shifts were lost during the previous quarter. These cases account for 1.38 shifts lost per person over the quarter and increase of 0.21 shifts lost from the previous quarter.

No shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 11 shifts lost in Q2. This shows a decrease of 0.05 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.

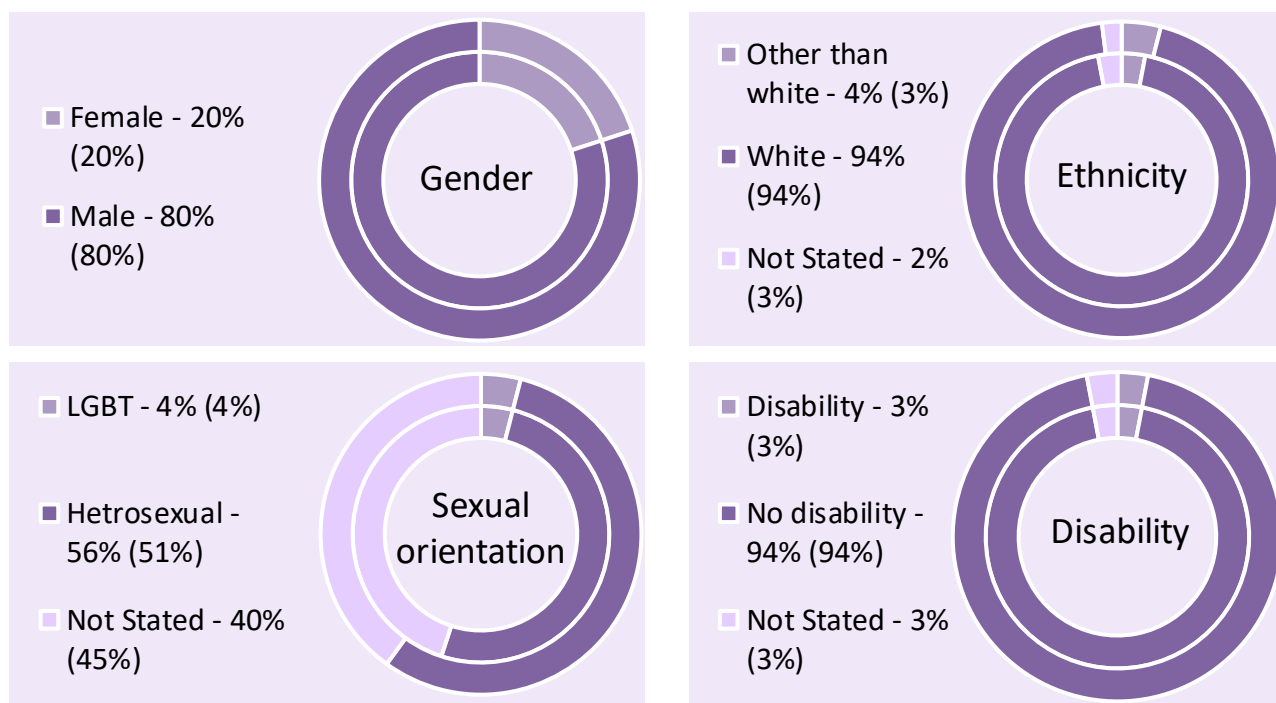
### 1.3.1 Workforce Diversity



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.



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	59%
	Male		91%		41%
Ethnicity	Other than white	Grey	3%	Green	5%
	White		95%		88%
	Not stated		2%		7%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		55%		58%
	Not stated		41%		39%
Disability	Disability	Grey	3%	Green	3%
	No disability		95%		90%
	Not stated		2%		7%

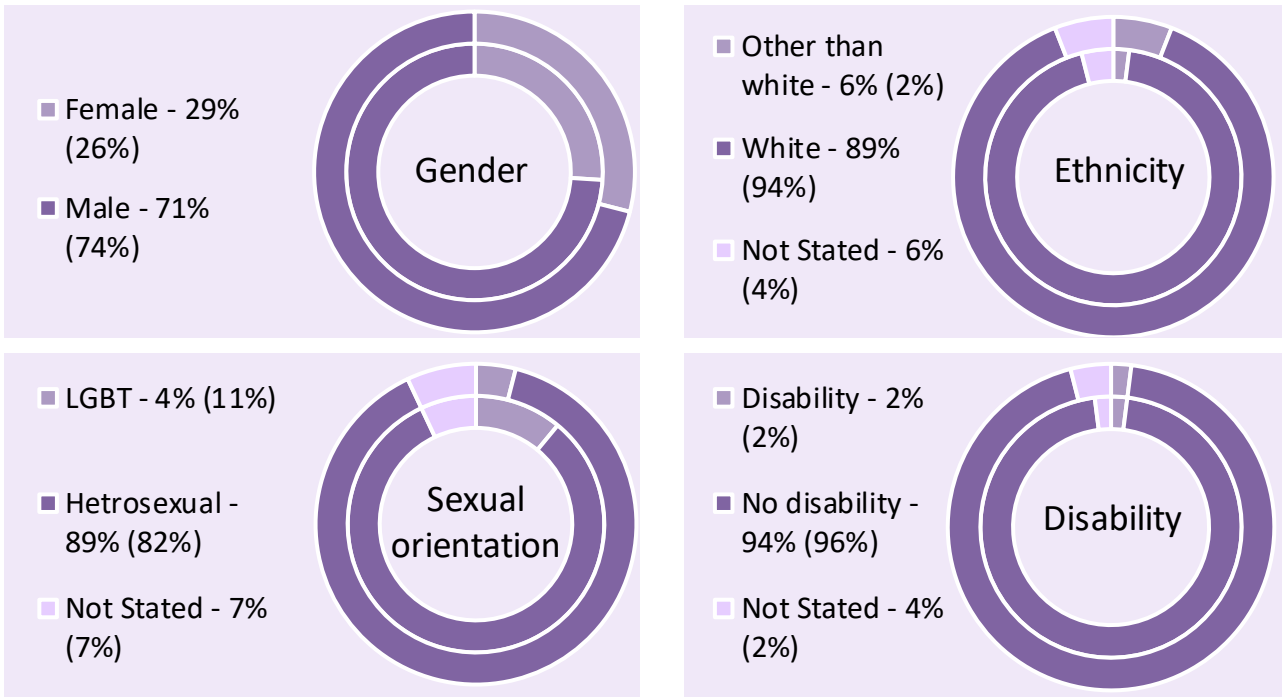
1.3.2 Workforce Diversity Recruited



Diversity Percentage  
 (Refer to charts)

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



During quarter 3, there were a total of 49 new recruits.

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

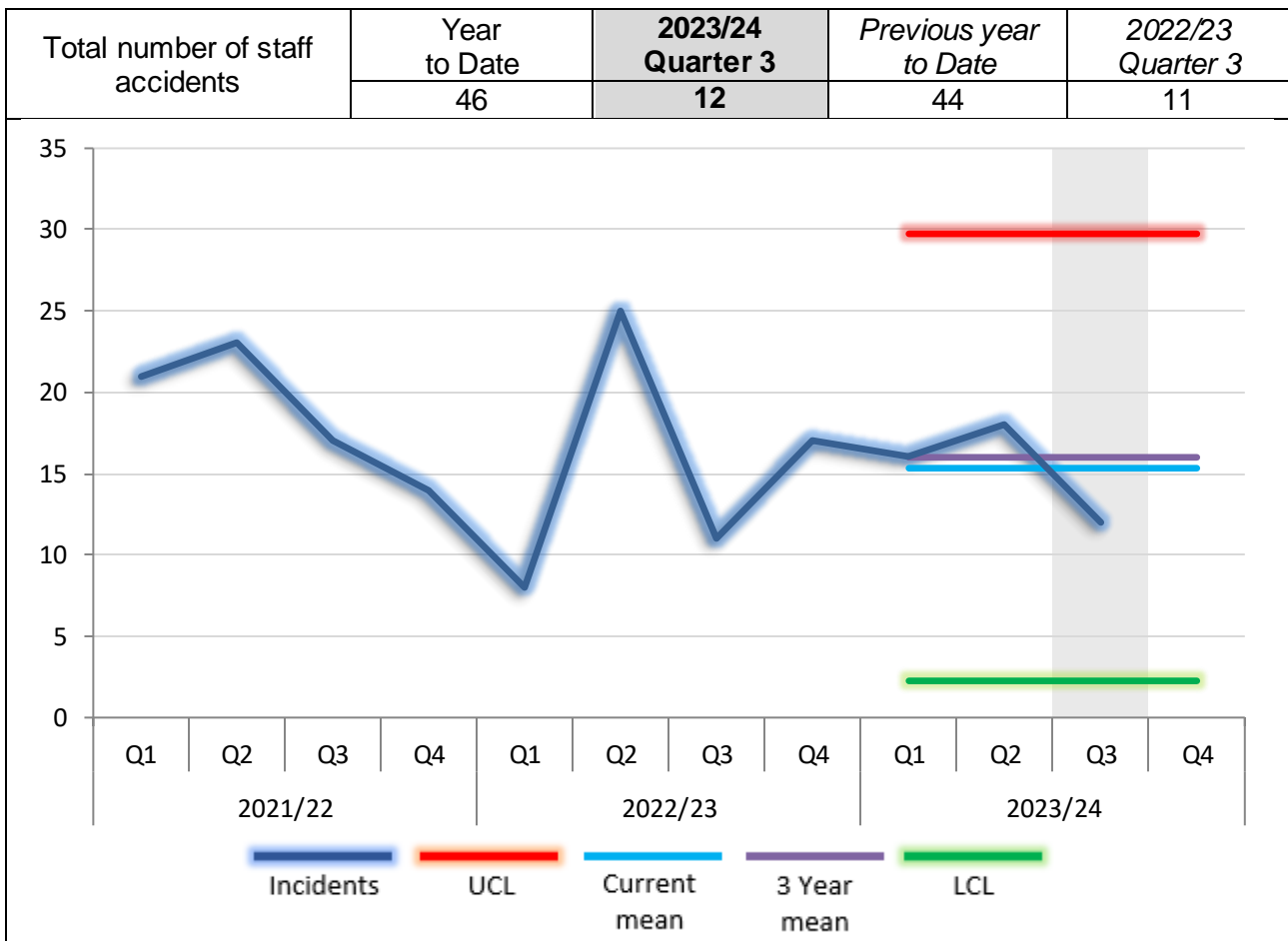
<b>1.4 Staff Accidents</b>		<b>Activity 12</b>
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This KPI details the numbers of accidents which have involved LFRS staff members at work within the quarter.

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 increased 9.09% over the same quarter of the previous year.**

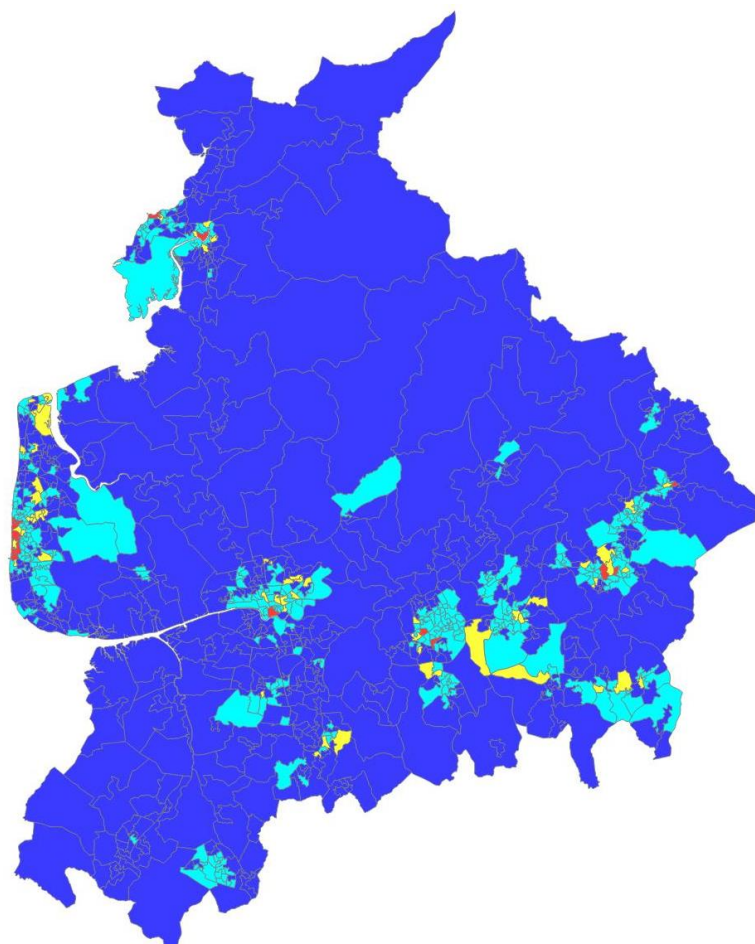


<b>2.1 Risk Map</b>		<b>Risk Score</b> <b>31,170</b>
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This indicator measures the fire risk in each Super Output Area (SOA). Risk is determined using fire activity over the previous three fiscal years along with a range of demographic data, such as population and deprivation.

