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Lancashire Combined Fire Authority
Performance Committee

Wednesday, 26 June 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 Lynsey Barr on telephone number Preston (01772) 866908 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 - 26)**

4. **Performance Management Information (Pages 27 - 78)**

5. **NWFC Q4 Performance Presentation**

6. **Annual Report on Road Safety Intervention Activity 2023/24 (Pages 79 - 88)**

7. **Annual Review of KPI 3.3 (Pages 89 - 90)**

8. **Date of Next Meeting**

   The next scheduled meeting of the Committee has been agreed for 10:00 hours on **04 September 2024** in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

   Further meetings are: scheduled for 04 December 2024
   proposed for 05 March 2025

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Lancashire Combined Fire Authority
Performance Committee

Wednesday, 6 March 2024, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

Minutes

Present:	
Councillors	
T Hurn (Chair)	
P Britcliffe	
Z Khan MBE	
J Rigby	
M Salter	
D Smith	
D O'Toole (Substitute)	
J Shedwick (Substitute)	

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

20/23	**Apologies For Absence**
	Apologies were received from County Councillors, Lorraine Beavers, Hasina Khan, Paul Rigby and Barries Yates.
21/23	**Disclosure of Pecuniary and Non-Pecuniary Interests**
	None received.
22/23	**Minutes of Previous Meeting**
	Resolved: - That the Minutes of the last meeting held on the **13 December 2023** be confirmed as a correct record and signed by the Chairman.

23/23	**Performance Management Information**

The Assistant Chief Fire Officer introduced Stephanie Collinson (Head of Media and Communications), Steven Brown (Director of Corporate Services), John Rossen and Neil Taylor (Area Managers, Head of Service Delivery), to Members.

The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 3rd 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 four Key Performance Indicators were shown in negative exception. These were 1.2.1 Staff Absence Wholetime (WT), 1.2.3 Staff Absence Greenbook, 3.1 Critical Fire Response – 1st Fire Engine Attendance, 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 October to December 2023, 23 station and department visits were carried out by principal officers, directors, and area managers as part of the 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 that related to fleet equipment which included incident command tabards, appliance tool boxes, and remote-control water rescue vessels.

The Head of Media and Communications explained that a comprehensive staff survey was carried out periodically which gained insight from staff on a range of topics such as health and wellbeing, leadership and management, training and development, and equality, diversity, and inclusion. The survey was anonymous and only asked for an individual's rank and role. The feedback was used to shape future activity and initiate improvements and new ideas.

Engagement was measured because staff who were engaged with the Service felt more informed, valued, knew how to access support, and felt able to deal with difficulties at work. High engagement was associated with a lower number of accidents; sickness absence levels; conflicts; and grievances.

Year	Engagement Index	Response Rate
2023	74%	49%

2020	79%	44%
2018	70%	43%
2016	64%	31%

Data was collected from the latest survey which had been undertaken in September and October 2023 and the engagement index was calculated based on five questions that measured pride, advocacy, attachment, inspiration, and motivation; factors that were understood to be important features shared by staff who were engaged with the organisation.

For each respondent, an engagement score was calculated as the average score across the five questions, where strongly disagree was equivalent to 0, disagree was equivalent to 25, neither agree nor disagree was equivalent to 50, agree was equivalent to 75 and strongly agree was equivalent to 100. The engagement index was then calculated as the average engagement score in the organisation. This approach meant that a score of 100 was equivalent to all respondents saying strongly agree to all five engagement questions, while a score of 0 was equivalent to all respondents saying strongly disagree to all five engagement questions.

An engagement score of 74% for 2023 showed an improvement on surveys in 2016 and 2018. The engagement score of 79% in 2020 was considered an anomaly due to the Covid-19 pandemic when there were higher levels of communication and a focus on wellbeing. This corresponded with other organisations at that time. The response rate for 2023 was 49% which was equivalent to half of the workforce across all ranks and roles.

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.

It was noted that a high level of engagement during the Emergency Cover Review and the changes to the Day Crewing Plus duty system reflected the level of communication and support provided prior to its implementation.

In response to a question from County Councillor Salter regarding the comparability of the response rate of the Service to other Fire and Rescue Services, the Head of Media and Communications explained that there was no standard across Fire and Rescue Services to measure the response rate, so it was difficult to benchmark. She had liaised with other Fire and Rescue Services that measured similar things, but rates were calculated differently.

County Councillor Salter commented that the wellbeing dog visits were a positive measure as it was a good opportunity to mitigate stress compared to wellbeing interventions when at crisis point and asked for more information. The Assistant Chief Fire Officer advised that the Service had noted research that suggested that dogs were beneficial for many people's mental health and could lessen stress and anxiety. Several years ago, Bekki Ford, Safety, Health and Wellbeing Advisor, and Lindsay Sielski, Watch Manager and Canine Lead, worked with an external canine training school to create a wellbeing support dog function which comprised of

interested members of staff who provided their dogs for assessment and training that ensured suitability for the role. It was acknowledged that some staff would not access the function due to allergies and for cultural reasons but, overall, it had been successful and well received.

In response to a query from County Councillor O'Toole in relation to the number of surveys given to staff, changing the content of the surveys, and the provision of feedback, the Head of Media and Communication advised that, the last survey had been conducted 3 years ago. However, in addition to the survey, engagement work with staff was carried out continuously. Some of the questions in the survey remained the same to provide the opportunity to benchmark progress, although new areas were introduced as the results influenced future provision for staff. Action plans were created from the answers given and the results were provided to staff.

1.2.1 Staff Absence Wholetime

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

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

Cumulative total number of shifts lost: 6.899

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

During quarter 3, October to December 2023, absence statistics showed whole-time personnel absence above target for the quarter.

1,633 Wholetime absence shifts lost = 2.65 against a target of 1.25 which equated to 1.4 shifts over target. During the same quarter of the previous year 2.2 shifts were lost which was an increase of 0.45 shifts lost per wholetime employee. Cases of long-term absence (over the whole quarter) had decreased by 0.17 shifts from the previous quarter.

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 remained the same at five cases in both Q2 and Q3.

As a result of the five cases of long-term absences, 261 shifts were lost during Q3 compared to 139 shifts lost during the previous quarter. These cases accounted for 0.41 shifts lost per person over the quarter.

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

- Mental health – 9 cases
- Hospital/Post Operative – 7 cases

- Musculo skeletal – 7 cases
- Other absence types (small or single returns) – 3 cases

In Q3, 302 shifts lost were related to respiratory related absences, which included Coronavirus absence and equated to 0.477 shifts lost per person, which was in comparison to 101 shifts lost in Q2.

The Service had a robust Absence Management Policy which detailed the approach to managing periods of workplace absence to ensure that staff were supported back to work at the appropriate time based upon their individual needs and in a compassionate way.

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

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

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

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

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

The Assistant Chief Fire Officer went on to advise Members that Planning Committee had agreed changes to KPI's 1.2.1 and 1.2.3 as discussed at the last meeting of the Performance Committee and that these would be enacted from Quarter 4 onwards.

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, 1.32%.

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: 6.218

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

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 which equated to 1.25 shifts lost per employee per year for quarter 3. The actual shifts lost for the period for this group of staff was 2.33 which was 1.08 above target. During the same quarter of the previous year, 2.38 shifts were lost which was a reduction of 0.05 shifts lost per Greenbook staff.

During quarter 3, October to December 2023, absence statistics showed non-uniformed personnel 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:

- Mental Health – 5 cases
- Other absence types (small or single returns) – 3 cases

During quarter 3, 267 shifts were lost as a result of the eight cases of long-term absences, in comparison to 322 shifts lost during the previous quarter. These cases accounted for 1.38 shifts lost per person over the quarter, which was an increase of 0.21 shifts lost from the previous quarter.

In quarter 3, 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, at the pervious Performance Committee meeting, the Assistant Director of Human Resources advised Members that there had been deteriorating attendance levels within LFRS and nationally since the Covid-19 pandemic. This benchmarking had been carried out using figures from the Office for National Statistics (ONS) and Chartered Institute of Personnel and Development (CIPD).

The absence reasons were complex, and Members agreed to a review of the targets that were more realistic and achievable for the absence KPIs. Members of the Planning Committee approved the proposed adjustments which were: Staff Absence Wholetime (KPI 1.2.1) be uplifted from a standard of no more than 5 shifts lost per annum, to a new standard of no more than 8 shifts per annum, and; Staff Absence Greenbook (KPI 1.2.3) be uplifted from a standard of no more than 5 shifts lost per annum, to a new standard of no more than 8 shifts per annum.

The KPI standard was for performance measuring purposes only and would not be reported to staff as a sickness absence allocation. It would be reviewed periodically with a view to a gradual return to previous target levels as and when performance improved. Approved adjustments to the KPIs would begin from quarter 4.

1.3.1 Workforce Diversity

This indicator measured diversity as a percentage.

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

Gender:	Female 20%(20%)	Male 80%(80%)	
Ethnicity:	BME 4%(3%)	White 94%(94%)	Not stated 2%(3%)
Sexual Orientation:	LGBT 4%(4%)	Heterosexual 56%(51%)	Not stated 40%(45%)
Disability:	Disability 3%(3%)	No disability 94%(94%)	Not stated 3%(3%)

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

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

Gender:	Female	Grey book 9%	Green book 59%
	Male	Grey book 91%	Green book 41%
Ethnicity:	BME	Grey book 3%	Green book 5%
	White	Grey book 95%	Green book 88%
	Not stated	Grey book 2%	Green book 7%
Sexual Orientation:	LGBT	Grey book 4%	Green book 3%
	Heterosexual	Grey book 55%	Green book 58%
	Not stated	Grey book 41%	Green book 39%
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 29%(26%)	Male 71%(74%)	
Ethnicity:	BME 6%(2%)	White 89%(94%)	Not Stated 6%(4%)
Sexual Orientation:	LGBT 4%(11%)	Heterosexual 89%(82%)	Not stated 7%(7%)

Disability: Disability 2%(2%) No disability 94%(96%) Not stated 4%(2%)

During quarter 3, there were a total of 49 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.

The Assistant Chief Fire Officer stated that the recruited workforce diversity statistics had improved largely due to positive action work undertaken by the Service.

In response to a question from the Chair regarding female applicants, the Assistant Chief Fire Officer advised that, as a modern fire and service, LFRS carried out engagement work in local communities to encourage job applications from the broadest group of candidates which included prospective female applicants.

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, 12 for quarter 3; year to date 46; previous year to date 44. Quarterly activity increased 9.09% over the same quarter of the previous year.

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

2.1 Risk Map Score

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

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

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

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

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 13,716; previous year to date 14,978. Quarterly activity decreased 10.68% over the same quarter of the previous year.

In quarter 3, the Service attended 4,191 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) – 1982, 48%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 456, 11%
- Total Secondary Fire Calls (deliberate and accidental fires) – 472, 11%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1264, 30%

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, 175 in quarter 3; year to date 549; previous year to date 604. Quarterly activity decreased 11.62% over the same quarter of the previous year.

2.3.1 ADF – Harm to people: Casualties

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

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

Fatal,	1 in quarter 3; year to date 2; previous year to date 5
Injuries appear Serious	2 in quarter 3; year to date 9; previous year to date 10
Injuries appear Slight	7 in quarter 3; year to date 19; previous year to date 33

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

In response to a question raised by County Councillor Salter in relation to the rise in the number of casualties towards the end of the year, the Assistant Chief Fire Officer advised that the spike followed the pattern of the previous 3 years. Trends

were difficult to identify as targeted prevention activity had led to a low number of overall incidents and casualties. Additionally, all casualties were investigated to identify emerging trends which informed future prevention activity. LFRS was rigorous in the recording of casualties which would include slight smoke inhalation potentially being recorded as a slight injury. Neil Taylor, Area Manager Head of Service Delivery, explained that a checkup by a medical technician would be recorded as a precautionary check, whereas any medical treatment (such as a painkiller or provision of oxygen therapy), would result in recording as a slight injury.

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 90% against same quarter of the previous year, combined percentage of 83%.

Combined quarterly percentage had therefore increased 7.01% 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), 56 in quarter 3; year to date 183; previous year to date 196. Quarterly activity increased 1.82% over the same quarter of the previous year.

It was noted that the number of accidental building fires was affected by the seasons as there were typically more nuisance fires during warmer periods.

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 79% against
- same quarter of the previous year, combined percentage of 71%.

Combined quarterly percentage had therefore increased 7.7% 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), 13 in quarter 3; year to date 62; previous year to date 68. Quarterly activity decreased 18.75% 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 19%.

Combined quarterly activity had therefore decreased 18.8% over the same quarter of the previous year.

2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

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

Deliberate Fires – 363 in quarter 3; year to date 1,508; previous year to date 1,893. Quarterly activity decreased 13.98% over the same quarter of the previous year.

2.6.1 Deliberate Fires – Dwellings

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

Deliberate Fires – Dwellings, 22 in quarter 3, year to date 71; previous year to date 58. Quarterly activity remained static against 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, 34 in quarter 3; year to date 106; previous year to date 89.

Quarterly activity increased 3.03% over the same quarter of the previous year.

The Assistant Chief Fire Officer explained that 15 out of the 34 incidents during the quarter occurred in prisons, and often featured 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 whereas other commercial premises types fell within the regulatory responsibility of the Service. If prison related incidents were set aside, the Service performance against this KPI was highly positive and showed a marked reduction.

Councillor Smith queried whether prisons were classed as commercial premises or dwellings, the Assistant Chief Fire Officer confirmed that, for Home Office reporting purposes, prison were classed as commercial properties.

In response to a question from the Chair, the Assistant Chief Fire Officer informed that the Ministry of Justice and Crown Inspectorate had long term strategies in place to tackle deliberate fires in prisons and although fires using electronic materials were a risk factor, prisons were complex environments with conflicting demands and the Service would continue with support.

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, 307 in quarter 3; year to date 1,331; previous year to date 1,746. Quarterly activity decreased 16.35% 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, 5,691 in quarter 3; year to date 17,232; previous year to date 16,349. Quarterly activity decreased 3.4% over the same quarter of the previous year.

HFSCs with high-risk outcomes, Quarter 3, 54%; previous year Quarter 3, 50%.

High risk outcomes remained static against the same quarter of the previous year.

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

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

ChildSafe,	246 sessions delivered to 7,835 attendees;
RoadSense,	177 sessions delivered to 5,459 attendees;
SENDSafe,	7 sessions delivered to 130 attendees;
Wasted Lives,	37 sessions delivered to 5,617 pupils, 34 in person sessions to 4,972 students, and 3 virtual sessions delivered to 645 students;
Biker Down,	3 sessions delivered to 75 attendees;
FIRES,	22 referrals opened prior to Q3 and carried over. 40 referrals received in Q3. 14 referrals closed in Q3. 41 referrals carried into Q4;
Partner Training,	15 sessions – 92 staff.

Specific Education packages – delivered Water Safety, BrightSparx, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4). 72 BrightSparx sessions delivered in person to 10,946 attendees & 11 virtual sessions delivered to 7,515 students. 5 sessions of Choice and Consequences delivered to 602.

Arson Threat Referrals - 176.

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, 862 in quarter 3; Cumulative 2,558; YTD target, 1,875; previous YTD 806.

Cumulative YTD BFSCs being satisfactory, 2,210. Top 5 completed satisfactory premise types (Shops 880, Other workplaces 263, Factories/Warehouses 221, Offices 192, Licensed premises 182).

Cumulative YTD BFSCs being unsatisfactory, 348. Top 5 completed unsatisfactory premise types (Shops 179, Licensed premises 35, Factories/Warehouses 33, Other workplaces 28, Schools 20).

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 continued 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 was due to begin from April 2024.

Protection had delivered the first 5 day-built environment training on the Wholetime (WT) recruits course which prepared them to undertake BFSCs when they arrived on their watches.

Under the intervention programme for fire safety, the Service focused resources on the most vulnerable and high-risk premises with associated sleeping risk such as hospitals and care homes which were serviced by the Fire Safety Officers. Operational crews provided extra capacity and would inspect lower risk premises.

If follow-up intervention had taken place following the identification of critical fire safety issues and the responsible person would/could not comply with fire safety law, they would be moved from an advisory remit into regulatory where an enforcement notice could be issued, and possibly then prohibit or prosecute the responsible person.

County Councillor Shedwick stated that it was evident from the statistics that the operational crews were now involved as well as the Fire Safety Officers.

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 3, 452;
Formal Activity in Quarter 3, 5%, same quarter of the previous year 9%.
Quarterly activity decreased 4% 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 1,572.

In response to a question from County Councillor Salter regarding recent changes in Fire Safety Legislation, the Assistant Chief Fire Officer advised that the changes placed more responsibility on persons responsible for premises. These premises were known to the Service as they were included within the risk-based intervention programme and were recorded in a database with the level of risk calculated by a risk matrix. In the last 12 months the Service, as regulator, had conducted extensive engagement with businesses to raise awareness of the changes to the Fire Safety Order and to inform persons responsible of their duty to fire safety management.

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 3, Building Regulation Consultations received 268, of which 256 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 intervention program, consequently use of finite resources must be fully co-ordinated and balanced. To achieve this and ensure consultation timelines were achieved:

- The implementation of centralised building regulations onto the Community Fire Risk Management Information System (CFRMIS) and assigning dedicated resource to consistently input new applications, continued to improve the Services efficiency at responding to the majority within statutory timescales.

The Assistant Chief Fire Officer emphasised that the Service response to Building Regulation Consultations within the statutory timescales had improved over the past year with an improvement to 95.5% completed within the timeframe of 15 days in quarter 3. A small number of consultations were out of the timeframe due to

being complex in nature or awaiting further information from the relevant local authority.

County Councillor David O'Toole joined the meeting.

KPI 3 - Responding to fire and other emergencies quickly

3.1 Critical Fire Response – 1st Fire Engine Attendance

This indicator reported the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident in less than the relevant response standard.

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

- Very high-risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

The response standards were determined by the risk map score and subsequent risk grade for the location of the fire.

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

Critical Fire Response – 1st Fire Engine Attendance, Quarter 3, Very High 06:55 min; High 06:40 min, Medium 06:44 min, Low 08:31 min.

Q3 overall 07:24 min. Year to date overall 07:24 min. Previous year to date overall 07:15 min.

The negative exception report was due to the critical 1st fire engine appliance average response time to a very high response standard, being above the limit during quarter 3.

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

The monthly average response times to very high risk areas were:
- October 04:47,
- November 05:50, and
- December 09:48.
- Quarter 3 06:55.

Only December exceeded the 6-minute average. The average time of 09:48 was made up of just three incidents, of which, two recorded a response longer than six

minutes. This resulted in the quarter average of 6.55 falling into exception.

The Assistant Chief Fire Officer informed Members that the overall very high-risk critical response time had been affected by the high average response time in December. During December, a major incident occurred at the SupaSkips site in Lancaster which required a large number of resources to be dispatched whilst, at the same time, there had been a number of simultaneous incidents in the east of the county. As resources from the east had been dispatched to the incident at Lancaster, the next available pumps in the east of the county had to travel further to incidents which affected the response times. Members noted that it had been an unusual occurrence that would not be expected to recur under normal business conditions.

3.2 Critical Special Service Response – 1st Fire Engine Attendance

This indicator reported the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident in less than the relevant response standard.

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

Critical Special Service Response – 1st Fire Engine Attendance, 08:34 min in quarter 3; year to date 08:34 min; previous year to date 08:15 min.

County Councillor Salter acknowledged that the response times were very impressive and queried whether the response standard of 13 minutes should be lowered. The Assistant Chief Fire Officer informed that the response standard of 13 minutes included the call handling time and time taken for the fire engine to attend an incident. As special service incidents often occurred in more remote areas pf the county, this could result in slightly longer call handling times. It was noted that 'What 3 Words', and '999Eye' were tools used by North West Fire Control to assist in locating incidents and assessing resource needs for them.

