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Lancashire Combined Fire Authority
Performance Committee

Wednesday, 4 September 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)

Chair'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 Chair 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 - 36)**

4. **Performance Management Information (Pages 37 - 86)**

5. **North-West Fire Control Presentation - Findings from Annual Report**

6. **Urgent Business**

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

7. **Date of Next Meeting**

   The next scheduled meeting of the Committee has been agreed for 10:00 hours on **4 December 2024** in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

   Further meetings are: scheduled for 5 March 2025 and 25 June 2025

Lancashire Combined Fire Authority
Performance Committee

Wednesday, 26 June 2024, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

Minutes

Present:	
Councillors	
T Hurn	
P Rigby	
M Clifford	
F De Molfetta (Chair)	
N Hennessy	
D O'Toole	
D Smith	
B Yates	

Officers
J Charters, Assistant Chief Fire Officer (LFRS) S Hunter, Member Services Manager (LFRS) L Barr, Member Services Officer (LFRS) M Hamer, Area Manager, Prevention and Protection (LFRS) J Rossen, Area Manager, Head of Service Delivery (LFRS) N Taylor, Area Manager, Head of Service Delivery (LFRS) G Basson, North West Fire Control
In attendance
G Fernandez, Fire Brigades Union

1/24	**Apologies For Absence**
	Apologies were received from County Councillors Peter Britcliffe, Hasina Khan and Matthew Salter.
2/24	**Disclosure of Pecuniary and Non-Pecuniary Interests**
	None received.
3/24	**Minutes of Previous Meeting**
	Resolved: - That the Minutes of the last meeting held on the **06 March 2024** be confirmed as a correct record and signed by the Chairman.

4/24	**Performance Management Information**

County Councillor Frank De Molfetta introduced himself as the new Chair of the Performance Committee and welcomed new Member County Councillor Mark Clifford, and County Councillor David O'Toole to the meeting.

The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 4th quarterly report for 2023/24 as detailed in the Community Risk Management Plan 2022-2027.

This quarter, four Key Performance Indicators (KPIs), 1.2.3 Staff Absence Greenbook, 2.3 Accidental Dwelling Fires (ADF), 2.3.1 ADF – Harm to people: Casualties, and 2.9 Business Fire Safety Checks were shown in positive exception and two Key Performance Indicators were shown in negative exception. These were 1.2.1 Staff Absence Wholetime (WT), 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 January to March 2024, three station visits were carried out by principal officers as part of the service-wide engagement programme. Six station visits involving the HR department had also taken 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 which included 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 the topic, received in the staff survey and on-call communications.

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

Year	Engagement Index	Response Rate
2023	74%	49%

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

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.

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

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 8 shifts lost.
Annual Shifts Lost ÷ 4 quarters = 2

Cumulative total number of shifts lost: 8.721

The negative exception report was 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 that section of the report referred to sickness absence rates for the period 1 April 2023 to 31 March 2024.

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

To benchmark Lancashire Fire and Rescue Service's (LFRS's) sickness absence levels and performance against other Fire and Rescue Services, the Service utilised 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 (FRAs) 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 and were in the lower third of FRAs for absence rates in 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 had 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 had been consistently higher than private sector workers for every year on record. There were several factors which included: the difference in the types of jobs between sectors, some jobs had higher likelihood of sickness than others and remuneration arrangements.

During quarter 4, January to March 2024, there were 1,284 wholetime absence shifts lost = 1.82 against a target of 2.00.

The number of cases of long-term absence (over the whole quarter) had 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 was in comparison to 261 shifts lost during the previous quarter. These cases accounted for 0.24 shifts lost per person over the quarter.

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

- Mental health – 10 cases
- Musculo skeletal – 10 cases
- Hospital/Post Operative – 3 cases
- Other absence types (small or single returns) – 3 cases

154 shifts lost were related to Respiratory related absences, which included Coronavirus absence and equated to 0.24 shifts lost per person on Q4, in comparison to 302 shifts lost in Q3.

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 which were enacted from quarter 4. Quarter 4 had experienced lower absence figures than the other quarters in 2023/24 which, in part, was attributed to staff returning from long term absences.

In response to a question from County Councillor Hennessy regarding the measures Cheshire Fire and Rescue Service had in place to achieve the lowest absence rates in the UK, the Assistant Chief Fire Officer explained that complexities in sicknesses, absence types and lengths could affect statistics. The Service had policies and procedures in place to deal with absences, as detailed in the report. Any measures that could be learnt from Cheshire Fire and Rescue Service would be shared with the Committee.

Councillor Smith commented that learning could be taken, however, suggested that it would be useful to compare the Service's position over a number of years to chart progress.

The Chair explained that FRAs in the chart could be different sizes and LFRS had experienced some cases of long-term sickness which could distort the figures.

County Councillor Hurn asked if Cheshire Fire and Rescue Service was as large as LFRS. The Assistant Chief Fire Officer confirmed there was some similarity such as

work patterns, although Cheshire Fire and Rescue Service was slightly smaller.

County Councillor Rigby stated that he was pleased with the absence figures for Q4, and the Service should be congratulated as it was a step in the right direction.

The Chair highlighted that the comparative figures had only recently become available, and he was pleased that the Service had some comparison even if the other FRAs were not necessarily similar. It was good news that LFRS was in the bottom third of the comparative chart.

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, 1.33%.

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 8 shifts lost.
Annual Shifts Lost ÷ 4 quarters: 2

Cumulative shifts lost: 7.039

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

It was noted by 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 8 shifts lost per employee per year for green book staff. The actual shifts lost for the period for this group of staff was 7.04, which was 0.96 below target.

To benchmark LFRS's sickness absence levels and performance against other Fire and Rescue Services, the Service utilised 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 FRAs between the period 1 April 2023 – 31 March 2024, the highest shifts lost reported was 15.32 and the lowest was 2.75, with an average of 9.77 Green Book shifts nationally. LFRS sat in the upper quartile and reported 7.04 Green book shifts lost due to sickness for the same period.

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 had 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 had been consistently higher than private sector workers for every year on record. There were several factors which included: the difference in the types of jobs between sectors, some jobs had a higher likelihood of sickness than others, and the remuneration arrangements.

During quarter 4, January to March 2024, absence statistics showed non-uniformed personnel 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:

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

During quarter 4, 93 shifts were lost as a result of the nine cases of long-term absences, in comparison to 267 shifts lost during the previous quarter. These cases accounted for 0.44 shifts lost per person over the quarter, which was a decrease of 0.94 shifts lost from the previous quarter.

In quarter 4, 28 shifts lost were related to Respiratory related absences, this included Coronavirus absence. This was compared to no shifts lost in Q3. This showed an increase of 0.135 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.

1.3.1 Workforce Diversity

This indicator measured diversity as a percentage.

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

Gender:	Female 21%(20%)	Male 79%(80%)	
Ethnicity:	BME 4%(3%)	White 94%(94%)	Not stated 3%(3%)
Sexual Orientation:	LGBT 4%(4%)	Heterosexual 57%(53%)	Not stated 39%(43%)
Disability:	Disability 3%(3%)	No disability 94%(95%)	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 10%	Green book 60%
	Male	Grey book 90%	Green book 40%
Ethnicity:	BME	Grey book 3%	Green book 5%
	White	Grey book 95%	Green book 89%
	Not stated	Grey book 2%	Green book 6%
Sexual Orientation:	LGBT	Grey book 4%	Green book 3%
	Heterosexual	Grey book 57%	Green book 60%
	Not stated	Grey book 39%	Green book 37%
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 32%(21%)	Male 68%(79%)	
Ethnicity:	BME 5%(4%)	White 90%(93%)	Not Stated 5%(3%)
Sexual Orientation:	LGBT 8%(8%)	Heterosexual 87%(85%)	Not stated 5%(7%)
Disability:	Disability 4%(2%)	No disability 94%(96%)	Not stated 2%(2%)

During quarter 4, 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.

County Councillor O'Toole commented positively on the last Passing out Parade.

The Assistant Chief Fire Officer informed Members that Area Manager, Tom Powell, hosted the Regional IFE (Institute of Fire Engineers) Junior Lecturette Final where, out of 8 Cadets, Lancashire Fire Cadet, H Salisbury, won first place for their presentation on 'Impacts of Modern Technology' which covered Electric Vehicles (EV) and Lithium-Ion batteries. The Assistant Chief Fire Officer suggested, and Members agreed, to invite the Cadet to a future committee meeting to give the presentation to Members.

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, 24 for quarter 4; year to date 70; previous year to date 61. Quarterly activity increased 41.18% over the same quarter of the previous year.

The Assistant Chief Fire Officer informed Members that the spike in Q4 was a seasonal issue and related to Swift Water Rescue Training and Manual Handling. Risk Assessments were in place, however, the nature of the training was slightly more hazardous as it took place in open water - 3 accidents were from boat lifting, 3 were from the training, and 1 was due to sickness.

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.

It was noted that the Risk Map would be updated for the next quarter (Q1), and it was expected that the risk score would reduce.

County Councillor Clifford requested the area data for the red areas on the Risk Map as it was difficult to decipher. The Assistant Chief Fire Officer confirmed that, at the meeting for the next quarter, the data could be broken down to lower levels to provide more detail to Members.

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 17,395; previous year to date 18,841. Quarterly activity decreased 4.76% over the same quarter of the previous year.

In quarter 4, the Service attended 3,679 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) – 1715, 47%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 395, 11%
- Total Secondary Fire Calls (deliberate and accidental fires) – 372, 10%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1170, 32%

The Assistant Chief Fire Officer explained that the reason for fewer incidents than

the previous year was due to less secondary fires (accidental and deliberate), and the revised Automatic Fire Alarms policy which had removed some unnecessary mobilisations.

Members notes that Special Service incidents when supporting partner agencies had increased 10% on the previous year with gaining entry requests increasing, and Road Traffic Collisions had increased 5%, although flooding incidents were seasonal and had decreased by 5%.

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, 153 in quarter 4; year to date 706; previous year to date 771. Quarterly activity decreased 8.38% over the same quarter of the previous year.

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

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

February's count was the lowest individual monthly count over the last 10 years, and had no doubt contributed to both the quarter, and the 2023/2024 year, to also be the lowest annual count over the previous 10 years too.

It mirrored the national picture, although data for the nation was 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 that occurred during the Covid era, hence the current lower number of fires.

Preliminary figures for April 2024 indicated that the downward trend would continue into the early part of 2024/25.

Although it was sometimes difficult to evidence a direct correlation, during quarter 4, LFRS had remained committed to delivering HFSC advice and providing interventions to the most vulnerable within communities.

District intelligence Profiles and District plans were used to target prevention

activity towards the demographic groups and specific geographical areas where there was a higher incidence of dwelling fires. Understanding the demographic could facilitate understanding of the 'cause behind the cause', which allowed for proactive and effective risk reduction.

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

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

All prevention activity was driven by the principles of the Equality Impact Assessment to ensure inclusivity and effectiveness across Lancashire's diverse communities. Evaluation was also key for an understanding of what was working and identification of what could be improved.

The Assistant Chief Fire Officer advised that high quality Home Fire Safety Checks (HFSCs) for the most vulnerable members of the community were likely to have contributed to the reduced number of ADFs.

County Councillor O'Toole stated that, in previous years, the Service had provided free smoke alarms to the community (50,000 in the first year), then the policy had changed, and only certain localities were entitled to the alarms. He commented that people often placed the fire alarms in the wrong place and would eventually need to be replaced due to a limited lifespan.

County Councillor Clifford advised that a replacement part could be bought for Fire Angels Fire Alarms. He had noticed that there were different specifications for England and Scotland with Scottish fire alarms possessing the ability to be linked.

The Assistant Chief Fire Officer explained that the type of fire alarm provided free by the Service, at that time, were those where batteries needed to be replaced. More recently, the Service installed fire alarms with a 10-year lifespan and had a contract with the suppliers to replace end of life or defective alarms. Hard wired alarms were also available but those provided by the Service were standalone. Technological advancements meant that some fire alarms had systems whereby they could communicate with each other.

Area Manager, Matt Hamer, added that some fire alarms had the ability to operate over a Wi-Fi network. The alarms provided by the Service had a 10-year life span, however, those located in very cold locations, sometimes had a 6/7-year lifespan. As part of HFSCs, homeowners were reminded to contact the Service after 10 years for a replacement to be fitted either themselves or by the Service. Innovations in technology meant that fire alarm detection for types of smoke, i.e. between fires and cooking, had improved.

2.3.1 ADF – Harm to people: Casualties

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

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

Fatal	0 in quarter 4; year to date 3; previous year to date 8
Injuries appear Serious	4 in quarter 4; year to date 12; previous year to date 16
Injuries appear Slight	1 in quarter 4; year to date 15; previous year to date 19

Quarterly activity decreased 50.00% over the same quarter of the previous year.

The positive exception report was due to the number of Accidental Dwelling Fire casualties that met the lower control limit during the month of February.

During the month of February 2024, there were no recorded ADF casualties, although it was 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 was 2.5 casualties, which was an improvement on the previous 5-year average of 3.8 casualties per month.

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

The actions taken to reduce Accidental Dwelling Fires naturally affected the likelihood of a casualty arsing and, as such, the activities detailed within KPI 2.3 were applicable to this KPI.

The Assistant Chief Fire Officer informed the meeting that the 5 casualties for quarter 4 were related to inhalation of toxic fumes and not burns. The casualties were mainly from single occupancy dwellings.

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 93% against same quarter of the previous

year, combined percentage of 87%.

Combined quarterly percentage had therefore increased 6.04% 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), 50 in quarter 4; year to date 235; previous year to date 250. Quarterly activity decreased 7.41% over the same quarter of the previous year.

It was noted that the decrease in the number of Accidental Building Fires could be partly attributed to the successful delivery of BFSCs.

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 68% against
- same quarter of the previous year, combined percentage of 81%.

Combined quarterly percentage had therefore decreased 13.5% over the same quarter of the previous year.

In response to a question from County Councillor Rigby in relation to the categorisation of the SupaSkips fire in Lancaster, the Assistant Chief Fire Officer advised that the incident was still under investigation and therefore could not be discussed, however, the results would be presented through a future Authority meeting.

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), 10 in quarter 4; year to date 72; previous year to

date 85. Quarterly activity decreased 41.18% over the same quarter of the previous year.

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

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

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

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

- current quarter, combined percentage of 20% against
- same quarter of the previous year, combined percentage of 6%.

Combined quarterly activity had therefore increased 14.0% 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 – 304 in quarter 4; year to date 1,812; previous year to date 2,293. Quarterly activity decreased 24.00% 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, 14 in quarter 4, year to date 84; previous year to date 79. Quarterly activity decreased 33.33% over the same quarter of the previous year.

2.6.2 Deliberate Fires - Commercial Premises

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

Deliberate Fires – Commercial Premises, 40 in quarter 4; year to date 145; previous year to date 118.

Quarterly activity increased 37.93% over the same quarter of the previous year.

The Assistant Chief Fire Officer explained that 17 out of the 40 incidents during the quarter occurred in prisons, as did 55 out of the 145 incidents for the year, 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. The Fire Safety Team were engaging with prisons in relation to risk reduction measures.

County Councillor Hennessy requested that data regarding prisons be included in future reports.

In response to a question from County Councillor Hennessy regarding the NFCCs involvement with prison fires, Area Manager, Matt Hamer explained that the NFCC were aware of the problem and there were issues with access to materials subjected to Deprivation of Liberty and Human Rights. 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. The Ministry of Justice were also working with the Fire Investigation Team as data collected from fire investigations could be used to extend prison sentences which could act as a deterrent.