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

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



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

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

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

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

2023 score: 31,170

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

**2.2 Overall Activity**

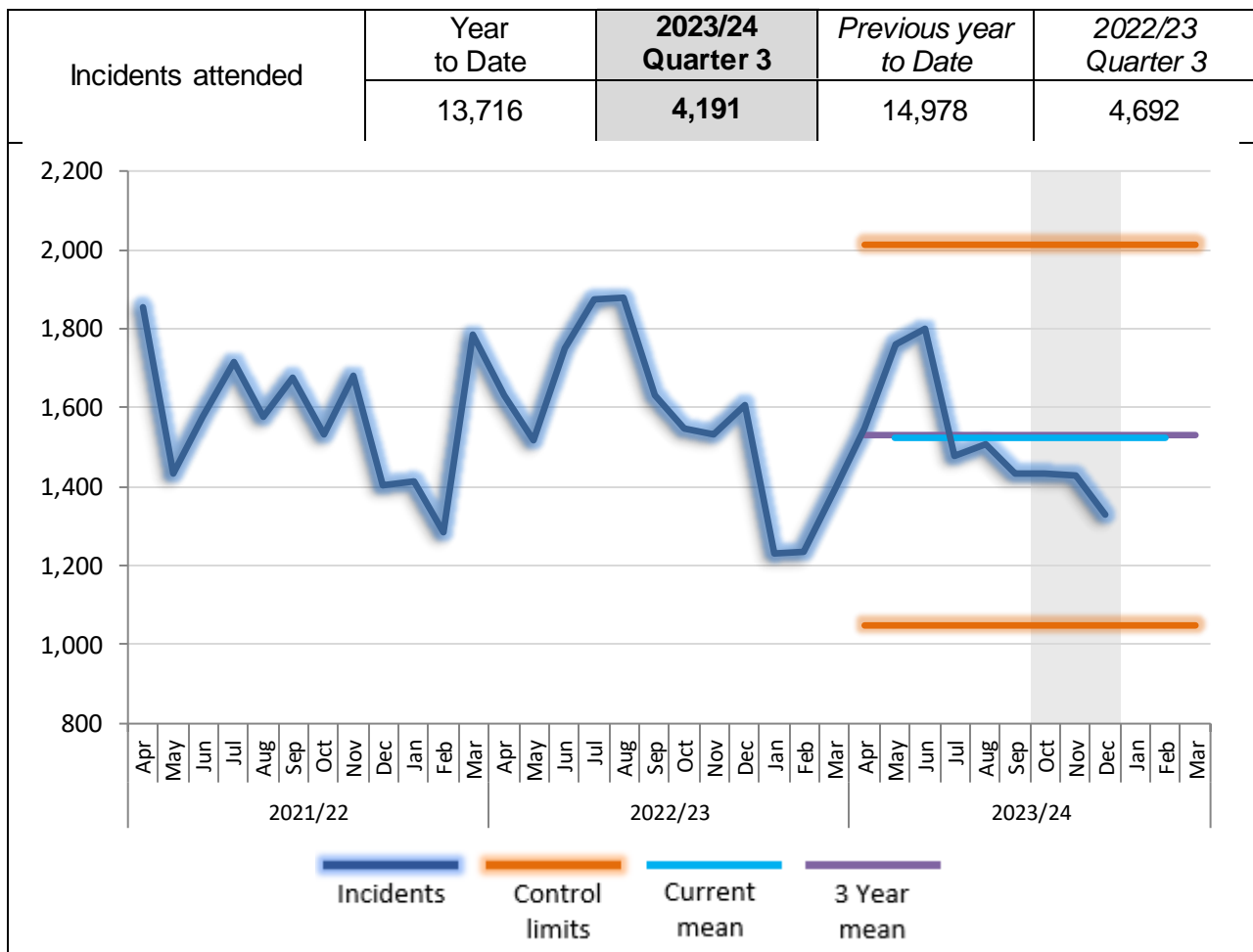


Quarter Activity  
**4,191**

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 (NWS).

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

**Quarterly activity decreased 10.68% over the same quarter of the previous year.**



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
<b>1,524</b>	<b>1,531</b>	1,570	1,578	1,445



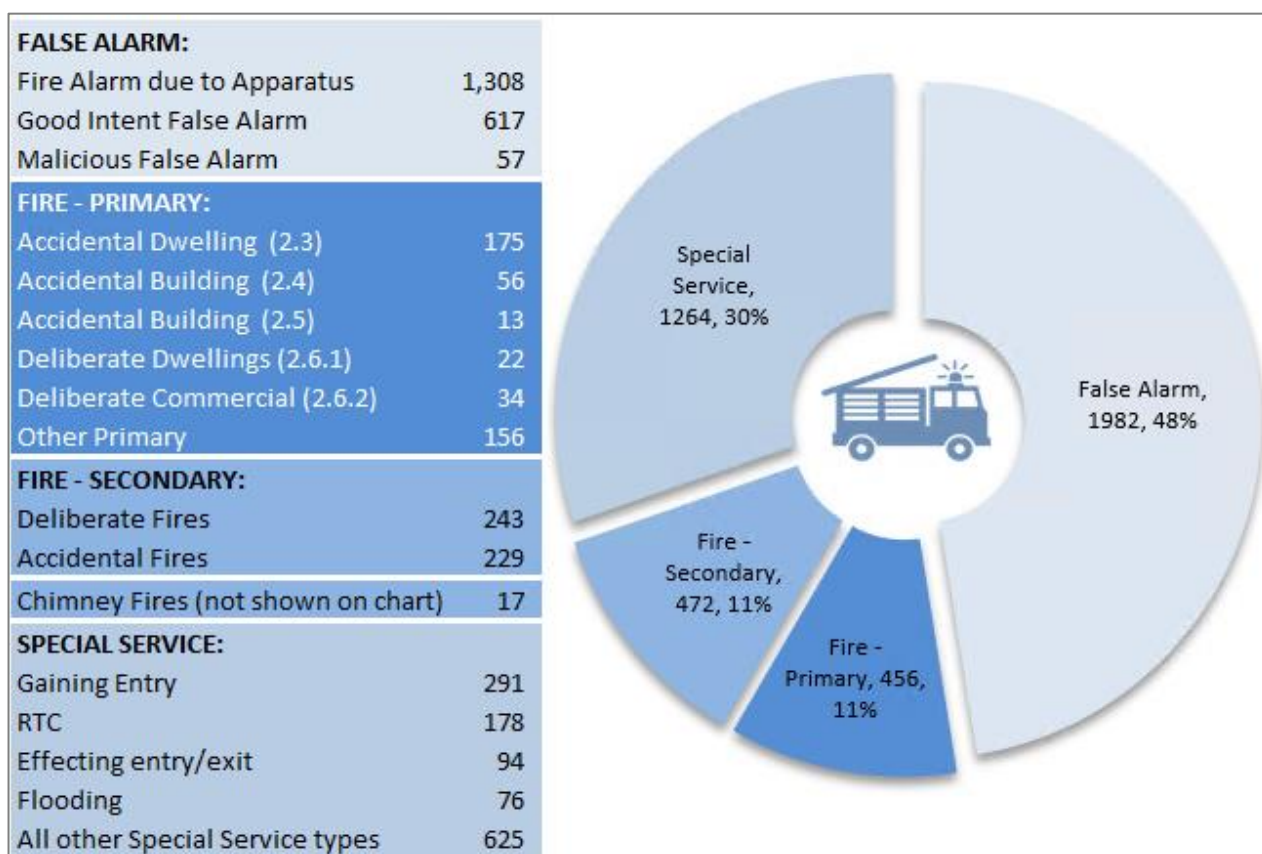
## 2.2 Overall Activity Breakdown



Quarter Activity  
**4,191**

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 incidents make up 48% of activity, with 66% being Fire alarm due to Apparatus incidents, 31% good intent false alarm and malicious false alarms accounting for 3%.
	FIRE PRIMARY incidents encompass Accidental Dwelling Fires at 38% 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 51%, with 49% 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 NWS 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.

## 2.3 Accidental Dwelling Fires (ADF)



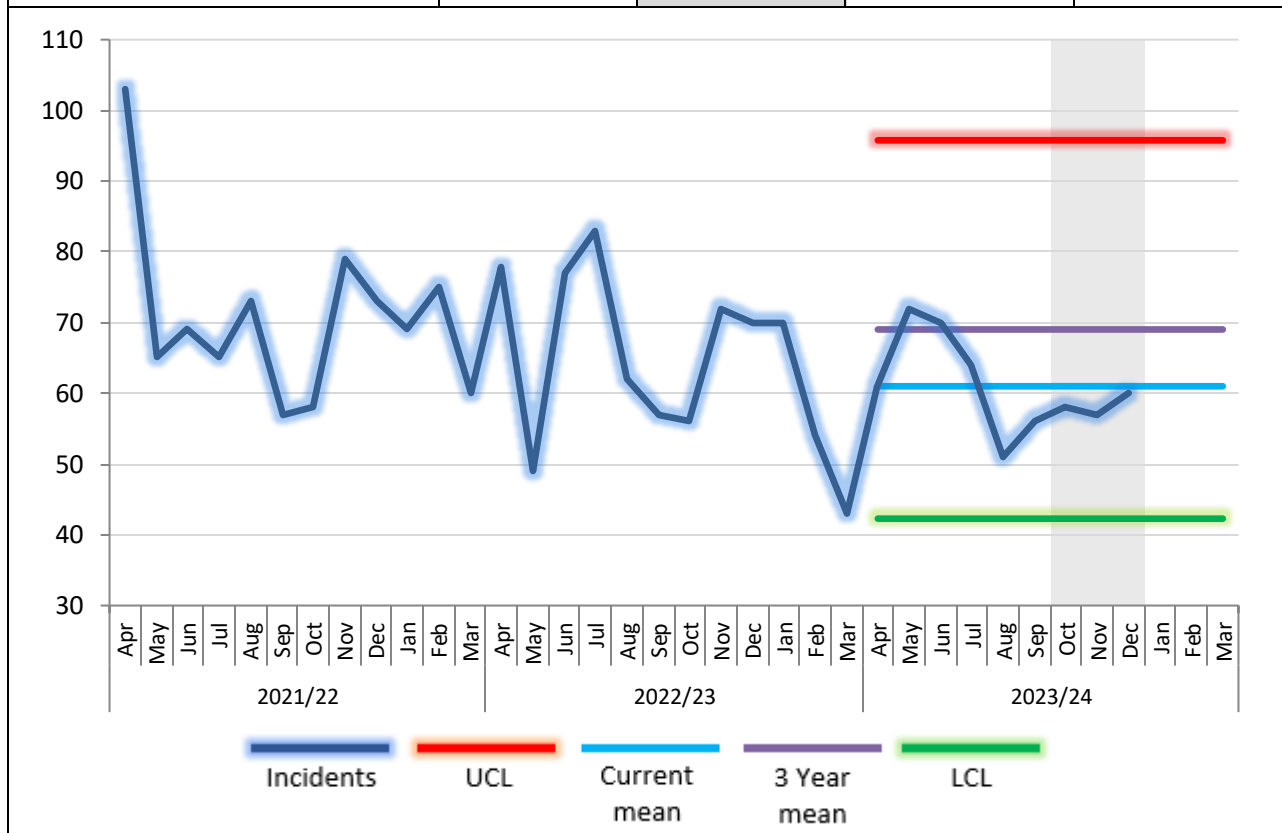
Quarter Activity  
**175**

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 11.62% over the same quarter of the previous year.**