3.3 Total Fire Engine Availability

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

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

Total Fire Engine Availability, 88.46% in quarter 3; year to date 88.59%; previous year to date 89.32%.

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

The negative exception report was due to the 1st fire appliance availability percentage being below the lower control limit during quarter 3.

Overall availability across all stations for the quarter recorded 88.46%, which was 1.54% below the 90% standard.

The availability by each of the stations designated first pump crewing type:
Wholetime – 99.30%
Day Crewing Plus – 99.07%
Flexi Day Crewing – 99.23%
On-Call – 74.60%
Total – 88.46%

Whilst all of the Whole-Time appliances achieved exceptional availability, the 1st 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.

On-Call recruitment, development, and retention was a national challenge which had 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 was a significant contributing factor to low On-Call availability. On-Call Support Officers (OCSOs) were working with station-based staff and management, together with Training Centre, to support those in development and identify opportunities for staff to acquire those skills earlier in their career.

The Breathing Apparatus (BA) skill was another factor contributing to low On-Call availability and the Service was working towards redesigning the timing of training delivery, to enable demand for the skill to be met more rapidly.

Actions being taken to improve performance:

- The Service had 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 had been 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 would enable continuous improvement across all key elements of On-Call recruitment, development, and retention.
- The Service were developing a data-driven recruitment and skills-based strategy and a new recruitment and workforce planning tool, the first of its kind, to improve availability of On-Call fire engine availability.

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

4.1 Progress Against Allocated Budget

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

The annual budget for 2023/24 was set at £68.5 million. Spend at the end of December 2023 was £50.5m, £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 3 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)
Lancashire Fire and Rescue Service (LFRS) had provided significant support to LanCon with its aerial drone assets, supported by a Memorandum of Understanding (MoU). LFRS Drone Team had also supported other organisations, including the Environment Agency (EA).

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

The Service also provided an underwater search capability, and assistance had recently been requested by HM Coastguard. LFRS had responded, and the underwater deployment immediately de-escalated the incident, which significantly reduced the number of resources required from several agencies for what could normally be, a protracted incident.

Estates and Co-location

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

A set of principles were being developed to identify high level areas of opportunities. Blue Light partners were 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 were included in the discussions and options in relation to Preston area provision.

First Responder

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

Five LFRS staff volunteers were now responding to life threatening emergencies in their communities from the workplace and would administer first aid in the initial vital minutes before NWAS colleagues arrived. During 2023, LFRS responded to more than 80 CFR incidents which included unresponsive/collapsed, not breathing, cardiac arrests, seizures, strokes, and choking.

The Service was expanding its support to NWAS as it was a successful, lifesaving initiative and 10 LFRS Flexible-Duty Officers (FDOs) were progressing through the onboarding process with NWAS.

Leadership Development

The Learning and Development leads from each of the Blue Light partners were considering 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.'

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

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. John Rossen, Area Manager, Head of Service Delivery would carry out an evaluation across the projects to measure the benefits the Service delivered with partners for the people of Lancashire. **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: 98.77% In quarter 3, 75 people had been surveyed and the number satisfied with the service was 73. The running number of people surveyed for the year was 3,492 with 3,449 of those people being satisfied with the Service; 98.77% against a standard of 97.50%; a variance of 1.30%. The Chair thanked the Assistant Fire Officer for a positive report. **Resolved: -** That the Performance Committee noted and endorsed the Quarter 3 Measuring Progress report, including one positive and four negative exceptions.
24/23	**Lithium-Ion Batteries Campaign**
	Stephanie Collinson, Head of Media and Communications presented a report to Members which detailed the outcomes of the Lithium-Ion Batteries Campaign. Fires in the home were a growing risk nationally, particularly with the growth in popularity of e-bikes and e-scooters. A campaign had been 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. Lithium-ion batteries were the rechargeable batteries found in a wide-range of electrical items, such as e-scooters and e-bikes, mobile phones, and laptops. They stored a significant amount of energy in a very small space and were much more powerful than other types of battery. In the UK, fires caused by lithium-ion batteries in e-scooters and e-bikes had multiplied fourfold since 2020, which had resulted in deaths, hospitalisation, homelessness, and staggering financial losses. Since 2020, over 190 people had been injured, and at least 13 lives had been lost due to this concerning trend. In Lancashire, there had been a year on year rise in lithium-ion battery related fires in the last three years, and three quarters of those involved a charger. When batteries were charged in communal areas or escape routes, a fire could quickly

block the way out. On occasions, batteries could fail catastrophically; they could 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 determined from the 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 had occurred in Preston, Blackpool, and Lancaster but all districts in Lancashire had seen these types on incidents.
- Half of incidents occurred between 3pm and 11pm.

The campaign had been 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 had e-scooters/bikes to use as fun for teenagers.
- Students who used this as a cheaper alternative method of transport (which was an increasing trend) aged 18-30.
- Those aged between 25-45 and were 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 the device.
- Never charge lithium batteries on escape routes. If possible, charge and store them away from living areas.
- If there was a need to buy a replacement battery or charger, always choose a branded, genuine product from a trusted supplier. There were lots of fakes out there, and it could be difficult to spot the difference.
- Never store lithium batteries together, there was a potential issue with battery short circuits if, for example, the box was contaminated with a metal item, like a paper clip. Ensure terminals had been taped up before mixing with other items.
- Always read the safety instructions that came with the device.
- Ensure there were 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 had attended to demonstrate that these incidents did occur and could happen to anyone. A short, animated video was also created in the style of a text message conversation and featured an image of a e-bike fire which broke out the first time the owner charged it, aimed at attracting the attention of the younger target audience.

The animated video was played to Members.

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).
- 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 appeared 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 which allowed the Service 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 and 450 visits came directly from the QR code on campaign leaflets. Five news articles appeared in the local media.

Next steps
The next steps were to build on insight gained from the campaign to develop the picture of who was most at risk and the behaviours that contributed to fires, alongside analysing incident data at the end of the year.

Nationally, the National Fire Chiefs Council (NFCC), had backed charity Electrical

Safety First's calls for improved safety standards of e-bike and e-scooter batteries. A change in legislation was needed to help prevent fires and ensure that the products in people's homes were safer.

The safe disposal of lithium-ion batteries was also a key issue, as batteries thrown in household rubbish bins had been linked to an increase in waste fires. Research had shown that lithium-ion batteries were responsible for around half of all waste fires that occurred in the UK each year, which costed the UK economy some £158 million annually.

In response to a question from Councillor Smith regarding the regulation of e-bikes, the Assistant Chief Fire Officer advised that the NFCC, alongside a number of other organisations were actively involved in lobbying government.

Members discussed the possibility of lobbying the government for a Lithium-Ion battery return scheme with which an additional fee would be charged when a battery was purchased and would be redeemed when returned which would ensure proper disposal of them. It was mentioned that the owners of e-bikes and e-scooters would not use the many waste sites in Lancashire that had measures in place for the safe disposal of batteries and the responsibility should be on the seller.

In response to a question from County Councillor Salter regarding the value of having a CE Safety Mark on rechargeable batteries, the Head of Media and Communications explained that one of the key messages was to use batteries supplied by the manufacturer and not to buy second-hand or from online websites. Additionally, the Assistant Chief Fire Officer stated that cost of parts was an issue, as cheap replacement products were available online. As Trading Standards were the authority on regulatory issues, the Service and sector were actively linked in with them on Lithium-Ion battery matters.

County Councillor Salter raised the possibility that too many safety messages would become confusing. The Head of Media and Communications stated that a phased approach was being used for key safety messages and, when more insight had been gained, the safety messages would become more focused.

County Councillor Salter asked why Lancaster had been chosen for its bin wagons to display artwork that highlighted the risk of e-charging and whether bin wagons in other cities would be used for the campaign. The Head of Media and Communications advised that Lancaster City Council had been eager to work with Lancashire Fire and Rescue Service (LFRS), but the Service would be happy to work with any of the Local Authorities. The Service had provided the artwork and Lancaster City Council had wrapped the vehicles. The campaign was in its infancy and other initiatives were being developed.

In response to a query from County Councillor Salter as to the reason that the most fires occurred in Preston, Blackpool, and Lancaster, the Head of Media and Communications advised that from the data and national research, students and people from that age group were more likely to use e-bikes and e-scooters for affordable travel. Safety material had been distributed to schools, colleges, and universities. The Assistant Chief Fire Officer added that population density and city

	lifestyles could also be prevalent factors in the number of fires. In response to a question from County Councillor Shedwick in relation to dealing with electric vehicle fires, the Assistant Chief Fire Officer explained that it was very challenging as electric vehicle fires were very difficult to extinguish and there was no current solution globally. The Service had purchased a range of new products to help manage electric vehicle fires which were being trialled to discover their benefits, and as different tactical options for commanders to use at scene. Global research was underway to develop a solution. It was noted that the volume of electric cars and therefore, potentially, the number of fires, could increase in future. County Councillor Salter commented that the government should be lobbied for a safer infrastructure for the increase in electric cars such as sprinklers in car parks. County Councillor O'Toole stated that, at the next full council meeting at Lancashire County Council, he had put a question forward about Lithium-Ion batteries, waste sites and waste fires. The portfolio holder had been briefed and would answer the question which would raise awareness. He asked, and the Head of Media and Communications agreed, to be provided with leaflets to distribute to Councillors and Senior Officers at the meeting. The Chair thanked the Head of Media and Communications for her report. **Resolved**: - That Members noted the content of the report.
25/23	**Date of Next Meeting**
	The next meeting of the Committee would be held on **26 June 2024** at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood. Further meeting dates were noted for 04 September 2024 and 04 December 2024 and agreed for 05 March 2025.

M Nolan
Clerk to CFA

LFRS HQ
Fulwood

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 26 June 2024

Performance Management Information For 4th 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 4 Measuring Progress report, including four positive and two negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

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

Lancashire Fire and Rescue Service

Measuring Progress

Performance Report

Quarter 4: January 2024 – March 2024

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.

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Explanation of Performance Measures

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

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

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

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

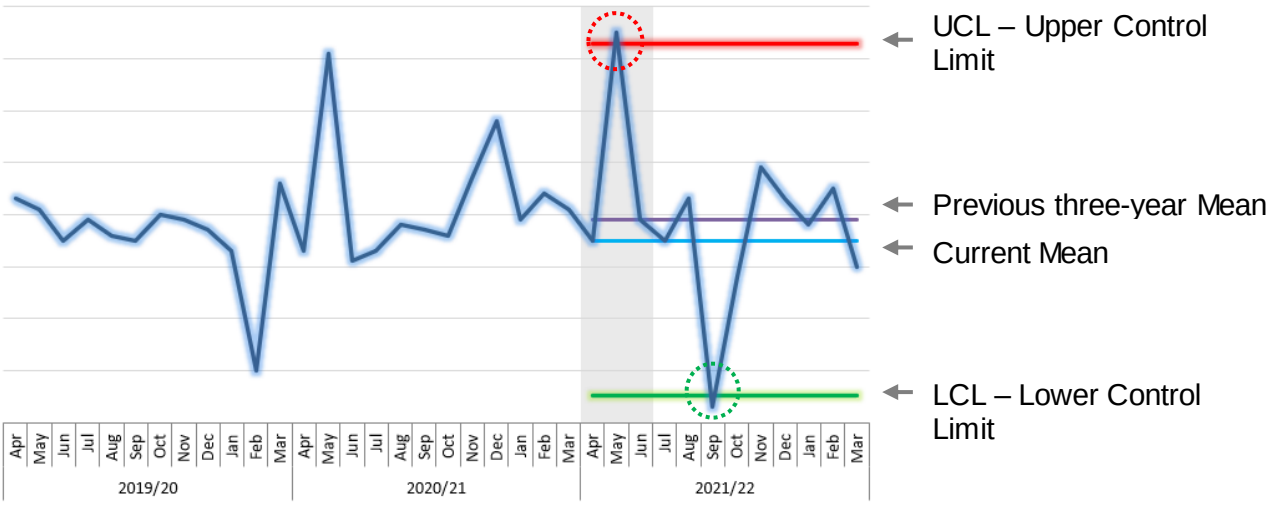
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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

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

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

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



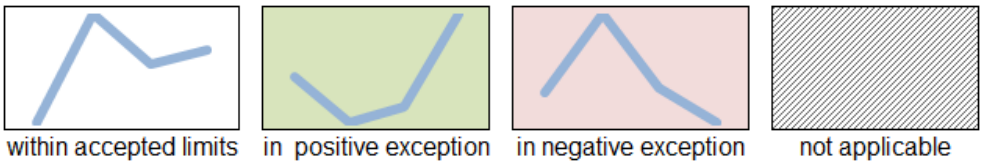
Performance Framework and indicator trends

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

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

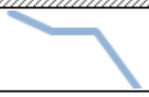
This section also provides an overview of the performance direction of the KPI's. Each KPI is shown within its priority, with an indicator called Sparkline's; which are the inset summary charts and indicate the relative direction of travel over the last four quarters. The last point of the chart represents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

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



KPI	Description	Progress	Page (s)
1	**Valuing our people so that they can focus on making Lancashire safer.**		
1.1	Overall Staff Engagement: Performance measure of how engaged our staff are		8
1.2.1	Staff Absence Wholetime (WT)		10
1.2.2	Staff Absence On-Call (OC)		14
1.2.3	Staff Absence Greenbook		15
1.3.1	Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		18
1.3.2	Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		19
1.4	Staff Accidents:		20

KPI	Description	Progress	Page (s)
2	**Preventing fires and other emergencies from happening. Protecting people and property when fires happen.**		
2.1	Critical Fire Risk Map Score		21
2.2	Overall Activity		22
2.3	Accidental Dwelling Fires (ADF)		24
2.3.1	ADF – Harm to people: Casualties		26
2.3.2	ADF – Harm to Property: Extent of Damage (Fire Severity)		28
2.4	Accidental Building Fires (Commercial Premises)		29
2.4.1	ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		30
2.5	ABF (Non-Commercial Premises)		31
2.5.1	ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		32
2.6	Deliberate Fires Total: Specific performance measure of deliberate fires		33
2.6.1	Deliberate Fires – Dwellings		34
2.6.2	Deliberate Fires – Commercial Premises		35
2.6.3	Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		36
2.7	HFSC		37
2.8	Numbers of other prevention activities delivered		38
2.9	Business Fire Safety Checks		39
2.9.1	Fire Safety Activity		41
2.10	Building Regulation Consultations (BRC) (number and completed on time)		42

KPI	Description	Progress	Page (s)
3	**Responding to fire and other emergencies quickly.**		
3.1	Critical Fire Response – 1st Fire Engine Attendance		43
3.2	Critical Special Service Response – 1st Fire Engine Attendance		44
3.3	Total Fire Engine Availability		45
4	**Delivering value for money in how we use our resources.**		
4.1	Progress Against Allocated Budget		47
4.2	Partnership Collaboration		48
4.3	Overall User Satisfaction		50

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.

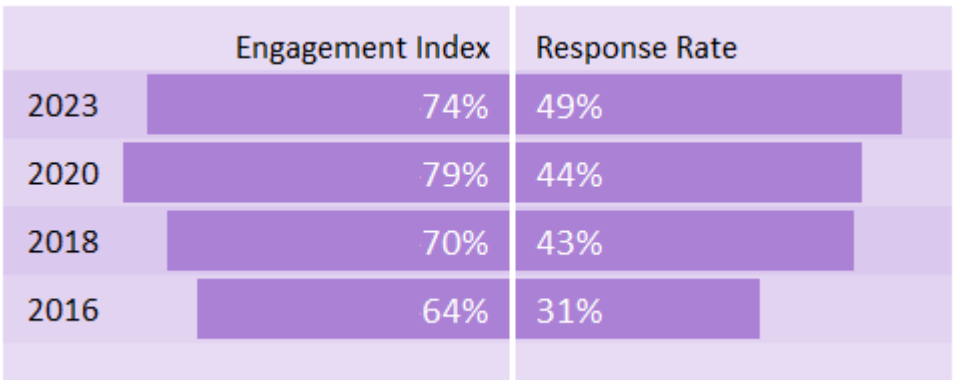
Measurement/update:

From January to March 2024, three station visits were carried out by principal officers as part of our service-wide engagement programme. Six station visits involving the HR department also took place to engage with members of staff affected by duty system changes as part of the emergency cover review.

Sixty-four wellbeing interactions were undertaken ranging from coffee and chat sessions with crews to support dog interactions. The Service also engaged with staff over several property projects including improvements at Preston, Blackpool, and Bacup fire stations, and consultation on body worn cameras continued.

The staff focus group was consulted on employee recognition to gain further insight into feedback on this topic received in the staff survey, and on-call communications.

As reported in the previous quarter: A comprehensive staff survey is undertaken periodically to gain insight from all staff on a range of topics including leadership, training and development, health and wellbeing, and equality, diversity, and inclusion. The feedback is used to shape future activity and bring about improvements and new ideas. The survey includes a staff engagement index which is a measure of overall staff engagement based on levels of pride, advocacy, attachment, inspiration and motivation. The current staff engagement index score is 74% (2023).



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.