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, 250 in quarter 4; year to date 1,583; previous year to date 2,096. Quarterly activity decreased 28.57% over the same quarter of the previous year.

County Councillor Clifford questioned how Lithium-Ion Battery fires would be categorised as they were not necessarily deliberate. Area Manager, Matt Hamer, explained that although there was a national trend of increasing Lithium-Ion Battery fires, at present, there was no standard reporting mechanism in place. In Lancashire, the Service had amended the Incident Reporting System to include a specific category for battery and Electric Vehicle (EV) fires. The data in Lancashire showed a rise in the number of these types of fires and the Service were tackling this with a number of campaigns informed by the Data Intelligence Group, which focused on the correct disposal of Lithium-Ion batteries and any identified trends. The NFCC was involved with raising awareness which could influence legislative changes around the production, disposal and recycling of batteries and Local Authorities reported data collected from waste centres back to the Service. The Assistant Chief Fire Officer added that approx. 40% of fires in waste recycling

plants nationally, were believed to be related to Lithium-Ion batteries.

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, 5,830 in quarter 4; year to date 23,239; previous year to date 22,284. Quarterly activity decreased 1.8% over the same quarter of the previous year.

HFSCs with high-risk outcomes, Quarter 4, 54%; previous year Quarter 4, 57%.

High risk outcomes decreased 3% against the same quarter of the previous year.

In response to a question from County Councillor Hennessy regarding the number of people who experienced a fire after receiving a HFSC, the Assistant Chief Fire Officer advised that the information was captured and tracked, as those who had experienced a fire could require further guidance, as was those who had declined a HFSC and had gone on to have a fire. Area Manager, Matt Hamer, explained that HFSCs were used to establish behavioural changes in occupants that had resulted in a reduction in high-risk fires which would be evident next quarter in the updated Risk Map. At present, the data was recorded against an address, however, the Service would be investing in new systems which would shift towards person centred recording in the future.

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,	166 sessions delivered to 5,330 attendees;
RoadSense,	171 sessions delivered to 5,499 attendees;
SENDSafe,	1 session delivered to 18 attendees;
Wasted Lives,	16 sessions delivered to 1,349 pupils;
Biker Down,	6 sessions delivered to 111 attendees;
FIRES,	41 referrals opened prior to Q4 and carried over. 31 referrals received in Q4. 38 referrals closed in Q4. 41 referrals carried to 2024-25;
Partner Training,	117 sessions – 136 staff.

Specific Education packages – delivered Water Safety, BrightSparx, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4). 4 in school safety

sessions delivered to 56 students & 11 virtual sessions delivered to 7,595 students.

Arson Threat Referrals – 188.

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, 790 in quarter 4; Cumulative 3,348; YTD target, 2,500; previous YTD 962.

Cumulative YTD BFSCs being satisfactory, 2,897. Top 5 completed satisfactory premise types (Shops 1,123, Other workplaces 350, Factories/Warehouses 306, Offices 245, Licensed premises 238).

Cumulative YTD BFSCs being unsatisfactory, 451. Top 5 completed unsatisfactory premise types (Shops 234, Licensed premises 47, Factories/Warehouses 39, Other workplaces 36, Schools 24).

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 in summer 2024.

Protection grey book staff would commence with strengthening operational awareness days in Q2 which would see them quality assure the BFSC delivery and support the transition of crews staring to undertake BFSCs in more sleeping risk premises types.

County Councillor Clifford queried the level of seriousness of the unsatisfactory BFSCs for 24 schools. Area Manager, Matt Hamer, explained that, with most schools, data was not held at the premises but centrally, within the Local Authority and could result in an unsatisfactory BFSC, albeit low level.

Of the 451 premises deemed unsatisfactory, a number had subsequently been

issued with enforcement notices with others advancing in terms of prohibitions, being issued.

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 4, 577;
Formal Activity in Quarter 4, 5%, same quarter of the previous year 5%.
Quarterly activity remained static 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 2,149.

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 4, Building Regulation Consultations received 210, of which 208 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, Level 4 qualified Fire Safety Inspectors must complete consultations. It was the same inspectors who were required to complete intervention work in considerable risk, complex premises identified 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.

In response from County Councillor Hennessy as to how many officers were Level 4 qualified Fire Safety Inspectors, Area Manager, Matt Hamer, confirmed that

approx. 20 Inspectors were qualified with a number of courses having taken place within the Service. The Service response to Building Regulation Consultations within the statutory timescales had improved over the past year with an improvement to 95.6% completed within the timeframe of 15 days in quarter 4. A very small number of consultations were out of the timeframe due to being complex in nature or awaiting further information from the relevant local authority.

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 4, Very High 05:42 min; High 05:38 min, Medium 07:05 min, Low 09:49 min.

Q4 overall 07:50 min. Year to date overall 07:30 min. Previous year to date overall 07:12 min. The Assistant Chief Fire Officer highlighted that LFRS response times for this KPI remained very strong.

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, 08:19 min in quarter 4; year to date 08:31 min; previous year to date 08:17 min. Again, the Assistant Chief Fire Officer highlighted that LFRS response times for this KPI remained very strong.

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, 88.88% in quarter 4; year to date 88.66%; previous year to date 89.60%.

Quarterly availability decreased 1.55% 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 4.

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

The availability by each of the stations designated first pump crewing type:
Wholetime – 99.38%
Day Crewing Plus – 99.33%
Flexi Day Crewing – 99.43%
On-Call – 75.30%
Total – 88.88%

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.

Actions being taken to improve performance:

- The On Call Improvement Programme (OCIP) was driving transformation across the Service with several workstreams to improve recruitment,

development, and retention.

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

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 2023/24 outturn position was £0.4m more than budgeted, spending £68.6m against a £68.2m net annual budget. The majority was attributable in non-pay which included a shortfall on apprenticeship levy funding and a cost increase in repairs and maintenance on operational vehicles earlier in the year.

Quarter 4 variance 0.58%.

County Councillor O'Toole congratulated the Service on the management of its budget. There were many unknown variants which could occur with expenses in the Fire Service and cover across the county was always ensured.

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.

Lancashire Fire and Rescue Service (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)

The Service had increasing experience and could provide local or specialist advice for consideration by LanCon. Searches had become streamlined which allowed for 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 had the National Fire Chiefs Council (NFCC) lead role, had further enhanced the Service's capabilities for Missing Person Searches.

LFRS had provided significant support to Lancashire Constabulary (LanCon) with its aerial drone assets, supported by an updated Memorandum of Understanding (MoU). Further investment in 2023/ 24 led to LFRS strengthening sub-surface rescue/ recovery capability of persons, with an underwater Remotely Operated Vehicle (ROV). This asset had 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 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 future opportunities. All current locations for each organisation had been mapped, with focus being moved 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 had identified other areas for learning, development and sharing of information in support of the provision of efficient and effective estate management within respective organisations.

Community First Responders
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. The Service was expanding its support to NWAS as it was a successful, lifesaving initiative and several LFRS Flexible-Duty Officers (FDOs) were due to begin CFR training in early July.

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

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

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

Members noted that Deputy Chief Fire Officer, and John Rossen, Area Manager, Head of Service Delivery led partnership collaboration on behalf of LFRS.

4.3 Overall User Satisfaction

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

Annual Standard: 97.50%

In quarter 4, 76 people had been surveyed and the number satisfied with the service was 74. The running number of people surveyed for the year was 3,568 with 3,523 of those people being satisfied with the Service; 98.74% against a standard of 97.50%; a variance of 1.27%.

	The Chair thanked the Assistant Fire Officer for a positive report. **Resolved: -** That the Performance Committee noted and endorsed the Quarter 4 Measuring Progress report, including four positive and two negative exceptions.
5/24	**NWFC Q4 Performance Presentation**
	The Chair welcomed Ged Basson, Senior Operations Manager, North West Fire Control (NWFC). Mr Basson provided the Committee with a presentation detailing the performance of NWFC during quarter 4 (January – March 2024). Calls for LFRS equated to 25% of the total calls for all 4 services (LFRS, Greater Manchester Fire and Rescue Service, Cheshire Fire and Rescue Service, and Cumbria Fire and Rescue Service). **Emergency Calls in to NWFC** NWFC received 27,937 in quarter 4 compared to 26,849 for the same quarter of 2022/23. For the year to date, NWFC had received 127,789 emergency calls compared to 135,452 for the same period of the previous year. Emergency calls included 999 calls from members of the public and emergency calls from Lancashire Constabulary and North West Ambulance Service. There had been a low number of calls in February, which had resulted in a positive exception, as explained in LFRS's Performance Management Report. **Emergency Calls for LFRS** A total of 5,783 emergency calls were received in quarter 4 for LFRS, compared to 6,036 for the same quarter of the previous year. For the year to date, NWFC had received 29,759 emergency calls for LFRS, compared to 33,446 for the same period of the previous year. **Admin Calls in to NWFC** NWFC had received a total of 25,383 admin calls in quarter 4, compared to 25,917 in quarter 4 of the previous year. The number of calls for the year to date was 113,328, compared to 115,299 for the same period of the previous year. Admin calls included crews and officers contacting NWFC for either guidance, or to offer advice such as notification of missing equipment, defective resources, liaising with NWFC regarding exercises or resources availability. **Admin Calls for LFRS** Within quarter 4, a total of 5,637 admin calls were received for Lancashire Fire and Rescue (LFRS), compared to 5,873 in quarter 4 of the previous year. For the year to date, NWFC had received 26,272 admin calls for LFRS compared to 26,385 calls for the same period of the previous year.

It was noted that interactions during extended incidents, such as SupaSkips in December, resulted in spikes in activity on the graph between LFRS and NWFC.

Calls Challenged Resulting in No Mobilisation

In quarter 4, the percentage of calls challenged and not mobilised to was 48%, compared to 42% for the same quarter of 2022/23.

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

NWFC continued to support Fire & Rescue Services with call challenge questions, which determined whether there were resources mobilised to incidents such as automatic fire alarms. In supporting these initiatives, 48% of calls challenged were not required to be mobilised to, and therefore these resources were available for other emergencies/duties.

Fires: Average Response to Mobilise First Resource

For NWFC, mobilising performance times for fires in quarter 4 was 84 seconds which was under the 90 second target. This compared to 79 for the same quarter in 2022/2023. NWFC had continued to mobilise resources to fires under the 90 second target for the last 3 years.

All FRSs – Fires: Average Response to Mobilise First Resource

The call handling times for fires continued to be relatively favourable compared to other fire and rescue services (Cumbria, Cheshire, and Manchester). During quarter 4, the average time to mobilise the first response to fire related incidents remained within the 90 second target against a national average mobilising time of 126 seconds.

Special Service Calls – Average Response to Mobilise First Resource

Mobilising performance times for LFRS in quarter 4 for special service calls was 116 seconds compared to 119 seconds for quarter 4 of the previous year. LFRS mobilising times for special service calls for the year to date was 118 seconds, compared to 122 seconds for the same period of the previous year.

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

NWFC worked to improve the time for special service calls as there had been an increase in the number of call prompts that needed to be asked by call operators following guidance from the National Fire Chief's Council (NFCC). This had increased call handling time by a few seconds but had ensured that the right information was given to firefighters and callers.

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

All FRS Response Times – Special Service Calls

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

Mr Basson informed Members that a great deal of work had taken place over the previous 12 months and an update would be brought to a future meeting. He extended an invitation to Members for a visit to NWFC and it was confirmed that a future visit would be arranged through Democratic Services.

In response to a question raised by County Councillor Hennessy in relation to whether Mr Basson had any areas of concern at NWFC, Mr Basson explained that he would like to continue having increased engagement with all 4 fire and rescue services. Governance arrangements at NWFC had been strengthened recently with the Steering Committee sitting, consisting of 4 Chiefs and advisors which set the Strategy for the organisation. The creation of the Operations Management Committee, which the Assistant Chief Fire Officer led, and comprised the Principal Officers (POs) from the 4 FRSs, oversaw operational performance and ensured work on areas such as the Fire Control Fire Standards was achieved. Furthermore, areas of ongoing focus included staff sickness and retention, which was a national focus for control room managers. The mobilising systems would come to the end of life in March 2025, however, Members were assured that NWFC had received investment from FRS budgets.

The Assistant Chief Fire Officer emphasised that there were 2 large projects taking place at NWFC. The first project was the replacement of the mobilising systems for which a Board had been established which was Chaired by the ACFO at Greater Manchester Fire and Rescue Service and included himself, the ACFO at Cheshire Fire and Rescue Service, the ACFO at Cumbria, Sarah Wilson (Senior Operations Manager), and Ged Basson. The Operations Management Committee was Chaired by himself along with the POs and directed work arising under the Annual Delivery Plan for NWFC, and the People, Development and Assurance Programme (PDAP) which addressed matters such as staffing and retention issues.

In response to a comment from County Councillor Hurn, Mr Basson advised that NWFC received approximately 30,000 calls per quarter, 127,000 calls per year, and 250,000 admin calls per year, which averaged around 1,000 calls per day. The number of appliances dispatched was dependent on the incident type and size. The mobilising system would identify the nearest available resources to the location of an incident.

	It was agreed that Ged Basson would attend the next meeting of the Performance Committee to present the findings of the Annual Report from the Annual Delivery Plan, and People and Development related information. The Chair thanked Mr Basson for his interesting and informative presentation.
6/24	**Annual Report on Road Safety Intervention Activity 2023/24**
	The Chair thanked County Councillor Woollam for his work as the Member Champion for Road Safety and welcomed Councillor Fred Jackson to the role. Area Manager, Matt Hamer, provided the meeting with an annual report regarding Road Safety Intervention Activity which explained the Service's core prevention offer and also the challenges on Lancashire's roads. Members noted that, through the previous Integrated Risk Management Plan 2017-2022 (IRMP), prevention and protection services and the structure for delivery were reviewed to ensure that the Service was delivering appropriate services in line with the changing operating environment. As a result, working practices had changed with a strategic focus on the quality of the services that continued to be delivered. The services were delivered around key themes: helping people to start safe, live safe, age safe and be safe on our roads with a focus on working collaboratively with other organisations. To ensure constant improvement in all parts of prevention delivery, the Service had dedicated thematic groups whose priorities aligned to the more recent Community Risk Management Plan (CRMP) 2022-2027 and the Prevention Strategy. **Road Safe Thematic Group** The Thematic Road Safety Group continued to meet every quarter during 2023-2024 with an option of in-person and virtual meetings. Area Manager, Matt Hamer, was currently the Chair of the group and membership came from all areas of the county and was a mix of Community Safety and Operational Staff. Road Safety Champion, County Councillor Ron Woollam, had close links with the group and was in regular communication with Clare Burscough, the Prevention Support Officer for Road Safety. An annual plan aligned to the terms of reference had been developed alongside a priority work programme which supported the Lancashire Road Safety Partnership (LRSP) 'Towards Zero' strategy. An ambition of the group was to improve communication between strategic and practitioner levels and also to send clear messages out to Service Areas with key road safety priorities. The Service sought to deliver focused activities in areas identified as having issues and evaluate effectiveness. Due to the Coronavirus Pandemic, the Service had developed new ways of working and some of those working practices had been adopted as business as usual and offered a greater choice of delivery methods for the community, improving the Service's reach and efficacy. The offer of virtual delivery remained part of the

service's plan and continued to be selected by schools as a delivery method across the county.