Accidental Dwelling Fires	Year to date	<b>2023/24 Quarter 3</b>	<i>Previous year to date</i>	<i>2022/23 Quarter 3</i>
		549	<b>175</b>	604



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
<b>61</b>	69	64	71	72

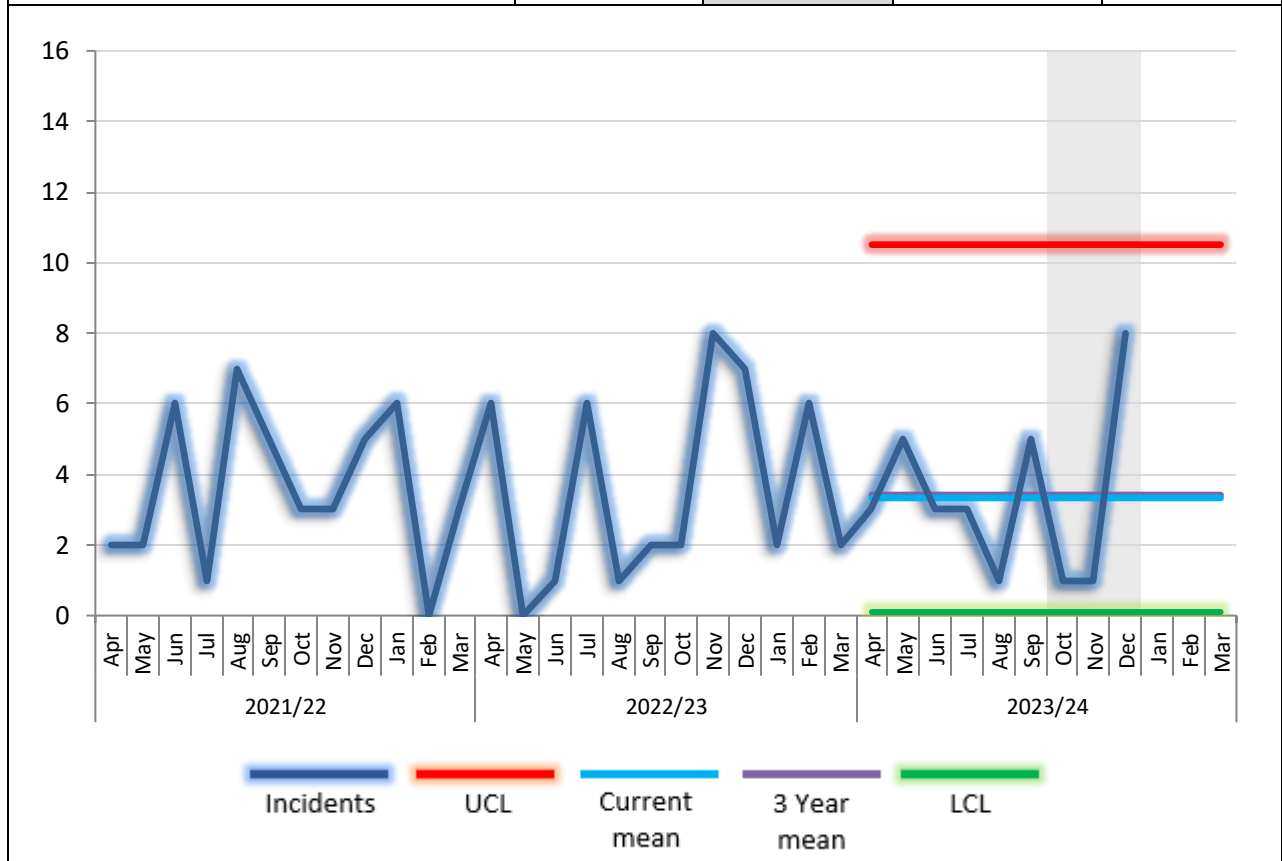
<b>2.3.1 ADF – Harm to people: Casualties</b>		Quarter Activity <b>10</b>
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ADF criteria as 2.3. The number of fire related fatalities, slight and serious injuries.

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

**Quarterly activity decreased 41.18% over the same quarter of the previous year.**

Casualty Status	Year to Date	2023/24 Quarter 3	Previous year to Date	2022/23 Quarter 3
Fatal	2	1	5	1
Injuries appear Serious	9	2	10	4
Injuries appear Slight	19	7	18	12
<b>Total</b>	<b>30</b>	<b>10</b>	<b>33</b>	<b>17</b>



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
3	4	4	4	3

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



Quarter Percentage  
**90%**

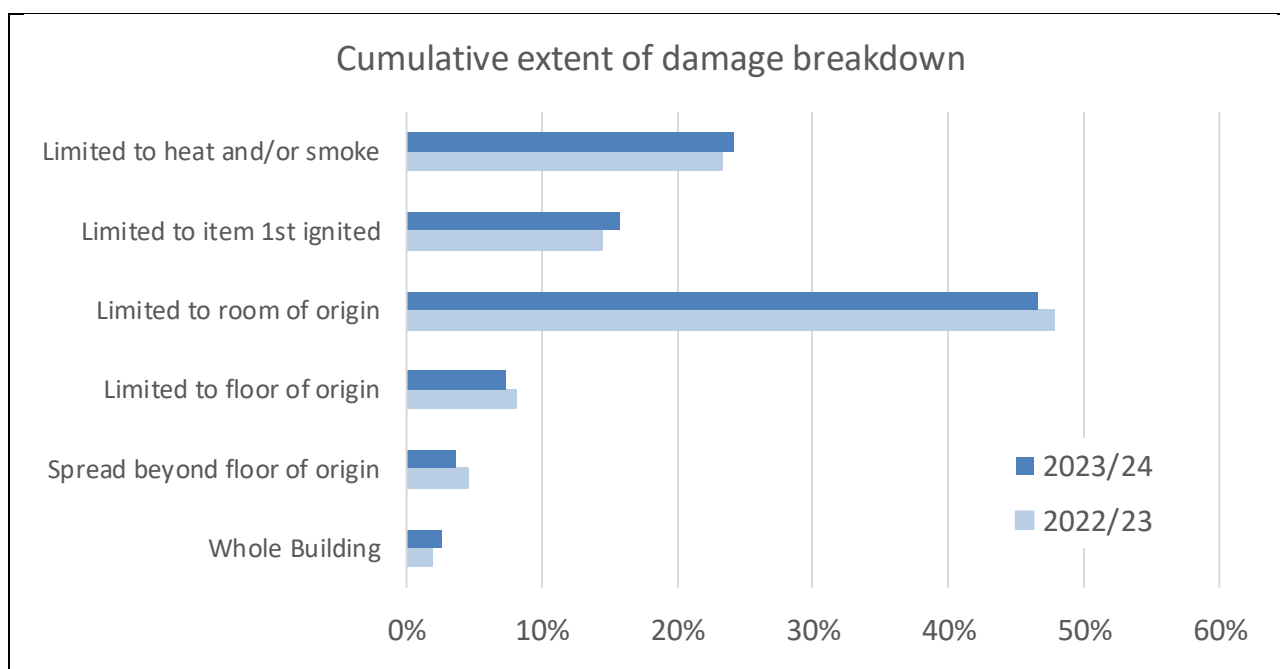
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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

**Combined quarterly percentage increased 7.01% 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	23%	26%	23%		↑	24%	26%	21%	19%
Limited to item 1st ignited	15%	17%	15%		↓	13%	12%	18%	14%
Limited to room of origin	46%	42%	52%		↑	48%	51%	44%	54%
Limited to floor of origin	8%	11%	5%		↓	10%	4%	10%	9%
Spread beyond floor of origin	6%	2%	2%		↓	3%	6%	4%	4%
Whole Building	2%	2%	3%		↔	2%	1%	3%	0%
<b>Combined percentage</b>	<b>84%</b>	<b>85%</b>	<b>90%</b>		<b>↑</b>	<b>85%</b>	<b>89%</b>	<b>83%</b>	<b>87%</b>