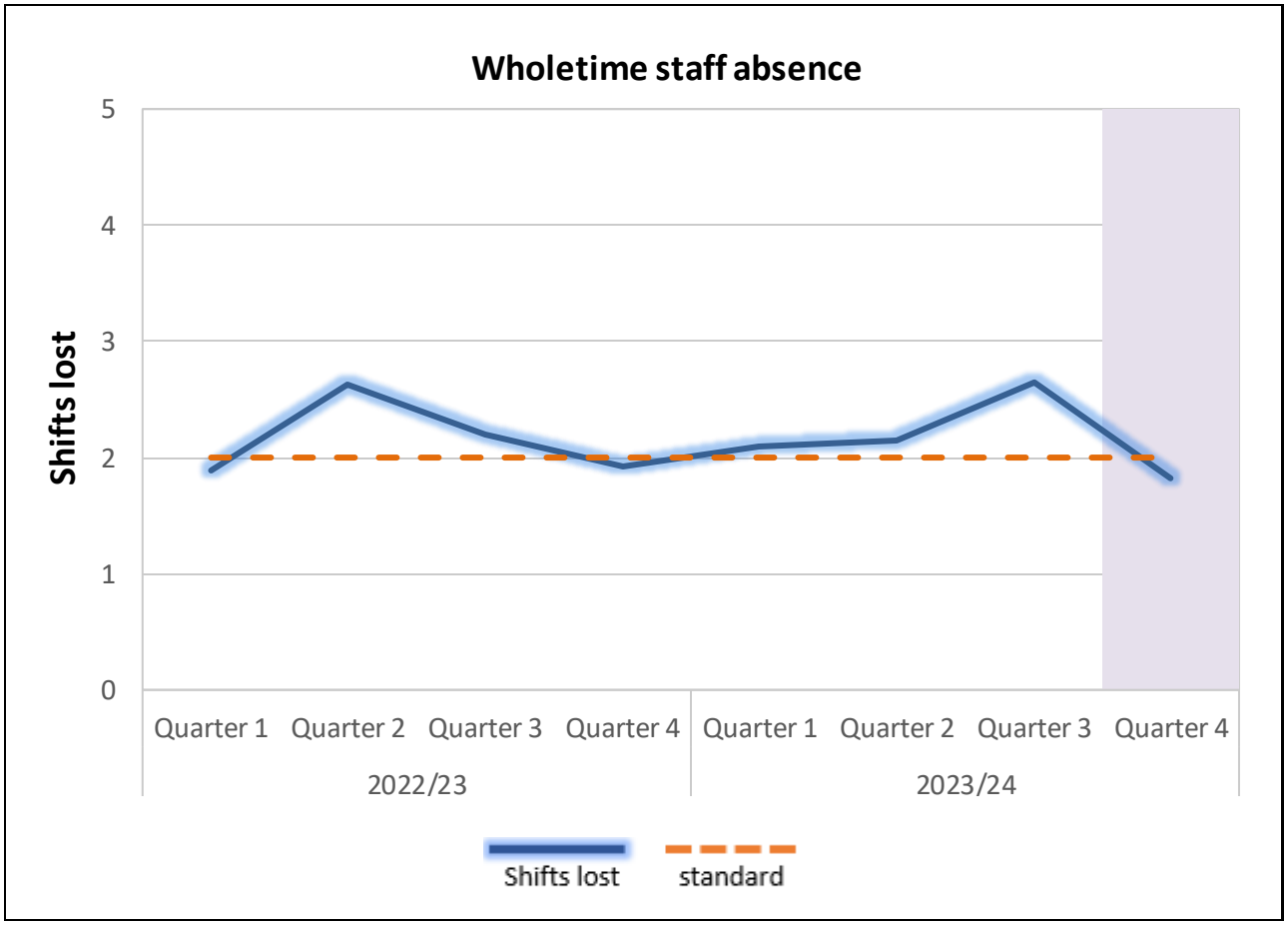
During the survey period, the corporate communications department visited wholetime and on-call crews on 51 occasions to encourage participation in the survey. Five focus groups were held with on-call units by the Service's independent researcher to obtain qualitative feedback on on-call specific matters,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

1.2.1 Staff Absence Wholetime (WT)

Cumulative shifts lost
8.721

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 8 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 2)



Cumulative total number of shifts lost: 8.721

What are the reasons for an Exception report

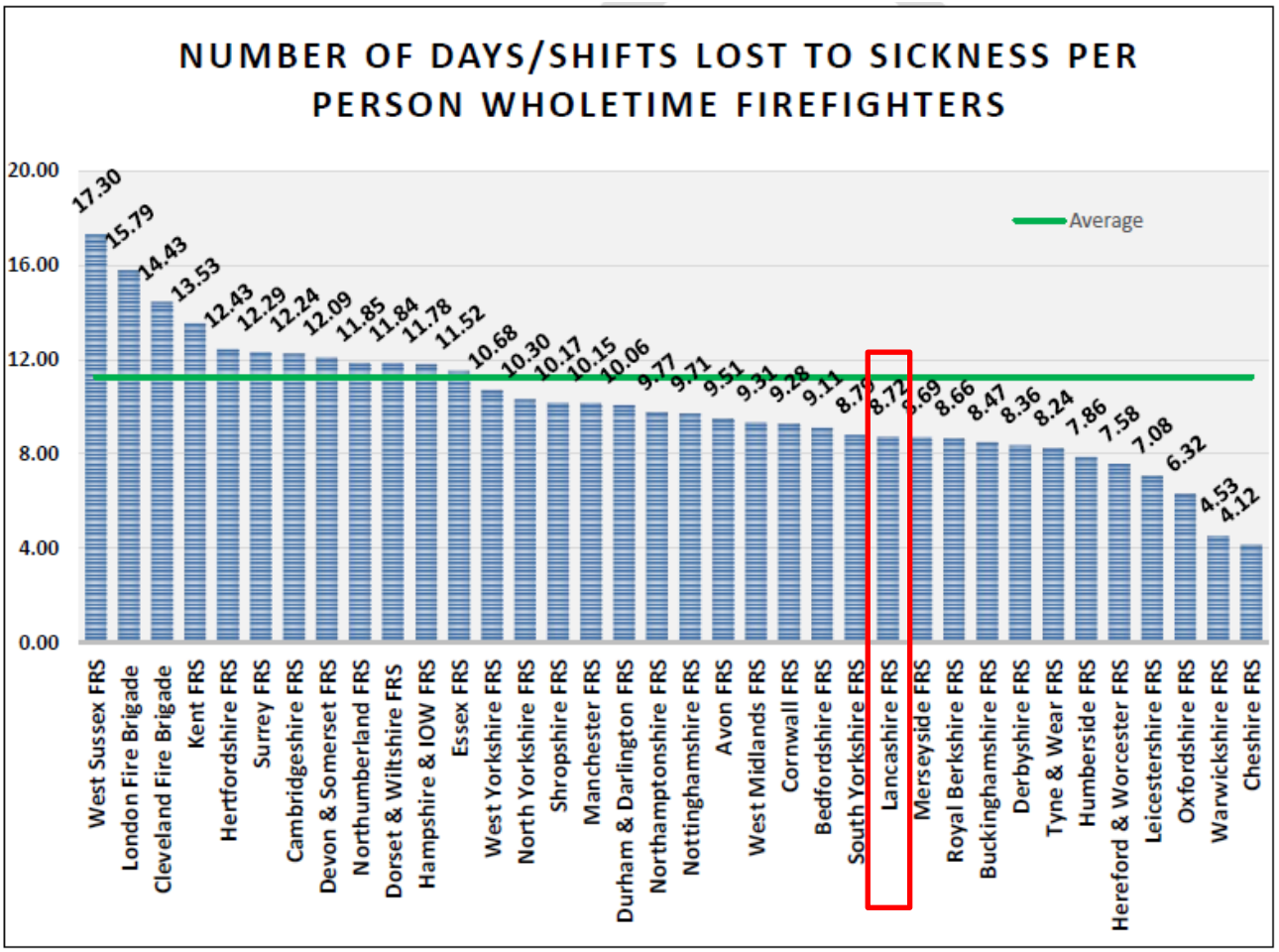
This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target of 8 shifts lost per person per annum.

The element of this section of the report refers to sickness absence rates for the period 1 April 2023 to 31 March 2024.

The agreed target performance level is 8 shifts lost per employee per year for wholetime staff. The actual shifts lost for the period for this group of staff is 8.72, which is 0.72 shifts over target.

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

When benchmarking the number of shifts lost for wholetime employees against the performance of other Fire and Rescue Services (FRA's) between the periods 1 April 2023 – 31 March 2024 (Q1-Q4) the highest shifts lost reported was 17.30 and the lowest 4.12, with an average of 11.43 wholetime shifts lost nationally. LFRS reported 8.72 wholetime shifts lost due to sickness. The chart below demonstrates LFRS performance in relation to the number of shifts lost within other FRS's.



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

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

The Chartered Institute of Personnel and Development (CIPD) data report, indicated in October 2023 that sickness absence rates were the highest reported in a decade and had climbed to the equivalent of 7.8 days per employee.

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

Analysis

During quarter 4 there were 1,284 wholetime absence shifts lost = 1.82 against a target of 2.00

The number of cases of long-term absence which spanned over the total of the 3 months reduced from five in Q3 to three in Q4.

- Mental Health – Other
- Cancer and tumours

158 shifts were lost during the quarter as a result of the above cases of long-term absences, this is in comparison to 261 shifts were lost during the previous quarter. These cases account for 0.24 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	10
Musculo Skeletal	10
Hospital/Post Operative	3
Other absence types (small or single returns)	3

154 shifts lost were related to Respiratory related absences, this includes Coronavirus absence and equates to 0.24 shifts lost per person in Q4, this is in comparison to 302 shifts lost in Q3.

Measures the Service takes to manage absence

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

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

The Service has several support mechanisms available to support individuals to return to work or be exited as appropriate including guidance from Occupational Health, access to

Trauma Risk Management (TRiM), access to an Employee Assistance Programme and the Firefighters Charity.

Where an employee does not return to work in a timely manager 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 help 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.

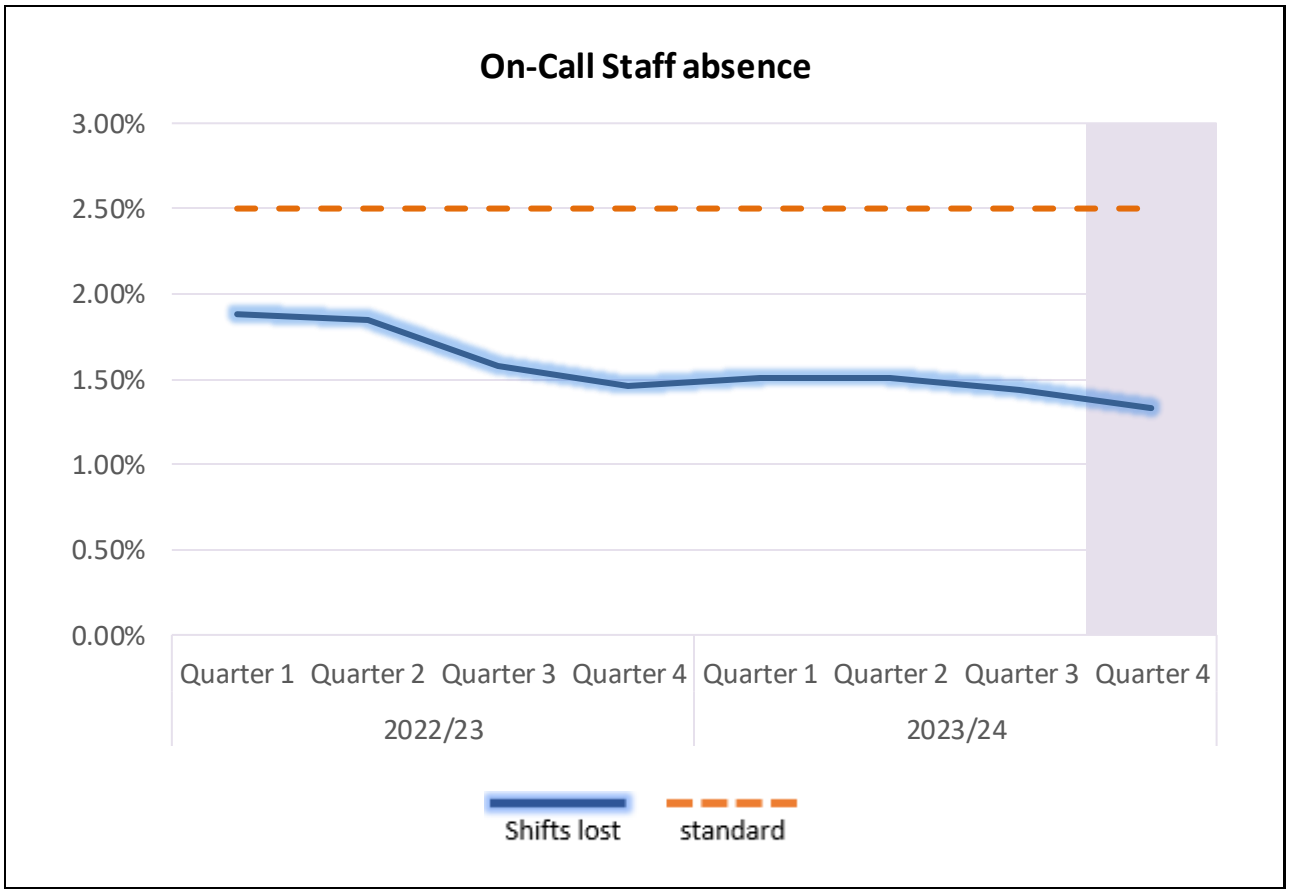
1.2.2 Staff Absence On-Call (OC)

Cumulative Absence
1.33%

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, 1.33%.



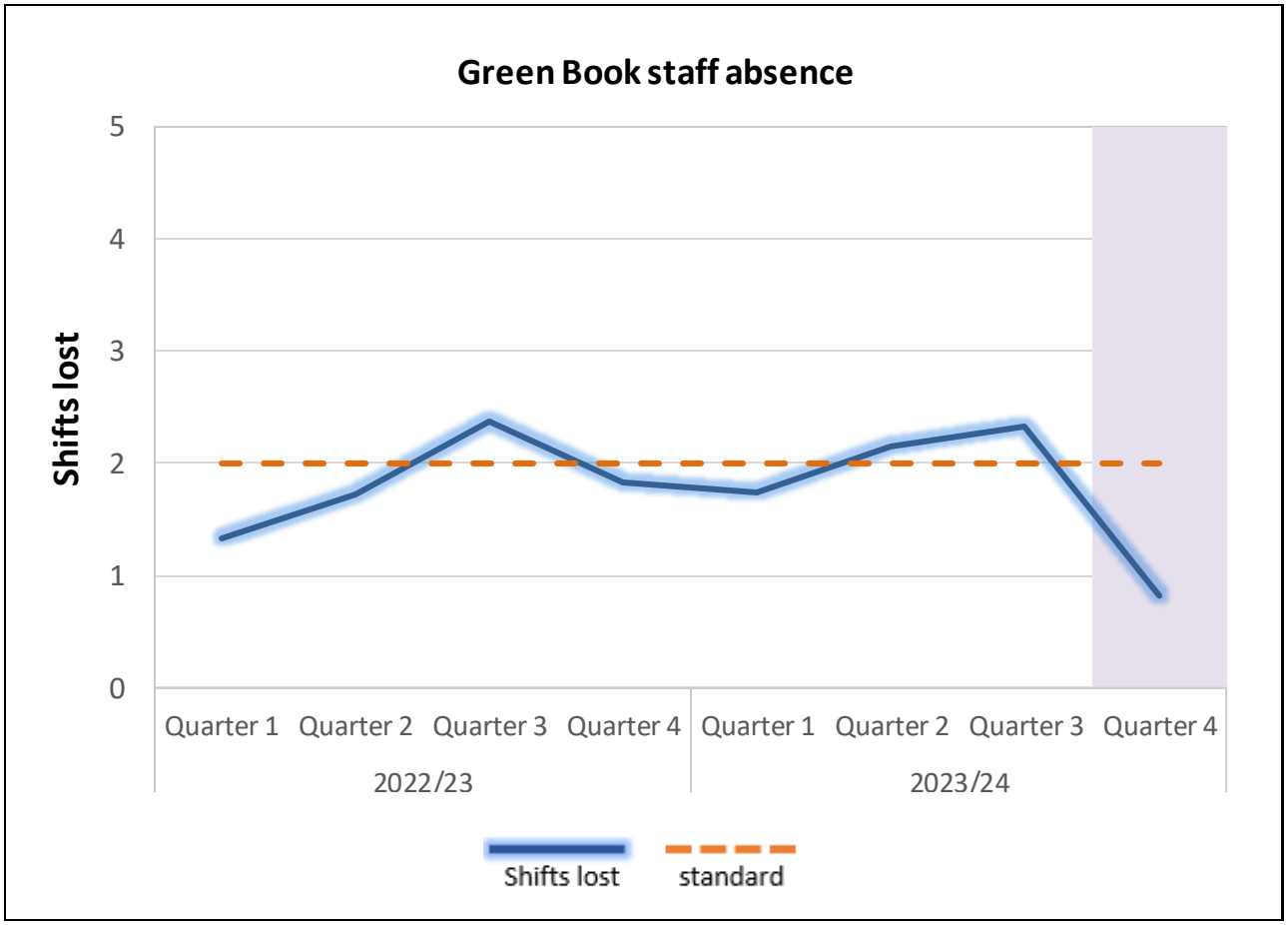
Cumulative On-Call absence (as % of available hours of cover):	1.33%

1.2.3 Staff Absence Green Book

Cumulative shifts lost
7.039

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 8 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 2)



Cumulative total number of shifts lost:	7.039

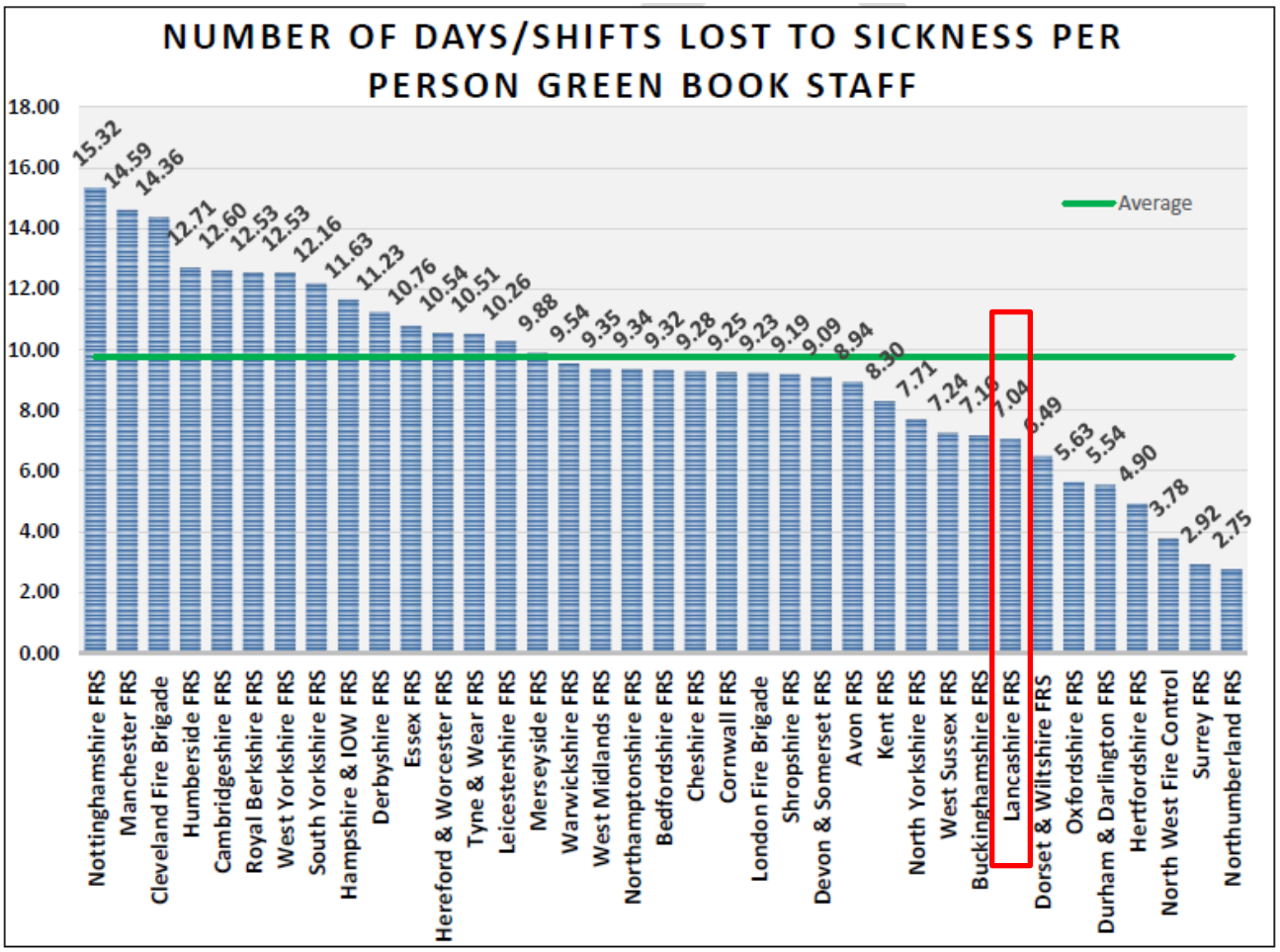
What are the reasons for an Exception report

This is a positive exception report due to the number of shifts lost through absence per employee being below the Service target for both the year and quarter 4.

The agreed target performance level is 8 shifts lost per employee per year for Green book staff. The actual shifts lost for the period for this group of staff is 7.04, which is 0.96 below target.

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

When benchmarking the number of shifts lost for Green book employees against the performance of other FRA's between the period 1 April 2023 – 31 March 2024, the highest shifts lost reported was 15.32 and the lowest 2.75, with an average of 9.77 Green book shifts nationally. LFRS sits in the upper quartile and reported 7.04 Green book shifts lost due to sickness for the same period. The chart below demonstrates LFRS performance in relation to the number of shifts lost.



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

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

The Chartered Institute of Personnel and Development (CIPD) data report, indicated in October 2023 that sickness absence rates were the highest reported in a decade and had climbed to the equivalent of 7.8 days per employee.

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

Analysis

During quarter four, January – March 2024, absence statistics show non-uniformed personnel absence below target for the quarter.