Lancashire Road Safety Partnership (LRSP)

Lancashire Fire and Rescue Service continued to be a proactive member of LRSP and had representatives at both Strategic and Operational group level. The partners worked closely with each other and delivered the partnership strategy 'Towards Zero' Lancashire: Road Safety Strategy for Lancashire 2016 – 2026', in an attempt to reduce those killed or seriously injured on Lancashire's roads.

LFRS played an active role on the Children and Young People workstream and the Powered 2 Wheelers Workstream. The Joint Operations Group (JOG) brought partners together to look at what was currently delivered, what worked well and where the gaps where so that resources could be pooled to work efficiently and without duplication.

The LRSP continued to work through the action plan following the review of the partnership completed in 2022. There had 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
2. Wasted Lives – Young Driver Road Safety Education Programme
   2.1 The Crashed Car
3. Safe Drive Stay Alive
4. Biker Down
5. Alive to Drive Events

1. Road Sense

Road Sense was the name given to the road safety education programme delivered to Year 6 pupils. The session was mixed and started with a 20-minute fire safety recap followed by 40 minutes of road safety input. It provided the opportunity to draw on a previous session the pupils would have received in Year 2 and explored the consequences of hoax calls and deliberate fires.

The Package focused 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.

Staywise had now adopted the package. Staywise was an online resource website for Fire and Rescue Services across the country.

Evaluation of the package provided positive feedback from schools with 90% of teachers selecting that they 'strongly agreed' the session was age appropriate. The remaining 10% 'agreed' with this. Out of the teachers that responded, 73% said they 'strongly agreed' the session would positively affect pupils' behaviour, with the remaining 27% selecting 'agree'. The Service had not received any negative feedback. Utilising the QR code allowed the teachers to give more honest feedback and improved the efficiency of the process.

The following feedback had been 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 their usual teacher."

The Road Sense Fact Sheet continued to be popular, with a recent change being the inclusion of a QR code for the pupils to fill in following a session. This would assist the Service to better evaluate the behaviour change effectiveness of the session as the pupils would fill it in at home.

The following were examples of pupils' remarks 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 were 6 questions on the form and the correct responses ranged between 91% and 99% of answers. It was extremely positive that the pupils were retaining such a high percentage of the information they had received as the feedback was not always submitted on the day the session took place. To date, the delivery figures were looking higher than ever before. During the reporting period, 16,603 Year 6 pupils had received the input which was an increase of 1000 on last year's figures.

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

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

By actively engaging with the age group of 15 - 25 year olds, Wasted Lives aimed 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 had demonstrated how the package promoted real and lasting changes in how each participant behaved in a car. Since the introduction of Wasted Lives in 2010, LFRS had delivered road safety education to over 130,000 young people throughout Lancashire, including Blackpool, and Blackburn with Darwen. For the period 2023-2024, LFRS had delivered the programme to 9,965 young people, mainly face-to-face delivery but with some virtual sessions. This was an increase of over 7,000 pupils compared to the last financial year. In part, this was due to schools recovering from the pandemic and also an increase in the uptake of the newer assembly format.

A suite of assembly session had been developed which could be adapted in length to fit in with schools' timetables. As the Service had developed different ways of working and now offered a short 15-minute virtual version of Wasted Lives during Road Safety Week. Schools had 3 delivery option and with the Service being more flexible in what it could deliver and how, more young people would be reached. Whilst the focus was primarily on delivery in high schools, there had been an increase in the number of requests for delivery to apprentice groups and colleges following the removal of Safe Drive Stay Alive through LRSP.

On the run up to the Christmas break, 2000 students from Blackpool and Fylde College received the input. The college carried out a short evaluation of the delivery and 95% of students reported it had raised their awareness of not driving safely. They also provided the following 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 continued 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 had the option of being complemented by a 'crashed car', which was a vehicle from a real incident where, tragically, there had been a fatality. Alternatively, the car could be used as a standalone resource at a community event. The Service now completed a full year with Corey Hudson's vehicle where the circumstances of the collision were solely speed related. He had no alcohol or drugs in his system, and he made a wrong decision to speed which cost him his life. Corey's story had been well received by communities across the county as most drivers recognised at some point in their driving career, they had made similar mistakes. There were 2 passengers in the vehicle who were not wearing seatbelts and both sustained serious, life changing injuries during the

Road Traffic Collision (RTC). Due to their own decisions not to put their seatbelts on, they had not received substantial payouts from Corey's insurance. This strengthened the seatbelt message as it was a real example of the lifelong implications that poor decision making had.

Over the last year, the crashed car had increased in use at Mosques during Friday Prayers. In Central, Eastern and Pennine, staff had worked alongside the Imam to deliver key messages prior to prayers and then delivered bespoke sessions to young people at the Madrassas. This activity had been increased around Ramadan where commonly high-powered vehicles were rented to young inexperienced drivers and shared amongst friends and family.

3. Safe Drive Stay Alive

Safe Drive Stay Alive was a road safety initiative where the audience heard real life stories from the emergency services and families who had all been affected by road traffic collisions in an auditorium setting. The delivery was aimed at college aged students.

It was currently on hold. Considerable work had been carried out nationally to compare a number of packages aimed at that age group and LFRS had been involved, alongside LRSP members, in evaluating the best fit for Lancashire.

4. Biker Down

Biker Down was a course that was aimed at motorcyclists and pillions of all ages and experience. The free 3-hour course offered members of the public a chance to learn practical skills which could be put into practice anywhere at any time.

The 3 modules covered were:

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

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

LFRS had worked with LRSP to ensure that delivery was complementary to Bike Safe, which was a Police-led initiative. Anyone who attended Biker Down was encouraged to book onto Bike Safe which was seen as the next step in training as it involved a ride out with an Advanced Police Motorcyclist. Biker Down was seen as the start of a motorcyclists 'learning journey'.

During the reporting period, there had been 146 motorists killed or seriously injured (KSI). This was 14% of the total KSI figure. Lancashire's statistics showed that someone was 72 times more likely to die on a motorcycle than in a car on the road, higher than the national average of 60. These statistics were very concerning as

motorists made up less than 1% of Lancashire's total road user population.

There had been 483 attendees in the last 12 months over 26 sessions. Appetite for the courses had 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 took part in a practical element of the course which included helmet removal and CPR. There were really important skills which might be needed should they be faced with a road traffic collision involving a motorcyclist. Feedback from attendees mirrored how important this part of the course was and how valuable they felt it was.

Feedback included:

"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 maintained very positive feedback about the behaviour change impacts of the session. One of the questions the attendees were asked was around their confidence to remove a motorcycle helmet following a road traffic collision. The scale they used was 1-5 (1 not confident – 5 very confident). Prior to the session, the average rating was 2.4 but increased to 4.7 following the session.

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

The delivery model was flexible so courses could 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 aimed to run 12 courses per year but were exceeding that aspiration due to such a high demand for courses.

5. Alive to Drive Events

Alive to Drive was 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 attended had grown. During the reporting period, 4 events took place in South Ribble, Preston, Blackpool, and Blackburn. These events were free to members of the public and allowed them an insight as to what happened at an RTC. There was an RTC demo at each event which involved 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 which made both BBC and ITV

news. As well as looking to educate members of the public of all ages and road user types, there was particular emphasis based on signing young drivers (17-25yrs) up to the Institute of Advanced Motorists Course at a reduced rate, which was partly funded by LRSP. The plan for these events next year was to run 1 per geographical area due to the success and high attendance. The partners involved included 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

The 12-month period had been a really positive period for Road Safety Education and the Service's ability to engage with the communities of Lancashire. Many schools were now out of the 'recovery' period loosening constraints on their timetables. The Service had continued to adapt offerings and, with increased use of technology and innovative ideas by members of the Road Safety Thematic Group which meant that the education package had been delivered to over 30,000 people, an increase of 11,500 last year.

The Service continued to be an active member of the LRSP and, building on the review, looked forward to continuing to be involved in a collaborative approach. This would have an emphasis on the strengths that the Lancashire Fire and Rescue Service brand could bring to the partnership working to deliver the collaborative ambition of a safer road system.

Focusing on the Service's priorities for 2023/24, some notable progression and successful outcomes had been achieved, from getting back into primary schools, post pandemic, to engage with pupils and deliver the improved Road Sense package to re-launching Wasted Lives and Biker Down. The Service's action plan for the forthcoming year would build on that. The figures had significantly improved, and the Service would continue to build on the successful year.

Over the next 12 months, the Service would be focusing on further evaluation of Road Safety initiatives, campaigns, and educational packages. The evaluation would 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). The Service would also look to refresh all the education packages over the summer of 2024 to ensure a fresh approach for the new academic year.

County Councillor O'Toole referenced a radio programme which stated that 12.5% of all serious accidents involved young drivers and highlighted the expense of insuring a driver in that age group. Area Manager, Matt Hamer, emphasised the importance of education and the danger of distractions.

County Councillor Clifford expressed an interest in attending a Wasted Lives event referencing his own experience of attending a presentation involving motorbike safety when he was an apprentice with Leyland Trucks, and stated that, for young

	drivers, smaller cars were more expensive to insure than larger cars. Area Manager, Matt Hamer informed Members that the Service engaged with companies through Wasted Lives and the Crashed Vehicle where apprentices might have access to fleet vehicles. He advised that Insurance companies used data which raised risk flags for young drivers in certain types of vehicles that were at higher risk of an accident which increased insurance costs. The LRSP advocated the advanced motorist qualification to young drivers. County Councillor Hennessy requested and Area Manager, Matt Hamer agreed that the dates of upcoming Wasted Lives events would be shared with Members. County Councillor Yates stated that there were numerous accidents and near misses on rural roads and asked if LCC would be supportive of a reduction in the speed limit in these areas. Area Manager, Matt Hamer, advised that approx. 125 reports a day were made on the LRSP website from concerned members of the public around excess speed. A lot of complaints were received regarding rural roads where Mobile enforcement vehicles could be used as deterrent, especially where the speed limit changes from 60mph to 30mph. Work was taking place with Community Speed Watch Groups, around near misses to apply enforcement and to install calming measures, in conjunction with engineers. **Resolved: -** That the Committee endorsed the Annual Road Safety Intervention report.
7/24	**Annual Review of KPI 3.3**
	The Assistant Chief Fire Officer presented the report on the annual review of the Fire Engine Availability Key Performance Indicator (KPI) 3.3. 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 deemed the business year-end to be the most suitable point to conduct this exercise each year and, as such, the report formed the basis of the

	2024 review. Since introduction of the 90% target, Service performance had 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 remained exceptionally high, the work delivered through the On Call Improvement Programme was the key mechanism through which overall appliance availability could be improved. Each of the stations had a bespoke Action Plan which considered 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 remained in pursuance of the 90% standard and sustained investment and focus towards strengthening on call appliance availability were yielding steady progress, the Service proposed a no change position to the KPI for 2024/25 with a further review to be undertaken at the next business year end. **Resolved: -** That the Performance Committee endorsed no changes to KPI 3.3 further to the year-end review of the standard.
8/24	**Date of Next Meeting**
	The next meeting of the Committee would be held on **04 September 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 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 4 September 2024

Performance Management Information For 1st Quarter 2024/25
(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 1 Measuring Progress report, including one positive and four negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

High – the report 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 1: April 2024 – June 2024

2024/25

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.

Table of contents

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.

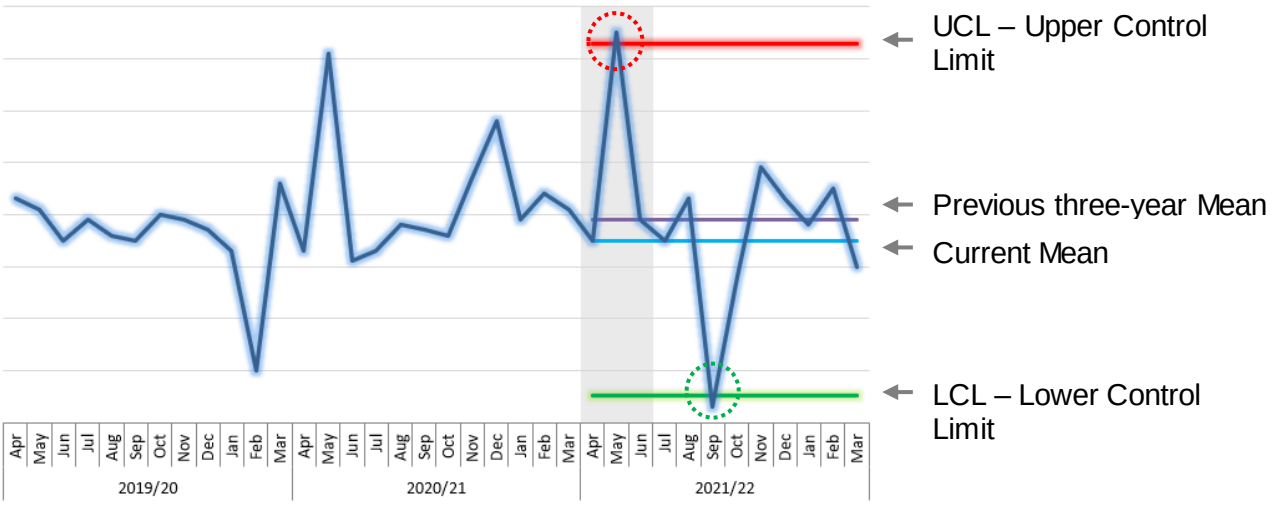
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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).



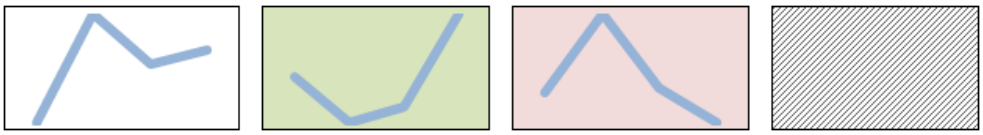
Performance Framework and indicator trends

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)		13
1.2.3	Staff Absence Greenbook		14
1.3.1	Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		15
1.3.2	Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		16
1.4	Staff Accidents:		17

KPI	Description	Progress	Page (s)
2	**Preventing fires and other emergencies from happening. Protecting people and property when fires happen.**		
2.1	Critical Fire Risk Map Score		18
2.2	Overall Activity		19
2.3	Accidental Dwelling Fires (ADF)		21
2.3.1	ADF – Harm to people: Casualties		22
2.3.2	ADF – Harm to Property: Extent of Damage (Fire Severity)		23
2.4	Accidental Building Fires (Commercial Premises)		24
2.4.1	ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		25
2.5	ABF (Non-Commercial Premises)		26
2.5.1	ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		27
2.6	Deliberate Fires Total: Specific performance measure of deliberate fires		28
2.6.1	Deliberate Fires – Dwellings		29
2.6.2	Deliberate Fires – Commercial Premises		30
2.6.3	Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		32
2.7	HFSC		33
2.8	Numbers of other prevention activities delivered		34
2.9	Business Fire Safety Checks		35
2.9.1	Fire Safety Activity		37
2.10	Building Regulation Consultations (BRC) (number and completed on time)		38

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 April to June 2024, 19 station visits were carried out by principal officers and area managers as part of our service-wide engagement programme. Six service delivery engagement sessions were held for local leaders across the county to reflect on progress achieved in 2023-24 and consider priorities for the year ahead. Forty-five wellbeing interactions were undertaken ranging from wellbeing sessions with crews to wellbeing support dog interactions.