**2.4 Accidental Building Fires (ABF) - Commercial Premises**

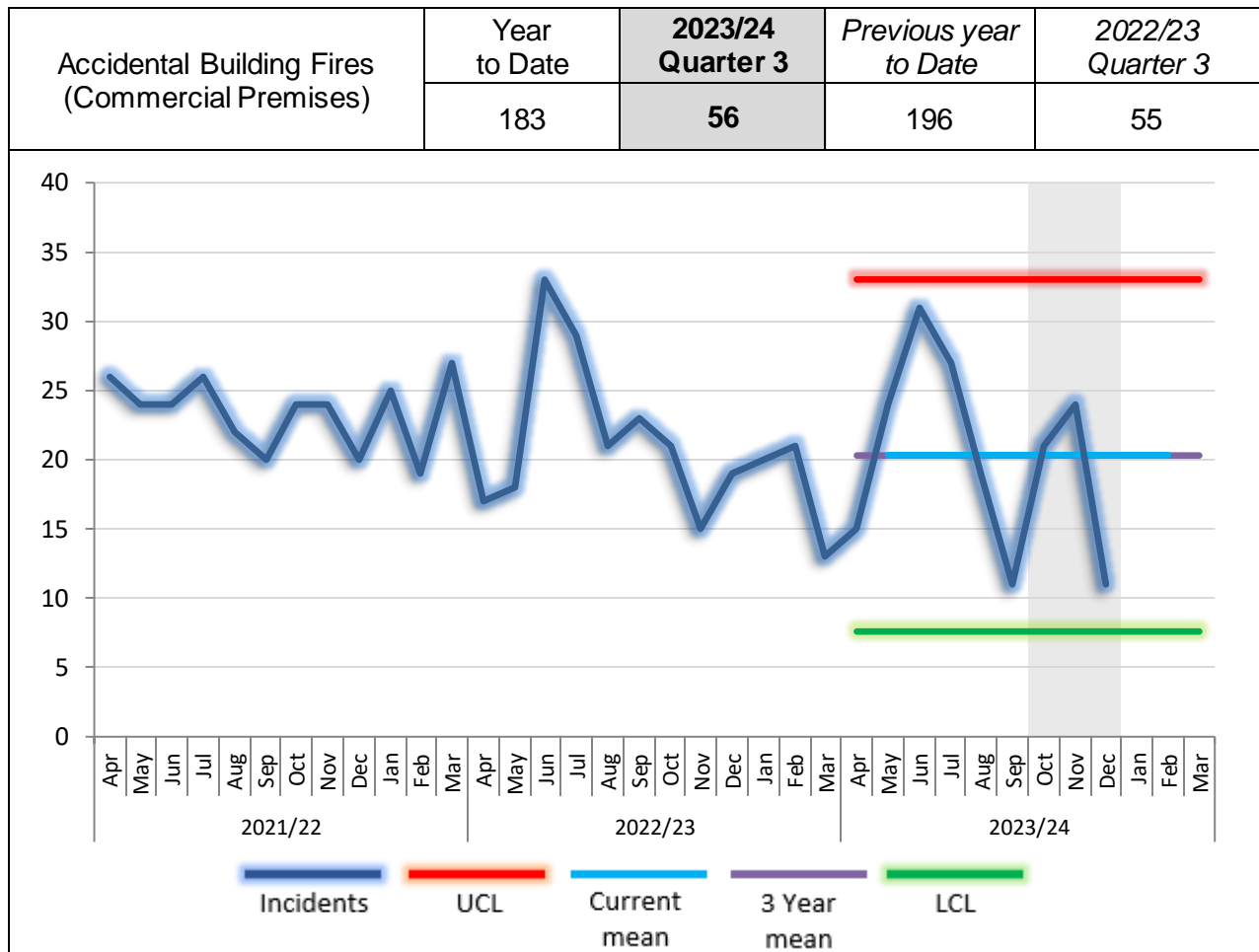


Quarter Activity  
**56**

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

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

**Quarterly activity increased 1.82% over the same quarter of the previous year.**



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

Current mean	3 Year mean	2022/23	2021/20	2020/21
<b>20</b>	20	21	23	17

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



Quarter Percentage  
**79%**

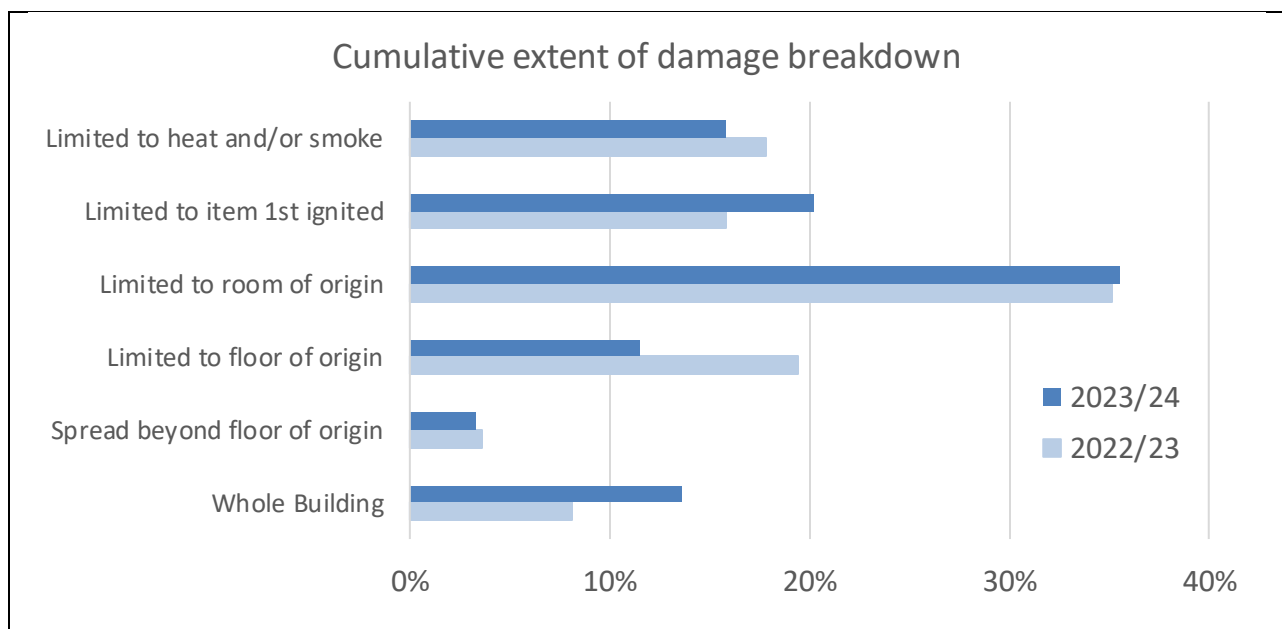
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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

**Combined quarterly percentage increased 7.7% 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%	20%		↔	18%	16%	20%	17%
Limited to item 1st ignited	13%	26%	21%		↑	21%	14%	13%	22%
Limited to room of origin	35%	34%	38%		↔	29%	38%	38%	42%
Limited to floor of origin	15%	9%	8%		↓	23%	16%	20%	11%
Spread beyond floor of origin	6%	0%	4%		↑	3%	5%	2%	2%
Whole Building	13%	18%	9%		↑	6%	11%	7%	6%
<b>Combined percentage</b>	<b>66%</b>	<b>73%</b>	<b>79%</b>		<b>↑</b>	<b>68%</b>	<b>68%</b>	<b>71%</b>	<b>81%</b>



**2.5 Accidental Building Fires (Non-Commercial Premises)**



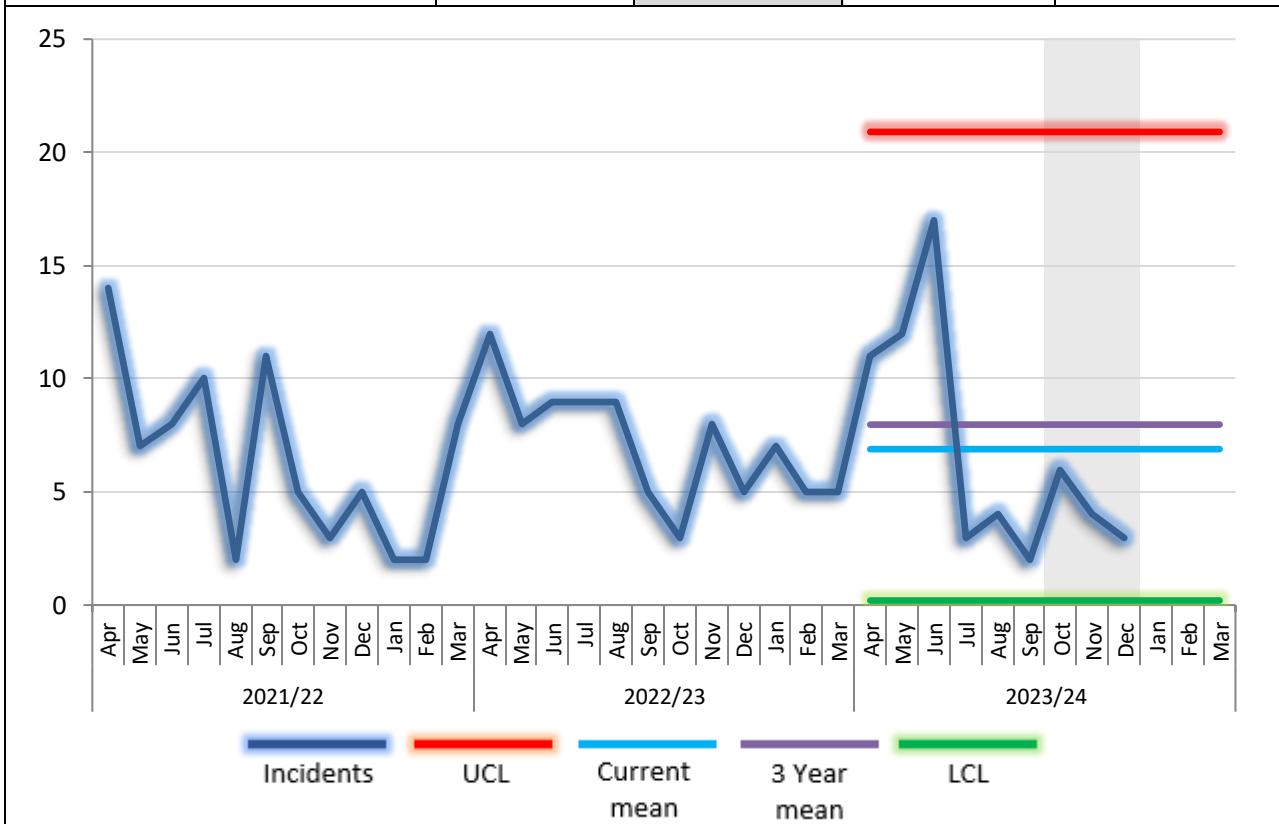
Quarter Activity  
**13**

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 18.75% over the same quarter of the previous year.**

Accidental Building Fires (Non-Commercial Premises)	Year to Date	2023/24 Quarter 3	Previous year to Date	2022/23 Quarter 3
	62	13	68	16



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
7	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%

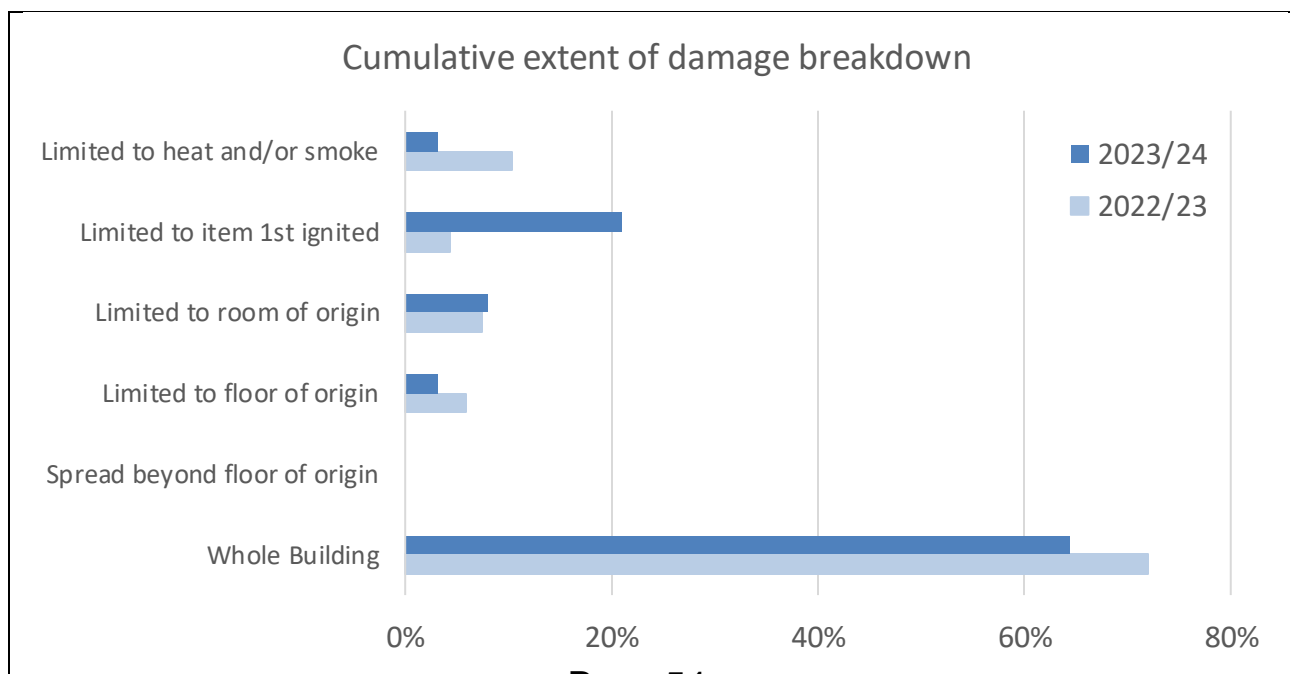
ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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

**Combined quarterly percentage decreased 18.8% 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%	0%		↓	14%	9%	6%	0%
Limited to item 1st ignited	22%	0%	0%		↔	0%	13%	0%	0%
Limited to room of origin	8%	0%	0%		↓	10%	0%	13%	6%
Limited to floor of origin	6%	11%	31%		↑	3%	13%	0%	12%
Spread beyond floor of origin	0%	0%	0%		↔	0%	0%	0%	0%
Whole Building	56%	89%	69%		↓	73%	65%	81%	82%
Combined percentage	38%	0%	0%		↓	24%	22%	19%	6%