257 non-uniformed absence shifts lost = 0.82 against a target of 2.00

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

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

93 shifts were lost during the quarter as a result of the above nine cases of long-term absences, this is in comparison to 267 shifts were lost during the previous quarter. These cases account for 0.44 shifts lost per person over the quarter and decrease of 0.94 shifts lost from the previous quarter.

28 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to no shifts lost in Q3. This shows an increase of 0.135 shifts lost from the previous quarter.

Measures the Service takes to manage absence

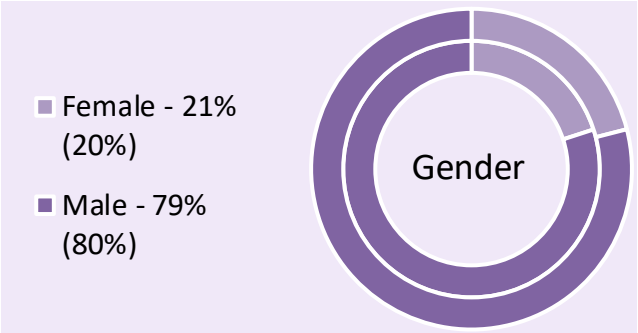
Please refer to the Service Absence Management policy detailed in KPI 1.2.1.

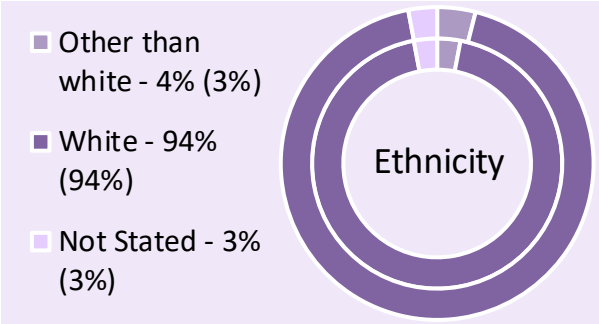
1.3.1 Workforce Diversity

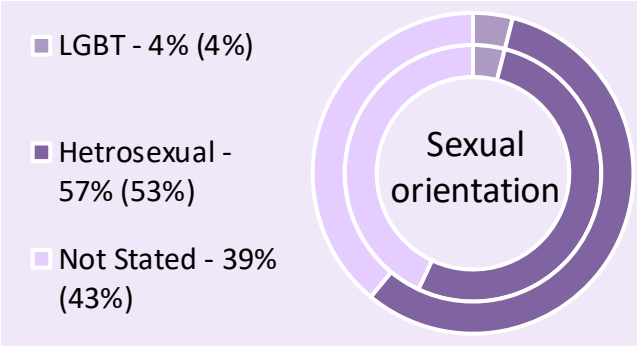
Diversity Percentage (Refer to charts)

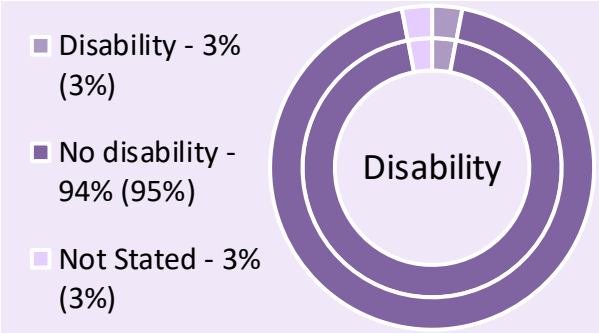
Workforce diversity as a percentage: Performance measure of how representative our staff are of our communities, to monitor equality and diversity within LFRS.

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.

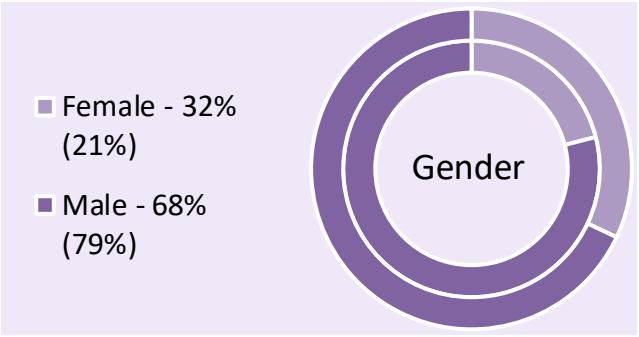
Characteristic	Diversity	Grey Book	%	Green Book	%
Gender	Female	Grey	10%	Green	60%
	Male		90%		40%
Ethnicity	Other than white	Grey	3%	Green	5%
	White		95%		89%
	Not stated		2%		6%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		57%		60%
	Not stated		39%		37%
Disability	Disability	Grey	3%	Green	3%
	No disability		95%		90%
	Not stated		2%		7%

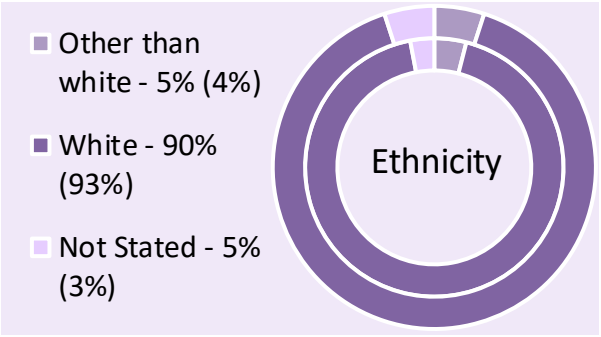
1.3.2 Workforce Diversity Recruited

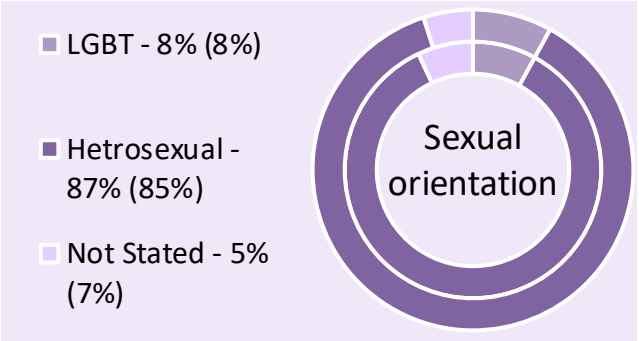
Diversity Percentage (Refer to charts)

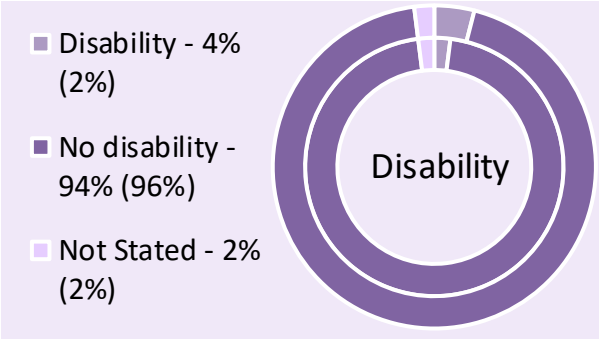
Workforce diversity recruited as a percentage: Performance measure of our success in recruiting a diverse workforce to monitor equality and diversity within LFRS.

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 4, 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.

1.4 Staff Accidents

Activity
24

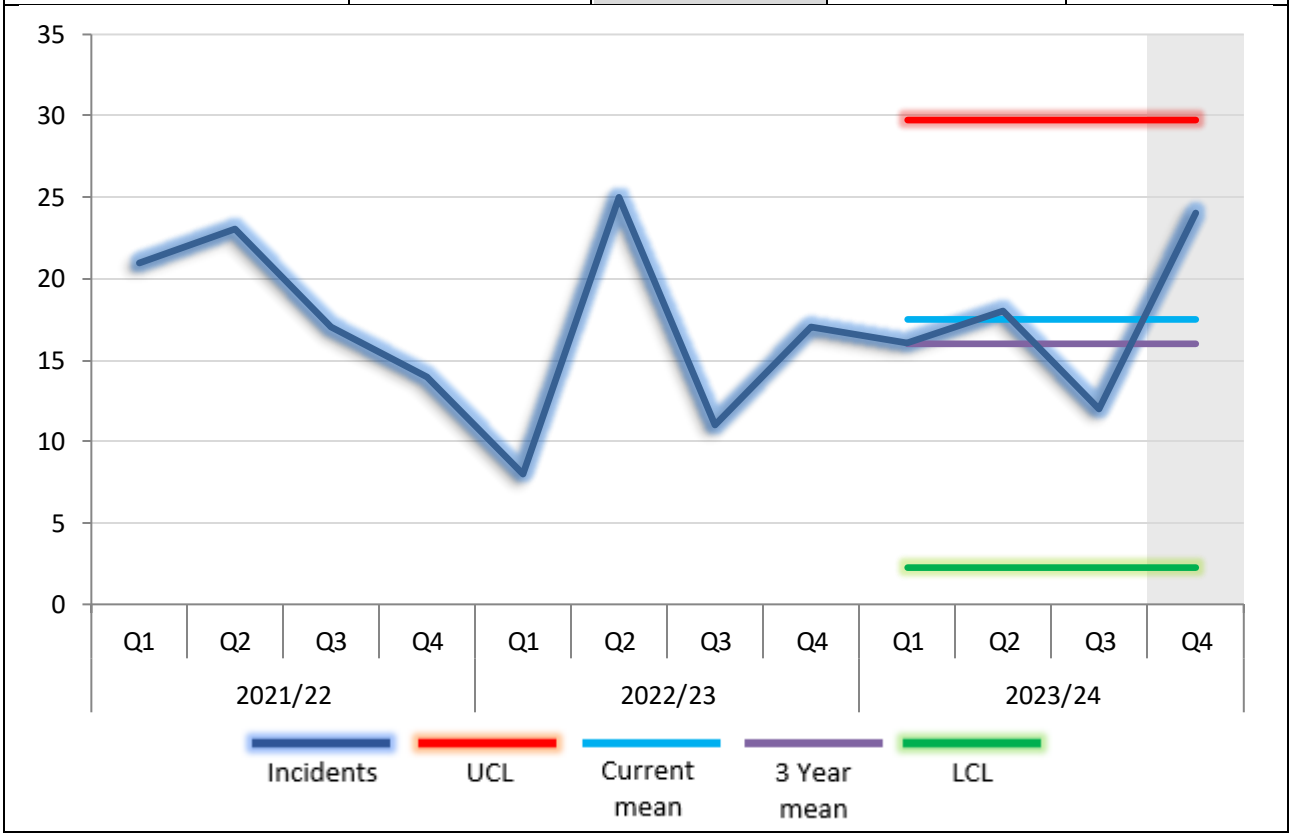
This KPI details the numbers of accidents which have involved LFRS staff members at work within the quarter.

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 41.18% over the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	70	**24**	61	17



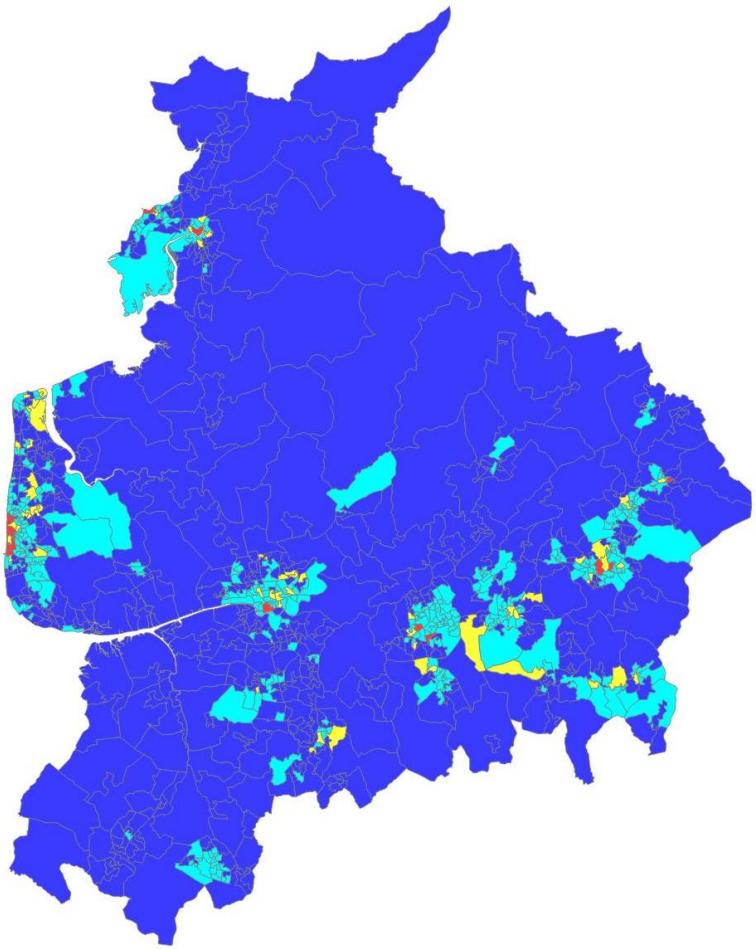
2.1 Risk Map

Risk Score
31,170

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

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

$$\frac{\text{Dwelling Fires}}{\text{Total Dwellings}} + \left(\frac{\text{Dwelling Fire Casualties}}{\text{Resident Population}} \text{x4}\right) + \text{Building Fire} + \text{(IMD x2)} = \text{Risk Score}$$



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
2023 count	**15**	**59**	**331**	**536**	**31,170**
2022 count	25	47	333	536	31,576
Direction / % Change	40%	26%	1%	0%	1%

2.2 Overall Activity

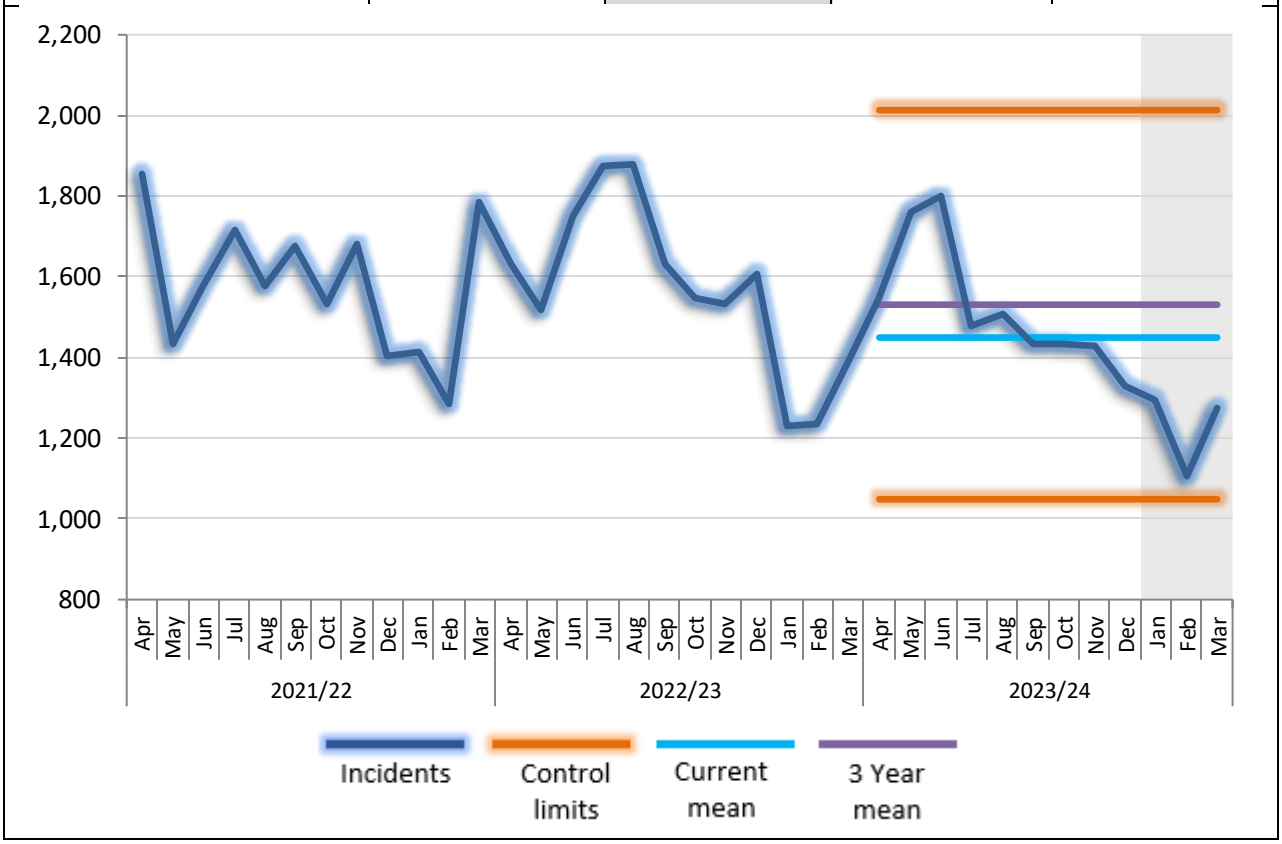
Quarter Activity
3,679

The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, missing person searches on behalf of the Lancashire Constabulary (LanCon) and gaining entry incidents at the request of the North west Ambulance Service (NWAS).

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

Quarterly activity decreased 4.76% over the same quarter of the previous year.

Incidents attended	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	17,395	**3,679**	18,841	3,863



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
1,450	1,531	1,570	1,578	1,445

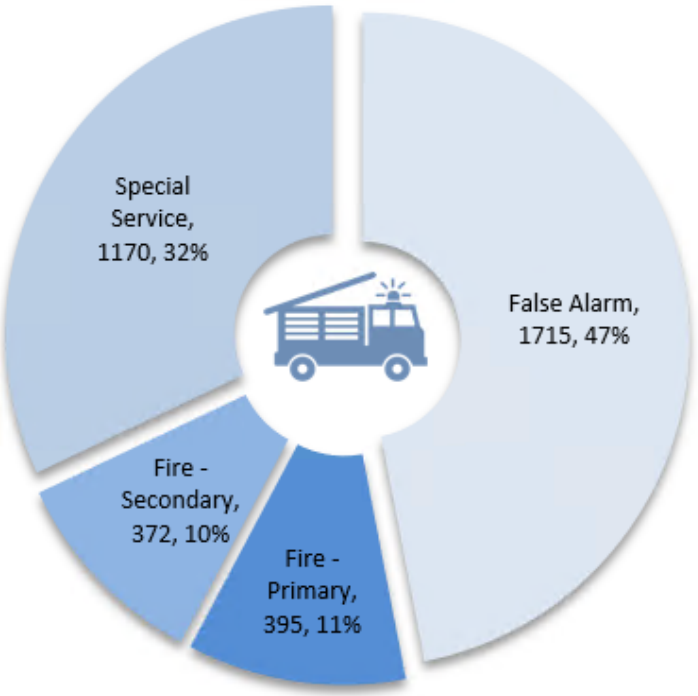
2.2 Overall Activity Breakdown

Quarter Activity
3,679

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

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

FALSE ALARM:	
Fire Alarm due to Apparatus	1,087
Good Intent False Alarm	572
Malicious False Alarm	56
FIRE - PRIMARY:	
Accidental Dwelling (2.3)	153
Accidental Building (2.4)	50
Accidental Building (2.5)	10
Deliberate Dwellings (2.6.1)	14
Deliberate Commercial (2.6.2)	40
Other Primary	128
FIRE - SECONDARY:	
Deliberate Fires	198
Accidental Fires	174
Chimney Fires (not shown on chart)	27
SPECIAL SERVICE:	
Gaining Entry	255
RTC	149
Effecting entry/exit	79
Flooding	77
All other Special Service types	610



	FALSE ALARM incidents make up 47% of activity, with 63% being Fire alarm due to Apparatus incidents, 34% good intent false alarm and malicious false alarms accounting for 3%.
	FIRE PRIMARY incidents encompass Accidental Dwelling Fires, accounting for 39% and are shown later in the report within KPI 2.3.
	FIRE SECONDARY incidents are caused by either a deliberate or accidental act, or the cause is not known. Deliberate fires mainly involve loose refuse and currently account for 53%, with 47% being an accidental or not known cause.
	SPECIAL SERVICE incidents are made up of many different activities, so only a selection of types, such as Gaining entry to a domestic property on behalf of NWAS and Road Traffic Collisions (RTC) can be shown, with the remainder being recorded under 'other types'. These can range from trapped animals or hazardous materials incidents, to spill and leaks or advice only.