The Service also engaged with staff over several topics relating to our fleet and equipment, including water rescue buoys, fire flash hoods, and devices to monitor heat stress in firefighters, and property projects such as improvement works at Blackpool and Preston fire stations.

As previously reported: 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).

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

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

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

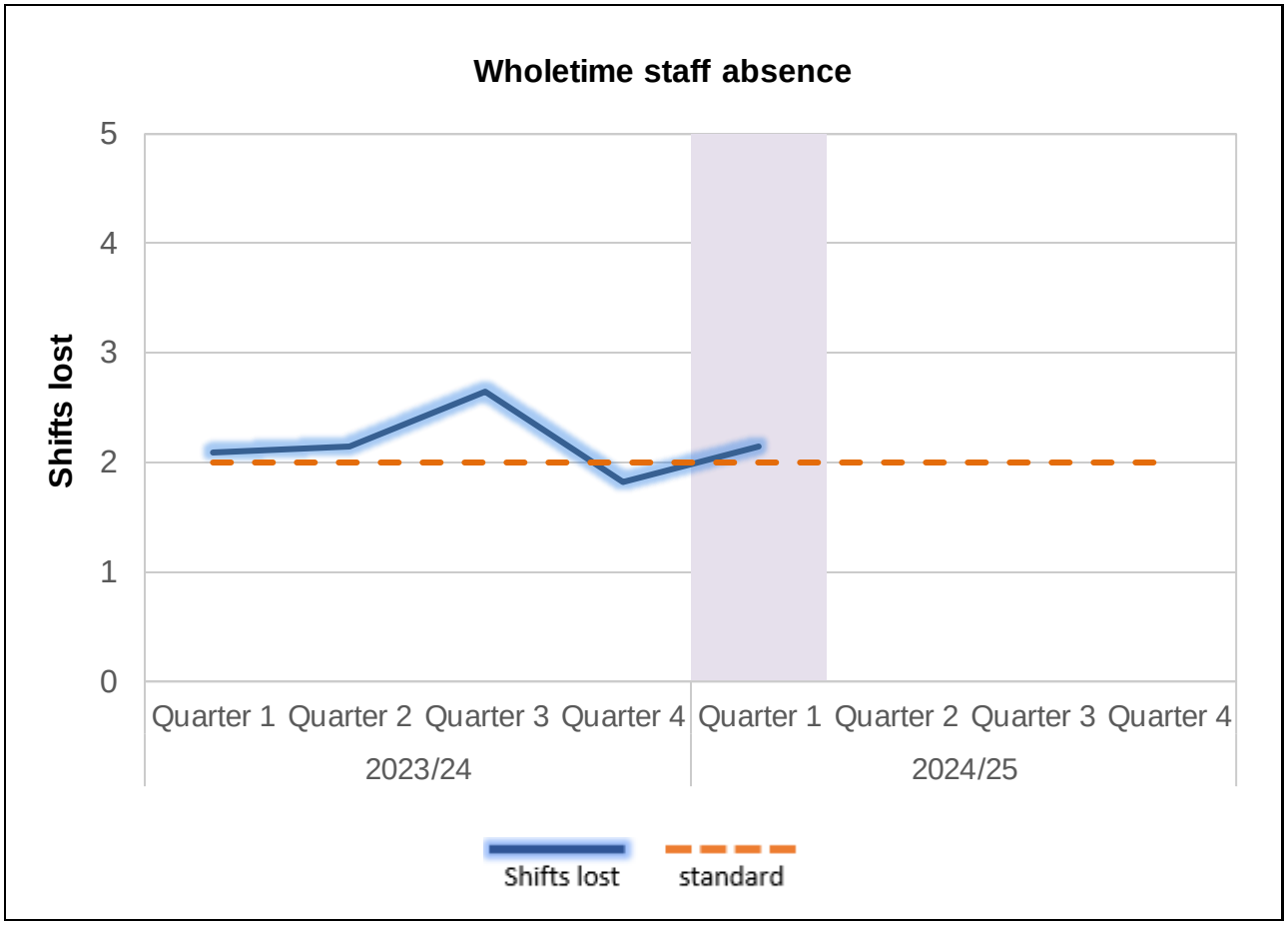
During the survey period, the corporate communications department visited wholetime and on-call crews on 51 occasions to encourage participation in the survey. Five focus groups were held with on-call units by the Service's independent researcher to obtain qualitative feedback on on-call specific matters,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

1.2.1 Staff Absence Wholetime (WT)

Cumulative shifts lost
2.141

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: 2.141

What are the reasons for an Exception report

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

The element of this section of the report refers to sickness absence rates for the period 1 April 2024 to 30 June 2024.

The agreed target performance level is 8 shifts lost per employee per year for wholetime staff, which equates to a target of 2.00 shifts lost.

The actual shifts lost for the period for this group of staff is 2.14, which is 0.14 shifts over target. During the same period the previous year, 2.10 shifts were lost which is a slight increase of 0.04 shifts lost per wholetime employee compared to the same quarter last year. Cases of long-term absence (over the whole quarter) have decreased by 0.11 shifts from the previous quarter.

Analysis

1,332 wholetime absence shifts lost = 2.14 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 three in Q4 of 2023-24 to two in Q1. The absence reasons being:

- Mental Health – Stress
- Cancer and tumours

80 shifts were lost during the quarter as a result of the above cases of long-term absences, this is in comparison to 158 shifts were lost during the previous quarter. These cases account for 0.129 shifts lost per person over the quarter.

There were 31 other cases of long-term absence recorded within the 3 months:

Reason	Case/s
Musculo Skeletal	10
Mental Health	9
Hospital/Post Operative	7
Other absence types (small or single returns)	5

117 shifts lost were related to Respiratory related absences, this includes Coronavirus absence and equates to 0.189 shifts lost per person in Q1, this is in comparison to 154 shifts lost in Q4 of the previous year.

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 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.

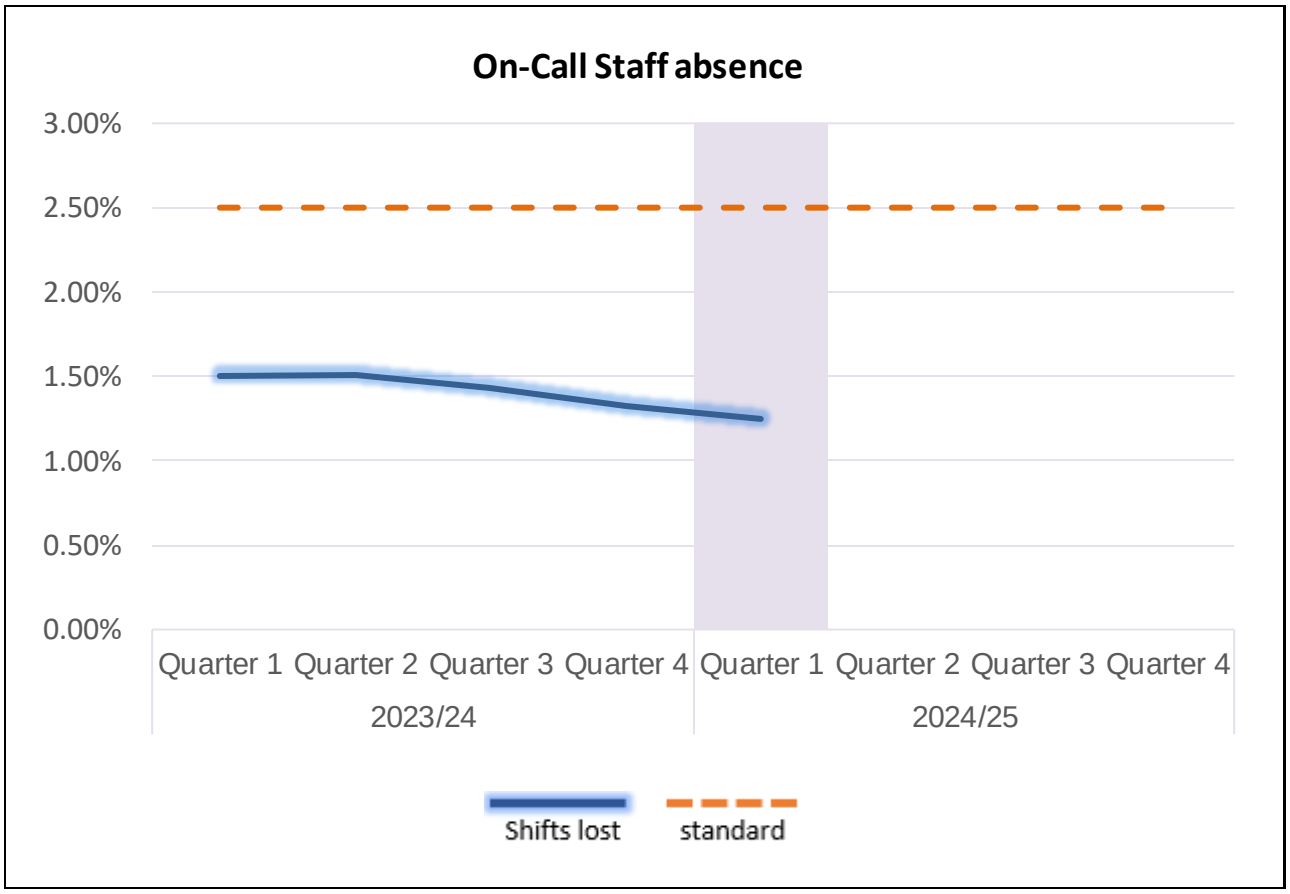
1.2.2 Staff Absence On-Call (OC)

Cumulative Absence
1.25%

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, 1.25%.



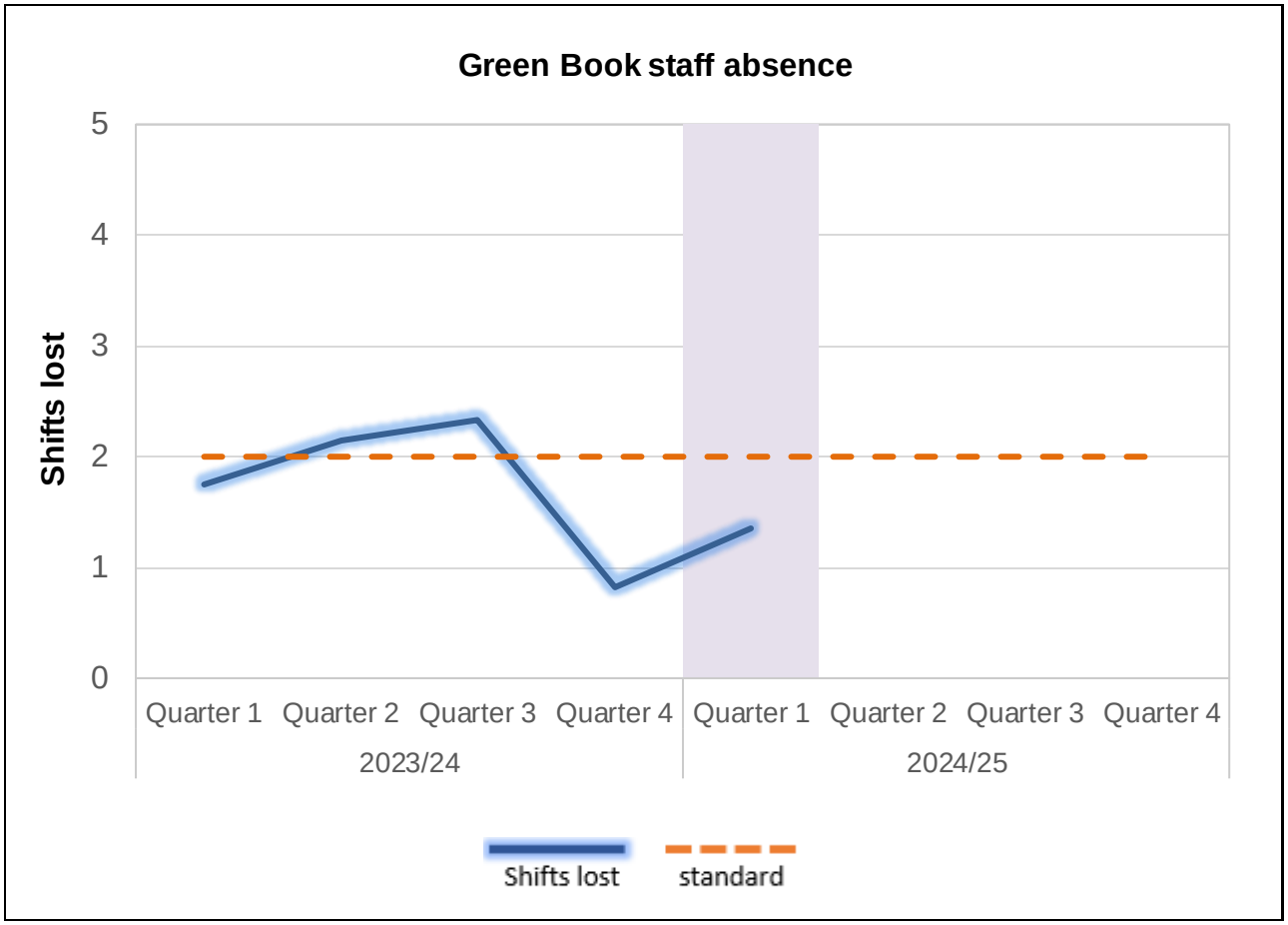
Cumulative On-Call absence (as % of available hours of cover):	1.25%

1.2.3 Staff Absence Green Book

Cumulative shifts lost
1.348

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)



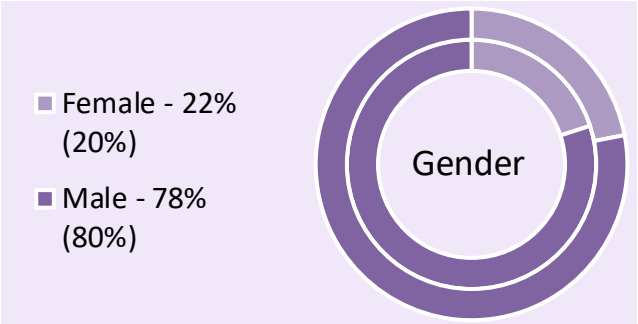
Cumulative total number of shifts lost: 1.348

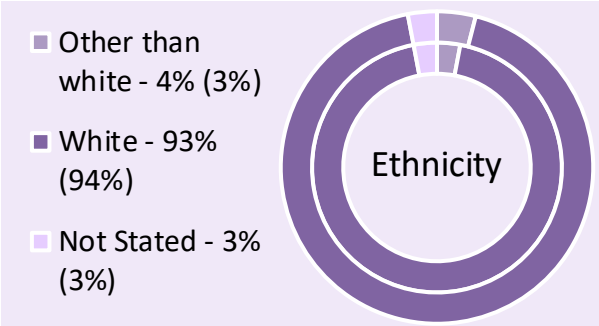
1.3.1 Workforce Diversity

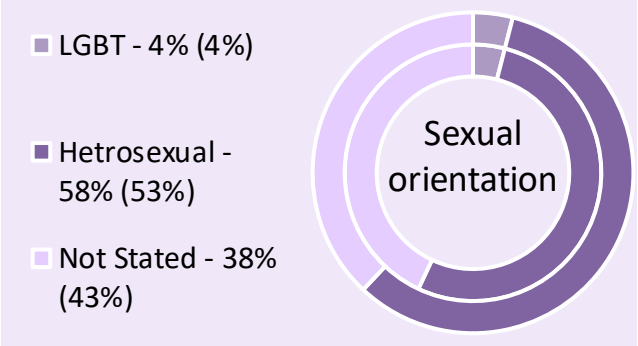
Diversity Percentage (Refer to charts)

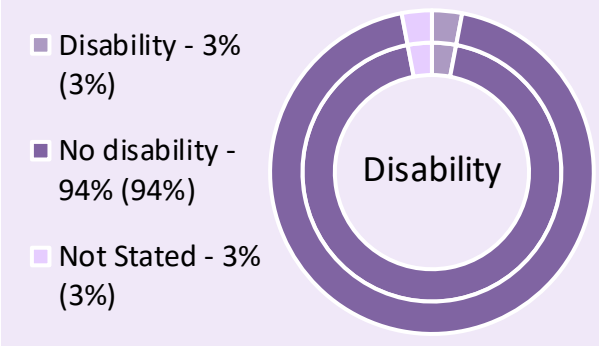
Workforce diversity as a percentage: Performance measure of how representative our staff are of our communities, to monitor equality and diversity within LFRS.