**2.6 Deliberate Fires Total: Specific performance measure of deliberate fires**



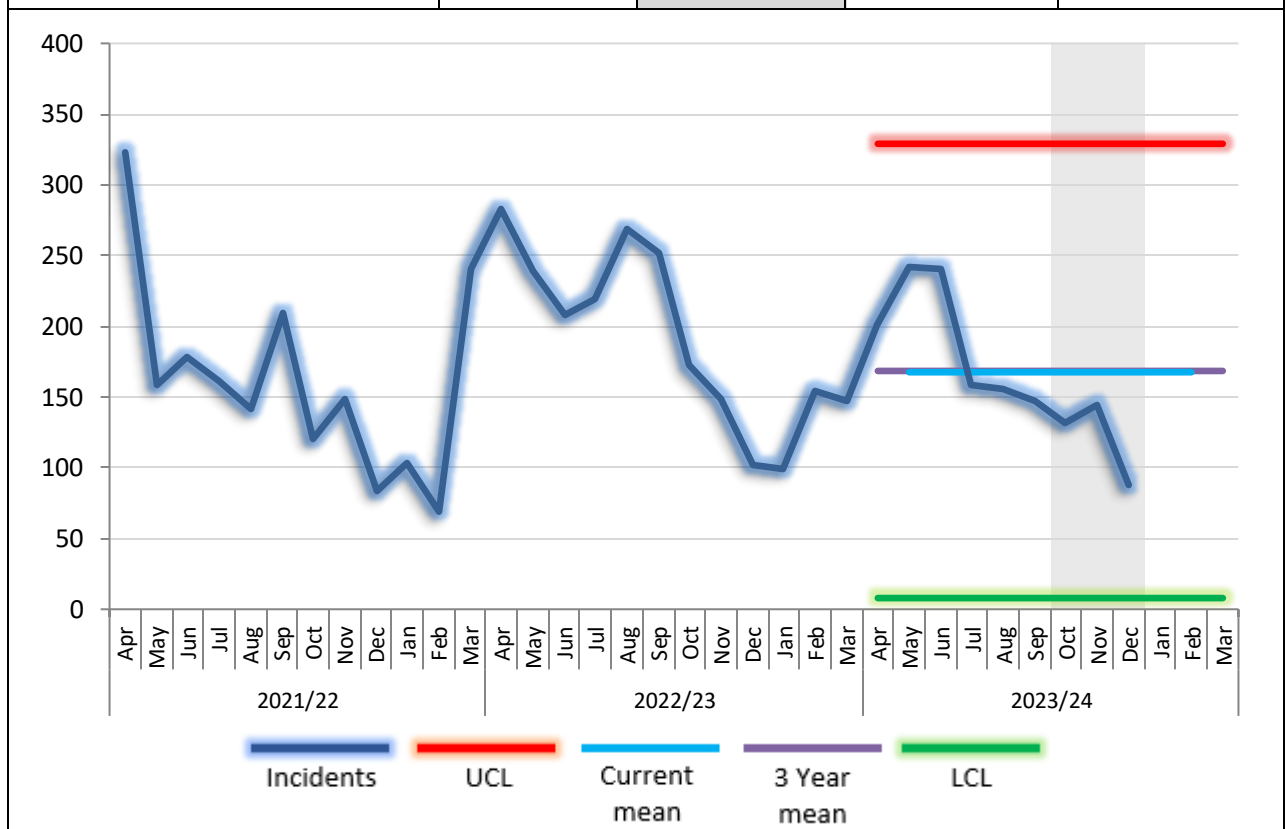
Quarter Activity  
**363**

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 13.98% over the same quarter of the previous year.**

Deliberate Fires	Year to Date	2023/24 Quarter 3	Previous year to Date	2022/23 Quarter 3
		1,508	<b>363</b>	1,893



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
<b>168</b>	168	191	161	153

### 2.6.1 Deliberate Fires – Dwellings



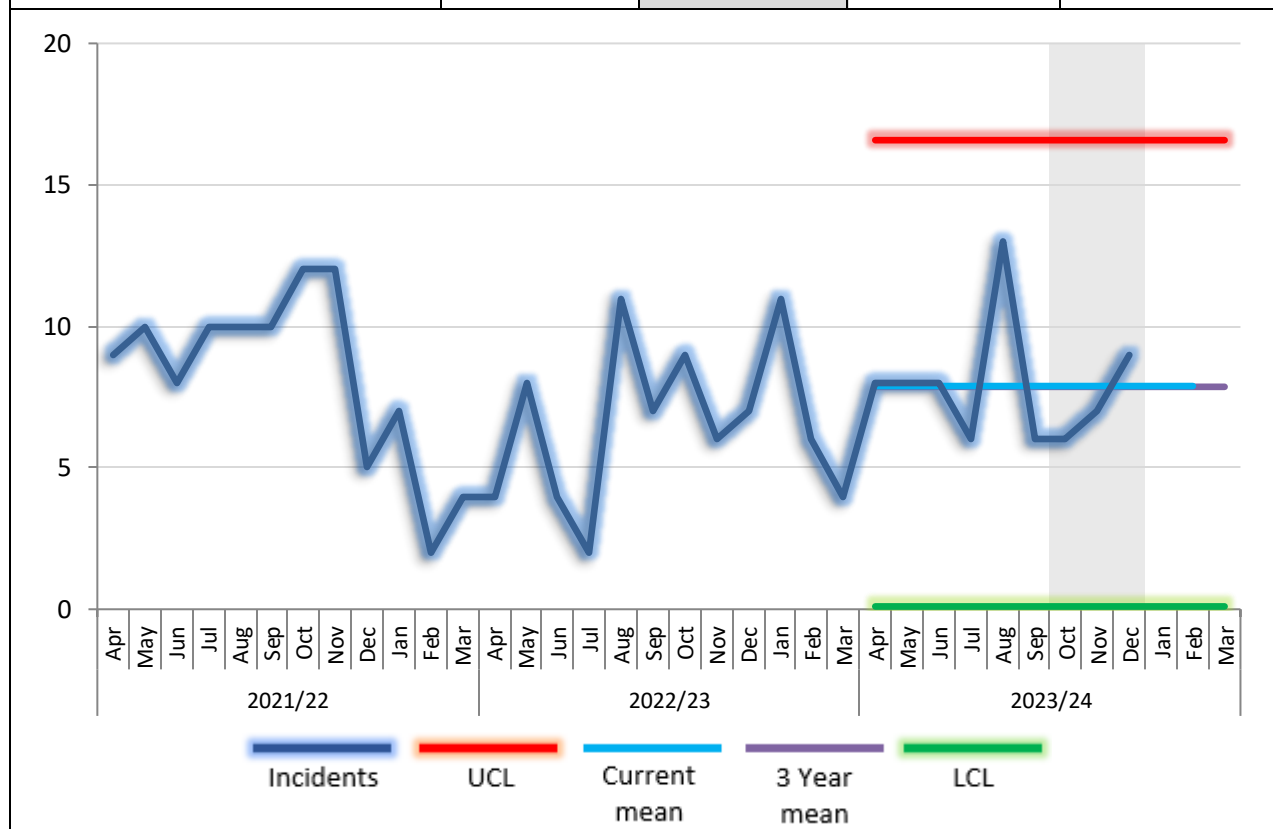
Quarter Activity  
**22**

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 static against the same quarter of the previous year.**

Deliberate Fires - Dwellings	Year to Date	2023/24 Quarter 3	Previous year to Date	2022/23 Quarter 3
	71	<b>22</b>	58	22



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
<b>8</b>	8	7	8	9

**2.6.2 Deliberate Fires – Commercial Premises**



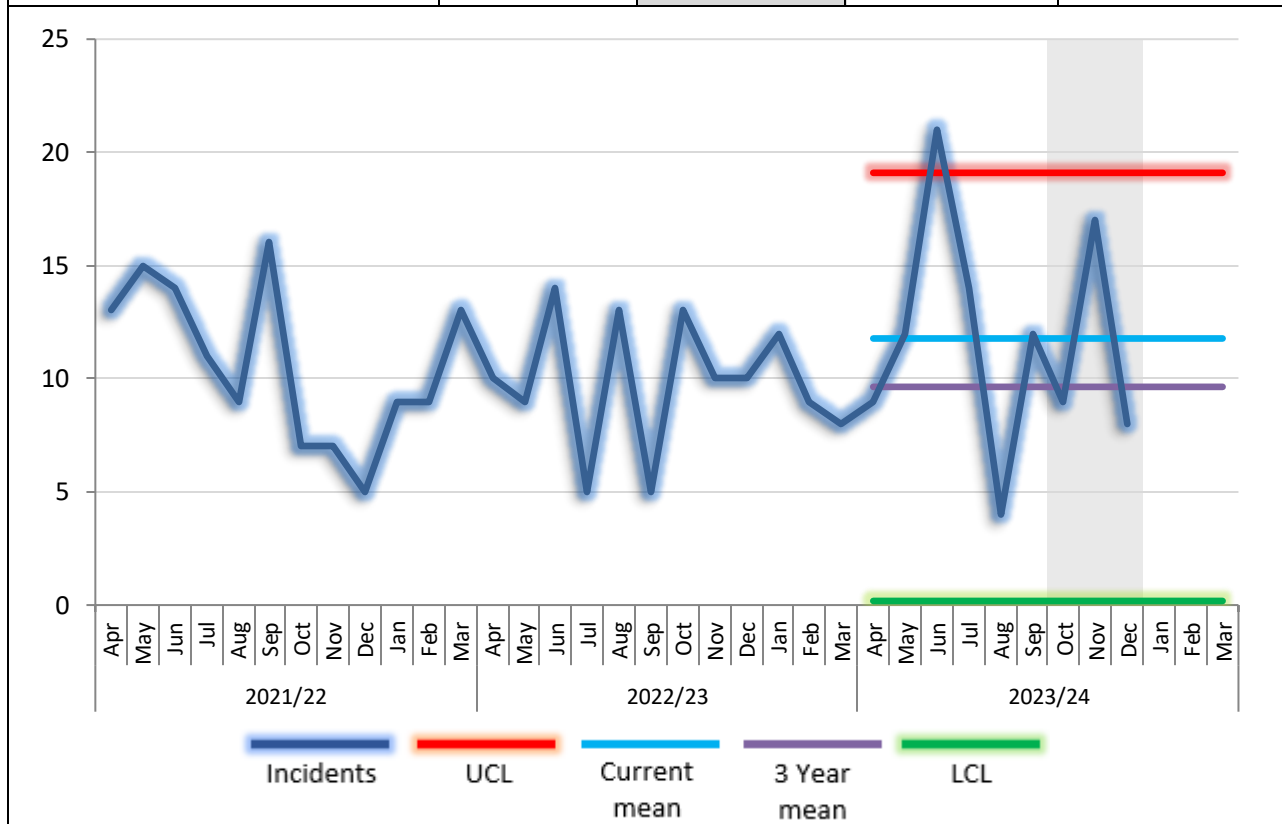
Quarter Activity  
**34**

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 3.03% over the same quarter of the previous year.**

Deliberate Fires – Commercial	Year to Date	2023/24 Quarter 3	Previous year to Date	2022/23 Quarter 3
	106	<b>34</b>	89	33



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
<b>12</b>	<b>10</b>	11	14	10