2.3 Accidental Dwelling Fires (ADF)

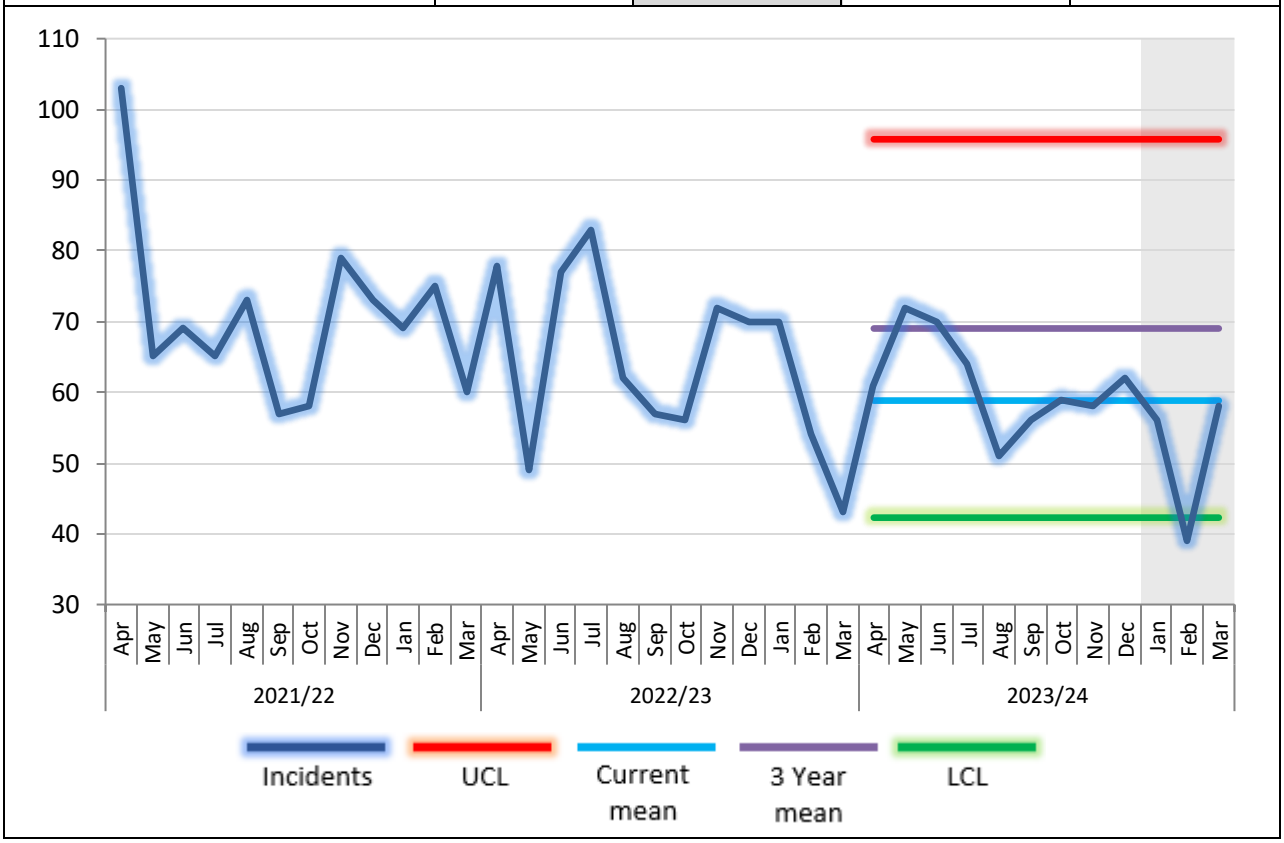
Quarter Activity
153

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 8.38% over the same quarter of the previous year.

Accidental Dwelling Fires	Year to date	**2023/24 Quarter 4**	*Previous year to date*	*2022/23 Quarter 4*
	706	**153**	771	167



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
59	69	64	71	72

What are the reasons for an Exception Report

This is a positive exception report due to the number of Accidental Dwelling Fires being below the lower control limit during the month of February.

Analysis

During the month of February 2024 there were 39 recorded accidental dwelling fires. Whilst it is not unusual for this month to record a lower number of fires - due to there being fewer days than other months, this February was a leap year, so that in itself cannot be the sole reason for such a low number.

February's count was the lowest individual monthly count over the last 10 years, and has no doubt contributed to both the quarter, and the 2023/24 year, to also be the lowest annual count over the previous 10 years too.

This mirrors the national picture, although data for the nation is only currently available up to the end of December 2023.

Over the previous 5 years accidental dwelling fires averaged 69 per month, whereas in 2023/24 the monthly average was just 59, a 14.5% decrease. A decrease in certain cooking, heating, and spread from secondary fire incidents could still be related to the higher domestic incidents recorded occurring during the Covid era, hence the current lower number of fires.

Preliminary figures for April 2024 indicate the downward trend is continuing in to the early part of 2024/25.

Actions being taken to maintain performance

Although it is sometimes difficult to evidence a direct correlation, during this quarter LFRS have remained committed to delivering advice and providing interventions to the most vulnerable within our communities.

District Intelligence Profiles and District Plans are used to target prevention activity towards the demographic groups and specific geographical areas where there is a higher incidence of dwelling fires. Understanding the demographic can facilitate understanding of the 'cause behind the cause', which allows for proactive and effective risk reduction.

District teams are continually working to build working relationships with local partners to enhance understanding of the communities across Lancashire and, subsequently, how to deploy our risk reduction activities to best effect.

Data allows us to understand the prevalent causes of dwelling fires, and this allows specific advice and campaign planning around the commonly identified causes. Cooking is an example of this. Campaign planning is evidence led and specific to Lancashire, linking into national campaigns where appropriate. Campaigns are targeted towards specific at risk groups across a multitude of platforms, which are used at key times of the year in line with the Service's Campaigns calendar.

All prevention activity is driven by the principles of Equality Impact Assessment to ensure inclusivity and effectiveness across our diverse communities. Evaluation is also key for an understanding of what is working and identification of what can be improved.

2.3.1 ADF – Harm to people: Casualties

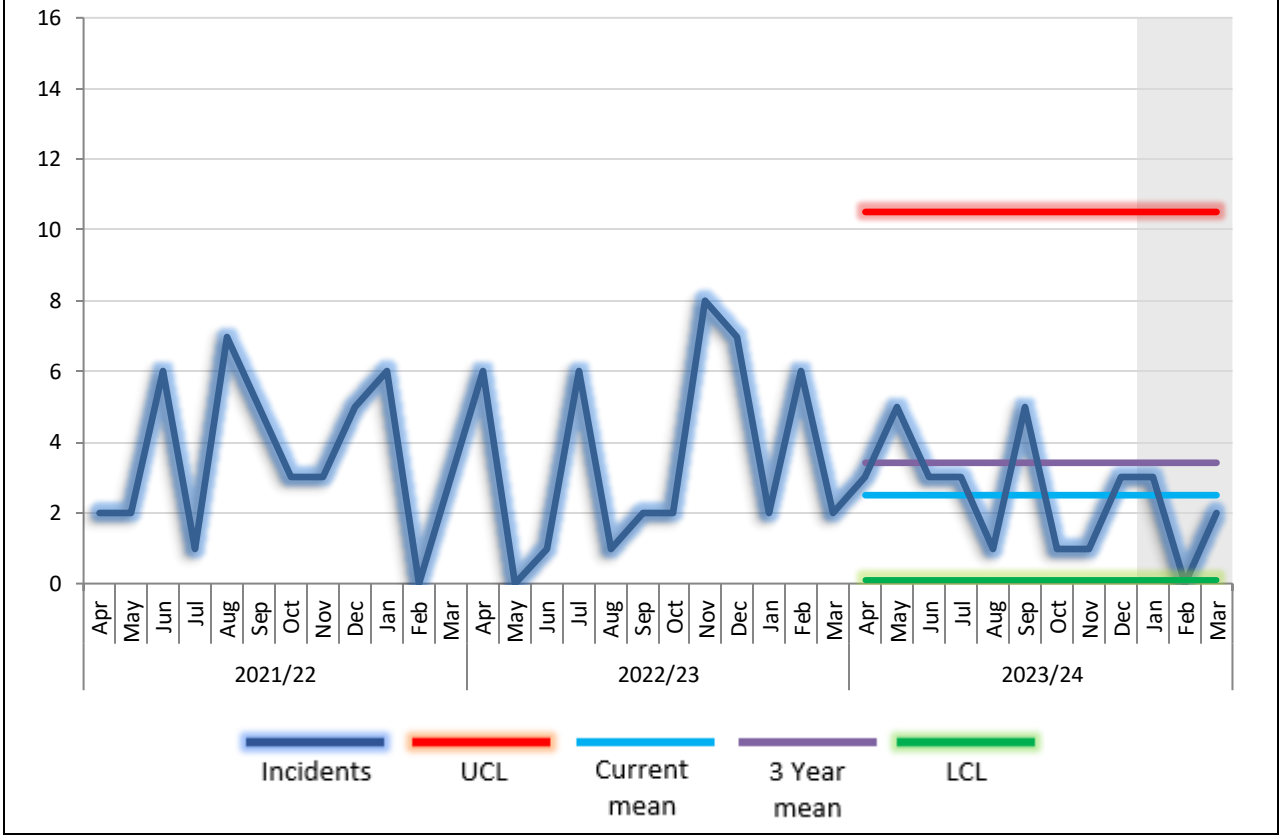
Quarter Activity
5

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 50.00% over the same quarter of the previous year.

Casualty Status	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
Fatal	3	**0**	8	3
Injuries appear Serious	12	**4**	16	6
Injuries appear Slight	15	**1**	19	1
Total	30	**5**	43	10



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

What are the reasons for an Exception Report

This is a positive exception report due to the number of Accidental Dwelling Fire casualties meeting the lower control limit during the month of February.

Analysis

During the month of February 2024 there were no recorded ADF casualties. Although it is unusual to have no casualties within a single month, with the last one occurring in May 2022.

The average monthly count for the year to date is 2.5 casualties, which is also an improvement on the previous 5 year average of 3.8 casualties per month.

The cumulative casualty figure to the end of the year is 30, a notable improvement on the previous year's 43, and is the lowest number over the last 10 years.

Actions being taken to maintain performance

The actions taken to reduce Accident Dwellings Fires naturally affect the likelihood of a casualty arising, as such, the activities detailed within KPI 2.3 are applicable to this KPI also.

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

Quarter Percentage
93%

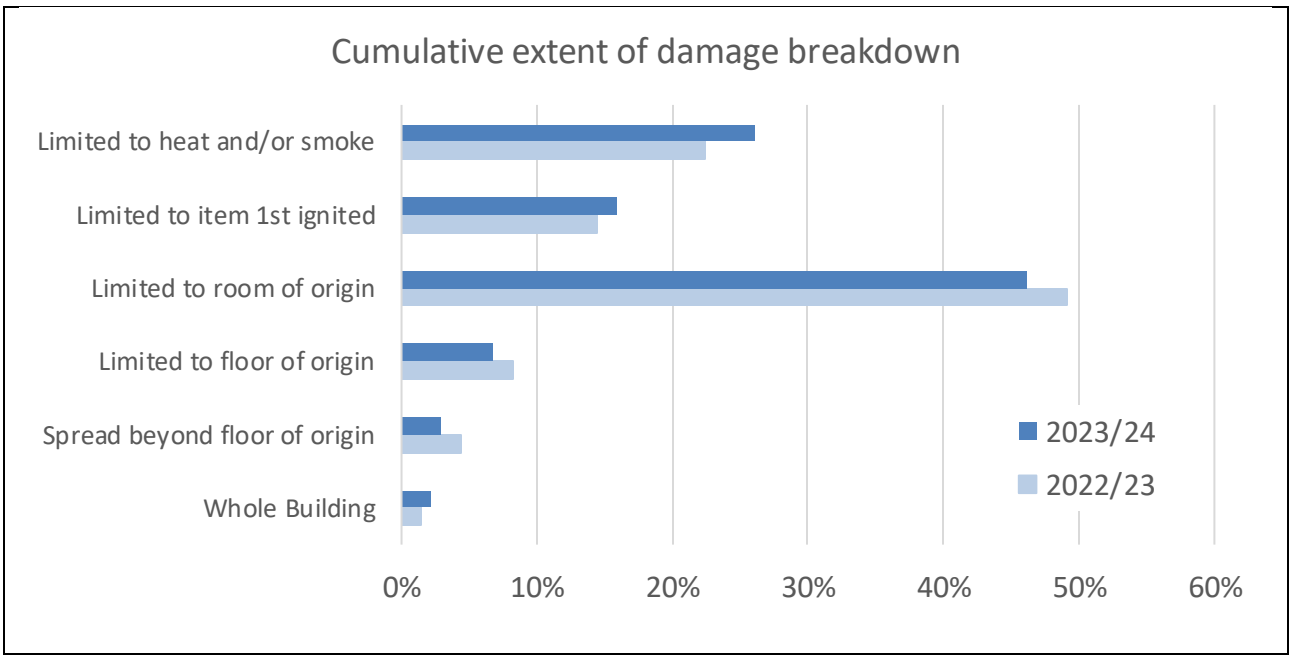
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at ADF's, with a direction indicator comparing the current quarter to the same quarter of the previous year.

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

Combined quarterly percentage increased 6.04% 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%**	**32%**	⇧	*24%*	*26%*	*21%*	*19%*
Limited to item 1st ignited	**15%**	**17%**	**15%**	**16%**	⇧	*13%*	*12%*	*18%*	*15%*
Limited to room of origin	**46%**	**42%**	**52%**	**45%**	⇩	*48%*	*51%*	*44%*	*54%*
Limited to floor of origin	**8%**	**11%**	**5%**	**5%**	⇩	*10%*	*4%*	*10%*	*8%*
Spread beyond floor of origin	**6%**	**2%**	**2%**	**1%**	⇩	*3%*	*6%*	*4%*	*4%*
Whole Building	**2%**	**2%**	**3%**	**1%**	⇧	*2%*	*1%*	*3%*	*0%*
Combined percentage	**84%**	**85%**	**90%**	**93%**	⇧	*85%*	*89%*	*83%*	*87%*



2.4 Accidental Building Fires (ABF) - Commercial Premises

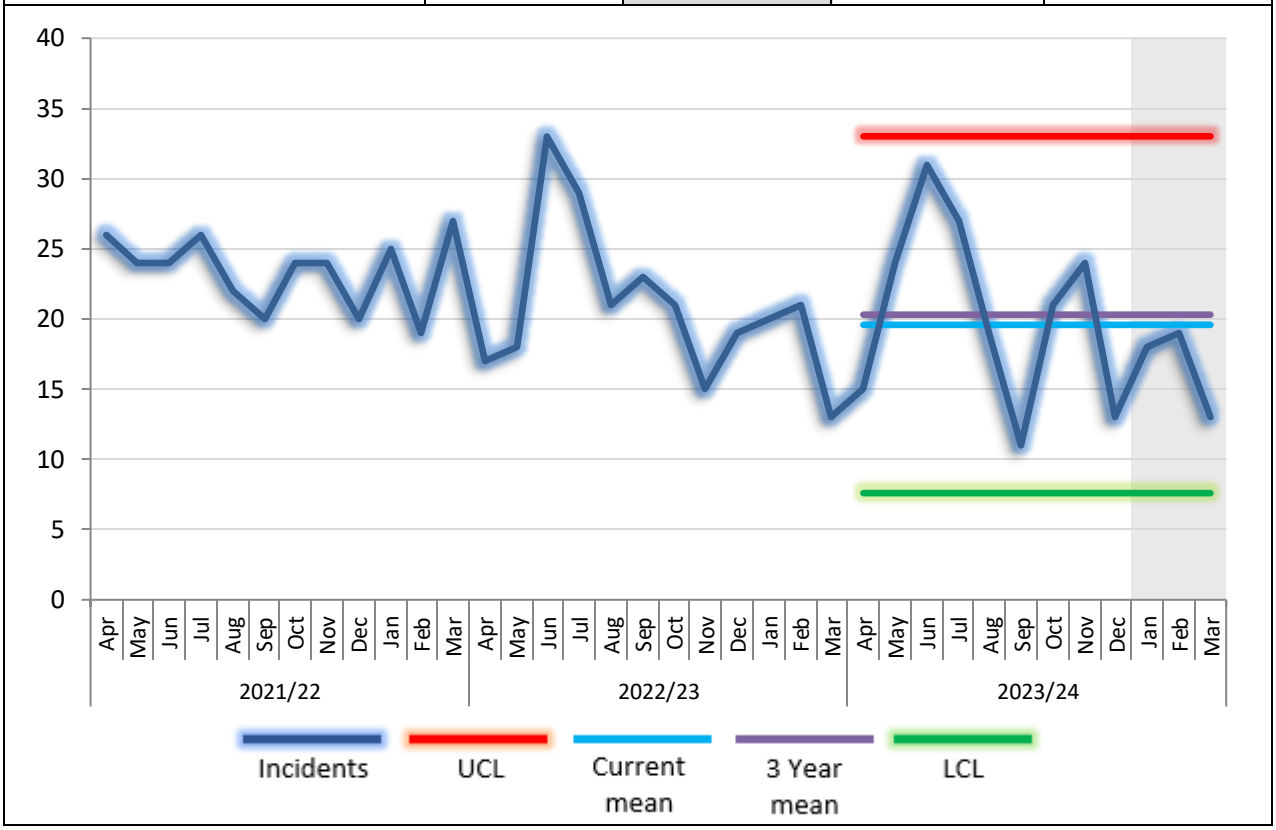
Quarter Activity
50

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

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

Quarterly activity decreased 7.41% over the same quarter of the previous year.

Accidental Building Fires (Commercial Premises)	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	235	**50**	250	54



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

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

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

Quarter Percentage
68%

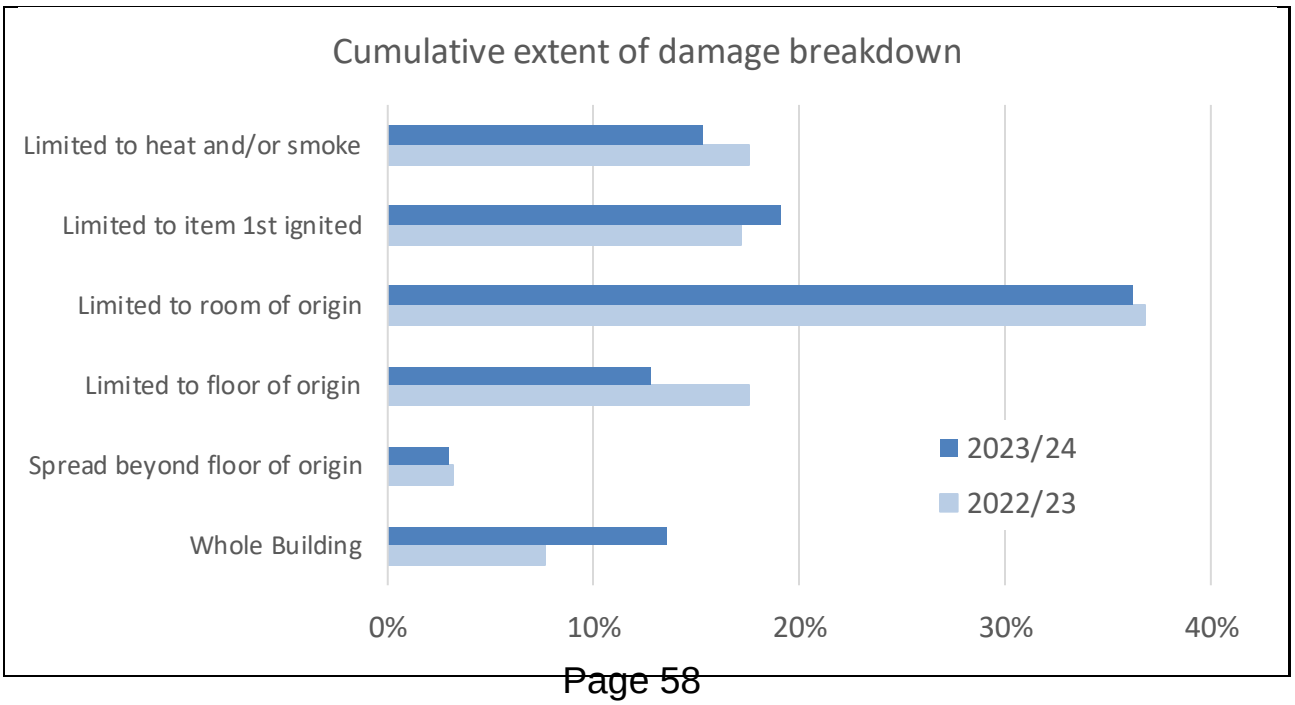
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at ABF's, with a direction indicator comparing the current quarter to the same quarter of the previous year.