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.

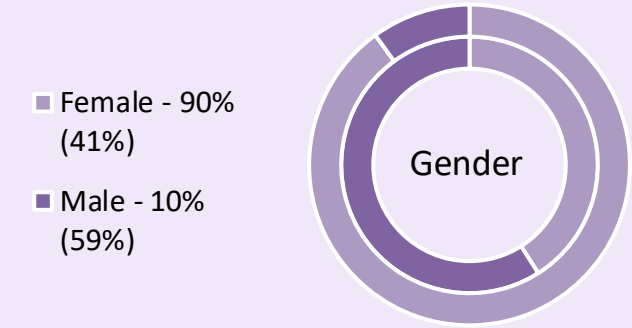
Characteristic	Diversity	Grey Book	%	Green Book	%
Gender	Female	Grey	10%	Green	61%
	Male		90%		39%
Ethnicity	Other than white	Grey	3%	Green	4%
	White		95%		87%
	Not stated		2%		9%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		57%		62%
	Not stated		39%		35%
Disability	Disability	Grey	3%	Green	4%
	No disability		95%		90%
	Not stated		2%		6%

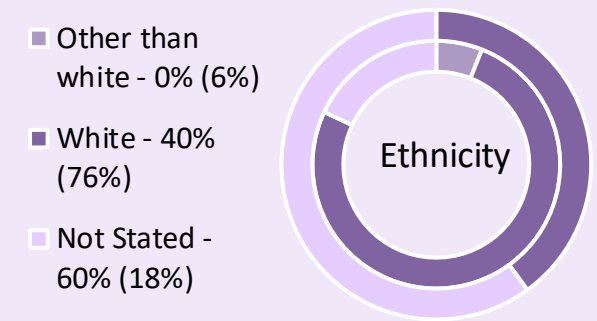
1.3.2 Workforce Diversity Recruited

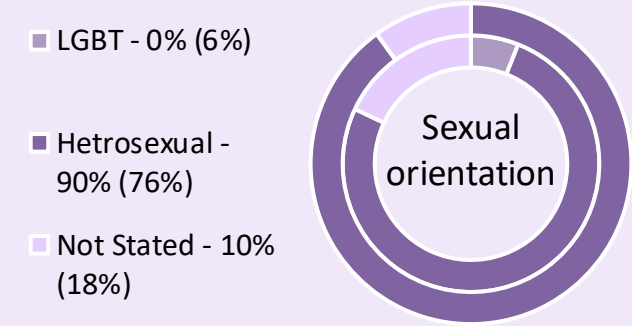
Diversity Percentage (Refer to charts)

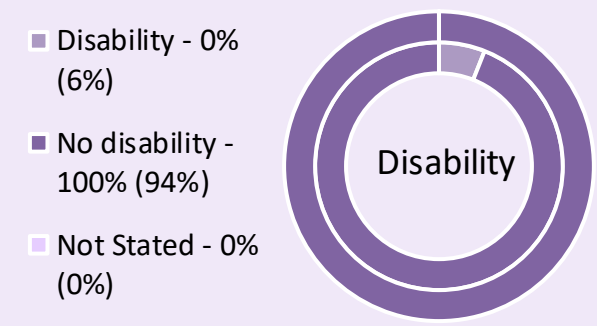
Workforce diversity recruited as a percentage: Performance measure of our success in recruiting a diverse workforce to monitor equality and diversity within LFRS.

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 1, there were a total of 10 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
20

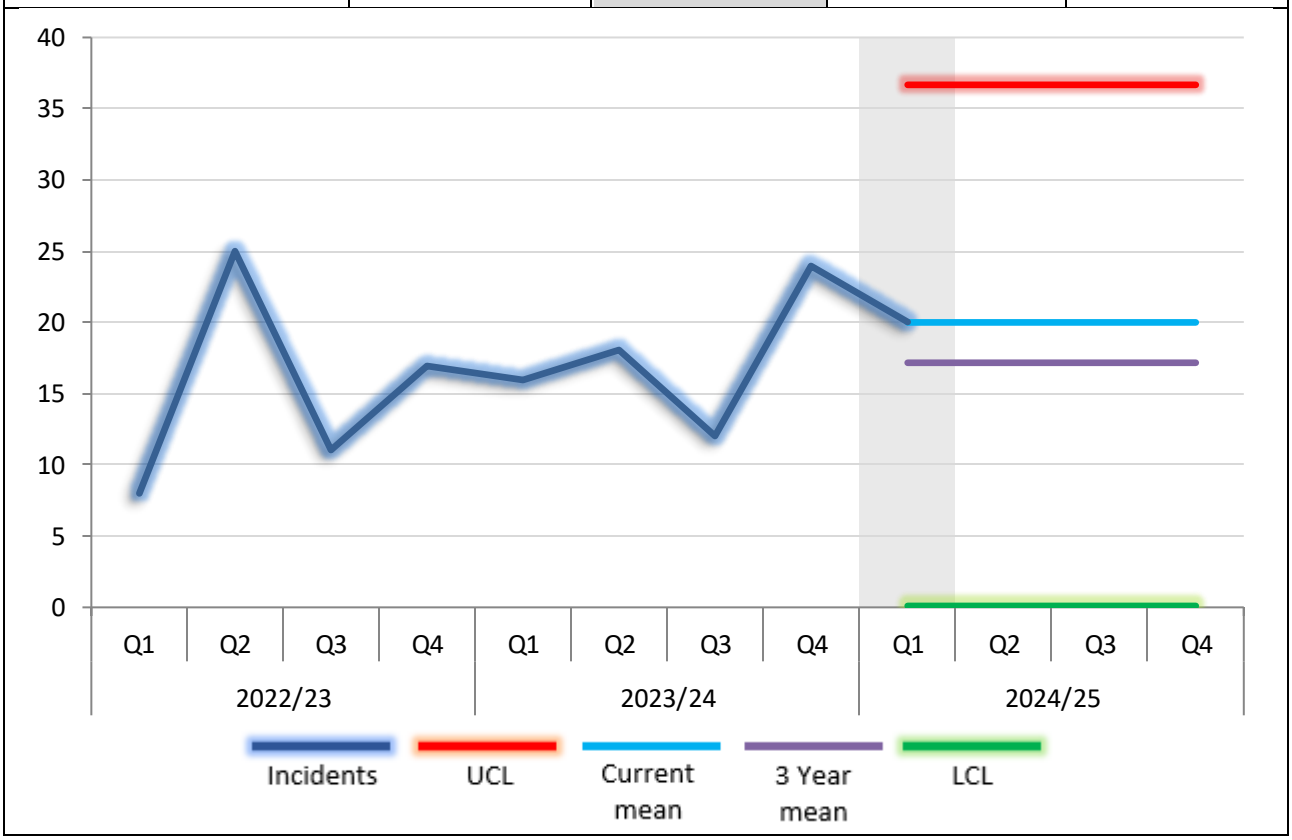
This KPI details the numbers of accidents which have involved LFRS staff members at work within the quarter.

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 25.00% over the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	20	**20**	16	16



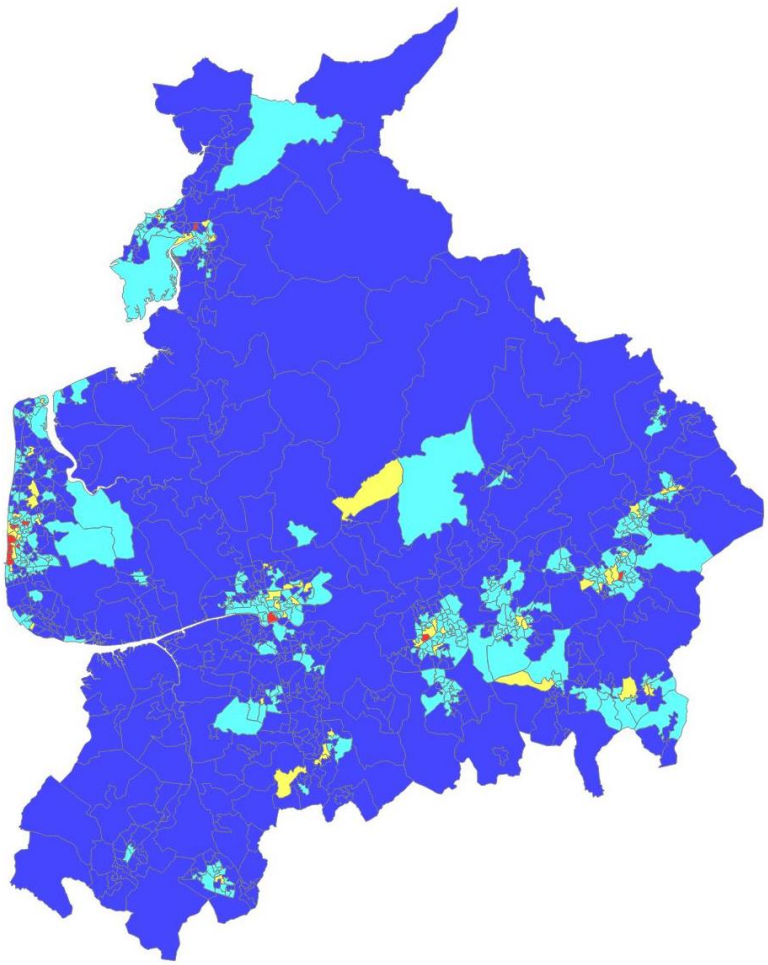
2.1 Risk Map

Risk Score
30,750

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.

2024 score:	30,750

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2024 count	**11**	**54**	**340**	**536**	**30,750**
2023 count	15	59	331	536	31,170
Direction / % Change	▼ 27%	▼ 8%	▲ 3%	◆ 0%	▼ 1%

2.2 Overall Activity

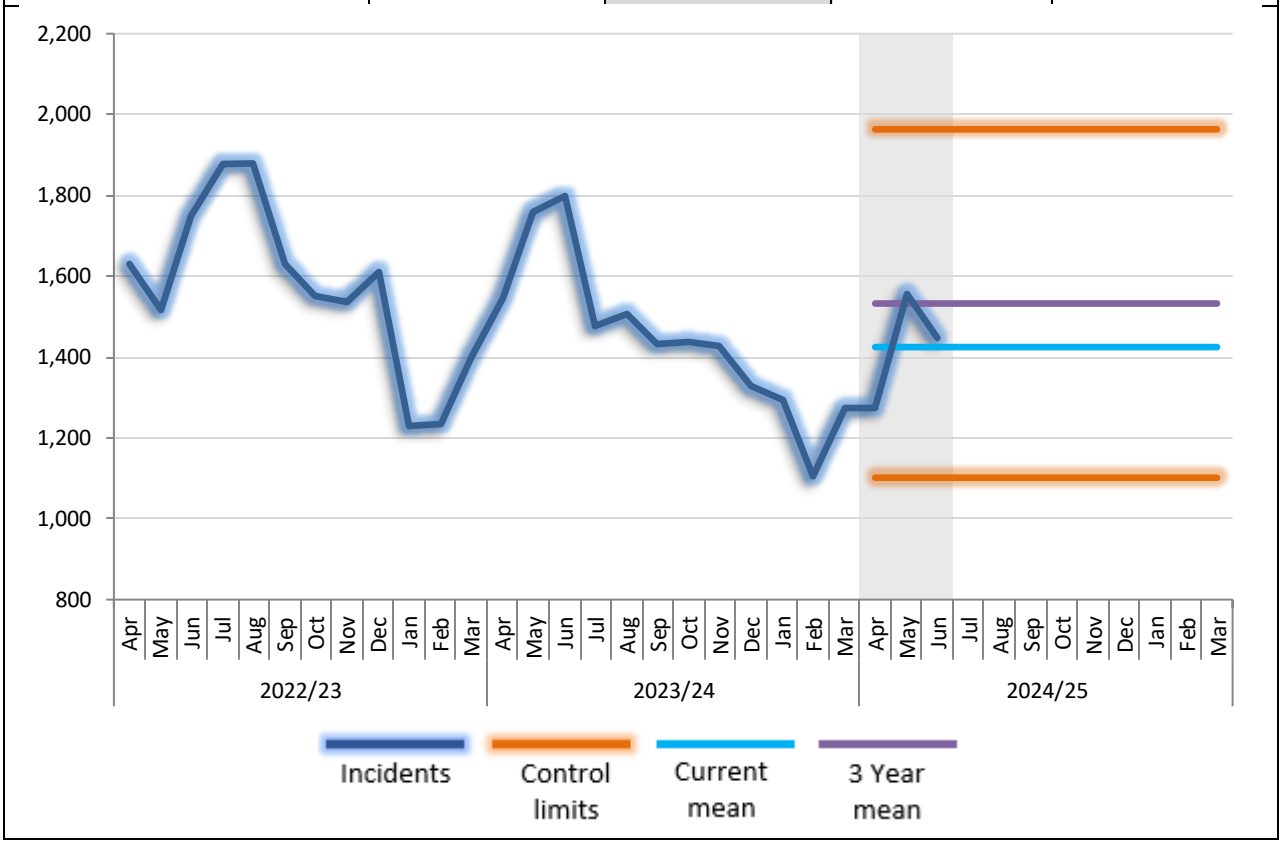
Quarter Activity
4,274

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 16.28% over the same quarter of the previous year.