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



Quarter Activity  
**307**

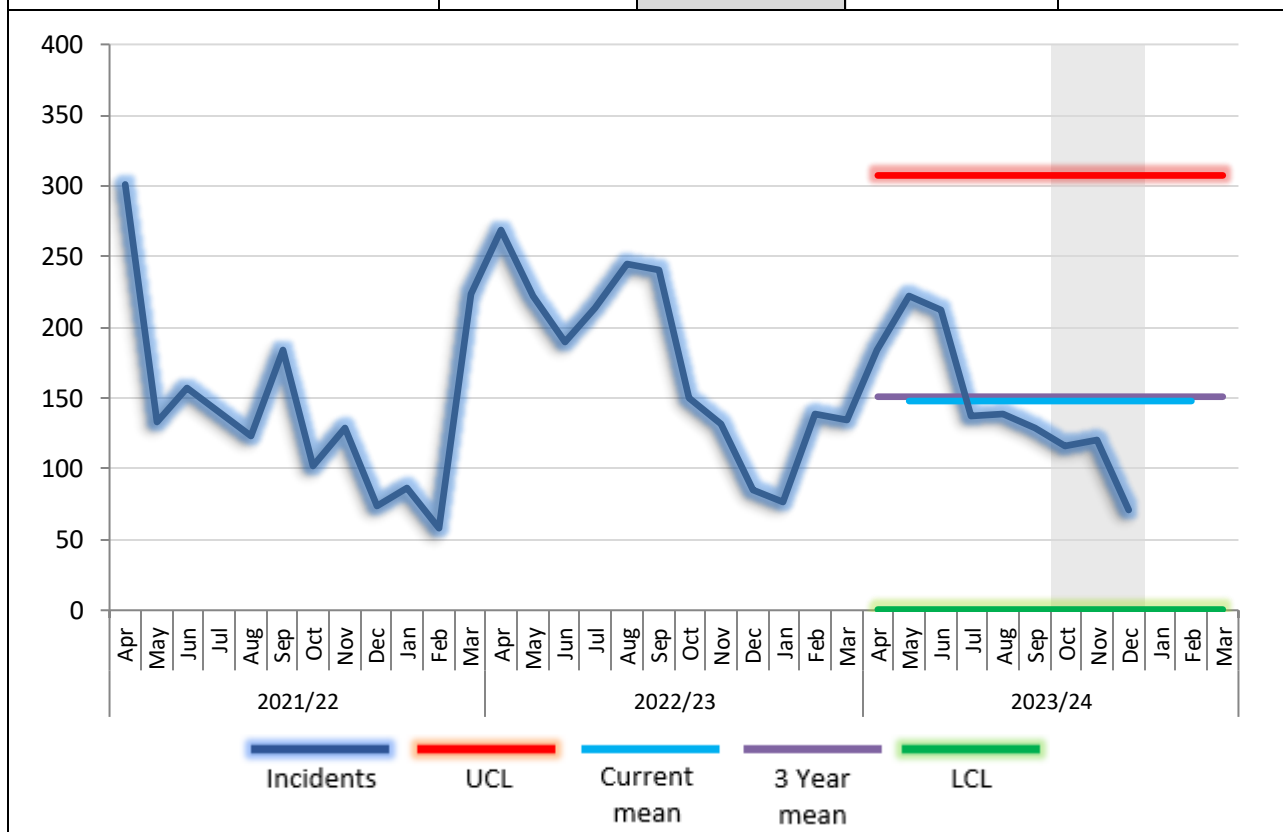
The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

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 16.35% over the same quarter of the previous year.**

Deliberate Fires – Other	Year to Date	2023/24 Quarter 3	Previous year to Date	2022/23 Quarter 3
	1,331	<b>307</b>	1,746	367



Current mean	3 Year mean	2022/23	2021/22	2020/21
<b>148</b>	151	136	143	175

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

<b>2.7 Home Fire Safety Checks (HFSC)</b>		Quarter Activity <b>54%</b>
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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:

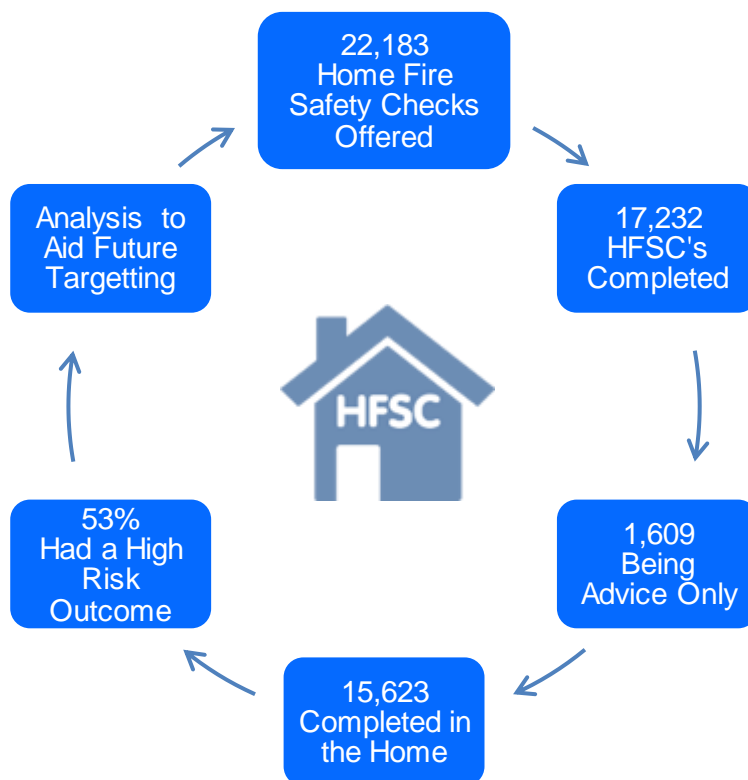
- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

**Quarterly activity decreased 3.4% over the same quarter of the previous year.**

**High risk outcomes remained static against 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	5,682	54%	↑/↓	5,025	58%
Q 2	5,859	52%	↑/↓	5,435	60%
Q 3	5,691	54%	↓/↔	5,889	54%
Q 4				5,935	57%

**Cumulative year to date activity**



## 2.8 Prevention activities delivered



Activity	Description	Targets for delivery	Data for quarter 3 2023/24
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	245 sessions delivered to 7,835 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	177 sessions delivered to 5,459 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	7 sessions delivered to 130 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	37 sessions delivered to 5,617 students. 34 in person sessions to 4,972 students. 3 virtual sessions delivered to 645.
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 75 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	22 referrals opened prior to Q3 and carried over. 40 referrals received in Q3. 14 referrals closed in Q3. 41 referrals carried to Q4
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	15 sessions 92 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	72 BrightSparx sessions delivered in person to 10,946 attendees & 11 virtual sessions delivered to 7,515 students. 5 sessions of Choices and Consequences delivered to 602.
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	176

## 2.9 Business Fire Safety Checks



Quarter Activity  
**862**

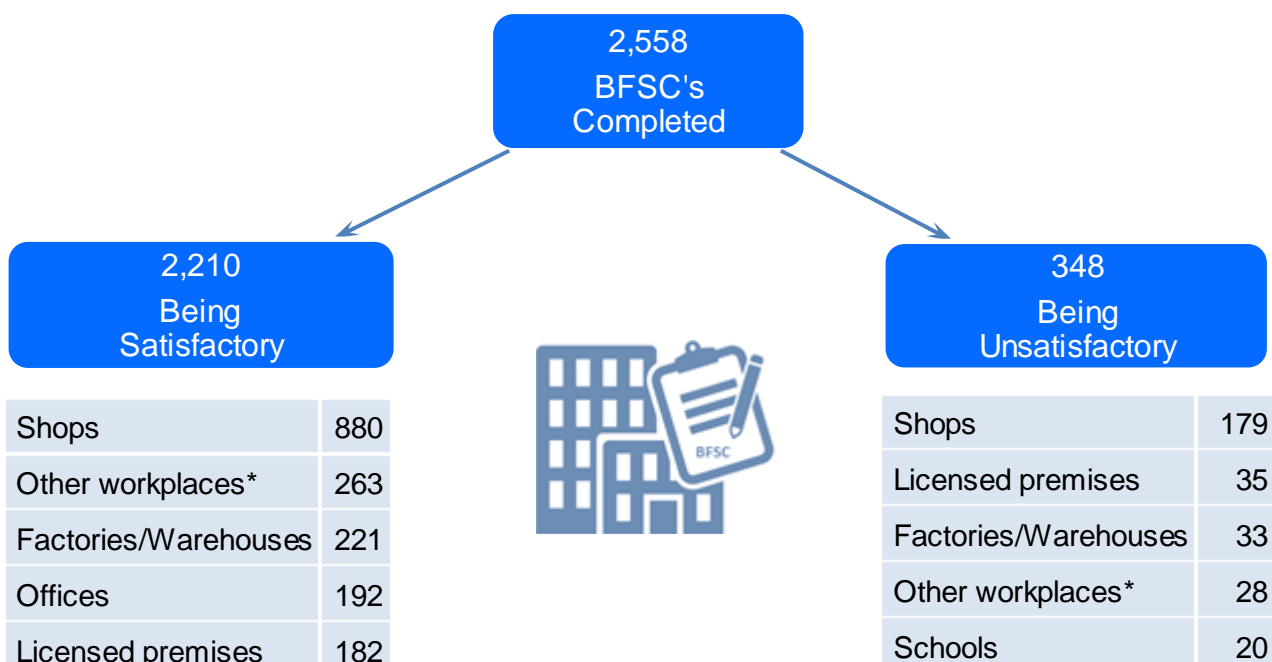
Business Fire Safety Checks (BFSC) are interventions which look at different aspects of fire safety compliance, including risk assessments, fire alarms, escape routes and fire doors. If the result of a BFSC is unsatisfactory, fire safety advice will be provided to help the business comply with The Regulatory 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	1,250	↑	589	n/a
Q 3	862	625	2,558	1,875	↑	806	n/a
Q 4		625		2,500		962	n/a

### Cumulative year to date activity



Top five completed BFSC's: satisfactory and unsatisfactory premise types.

\*Workplaces undefined.

**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 continue to embed built environment knowledge and understanding. The first of two Built Environment virtual training (BEVT) sessions were delivered in 2023 and the second phase of BEVT roll out due to begin from April 2024.

Protection have delivered the first 5 day-built environment training on the Wholetime (WT) recruits course, preparing them to undertake BFSCs when they arrive on their watches.



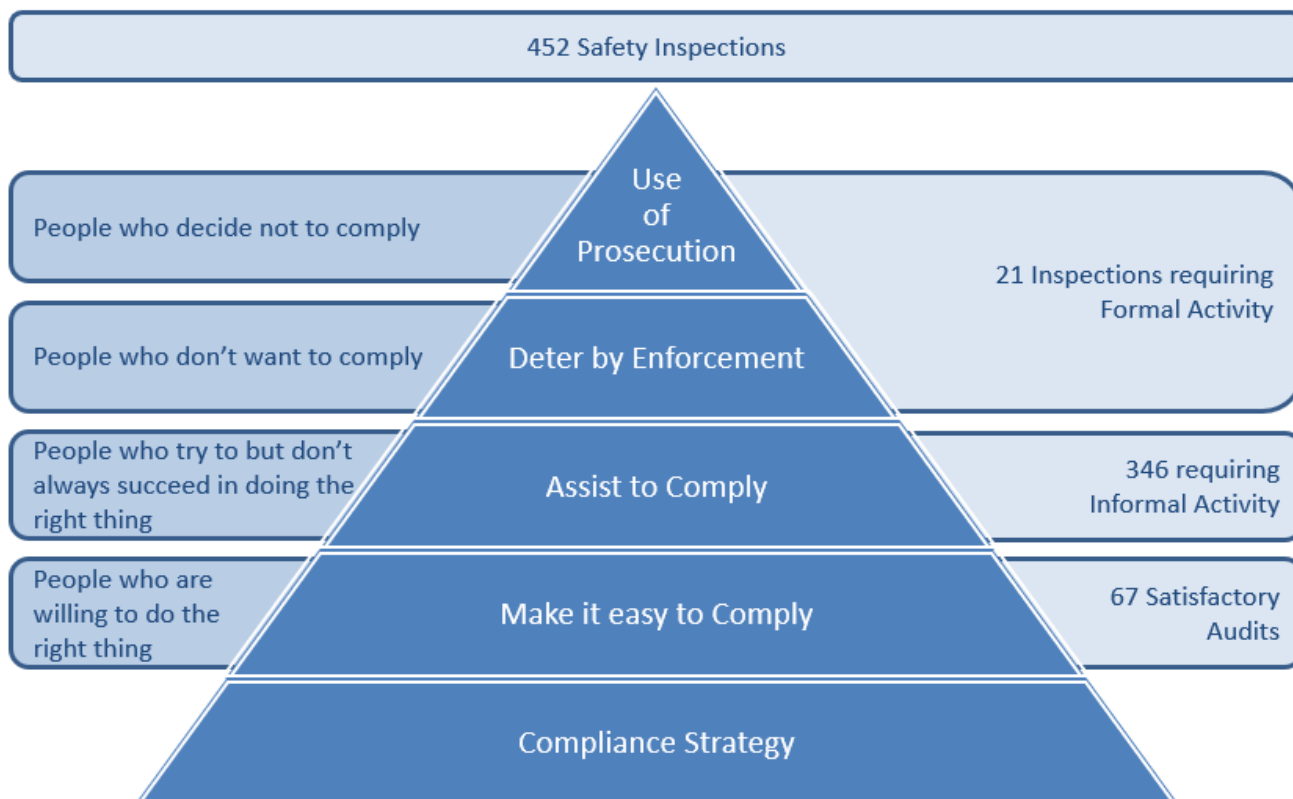
**2.9.1 Fire Safety Activity**  Quarter Activity 5%

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

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

**Quarterly activity decreased 4% over the same quarter of the previous year.**

Quarter	2023/24										2022/23	
	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
1	530	35	7%	380	72%	66	12%	49	9%	▲	6%	66%
2	590	41	7%	432	74%	73	12%	44	7%	▼	9%	68%
3	452	21	5%	346	76%	67	15%	18	4%	▼	9%	63%
4											5%	76%



## 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	268	
Completed within timeframe <sup>[1]</sup>	239	243	256	

<sup>[1]</sup>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:

- The implementation of centralising building regulations onto the Community Fire Risk Management Information System (CFRMIS) and assigning dedicated resource to consistently inputting new applications continues to improve our efficiency at responding to the majority within their statutory timescales.