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

Combined quarterly percentage decreased 13.5% 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%**	**14%**	⇩	*18%*	*16%*	*20%*	*17%*
Limited to item 1st ignited	**13%**	**26%**	**21%**	**14%**	⇩	*21%*	*14%*	*13%*	*22%*
Limited to room of origin	**35%**	**34%**	**38%**	**40%**	⇩	*29%*	*38%*	*38%*	*42%*
Limited to floor of origin	**15%**	**9%**	**8%**	**18%**	⇧	*23%*	*16%*	*20%*	*11%*
Spread beyond floor of origin	**6%**	**0%**	**4%**	**2%**	⇔	*3%*	*5%*	*2%*	*2%*
Whole Building	**13%**	**18%**	**9%**	**12%**	⇧	*6%*	*11%*	*7%*	*6%*
Combined percentage	**66%**	**73%**	**79%**	**68%**	⇩	*68%*	*68%*	*71%*	*81%*



2.5 Accidental Building Fires (Non-Commercial Premises)

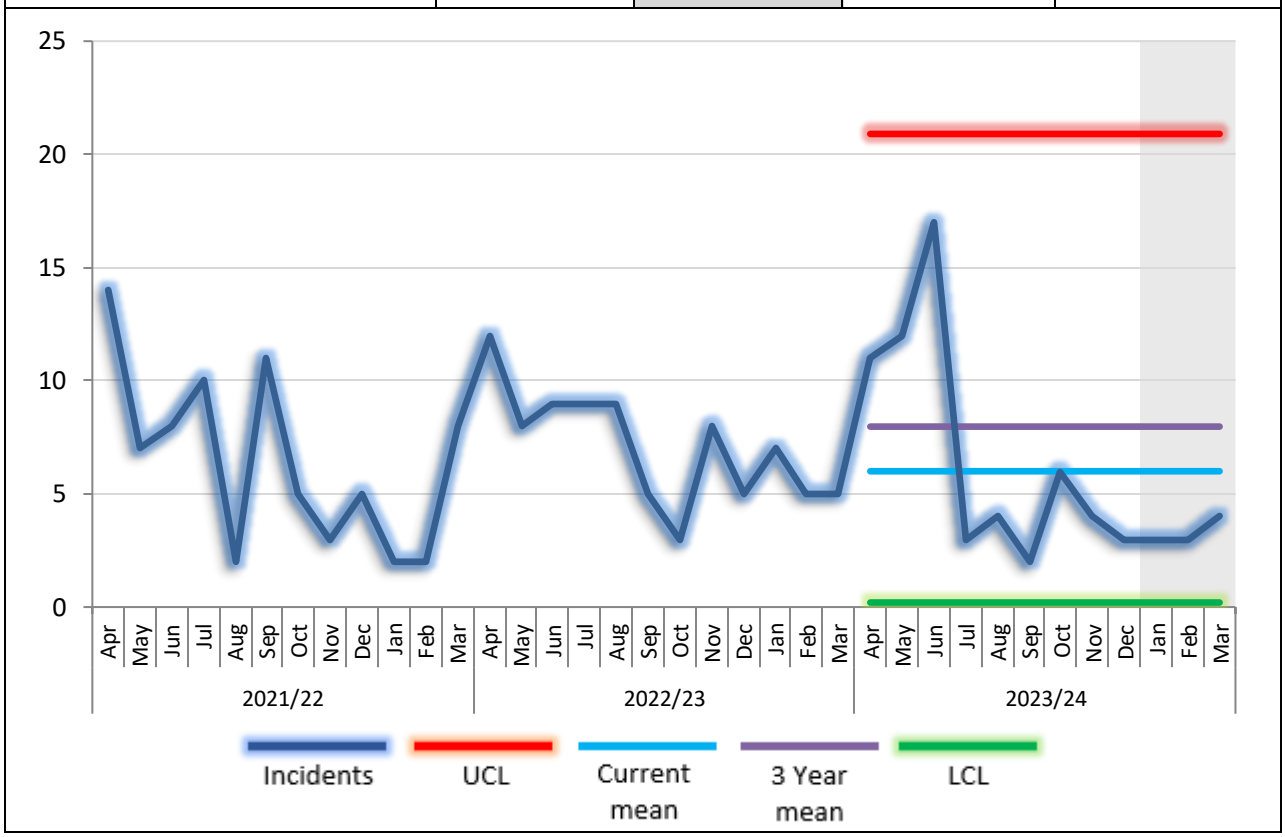
Quarter Activity
10

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 41.18% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	72	**10**	85	17



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
6	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
20%

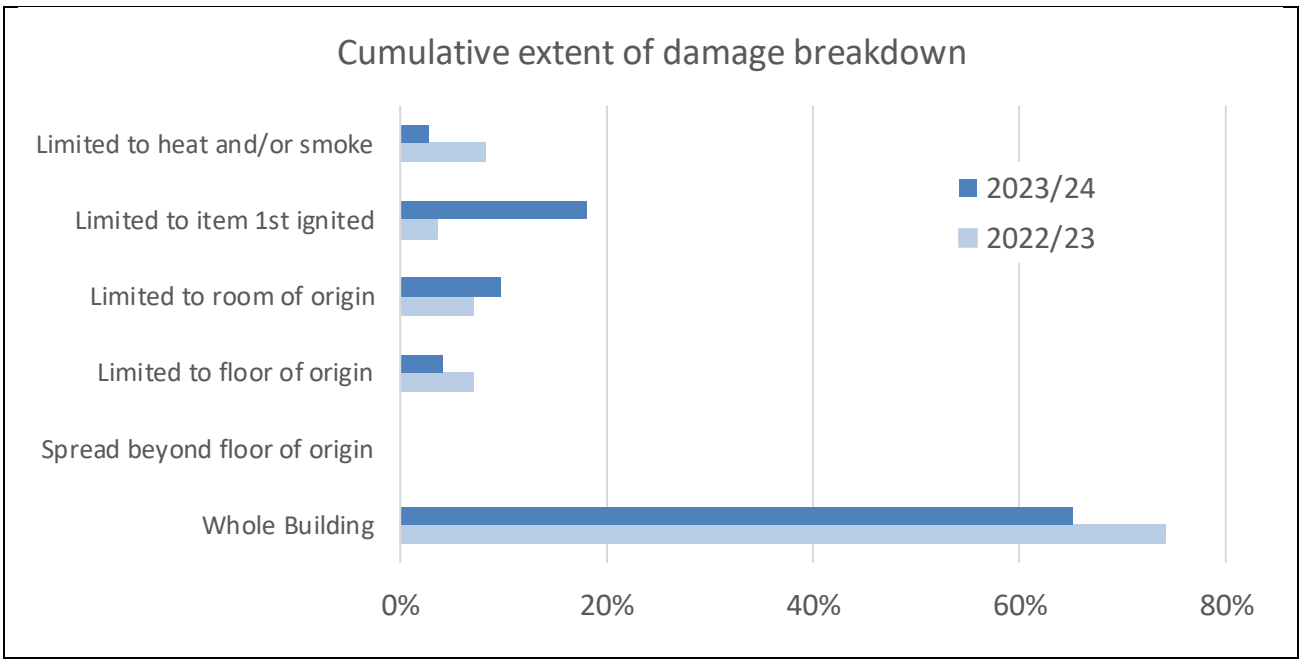
ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at ABF's, with a direction indicator comparing the current quarter to the same quarter of the previous year.

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

Combined quarterly percentage increased 14.0% 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%**	**0%**	⇔	*14%*	*9%*	*6%*	*0%*
Limited to item 1st ignited	**22%**	**0%**	**0%**	**0%**	⇔	*0%*	*13%*	*0%*	*0%*
Limited to room of origin	**8%**	**0%**	**0%**	**20%**	⇧	*10%*	*0%*	*13%*	*6%*
Limited to floor of origin	**6%**	**11%**	**31%**	**10%**	⇩	*3%*	*13%*	*0%*	*12%*
Spread beyond floor of origin	**0%**	**0%**	**0%**	**0%**	⇔	*0%*	*0%*	*0%*	*0%*
Whole Building	**56%**	**89%**	**69%**	**70%**	⇩	*73%*	*65%*	*81%*	*82%*
Combined percentage	**38%**	**0%**	**0%**	**20%**	⇧	*24%*	*22%*	*19%*	*6%*



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

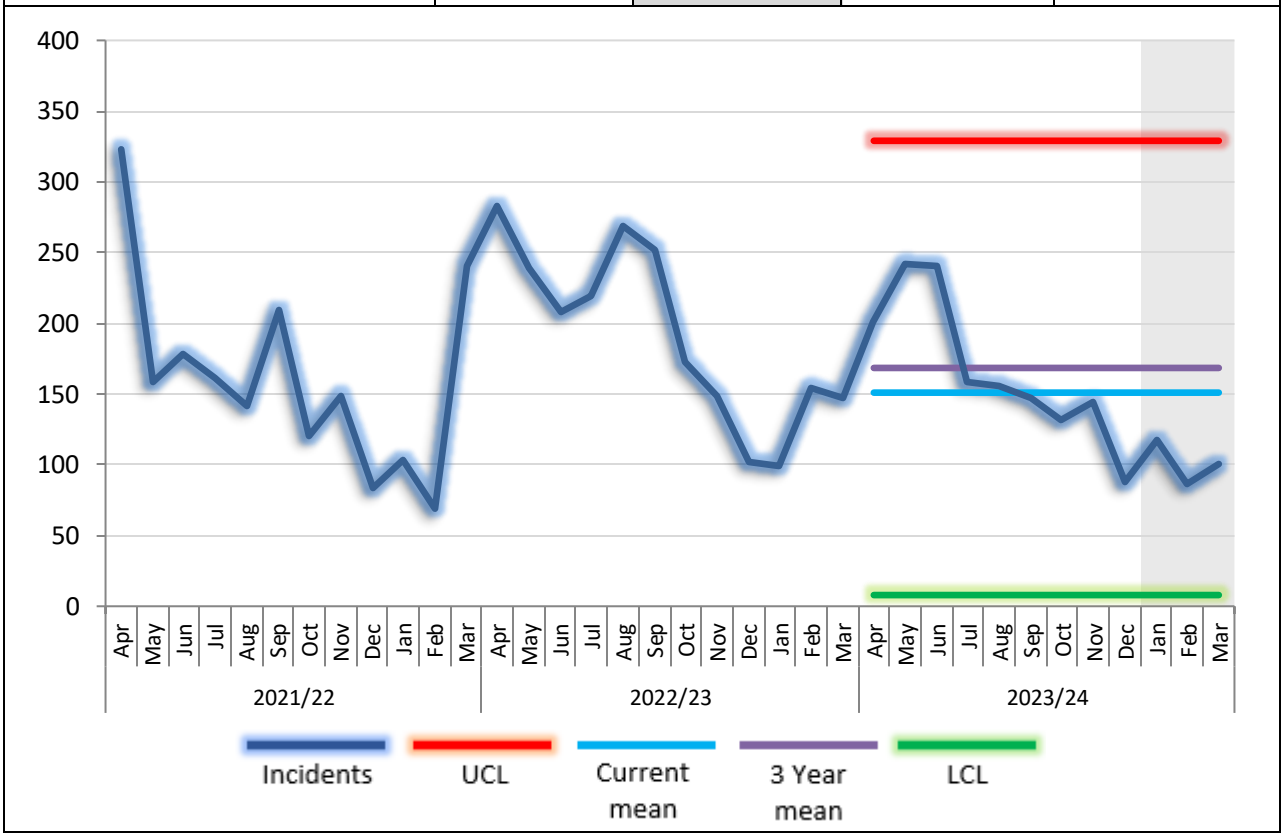
Quarter Activity
304

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 24.00% over the same quarter of the previous year.

Deliberate Fires	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	1,812	**304**	2,293	400



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
151	168	191	161	153

2.6.1 Deliberate Fires – Dwellings

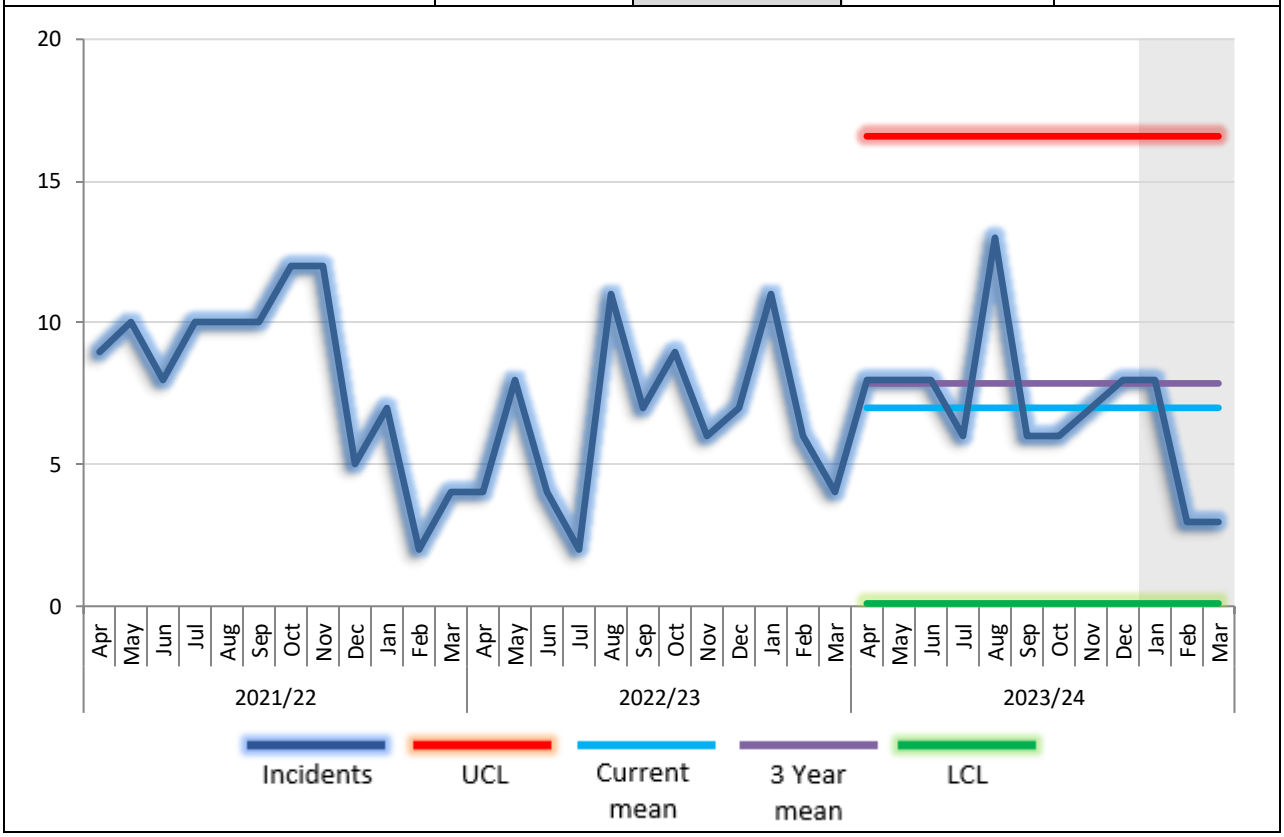
Quarter Activity
14

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

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

Quarterly activity decreased 33.33% over the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	84	**14**	79	21



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	8	9

2.6.2 Deliberate Fires – Commercial Premises

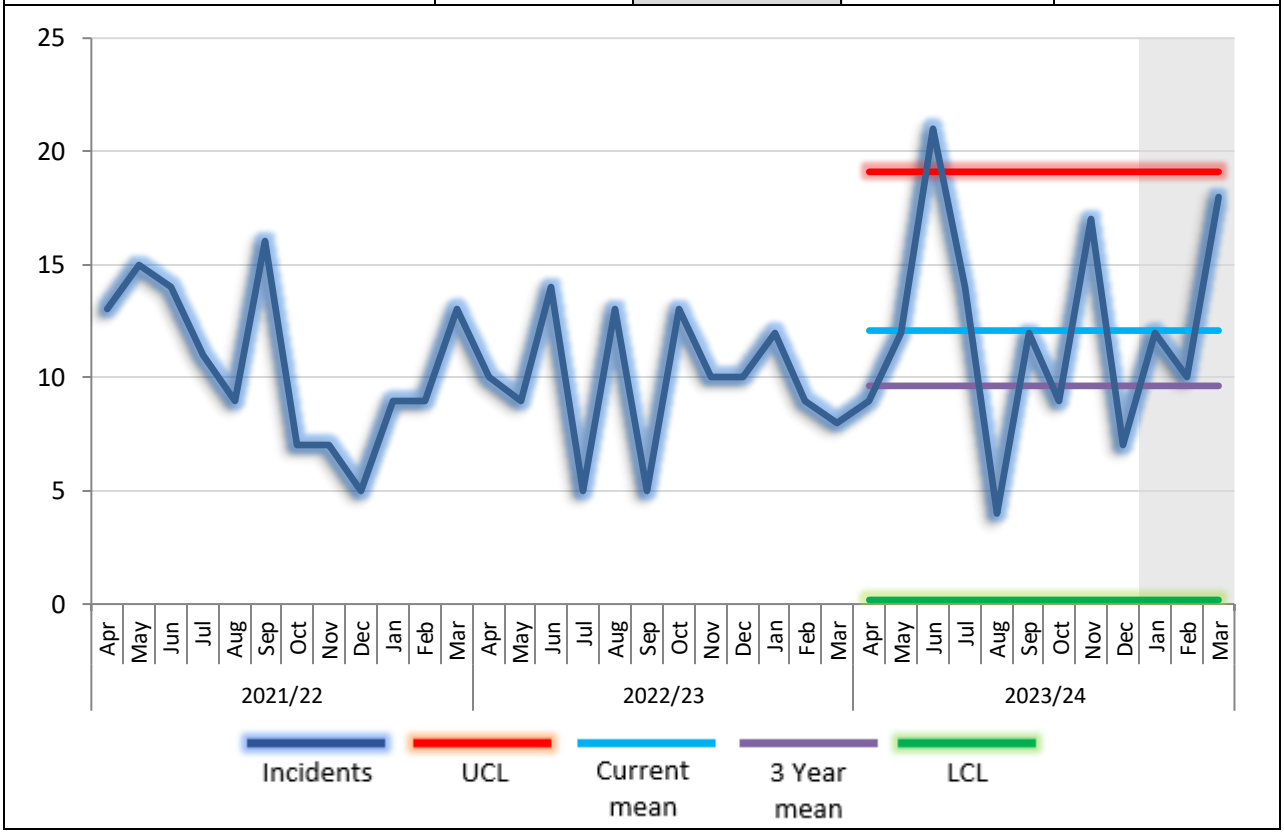
Quarter Activity
40

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 37.93% over the same quarter of the previous year.