Incidents attended	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	4,274	**4,274**	5,105	5,105



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
1,425	1,532	1,449	1,570	1,578

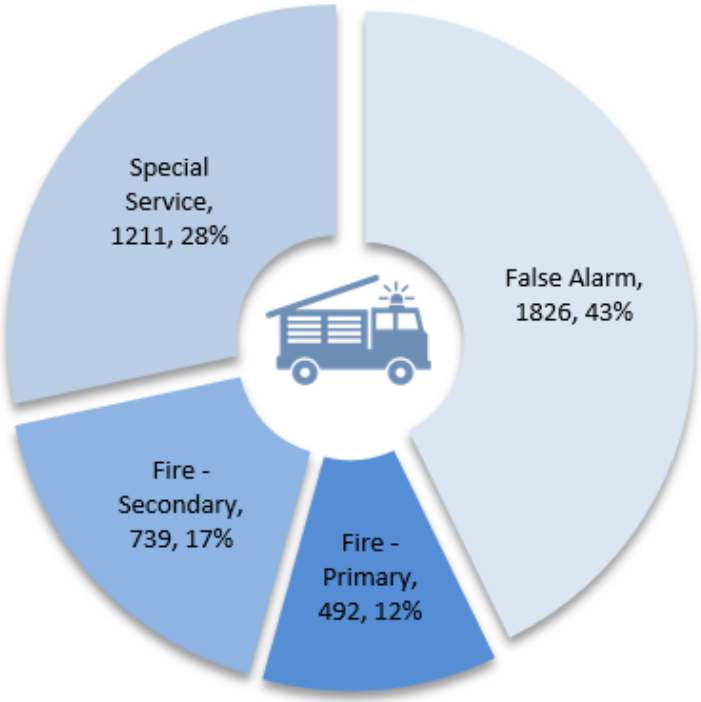
2.2 Overall Activity Breakdown

Quarter Activity
4,274

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	1,165
Good Intent False Alarm	614
Malicious False Alarm	47
FIRE - PRIMARY:	
Accidental Dwelling (2.3)	165
Accidental Building (2.4)	71
Accidental Building (2.5)	21
Deliberate Dwellings (2.6.1)	24
Deliberate Commercial (2.6.2)	48
Other Primary	163
FIRE - SECONDARY:	
Deliberate Fires	368
Accidental Fires	371
Chimney Fires (not shown on chart)	6
SPECIAL SERVICE:	
Gaining Entry	256
RTC	157
Effecting entry/exit	83
Flooding	59
All other Special Service types	656



	FALSE ALARM incidents make up 43% 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 34% 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 50%, with 50% 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)

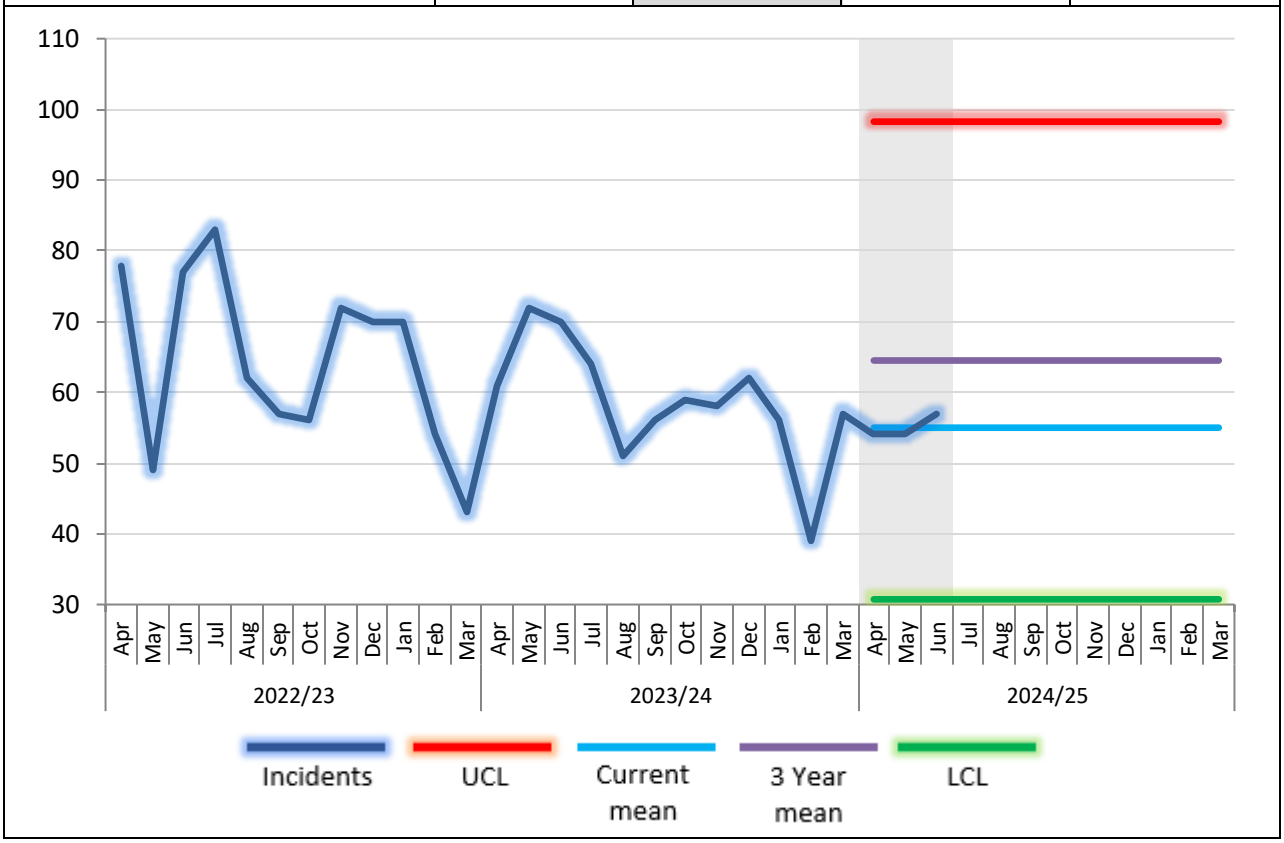
Quarter Activity
165

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 18.72% over the same quarter of the previous year.

Accidental Dwelling Fires	Year to date	**2024/25 Quarter 1**	*Previous year to date*	*2023/24 Quarter 1*
	165	**165**	203	203



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

Current mean	3 Year mean	2023/24	2022/21	2021/22
55	65	59	64	71

2.3.1 ADF – Harm to people: Casualties

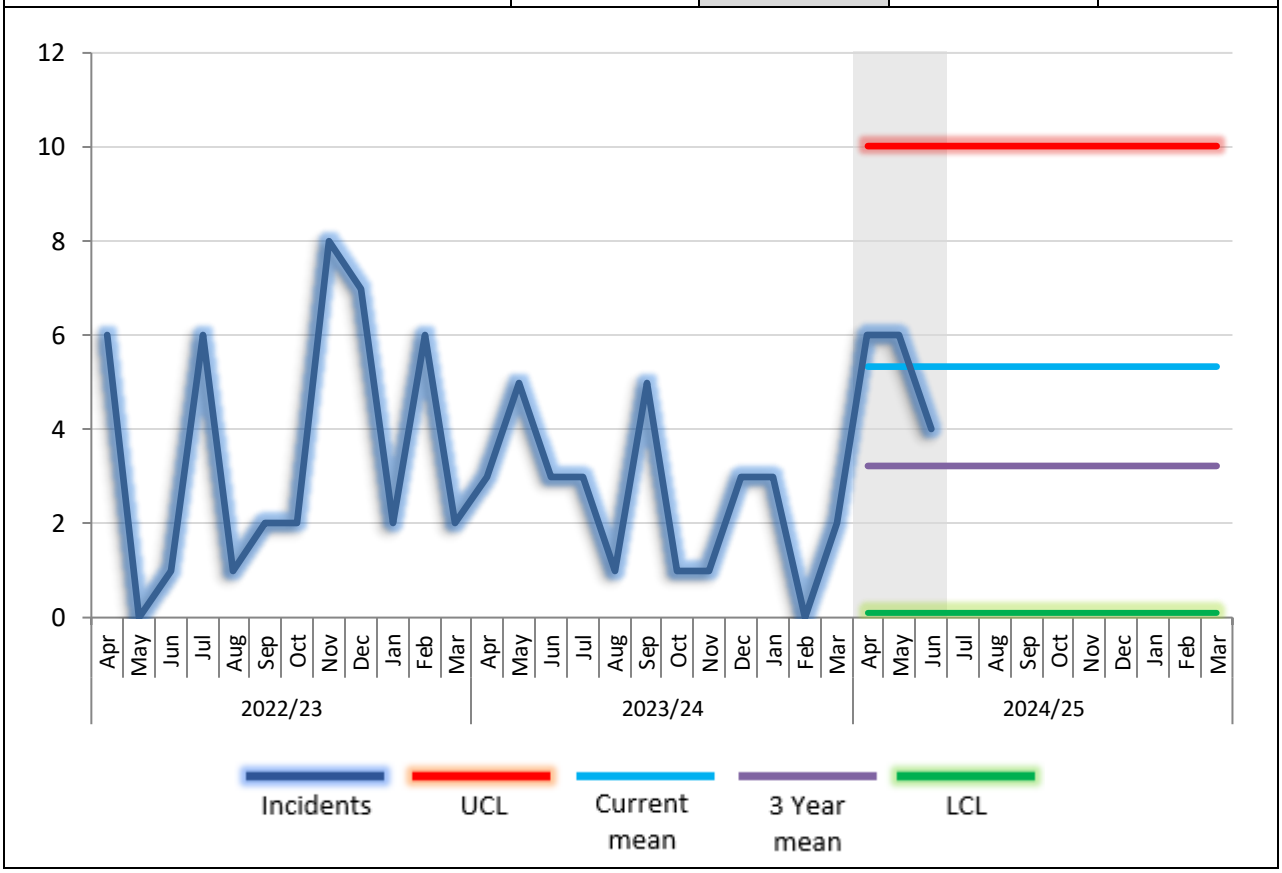
Quarter Activity
16

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

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

Quarterly activity increased 45.45% over the same quarter of the previous year.

Casualty Status	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
Fatal	1	**1**	0	0
Injuries appear Serious	0	**0**	3	3
Injuries appear Slight	15	**15**	8	8
Total	16	**16**	11	11



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
5	4	3	4	4

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

Quarter Percentage
87%

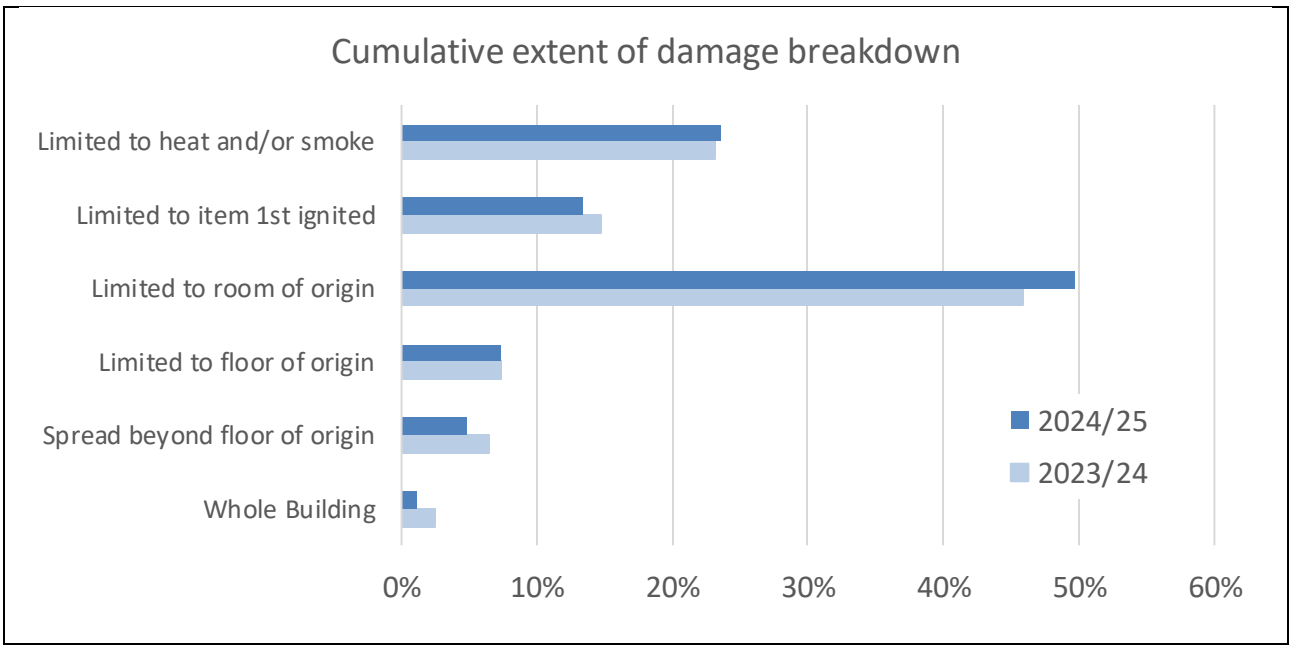
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at 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 2.92% over the same quarter of the previous year.

Fire severity	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4	⬆/⇩	*23/24 Q1*	*23/24 Q2*	*23/24 Q3*	*23/24 Q4*
Limited to heat and/or smoke	**24%**				⬆	*23%*	*26%*	*23%*	*32%*
Limited to item 1st ignited	**13%**				⇩	*15%*	*17%*	*15%*	*16%*
Limited to room of origin	**50%**				⬆	*46%*	*42%*	*52%*	*45%*
Limited to floor of origin	**7%**				⇩	*8%*	*11%*	*5%*	*5%*
Spread beyond floor of origin	**5%**				⇩	*6%*	*2%*	*2%*	*1%*
Whole Building	**1%**				⇩	*2%*	*2%*	*3%*	*1%*
Combined percentage	**87%**				⬆	*84%*	*85%*	*90%*	*93%*



2.4 Accidental Building Fires (ABF) - Commercial Premises

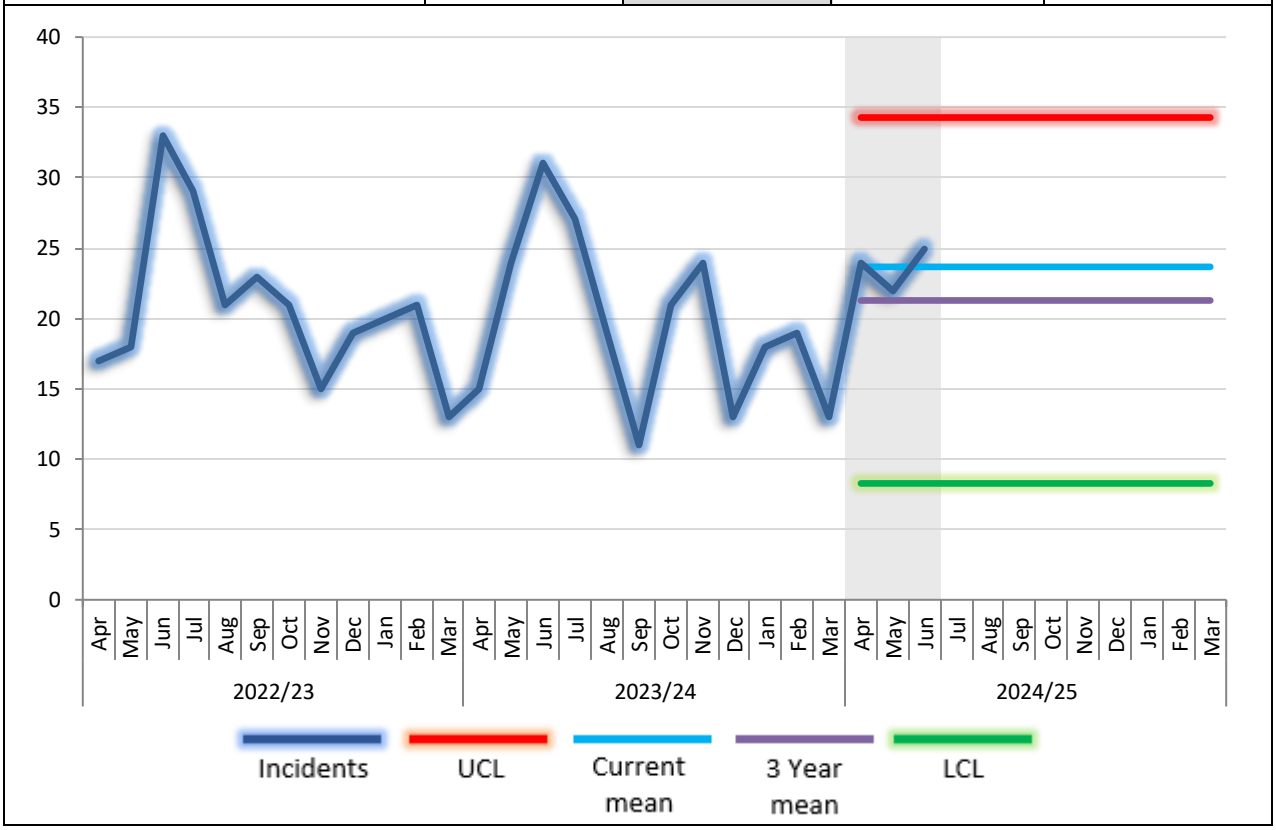
Quarter Activity
71

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

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

Quarterly activity increased 1.43% over the same quarter of the previous year.