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



Quarter Response  
**07:24**

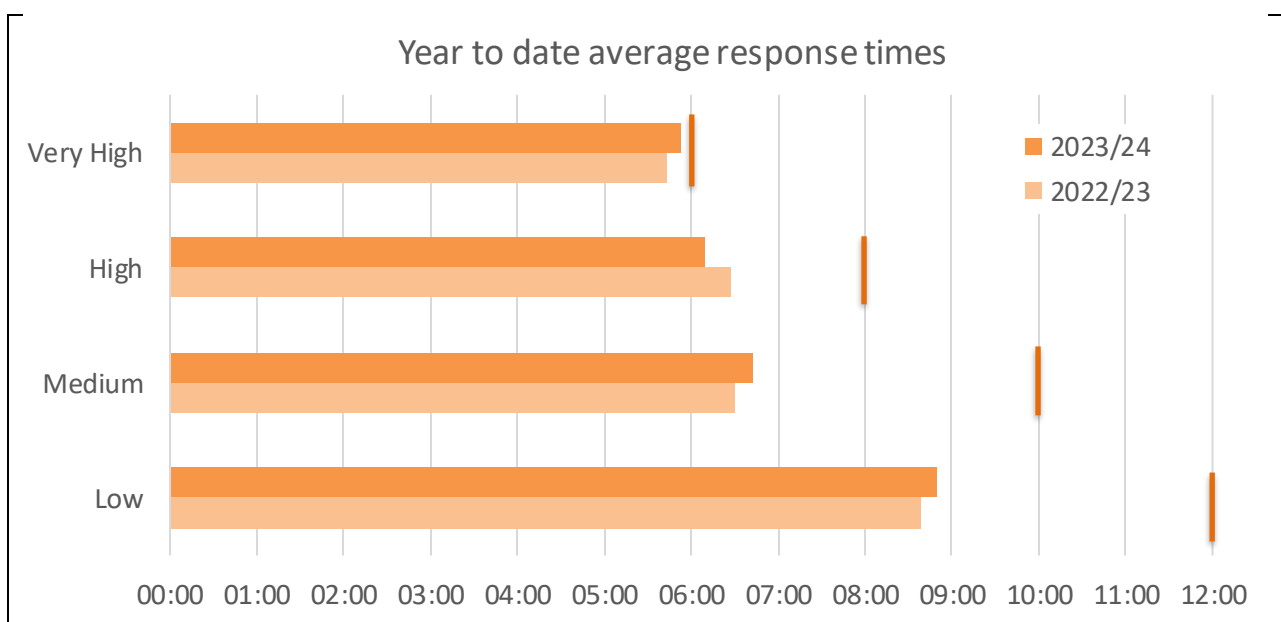
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 2.1) and subsequent risk grade of the Super Output Area (SOA) 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	06:55		05:53	05:43
High (8 min)	05:47	05:53	06:40		06:09	06:27
Medium (10 min)	06:55	06:27	06:44		06:43	06:30
Low (12 min)	09:20	08:26	08:31		08:49	08:39
Overall	07:40	07:04	07:24		07:24	07:15



### What are the reasons for an Exception report

This is a negative exception report due to the critical 1<sup>st</sup> fire first appliance average response time to a very high response standard, being above the limit during quarter three.

### Analysis

The standard within a very high risk area is 6 minutes. The average time achieved during quarter 3 exceeded this by 55 seconds.

The monthly average response times to very high risk areas are shown below.

October	November	December	Quarter 3
04:47	05:50	09:48	06:55

This shows that only December exceeded the 6 minute average. The average time of 09:48 is made up of just three incidents, of which, two recorded a response longer than six minutes.

The first incident was to an unwanted sofa being burnt in a rear yard. This had a delayed mobilisation due to Northwest Fire Control being unable to find the address location within their system, possibly due to the caller being a child and unsure of the street names.

The second incident involved water in a pan boiling dry. The delay was due the closest pumps (OC) being off the run and the response being made from a neighbouring station area.

### Actions to Improve

Response times are constantly monitored and, where they do not meet the target, the reason why is reported on and then scrutinised at regular performance monitoring meetings. This allows for trends to be identified and improvements implemented as necessary.

The first incident demonstrates a difficulty in locating the incident due to the information given by the caller. Although the ability to pre alert gives a general location, identification of a specific address or location is reliant on information given by the caller which, in this case, was challenging to obtain.

In the second incident the nearest fire engines were OC and were off the run at the time of the incident meaning that a neighbouring area provided the first fire engine in attendance. This led to a longer attendance time due to the increased travel distances.

Our OC stations are often situated in remote locations and work is continually ongoing to improve availability through investment by the service in the OC review.

Improvements in ways of working and more flexible ways of facilitating fire engine availability are the focus of this review and will tie into an improvement of attendance times, where incidents occur in OC areas.

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



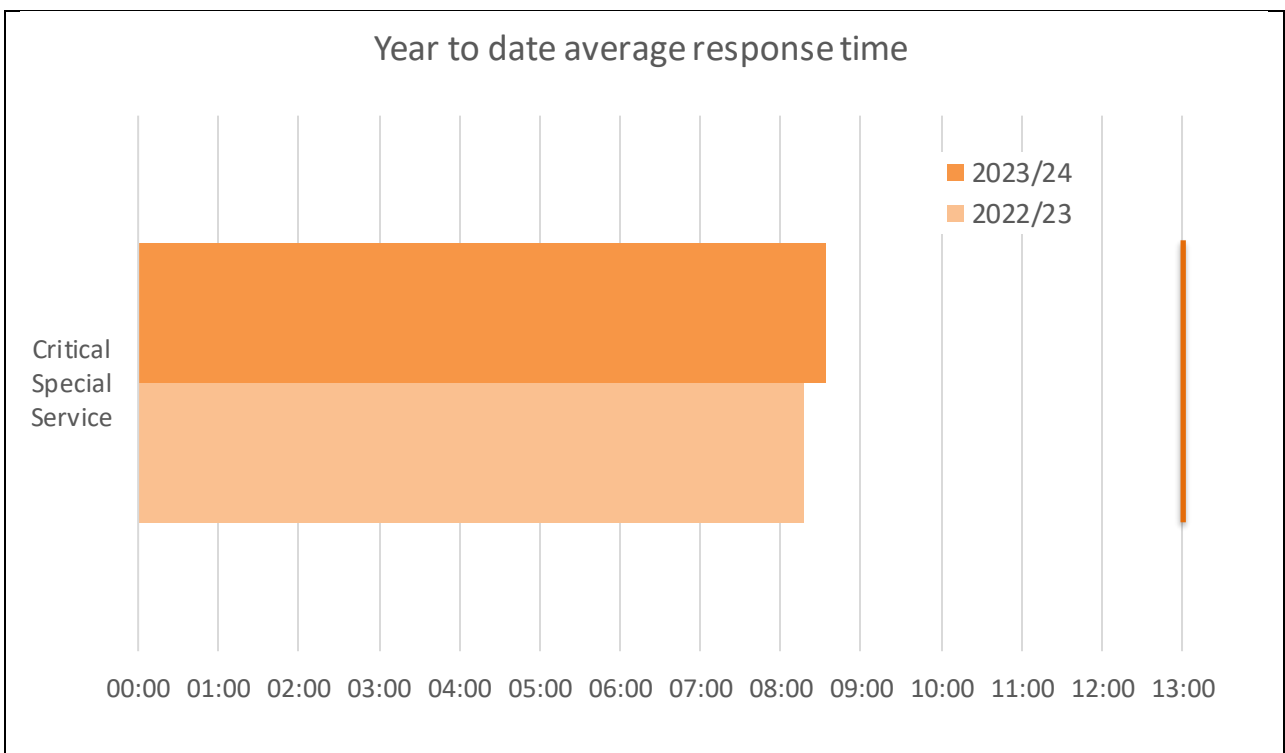
Quarter Response  
**08:34**

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)	08:27	08:41	08:34		<b>08:34</b>	08:18



### 3.3 Total Fire Engine Availability



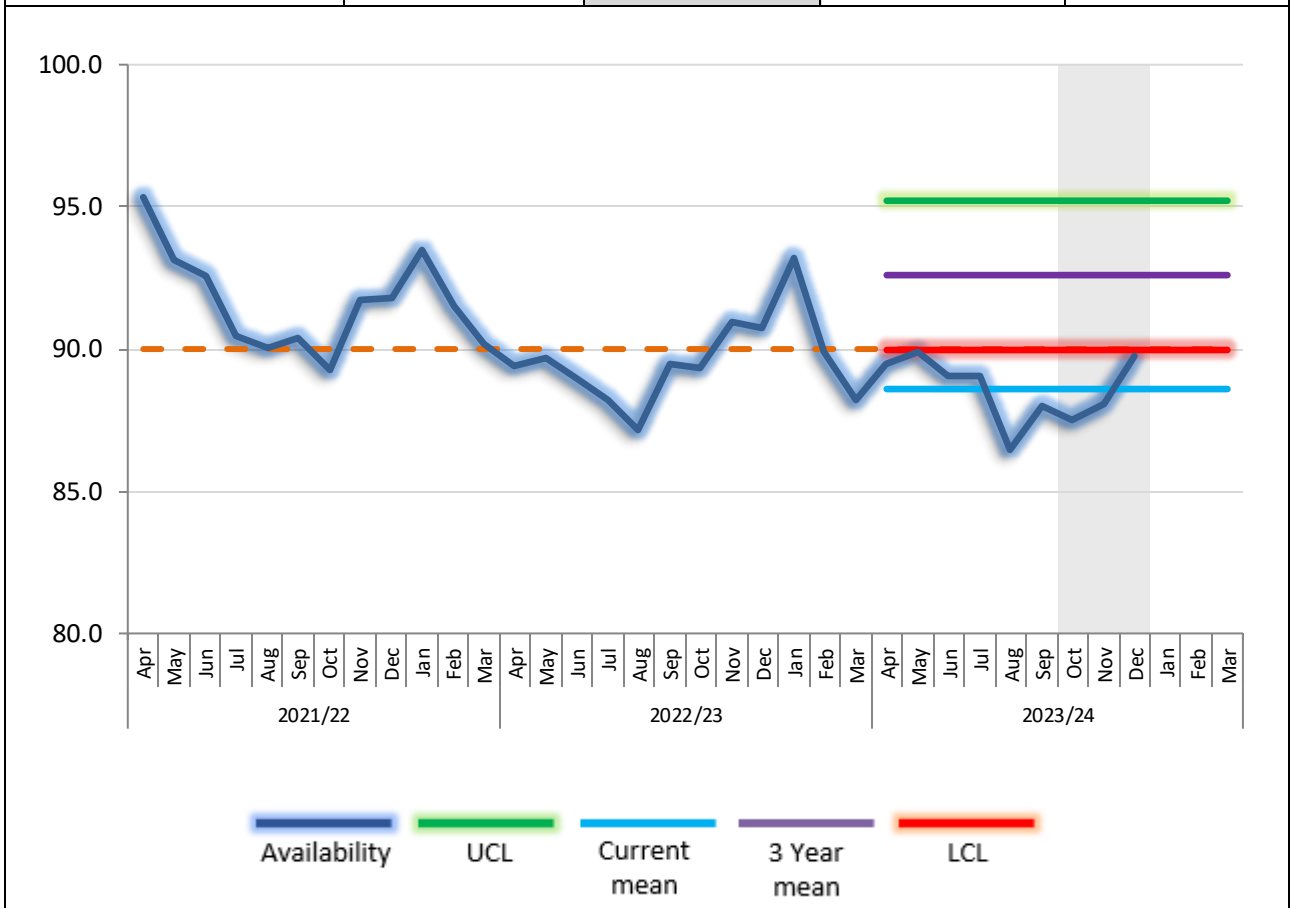
Quarter Availability  
**88.46%**

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

**Standard: 90%**

**Quarterly availability decreased 1.87% over the same quarter of the previous year.**

Fire engine availability – WT, FDC, DCP & OC	Year to Date	2023/24 Quarter 3	Previous year to Date	2022/23 Quarter 3
	88.59%	<b>88.46%</b>	89.32%	90.33%



### What are the reasons for an Exception report

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

### Analysis

Overall availability across all stations for the quarter recorded 88.46%, which is 1.54% 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
Availability	99.30%	99.07%	99.23%	74.60%	88.46%

Whilst all of the Whole time appliances achieved exceptional availability, the 1<sup>st</sup> 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.