Deliberate Fires – Commercial	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	145	**40**	118	29



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

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

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

Quarter Activity
250

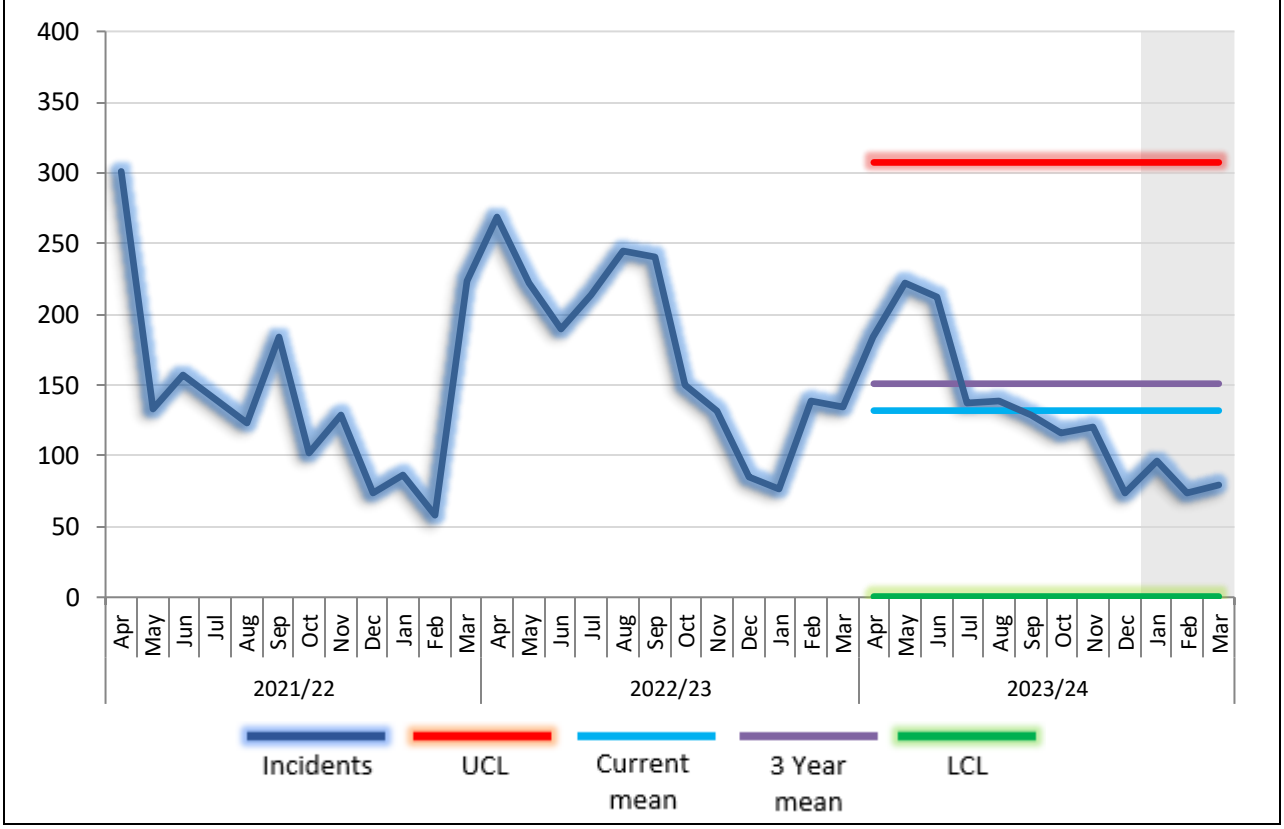
The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

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 28.57% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	1,583	**250**	2,096	350



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
132	151	136	143	175

2.7 Home Fire Safety Checks (HFSC)

Quarter Activity
54%

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:

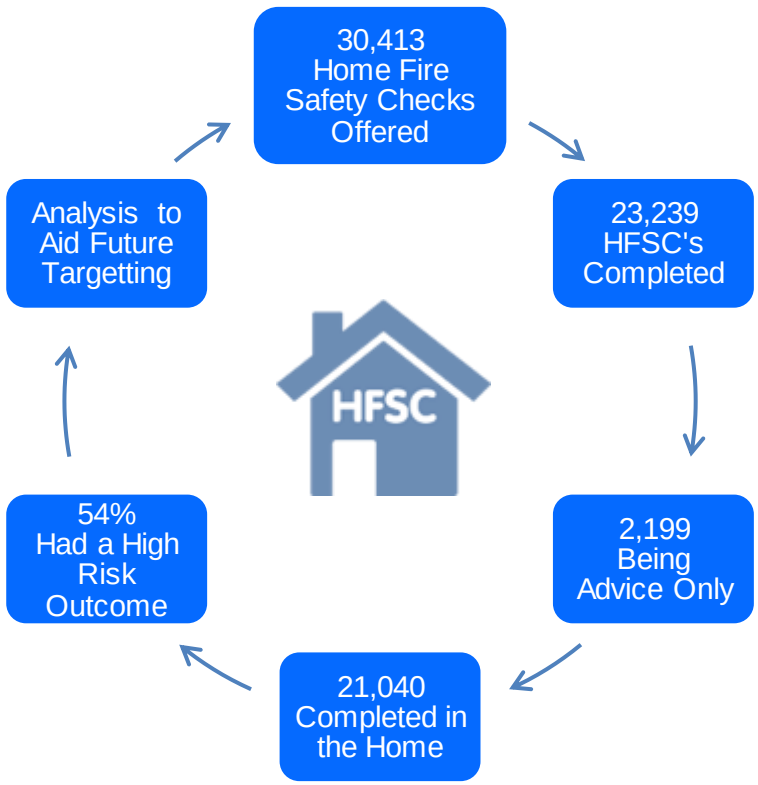
- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

Quarterly activity decreased 1.8% over the same quarter of the previous year.

High risk outcomes decreased 3% 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	**5,772**	**54%**	⇧/⇩	*5,025*	*58%*
Q 2	**5,913**	**52%**	⇧/⇩	*5,435*	*60%*
Q 3	**5,724**	**54%**	⇩/⇔	*5,889*	*54%*
Q 4	**5,830**	**54%**	⇩/⇩	*5,935*	*57%*

Cumulative year to date activity



2.8 Prevention activities delivered

Activity	Description	Targets for delivery	Data for quarter 4 2023/24
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	166 sessions delivered to 5,330 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	171 sessions delivered to 5,499 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	1 session delivered to 18 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	16 sessions delivered to 1,349 students.
Biker Down	3 hour course aimed at Powered 2 Wheel riders covering incident management, first aid and the science of being seen	Deliver a minimum of 12 sessions per year	6 sessions 111 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	41 referrals opened prior to Q4 and carried over. 31 referrals received in Q4. 38 referrals closed in Q4. 34 referrals carried to 2024-25
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	117 sessions 136 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	4 in school water safety sessions, delivered to 56 students. 11 virtual sessions to 7,595 pupils
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	188 completed

2.9 Business Fire Safety Checks

Quarter Activity
790

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	**790**	**625**	**3,348**	**2,500**	⇩	*962*	*n/a*

Cumulative year to date activity

3,348
BFSC's Completed

2,897
Being Satisfactory

Shops	1,123
Other workplaces*	350
Factories/Warehouses	306
Offices	245
Licensed premises	238

451
Being Unsatisfactory

Shops	234
Licensed premises	47
Factories/Warehouses	39
Other workplaces*	36
Schools	24

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 was delivered in 2023 and the second phase of BEVT roll out is due to begin summer 2024. Protection grey book staff will commence with strengthening operational awareness days in Q2 which will see them quality assure the BFSC delivery and support the transition of crews starting to undertake BFSCs in more sleeping risk premises types.

2.9.1 Fire Safety Activity

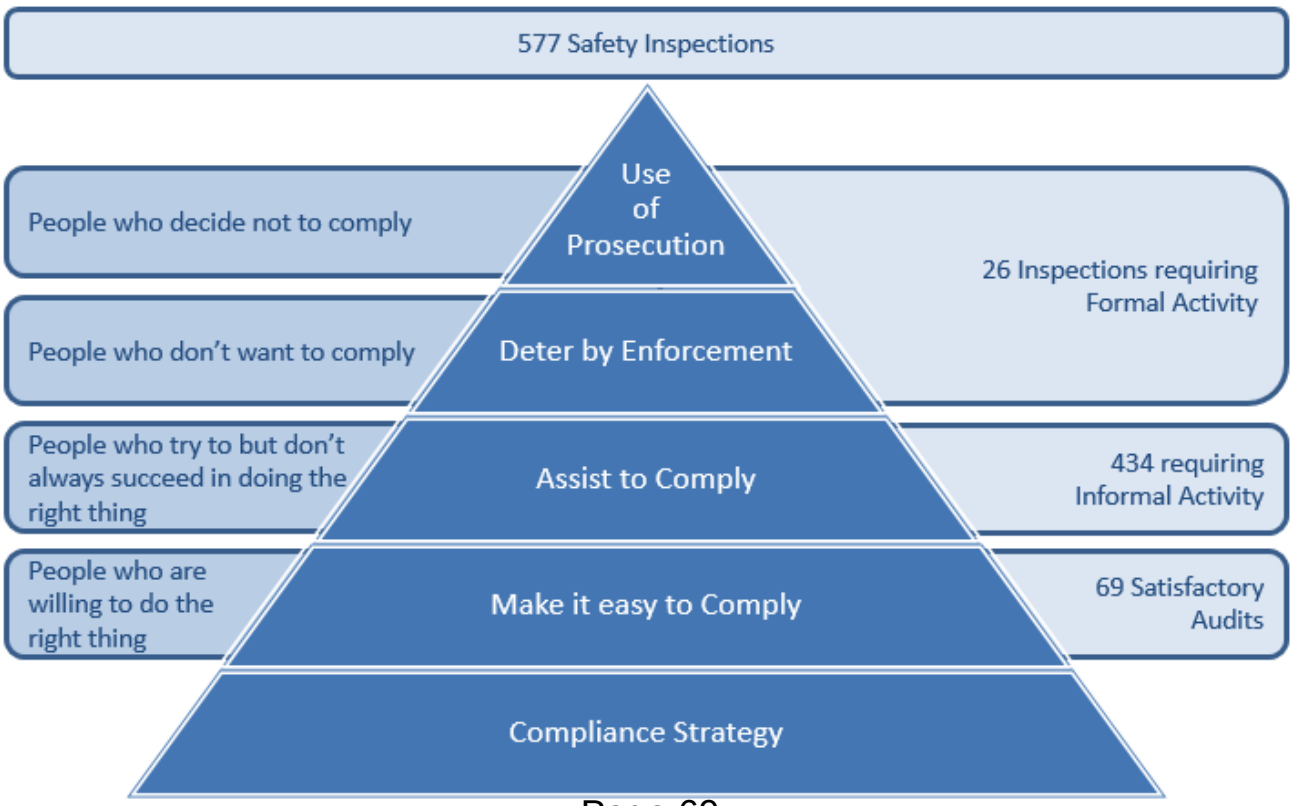
Quarter Activity
5%

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 remained static over the same quarter of the previous year.

	2023/24										*2022/23*	
Quarter	**Fire Safety Enforcement Inspections**	**Formal Activity**	**% Formal Activity**	Informal Activity	% Informal Activity	Satisfactory Audit	% Satisfactory Audit	Business Safety Advice	% Business Safety Advice	Progress	*% Formal Activity*	*% Informal Activity*
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	**577**	**26**	**5%**	434	75%	69	12%	48	8%	⇔	*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	210
Completed within timeframe[1]	239	243	256	208

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

Actions to Improve

To comply with the National Fire Chiefs Council (NFCC) Competency Framework for Fire Safety Regulators these consultations must be completed by Level 4 qualified Fire Safety Inspectors. It is the same inspectors who are required to complete intervention work in high risk, complex premises identified by the risk-based intervention program. Consequently, the use of finite resources must be fully co-ordinated and balanced to achieve this and ensure consultation timelines are achieved:

- The implementation of centralising building regulations onto 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 – 1st Fire Engine Attendance

Quarter Response
07:50

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.

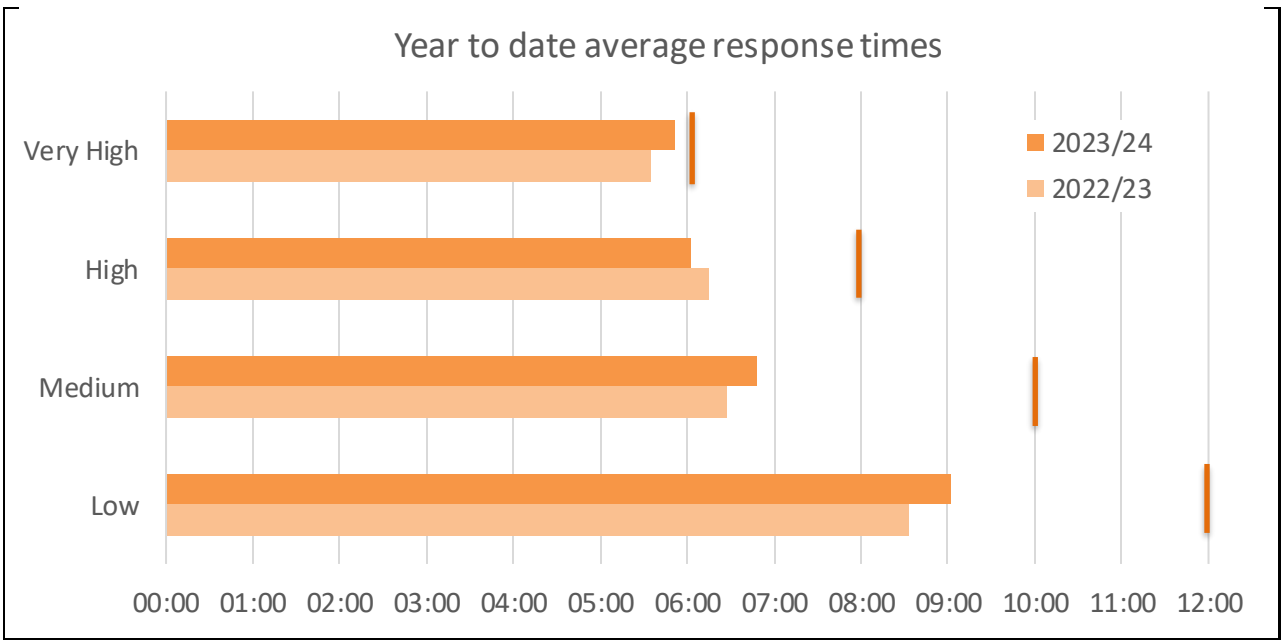
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- 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]	05:42	05:51	*05:35*
High (8 min)	05:47	05:53	06:43	05:38	06:03	*06:15*
Medium (10 min)	06:55	06:27	06:44	07:05	06:47	*06:27*
Low (12 min)	09:20	08:26	08:31	09:49	09:02	*08:33*
Overall	07:40	07:04	07:24	07:50	07:30	*07:12*

[Failures are expressed within square brackets]



3.2 Critical Special Service Response – 1st Fire Engine Attendance

Quarter Response
08:19

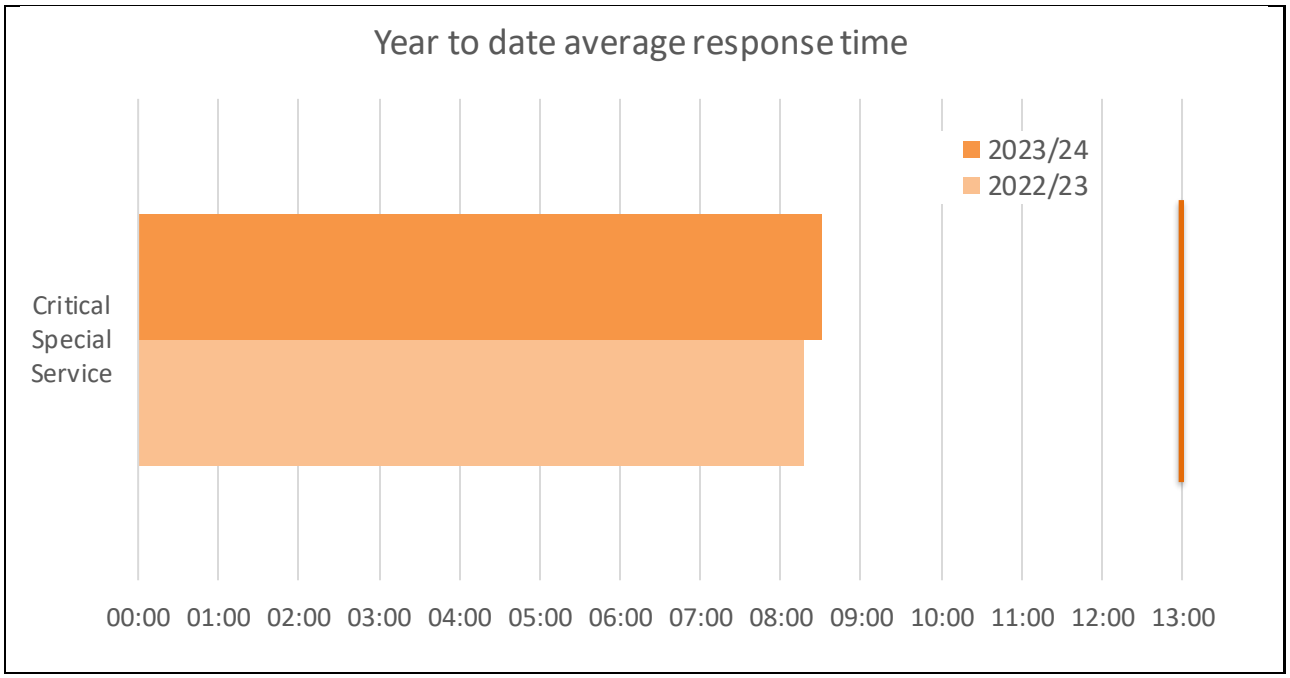
Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time.