Accidental Building Fires (Commercial Premises)	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	71	**71**	70	70



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
24	21	20	21	23

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

Quarter Percentage
78%

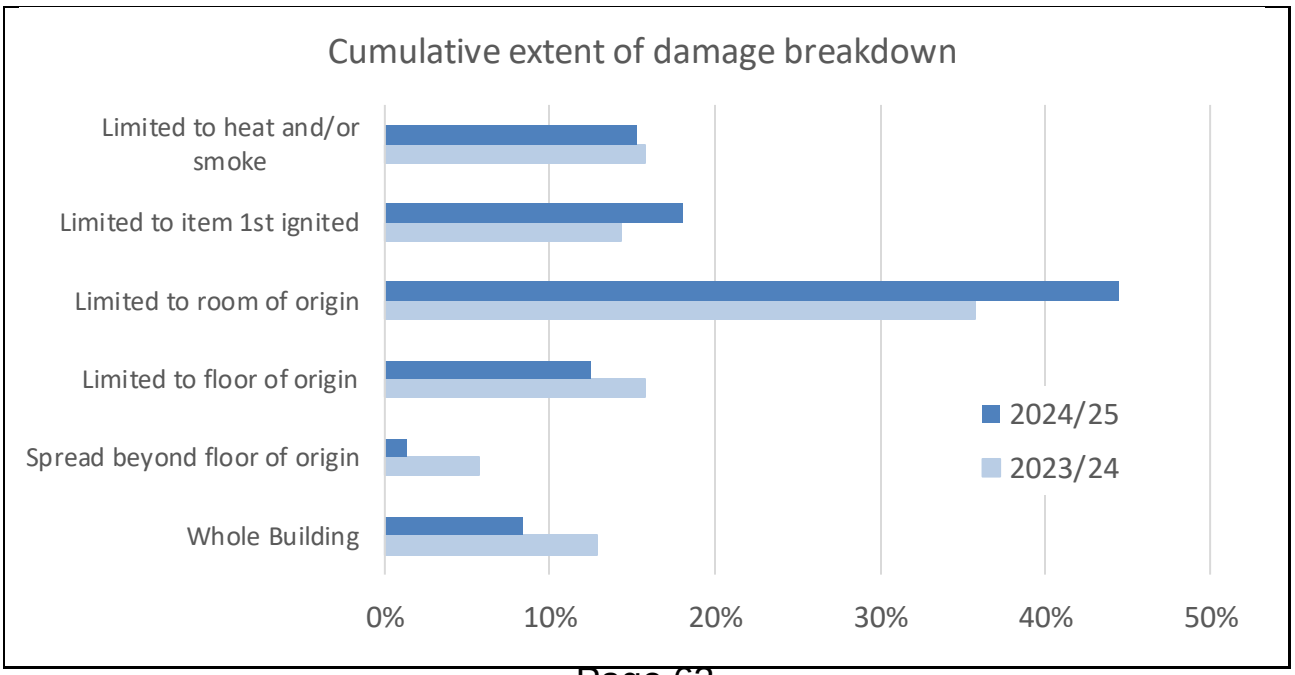
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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

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

Combined quarterly percentage increased 12.1% over the same quarter of the previous year.

Fire severity	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4	⇧/⇩	*23/24 Q1*	*23/24 Q2*	*23/24 Q3*	*23/24 Q4*
Limited to heat and/or smoke	**15%**				⇩	*16%*	*13%*	*20%*	*14%*
Limited to item 1st ignited	**19%**				⇧	*14%*	*26%*	*21%*	*14%*
Limited to room of origin	**44%**				⇧	*36%*	*34%*	*38%*	*40%*
Limited to floor of origin	**13%**				⇩	*16%*	*9%*	*8%*	*18%*
Spread beyond floor of origin	**1%**				⇩	*6%*	*0%*	*4%*	*2%*
Whole Building	**8%**				⇩	*13%*	*18%*	*9%*	*12%*
Combined percentage	**78%**				⇧	*66%*	*73%*	*79%*	*68%*



2.5 Accidental Building Fires (Non-Commercial Premises)

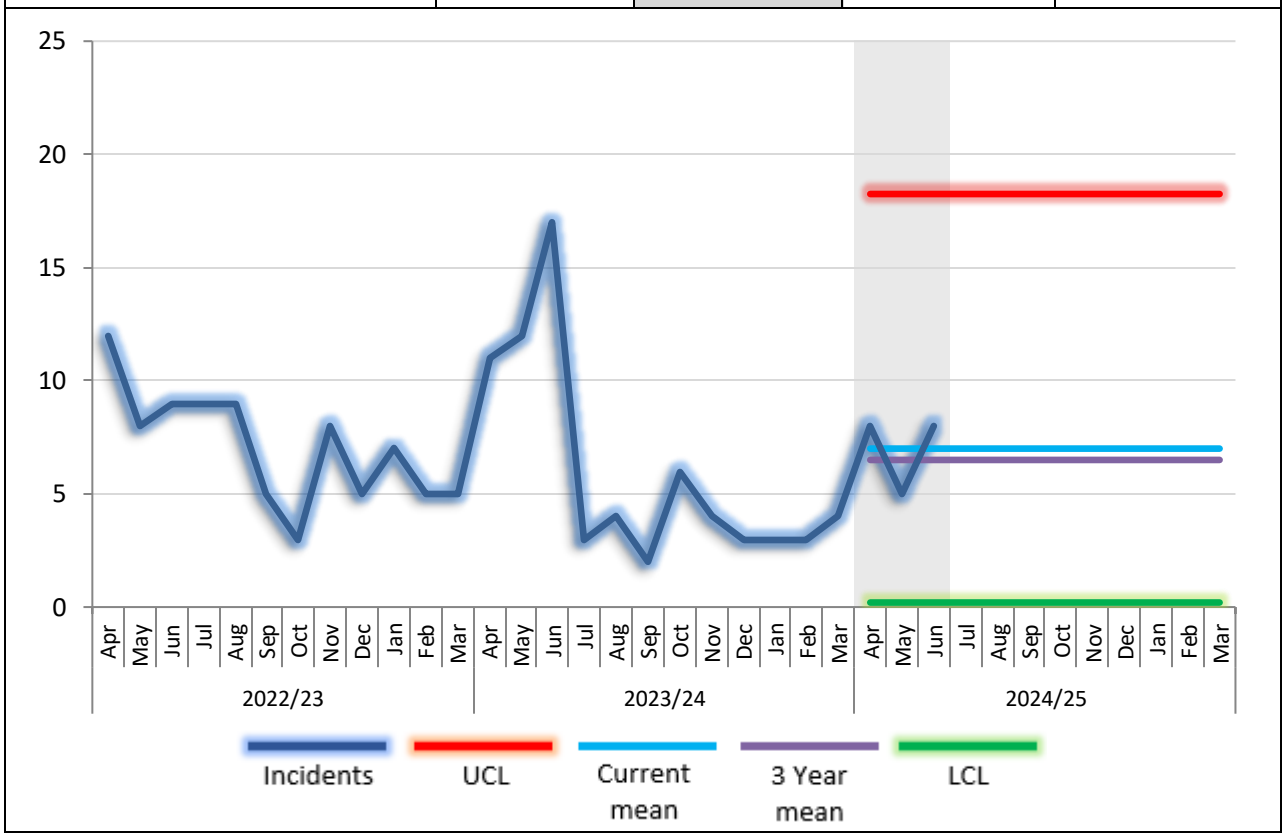
Quarter Activity
21

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 47.50% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	21	**21**	40	40



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
7	7	6	7	7

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

Quarter Percentage
38%

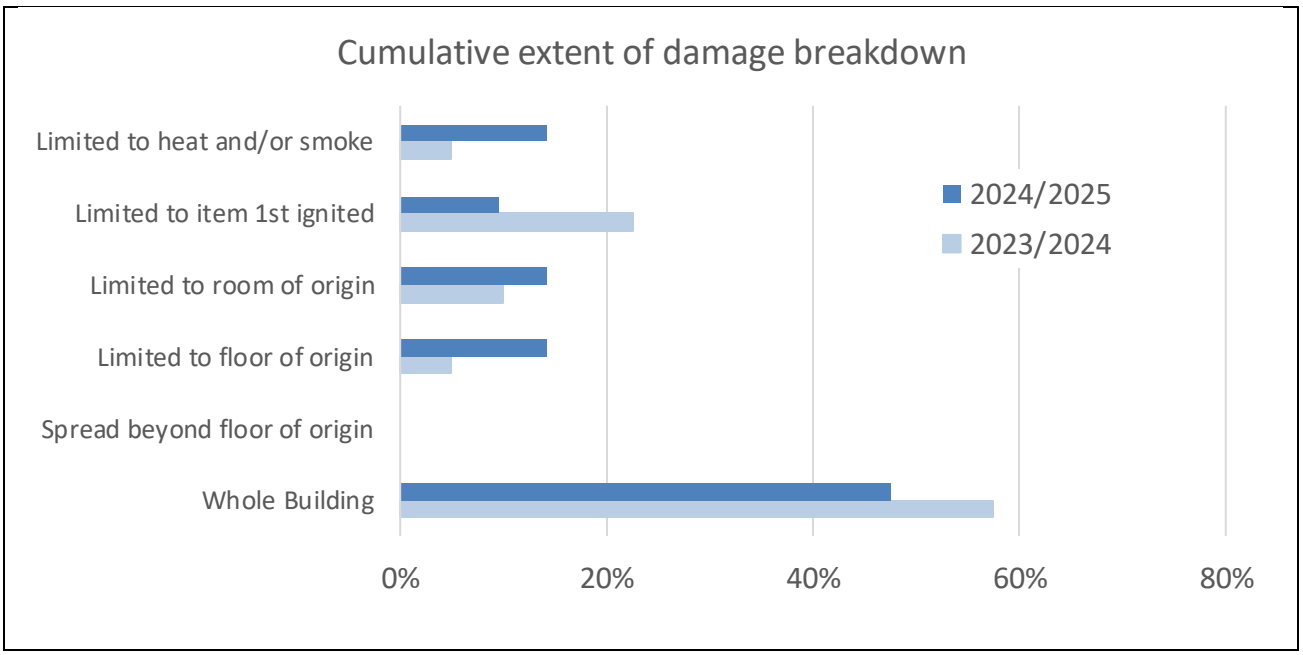
ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 remained static over the same quarter of the previous year.

Fire severity	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4	⇧/⇩	*23/24 Q1*	*23/24 Q2*	*23/24 Q3*	*23/24 Q4*
Limited to heat and/or smoke	**14%**				⇧	*5%*	*0%*	*0%*	*0%*
Limited to item 1st ignited	**10%**				⇩	*23%*	*0%*	*0%*	*0%*
Limited to room of origin	**14%**				⇧	*10%*	*0%*	*0%*	*20%*
Limited to floor of origin	**14%**				⇧	*5%*	*11%*	*31%*	*10%*
Spread beyond floor of origin	**0%**				⇔	*0%*	*0%*	*0%*	*0%*
Whole Building	**48%**				⇩	*58%*	*89%*	*69%*	*70%*
Combined percentage	**38%**				⇔	*38%*	*0%*	*0%*	*20%*



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

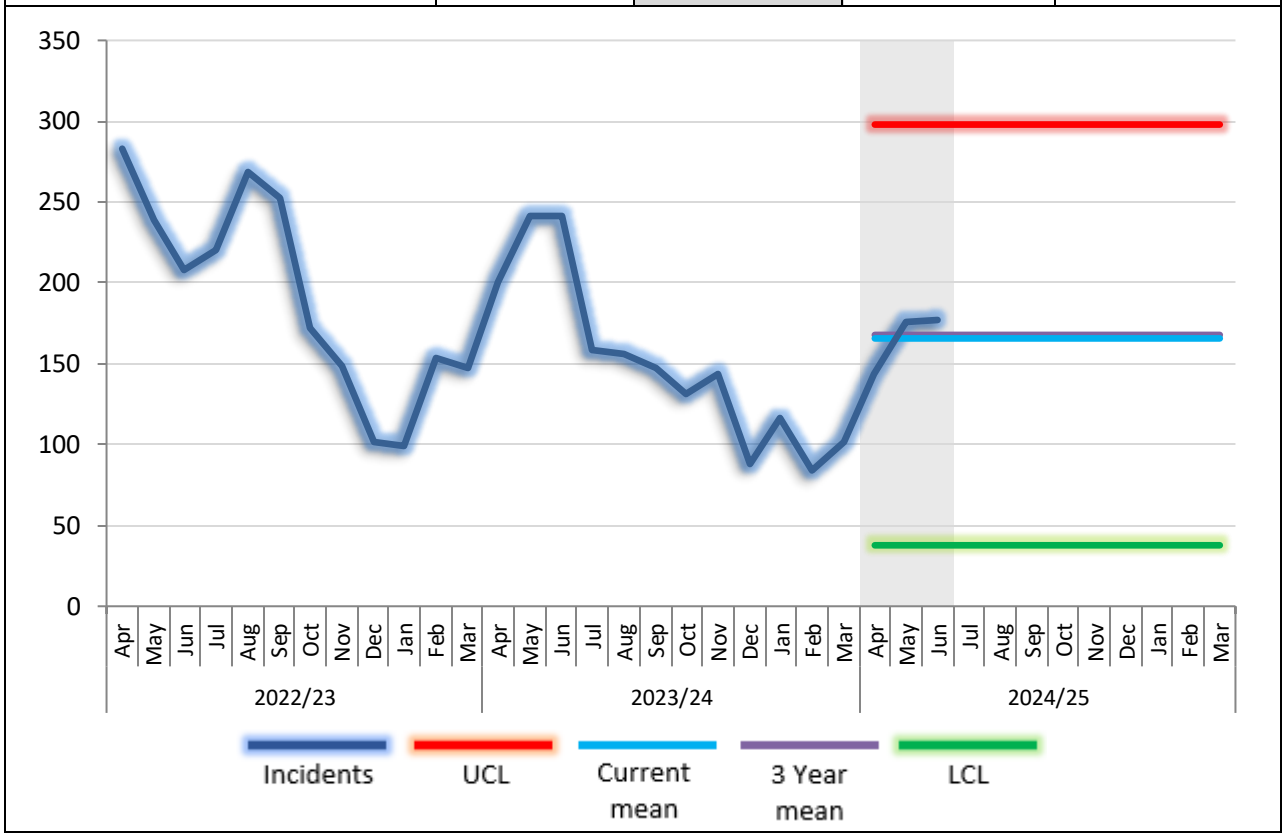
Quarter Activity
498

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 27.19% over the same quarter of the previous year.