On-Call recruitment, development, and retention is a national challenge which has seen a downward trend in availability over several years.

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 (OCSOs) are working with station-based staff and management, together with our Training Centre, to support those in development and identify opportunities for staff to acquire these skills earlier in their career.

Breathing Apparatus (BA) is another key factor contributing to low on-call availability and the Service is working towards redesigning the timing of training delivery, to enable demand for this skill to be met more rapidly.

### Actions being taken to improve performance

- The Service have invested in a dedicated team to support the recruitment, development, and retention of on-call staff. A Station Manager post responsible for On-Call & Blue Light Collaboration was created in 2023, to lead a team of On-Call Support Officers (OCSOs) and the LFRS project workstreams for on-call improvement. These significant workstreams will enable continuous improvement across all key elements of on-call recruitment, development, and retention.
- The Service are developing a data-driven recruitment and skills-based strategy and a new recruitment and workforce planning tool, the first of its kind, to improve sustainability of on-call fire engine availability.

#### 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 December 2023 was £50.5 million, £0.4m million more than budget. The majority is attributable in non-pay including a shortfall on apprenticeship levy funding and a cost increase in repairs and maintenance on operational vehicles earlier in the year.**

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)

Lancashire Fire and Rescue Service (LFRS) have provided significant support to LanCon with our aerial drone assets, supported by a Memorandum of Understanding (MoU). LFRS Drone Team has also supported other organisations, including the Environment Agency (EA).

LFRS receives around 200 drone requests on average per year from LanCon, with most requests for Missing Persons searches. LFRS have commenced discussions with LanCon in relation to re-charging for some services, given the on-call nature of our drone team, with each deployment having a budgetary impact for LFRS. Nationally, an MoU is being developed between the National Fire Chiefs Council (NFCC) and EA to better co-ordinate future drone activity.

The Service also provides an underwater search capability and assistance was recently requested by HM Coastguard. LFRS responded, and the underwater deployment immediately de-escalated the incident, significantly reducing the number of resources required from several agencies, for what would normally be a protracted incident.

### 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 to identify high level areas of opportunities. Blue Light partners are currently reviewing their strategic property asset plans to identify areas for co-ordinating future development plans over the next 5-10 years.

All Blue light partners are included in the discussions and options in relation to Preston area provision.

### **First Responder**

A trial commenced in 2023 involving LFRS staff volunteering as Community First Responders (CFR) to support NWS. LFRS staff volunteers undertake an initial CFR training programme at LFRS Training Centre. Once qualified, they can shadow existing CFR practitioners to develop their clinical abilities and build confidence in their newly acquired skills.

Five LFRS staff volunteers are now responding to life threatening emergencies in their communities from the workplace, and administering first aid in the initial vital minutes before NWS colleagues arrive. During 2023, LFRS responded to more than 80 CFR incidents including unresponsive/collapsed, not breathing, cardiac arrests, seizures, strokes, and choking.

The Service is expanding our support to NWS on this successful life-saving initiative and 10 LFRS Flexible-Duty Officers (FDOs) are progressing through the onboarding process with NWS.

### **Leadership Development**

Learning and Development leads from the Blue Light partners are considering 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'.

The new Command Support Unit (CSU) project was listed in this years' Annual Service Plan and seeks to upgrade not only the vehicles but to take advantage of recent technological advances to support operational incidents. On-Call firefighters from Carnforth and Bolton-le-Sands crew the CSU.

As part of the agreed capital vehicle replacement project, two new larger Command Units (CUs) will also be hosted by Fulwood and Blackburn Fire Stations. The CUs boast state of the art technology with 5G and Starlink connectivity.

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

<b>4.3 Overall User Satisfaction</b>		Percentage satisfied <b>98.77%</b>
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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.

**75 people were surveyed; 73 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?	3,492	3,449	98.77%	97.50%	1.30%

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## Lancashire Combined Fire Authority Performance Committee

Meeting to be held on Wednesday 6 March 2024

### Lithium-ion batteries campaign

Contact for further information – Stephanie Collinson, Head of Communications  
Tel: 01772 866787

#### Executive Summary

Fires in the home involving lithium-ion batteries are a growing risk nationally particularly with the growth in popularity of e-bikes and e-scooters. A campaign was delivered in December 2023 to gain more insight into those most at risk and the behaviours contributing to fires, and to help people adopt safer practices to prevent fires.

#### Recommendation(s)

The performance committee is asked to note the report.

### Information

Lithium-ion batteries are the rechargeable batteries found in a wide range of electrical items, such as e-scooters and e-bikes, mobile phones, and laptops. They store a significant amount of energy in a very small space and are much more powerful than other types of battery.

In the UK fires caused by lithium-ion batteries in e-scooters and e-bikes have multiplied fourfold since 2020, resulting in deaths, hospitalisations, homelessness, and staggering financial losses. Since 2020, over 190 people have been injured, and at least 13 lives have been lost due to this concerning trend<sup>i</sup>.

In Lancashire, there has been a year on year rise in lithium-ion battery related fires in the last three years, and three quarters of them involved a charger. When batteries are charged in communal areas or escape routes, a fire can quickly block the way out. On occasions batteries can fail catastrophically; they can explode and lead to a rapidly developing fire.

	2020-21	2021-22	2022-23	Total
Number of incidents	14	27	35	76

Insight the Service was able to determine from incident data included:

- 29% of incidents involved e-bikes, e-scooters, or hoverboards.
- Fires had mainly started in a bedroom or living room.
- The most fires have occurred in Preston, Blackpool, and Lancaster but all districts in Lancashire have seen incidents of this nature.
- Half of incidents occurred between 3pm and 11pm.

The campaign was implemented during December in the run up to Christmas, when people were expected to buy electrical goods, e-bikes, and e-scooters in particular, as presents.

### **Campaign objectives**

- To raise awareness of safety risks associated with e-charging.
- To educate the public on how to safely charge e-scooters and e-bikes.
- To gain insight into those most at risk and practices that increase risk.

### **Target audience**

- Households that have e-scooters/bikes to use as fun for teenagers.
- Students who use this as a cheaper alternative method of transport (which is an increasing trend) aged 18-30.
- Those aged between 25-45 and most likely to have children covering a range of ages and most likely to use or purchase electric goods.

### **Key messages**

- Always use the charger that came with your device.
- Never charge lithium batteries on your escape route. If possible, charge and store them away from your living areas.
- If you need to buy a replacement battery or charger, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.
- Never store lithium batteries together, there is an issue of potential battery short circuits if for example the box is contaminated with a metal item, like a paper clip. Ensure terminals have been taped up before mixing with other items.
- Always read the safety instructions that came with the device.
- Ensure you have working smoke alarms on every floor.

### **Competition to win an iPad**

The first part of the campaign involved a competition to win an iPad. To enter, members of the public had to answer three short questions about charging practices. The entry process gave all participants the correct answers to the questions to highlight the safest practices.

The competition resulted in over 1,700 entries and gave valuable insight into charging habits across different age groups. It showed that 25-34 year olds were more likely to charge devices in the hallway. This insight was used in the second part of the campaign to target 25-34 year olds with a specific message about the risk of charging in hallways.

### **Campaign activity**

The creative materials for the campaign featured real images of e-bike and e-scooter fires the Service has attended to demonstrate that these incidents do occur and could happen to anyone. A short animated video was also created in the style of a text message conversation and featuring an image of a real e-bike fire which broke out the

first time the owner charged it, aimed at attracting the attention of the younger target audience.

The following channels were used to share the content and key messages:

- Social media platforms: Facebook, X, TikTok, Instagram, and Nextdoor.
- Lithium-ion battery safety page on the Service's website ([www.lancsfirerescue.org.uk/batteries](http://www.lancsfirerescue.org.uk/batteries)).
- Media release to local news outlets.
- 20,000 leaflets and posters distributed to local schools, colleges, and communities containing QR code linked to lithium-ion battery safety page on the website.

### **Bin wagons in Lancaster**

During the campaign, the Service partnered with Lancaster City Council to create artwork to highlight the risk of e-charging, which now appears on 43 vehicles across Lancaster.

### **Evaluation**

In total, the campaign reached 494,850 people and generated 23,247 engagements (comments, shares, website clicks etc). Social media alone reached 301,389 people and generated 22,441 engagements. Advertising on TikTok boosted competition entries from 18-24 year olds by 197%. Social media posts sparked a lot of debate, with some people sharing their surprise to learn about the risk of e-charging and others sharing their own experiences. Some people stated that they normally charged items in living areas and would now change this.

1,789 people entered the competition and took part in the quiz allowing us to promote the key safety messages and highlight unsafe practices. 4,062 people visited the lithium-ion battery safety page on the website during the campaign. 450 visits came directly from the QR code on campaign leaflets. Five news articles appeared in the local media.

### **Next steps**

The next steps are to build on insight gained from this campaign to develop the picture of who is most at risk and the behaviours that contribute to fires, alongside analysing incident data at the end of the year.

Nationally, the National Fire Chiefs Council has backed charity Electrical Safety First's calls for improved safety standards of e-bike and e-scooter batteries. A change in legislation is needed to help prevent fires and ensure that the products in people's homes are safer.

The safe disposal of lithium-ion batteries is also a key issue, as batteries thrown in household rubbish bins have been linked to an increase in waste fires. Research has shown that lithium-ion batteries are responsible for around half of all waste fires occurring in the UK each year, costing the UK economy some £158 million annually<sup>ii</sup>.

## **Business risk**

None.

## **Sustainability or Environmental Impact**

The campaign used mainly digital communications and the leaflet was distributed digitally where possible, to ensure printed leaflets were only used to target those less likely to access digital communications on this subject. Increased awareness levels of safe lithium-ion battery use supports the positive sustainability impact of using rechargeable batteries and devices.

## **Equality and Diversity Implications**

A full equality impact assessment was carried out for the campaign and the creative materials were produced following accessibility principles. All digital content was accessible, meaning it was easier for people with disabilities to access online.

## **Data Protection (GDPR)**

Will the proposal(s) involve the processing of personal data? Y

Personal data was collected as part of the competition and processed in line with GDPR requirements.

## **HR implications**

None.

## **Financial implications**

The total cost of campaign was £1,420 which was funded through the corporate communications departmental budget.

## **Legal implications**

None.

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

### **List of background papers**

None

Reason for inclusion in Part 2 if appropriate: None

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<sup>i</sup> Electrical Safety First: The Safety of Electric-Powered Micromobility Vehicles and Lithium Batteries Bill, 2023

<sup>ii</sup> Eunomia: Lithium-Ion Battery Waste Fires Costing The UK Over £100m A Year, 2021