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	08:19	**08:31**	*08:17*

[Failures are expressed within square brackets]



3.3 Total Fire Engine Availability

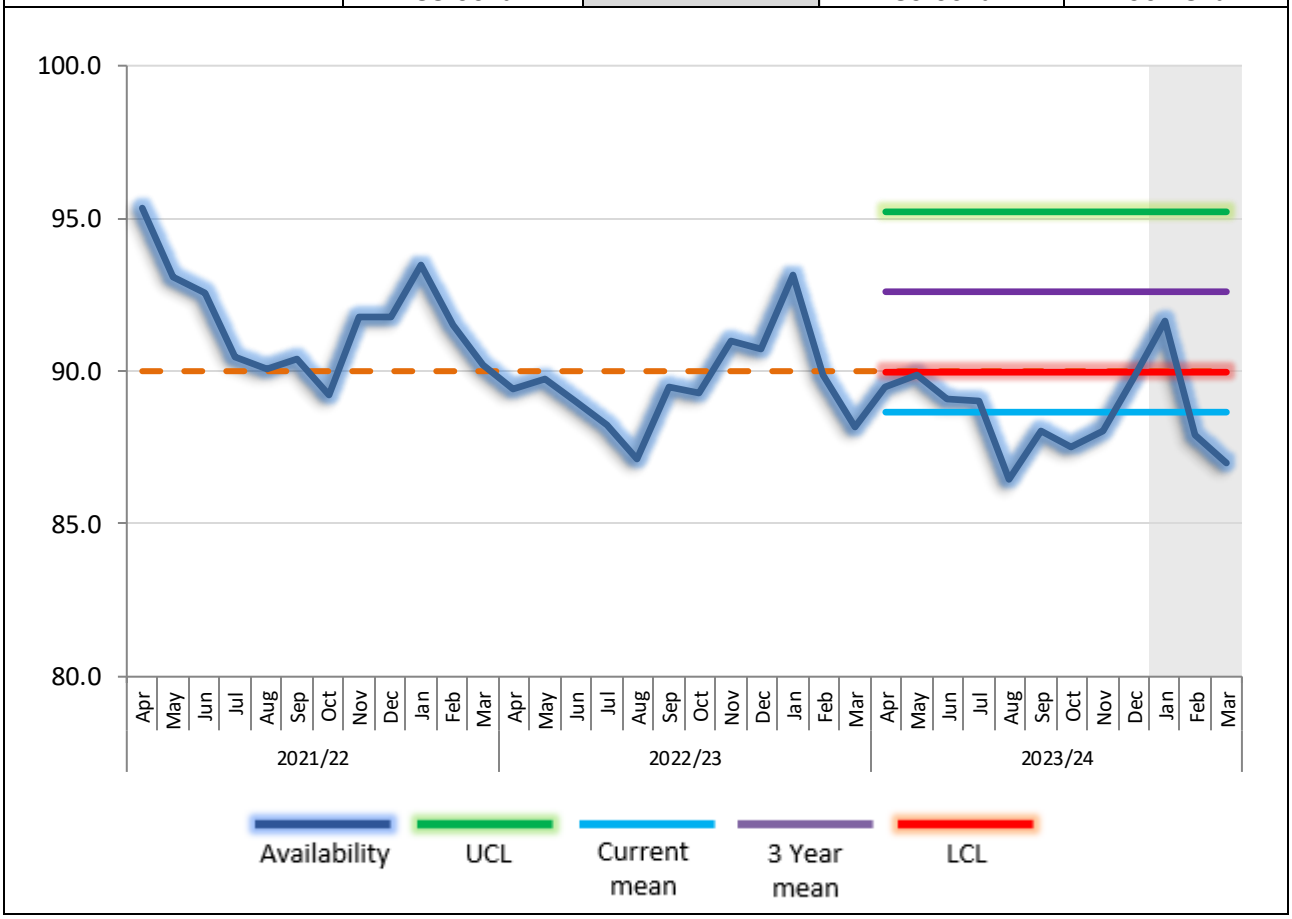
Quarter Availability
88.88%

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

Standard: 90%

Quarterly availability decreased 1.55% over the same quarter of the previous year.

Fire engine availability – WT, FDC, DCP & OC	Year to Date	**2023/24 Quarter 4**	*Previous year to Date*	*2022/23 Quarter 4*
	88.66%	**88.88%**	89.60%	90.43%



What are the reasons for an Exception report

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

Analysis

Overall availability across all stations for the quarter recorded 88.88%, which is 1.12% below the 90% standard.

The following table shows the availability by each of the stations designated first pump crewing type during quarter 4.

Crewing	WT	DCP	FDC	OC	Total
Availability	99.38%	99.33%	99.43%	75.30%	88.88%

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

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.

Actions being taken to improve performance

- The On Call Improvement Programme (OCIP) is driving transformation across the Service with several workstreams to improve recruitment, development, and retention.
- The Service have worked with an external software designer to develop sector-leading innovative software for On-Call Availability, Recruitment and Skills (OARS). This will support managers across the Service with workforce planning for On Call firefighters.
- A new recruitment vehicle has been introduced, equipped with mobile tablets, and monitors to display recruitment videos. The vehicle is positioned around the county to work within targeted geographical areas. Potential applicants can practice their practical skills using a range of firefighting equipment.
- Twenty-one recruits from the February/ March courses are now on stations.
- The number of leavers during quarter 4 was 16. Net increase of 5 On Call firefighters.
- OCSOs are supporting firefighter development to assist with OIC and LGV development training.
- Units are being encouraged to be more visible in the community, with off-station, training, and engagement at community events.

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 2023/24 outturn position was £0.4m more than budgeted, spending £68.6m against a £68.2m net annual 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, Fire & Rescue Service and 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.

The Service have evaluated the benefits and outcomes of several of our Blue Light Collaboration Workstreams; Missing Persons, Leadership Development, Estates and Co-location, and Community First Responder. The workstreams are contributing towards improving outcomes, providing better value for money, reducing demand, and reducing inequalities within communities.

Missing Persons (Missing from home)

The Service have increasing experience and can provide local or specialist advice for consideration by LanCon. Searches have become streamlined allowing a more structured and effective approach to locating a high-risk missing person. The Service's drone development (aerial and sub-surface), for which LFRS has the National Fire Chiefs Council (NFCC) lead role, has further enhanced our capabilities for Missing Person Searches. LFRS have provided significant support to Lancashire Constabulary (LanCon) with our aerial drone assets, supported by an updated Memorandum of Understanding (MoU). Further investment in 2023/ 24 led to us strengthening sub-surface rescue/ recovery capability of persons, with an underwater Remotely Operated Vehicle (ROV). This asset has been deployed locally, regionally, and nationally and delivered improved outcomes in incident resolution. LFRS received around 200 drone requests last year from LanCon, with most requests for Missing Persons searches.

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 property asset

management strategies to identify potential areas for co-ordinating future development plans over the next 5-10 years.

All Blue light partners are included in the discussions in relation to future opportunities. All current locations for each organisation have been mapped, with the focus now moving to the understanding of longer-term plans for each service, consideration of site sharing opportunities at existing locations, along with a procedure to facilitate site sharing.

In addition to the physical estate and site sharing, Blue light partners have identified other areas for learning, development and sharing of information in support of providing efficient and effective estate management within respective organisations.

Community First Responders

A trial commenced in 2023 involving LFRS staff volunteering as Community First Responders (CFR) to support NWAS. 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 NWAS colleagues arrive. The Service is now expanding our support to NWAS on this successful life-saving initiative with several LFRS Flexible Duty Officers (FDOs) due to begin CFR training in early July.

Leadership Development

An analysis of leadership development is ongoing between the three organisations with the Services currently exploring three leadership development days.

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 of ‘Making Lancashire Safer’.

The Command Support Unit (CSU) project aimed to upgrade the vehicles and adopt technological advancements to support operational incidents. On-Call firefighters crew a CSU, and as part of the agreed capital vehicle replacement project, two new larger Command Units (CUs) are now operational and have already been deployed to several incidents, with excellent feedback received from the firefighters, FDOs, and partner agencies. LFRS continue to demonstrate the unit and software to other fire and rescue services with a recent visit from Northern Ireland FRS taking place in May. The Service are also carrying out multi-agency familiarisations including in June for the Blackburn-with-Darwen Emergency Planning Team.

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

4.3 Overall User Satisfaction

Percentage satisfied
98.74%

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.

76 people were surveyed; 74 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?	3,568	3,523	98.74%	97.50%	1.27%

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 26 June 2024

Annual Report on Road Safety Intervention Activity

(Appendix 1 refers)

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

Executive Summary

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

Recommendation(s)

The Committee is asked to note and endorse the report.

Information

The attached report sets out the annual road safety intervention activity undertaken during 2023/24.

Business Risk

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

Environmental Impact

None

Equality & Diversity Implications

None

HR Implications

None

Financial Implications

None

Legal Implications

None

Local Government (Access to Information) Act 1985

List of background papers

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

Appendix 1

Annual Report

Road Safety Intervention Activity 2023-2024

Introduction

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

Road Safe Thematic Group

During 2023 - 2024 the Thematic Road Safety Group continued to meet every quarter, with an option of both in person and virtual meets. We have membership from all areas of the county and a mix of Community Safety and Operational Staff. CFA Member and Road Safety Champion Cllr Ron Woollam has close links with the group and is in regular communication with the Prevention Support Officer for Road Safety.

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

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

Lancashire Road Safety Partnership (LRSP)

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

LFRS play a very active role in the Children and Young People workstream and the Powered 2 Wheelers workstream. The Joint Operations Group (JOG) brings partners

together to look at what is currently delivered, what works well and where the gaps are so that we can pool our resources to work effectively and without duplication.

The LRSP continue to work through the action plan following the review of the partnership completed in 2022. There has been significant change in the year 23/24 with the loss of both members of staff – the Coordinator and Manager. The Deputy Police and Crime Commissioner continued to hold the Chair with LFRS Area Manager Matt Hamer holding the position of Deputy Chair.

LFRS Road Safety Core Prevention Offer

1. Road Sense

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

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

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

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

Evaluation of the package has provided us with positive feedback from schools with 90% of teachers selecting they 'strongly agreed' the session was 'age appropriate.' The remaining 10% 'agreed' with this. 73% of teachers who responded said the 'strongly agreed' the session would positively affect pupils' behaviour with the remaining 27% selecting 'agree.' We have not received any negative feedback at all. Utilising the QR code allows the teachers to give more honest feedback and improves the efficiency of the process.

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

"The year 6 class were thoroughly engaged in this session. The information on fire and road safety was extremely useful. Great to link the session to the specific age of the class by talking about their journey to high school."

"Very informative and knowledgeable delivery and information was relevant to our children and setting. Our children always respond better when information comes from experts with experience rather usual teacher."

The Road Sense Fact Sheet continues to be popular, with a recent change being the inclusion of a QR Code for the pupils to fill in following a session. This will assist us to better evaluate the behaviour change effectiveness of the session as the pupils fill this in at home. Some examples the pupils have marked in the free text box:

"My most memorable safety message was to be careful when crossing roads because if you have headphones on while crossing you wouldn't notice a car."

"Never walk out on to a road without looking and always wear a helmet when you are riding a bike."

There are 6 questions on the form, the correct responses range between 91% and 99% of answers. This is extremely positive that the pupils are retaining such a high percentage of the information they have received as the feedback it not always submitted on the day the session took place. To date the delivery figures are looking higher than ever before. During this reporting period 16,603 Year 6 pupils received this input, an increase of 1000 on last year's figures.

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

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

By actively engaging with this age group (15 – 25-year-olds) Wasted Lives aims to maximise the opportunities for people to evaluate and reflect on their own attitudes and behaviour behind the wheel and as a passenger. Extensive evaluation has demonstrated how the package promotes real and lasting changes in how each participant behaves in a car. Since the introduction of Wasted Lives in 2010, LFRS has delivered road safety education to over 130,000 young people throughout Lancashire, Blackpool, and Blackburn with Darwen. For the period 2023–2024 LFRS has delivered the programme to 9,965 young people, mainly face-to-face delivery but with some virtual sessions. This is an increase of over 7,000 pupils compared to the last financial year. This is in part due to schools recovering from the pandemic and also an increase in the uptake of the newer assembly format.

We have developed a suite of assembly sessions which can be adapted in length to fit in with schools' timetables. As we have developed different ways of working and we are now offering a short 15-minute virtual version of Wasted Lives during Road Safety Week. Schools now have 3 delivery options and by being more flexible in what we can deliver and how, we will be able to reach more young people. Whilst our focus is primarily on delivering in high schools, we have seen an increase in the number of requests for delivery to apprentice groups and colleges following the removal of Safe Drive Stay Alive through LRSP.

2000 students from Blackpool and Fylde College received the input on the run up to the Christmas break. The college did a short evaluation of the delivery and 95% of

students reported it had raised their awareness of not driving safely. They also provided some positive free text feedback:

"It got me to learn what not to do and what to do to drive safely. the presentation was great and the activity was good as I got to communicate on my opinions."

The feedback from teachers also continues to be very positive with a similar theme about behaviour change and an engaging session being received:

"The delivery was pitched perfect for Y10 and Y11 students delivered in an engaging and professional manner."

"Yes, absolutely relevant to the age group who can start to develop their own inaccurate and preconceived opinions at that age so it was really effective to have colleagues from real world situations to offer clarity and dispel myths. This will very much help keep them safe in the long term."

2.1 The Crashed Car

The Wasted Lives package also has the option of being complemented by a 'crashed car,' which is a vehicle from a real incident where, tragically, there has been a fatality. Alternatively, the car can be used as a standalone resource at a community event. We have now completed a full year with Corey Hudson's vehicle where the circumstances of his collision were solely speed related. He had no alcohol or drugs in his system, he made a wrong decision to speed which cost him his life. Coreys story has been very well received by communities across the county as most drivers recognise at some point in their driving career they have made a similar mistake. There were 2 passengers in the vehicle, neither were wearing seatbelts and both sustained serious, life changing injuries during the Road Traffic Collision (RTC). Due to their own decisions to not put their seatbelts on, they have not received substantial payouts from Coreys insurance. This very much strengthened the seatbelt safety message as it was a real example of poor decision making having lifelong implications.

In the 12-month reporting period the crashed car has increased in use at Mosques during Friday Prayers. In Central, Eastern and Pennine staff have worked alongside the Imam to deliver key messages prior to prayers and then deliver bespoke sessions to young people at the Madrassas. This activity has been increased around Ramadan where commonly high-powered vehicles are rented by young inexperienced drivers and shared amongst friends and family.

3. Safe Drive Stay Alive

Safe Drive Stay Alive is a road safety initiative where the audiences hear real life stories from the emergency services and families who have all been affected by road traffic collisions in an auditorium setting. This delivery is aimed at college aged students. It is currently on hold. Considerable work has been carried out nationally to compare a number of packages aimed at this age group and LFRS has been involved, alongside LRSP members, in evaluating the best fit for Lancashire.

4. Biker Down

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

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

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

LFRS has worked with LRSP to ensure the delivery is complementary to Bike Safe, which is a Police led initiative. Anyone who attends Biker Down is encouraged to book onto Bike Safe which is seen as the next step in training as it involves a ride out with an Advanced Police Motorcyclist. Biker Down is seen as the start of a motorcyclists 'learning journey.' During this reporting period there has been 146 motorcyclists killed or seriously injured (KSI). This is 14% of the total KSI figure. Lancashire's statistics showed you were 72 times more likely to die on a motorcycle than in a car on our roads, higher than the national average of 60. These statistics are very concerning as motorcyclists make up less than 1% of Lancashire's total road user population.

There have been 483 attendees in the last 12 months over 26 sessions. The appetite for the courses has grown significantly over recent months with the Facebook page reaching over 1,100 likes and the reach of posts sometimes exceeding 1500 people. All attendees take part in a practical element of the course which includes helmet removal and CPR. These are really important skills which may be needed should they be faced with a road traffic collision involving a motorcyclist. Feedback from attendees mirrors how important this part of the course is and how valuable they felt it was. Below are a few examples:

"Great course, been attending first aid courses for over 50 years, the rules change, really pleased to learn how to remove helmet".

"Having been a first aid instructor for 8 years I still learnt new skills especially the removal of a helmet."

The pre and post questionnaire maintains very positive feedback about the behaviour change impacts of the session. 1 of the questions the attendees are asked is around their confidence to remove a motorcycle helmet following a road traffic collision. The scale they use is 1-5 (1 not confident – 5 very confident). Prior to the session the average rating is 2.4 but increases to 4.7 following the session.

With support from Cllr Ron Woollam, a portion of the CFA Road Safety Champion budget was utilised to provide all attendees with a First Aid kit that complements the skills they are taught.

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

5. Alive to Drive Events

Alive to Drive is a long-standing road safety event initiative. The event initially started as a partnership between LFRS and Institute of Advanced Motorists (IAM) in Chorley 15 years ago. Since its inception the event had grown from strength to strength and the partners who attend have grown. During this reporting period 4 events took place in South Ribble, Preston, Blackpool, and Blackburn. These events are free to members of the public and allow them an insight as to what happens at an RTC. There is an RTC demo at each event which involves LFRS, Police, North West Ambulance Service (NWAS) and National Highways. The events were very well attended and 2 of the events made national press. The South Ribble event was used to launch 'Project Edward'- Every day without a road death and Alive to Drive on the Prom in Blackpool made both BBC and ITV news. As well as looking to educate members of the public of all ages and road user types there is particular emphasis based on signing young drivers (17-25yrs) up to the Institute of Advanced Motorists Course at a reduced rate, partly funded by LRSP. The plan for these events next year is to run 1 per geographical area due to the success and high attendance. The partners involved include Police, Lancashire County Council (LCC), NWAS, National Highways, IAM, South Lancs Advanced Motorcyclists, Blood Bikes, Mountain Rescue, Tyre Safe, Pro Tyre, Fresh Drivers, Blackburn with Darwen Council, Blackpool Council and Wincanton.

Summary

This 12-month period has been a really positive period for Road Safety Education and our ability to engage with the communities of Lancashire. Many schools are now out of the 'recovery' period loosening constraints on their timetables. We have continued to adapt our offerings and, with increased use of technology and innovative ideas by members of the Road Safety Thematic Group, this has meant that we have delivered our education packages to over 30,000 people, an increase of 11,500 last year.

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

Focusing on our priorities for 2023/24, we have achieved some notable progression and successful outcomes, from getting back into primary schools' post-pandemic to engage with pupils and deliver our improved Road Sense package to re-launching Wasted Lives and Biker Down. Our action plan for the forthcoming year builds on this. The figures have significantly improved, and we will continue to build on this successful year.

Over the next 12 months we will be focussing on further evaluation of all our Road Safety initiatives, campaigns, and educational packages. This evaluation will look at 4 distinct areas; Is our targeting correct and appropriate, are we delivering according to end user expectations, are we influencing a positive behaviour change and are we delivering value for money (i.e. for every £1 spent on prevention what does that save in terms of prevention of an incident). We will also look to refresh all the education packages over the summer of 2024 to ensure a fresh approach for the new academic year.

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Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 26 June 2024

Annual Review of Fire Engine Availability KPI 3.3

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

Executive Summary

This paper provides detail on the annual review of the Fire Engine Availability Key Performance Indicator (KPI) further to resolution 08/23 of the Planning Committee.

Recommendation(s)

That the Performance Committee endorse no changes to this KPI further to the first year-end review of the standard.

Information

At a resolution of the Planning Committee of 17 July 2023 (08/23), the decision was taken to adjust the Key Performance Indicator (KPI) relating to overall fire engine availability, to report against how effectively fire cover was provided across the 39 fire stations (risk areas) of the county.

The decision approved the proposal to report on the combined availability of the primary asset at each of the 39 stations in percentage terms, whether that be a wholetime or retained duty system fire appliance, with a revised overall target of 90%. Furthermore, that this target would be reviewed annually aligned to the continued work being delivered to strengthen on call appliance availability.

Work took place over the summer of 2023 to make the relevant system changes to support the provision of information under the revised KPI, which was implemented into the Measuring Progress Report from quarter 2 onwards.

Under the resolution approved at Planning Committee, the KPI change would be subject to annual review with an intention to incrementally increase the standard, if and when appliance availability performance was sustained above the agreed standard. The Service deems the business year-end to be the most suitable point to conduct this exercise each year and, as such, this paper forms the basis of the 2024 review.

Since introduction of the 90% target, Service performance has seen a gradual but sustained improvement, reporting 87.84% availability in Quarter 2, 88.46% in Quarter 3 and most recently, 88.88% in Quarter 4. As wholetime appliance availability remains exceptionally high, the work delivered through the On Call Improvement Programme is the key mechanism through which overall appliance availability can be improved. Each of the stations has a bespoke Action Plan which considers current staffing establishments, retirement/leaver forecasting, skills matrix (for both skills held and

planned for acquisition by staff) and intended recruitment and selection activities to support improvement in appliance availability.

Since current performance remains in pursuance of the 90% standard and sustained investment and focus towards strengthening on call appliance availability are yielding steady progress, the Service proposes a no change position to the KPI for 2024/25 with a further review to be undertaken at the next business year end.

Business risk

Appliance availability underpins the Authority's ability to meet statutory functions under relevant legislation.

Sustainability or Environmental Impact

None

Equality and Diversity Implications

None

Data Protection (GDPR)

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

If the answer is yes, please contact a member of the Democratic Services Team to assist with the appropriate exemption clause for confidential consideration under part 2 of the agenda.

HR implications

None

Financial implications

None

Legal implications

None

Local Government (Access to Information) Act 1985

List of background papers

Paper:
Date:
Contact:

Reason for inclusion in Part 2 if appropriate: Insert Exemption Clause