Deliberate Fires	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	498	**498**	684	684



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
166	168	151	191	162

2.6.1 Deliberate Fires – Dwellings

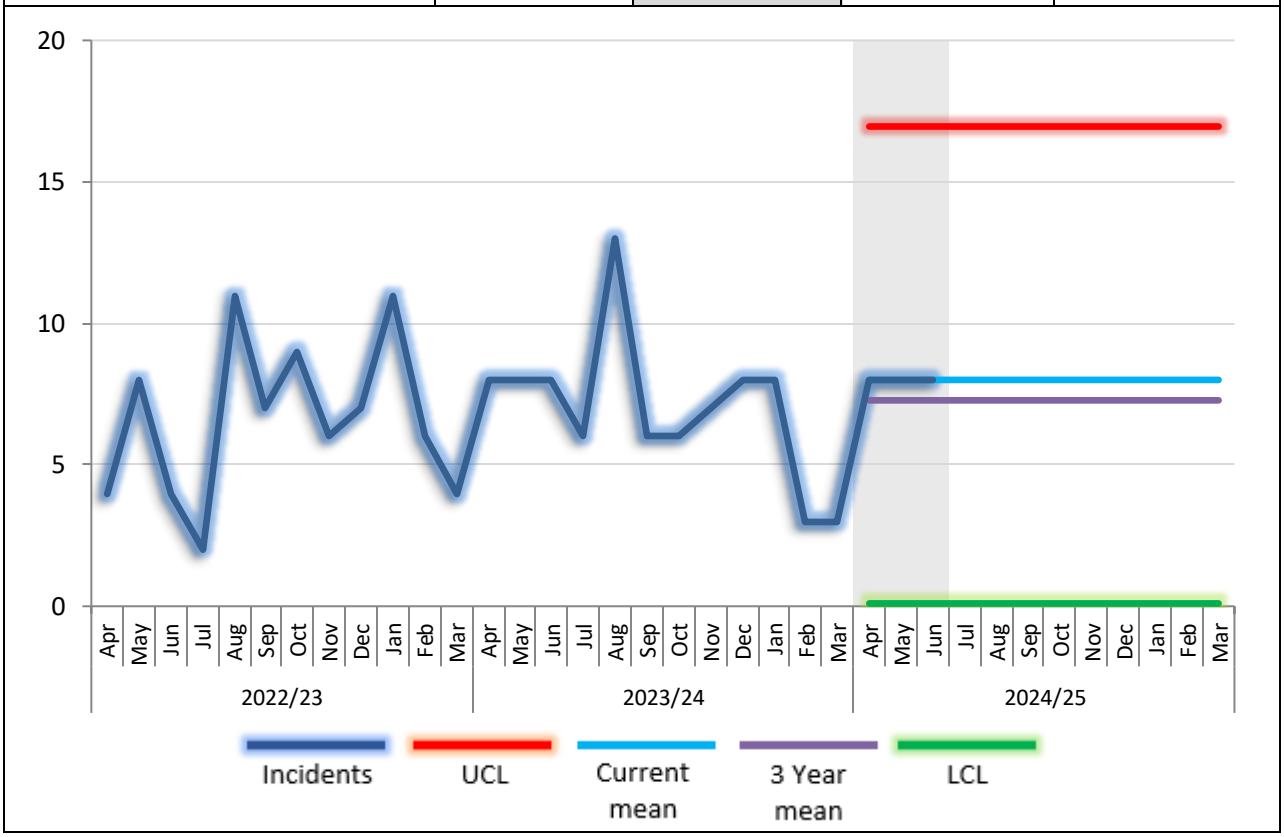
Quarter Activity
24

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

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

Quarterly activity was static against the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	24	**24**	24	24



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
8	7	7	7	8

2.6.2 Deliberate Fires – Commercial Premises

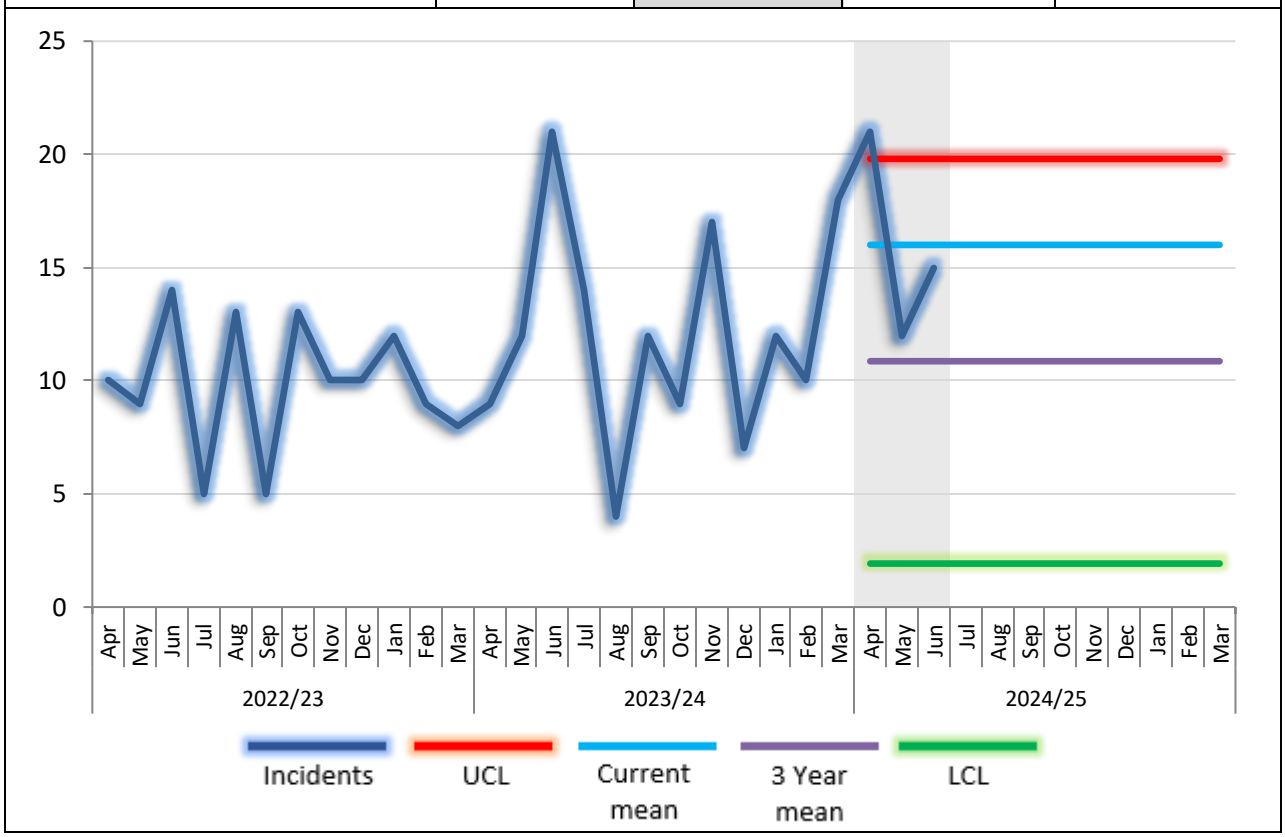
Quarter Activity
48

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 14.92% over the same quarter of the previous year.

Deliberate Fires – Commercial	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	48	**48**	42	42



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
16	11	12	10	11

What are the reasons for an Exception report

This is a negative exception report due to the number of deliberate commercial premises fires being above the upper control limit during April of quarter one.

Analysis

Whilst the count of deliberate fires within the first quarter was within the tolerance for the months of May and June, April recorded a high of 21 incidents, which is one incident above the upper control limit. The month of April accounted for 43.8% of fires over the three-month period.

Over the quarter one period, 17 (35.4%) of the incidents occurred in prisons, equating to over a third of all deliberate fires at commercial premises. The most common ignition source was smoking materials, such as an electronic vape (e-Cigarette) to intentionally cause a fire.

Actions being taken to improve performance

Although LFRS has no direct legislative power over Prisons as they are Crown Property, LFRS has established a Prison Working Group and is working closely with the Prison's within Lancashire to support and advise in relation to fire safety and incident reduction.

Fire protection teams continues to drive their performance through the Risk Based Inspection Programme, (RBIP). This work is enhanced through operational staff carrying out Business Fire Safety Checks (BFSC's) on lower risk businesses. This work supports Lancashire business safety through advice and guidance and referral to Protection teams where appropriate.

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

Quarter Activity
426

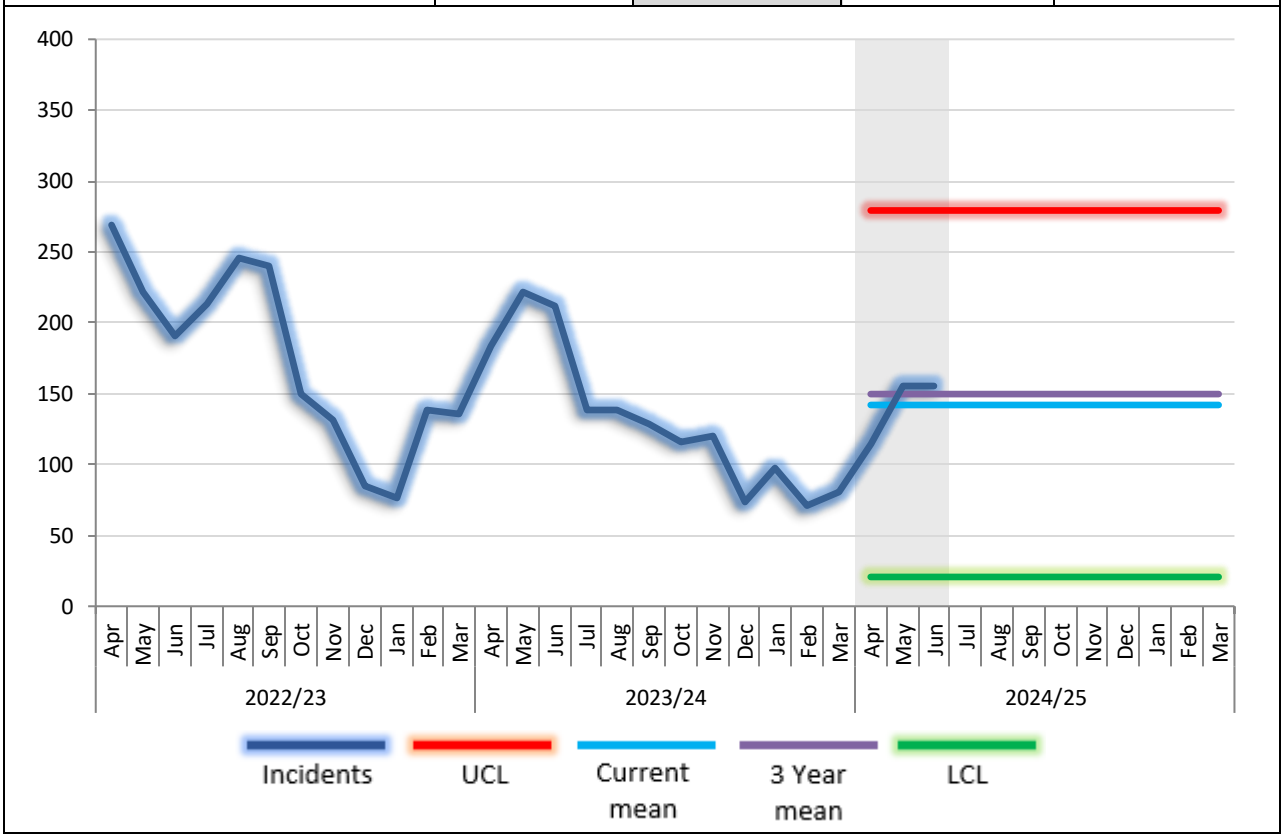
The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

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 31.07% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	426	**426**	618	618



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
142	150	132	175	143

2.7 Home Fire Safety Checks (HFSC)

Quarter Activity
53%

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:

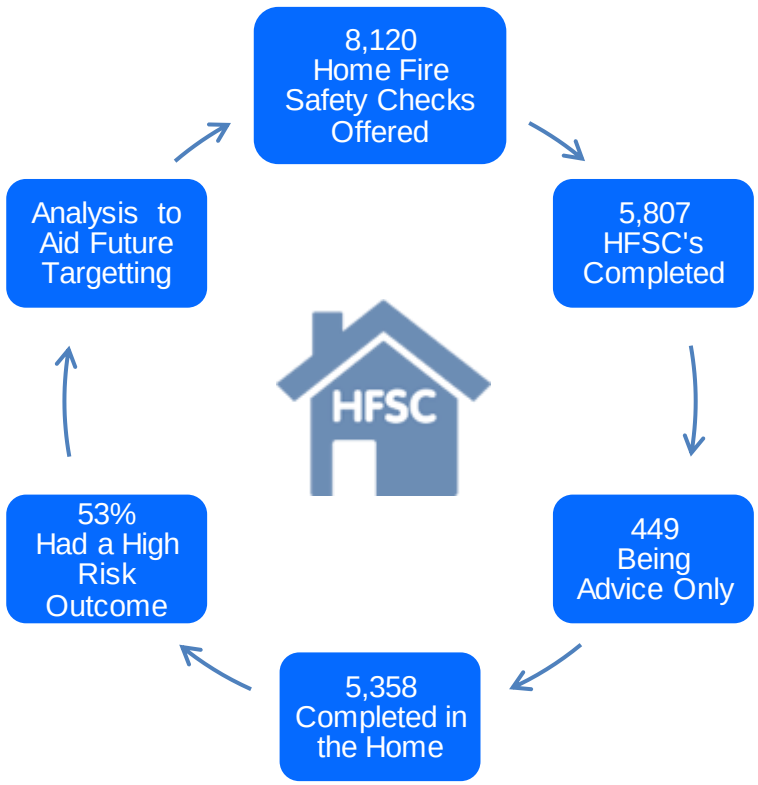
- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

Quarterly activity remained static against the same quarter of the previous year.

High risk outcomes decreased 1% against the same quarter of the previous year.

	2024/25		⇧/⇩	*2023/24*	
	HFSC completed	**% of High HFSC outcomes**	Progress	*HFSC completed*	*% of High HFSC outcomes*
Q 1	**5,807**	**53%**	⇔/⇩	*5,807*	*54%*
Q 2				*5,930*	*52%*
Q 3				*5,728*	*54%*
Q 4				*5,835*	*54%*

Cumulative year to date activity



2.8 Prevention activities delivered

Activity	Description	Targets for delivery	Data for quarter 1 2024/25
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	1 session delivered to 30 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	89 sessions delivered to 3,210 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	6 sessions delivered to 200 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 24/25	9 sessions delivered to 1,059 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 90 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	40 referrals opened prior to Q1 and carried over. 46 referrals received in Q1. 35 referrals closed in Q1. 45 referrals carried to 2024-25, Q2.
Partner Training (including care providers)	LFRS deliver a 'train the trainer' package to organisations/agencies within health and social care. There are currently 190 preferred partners and 73 standard partners registered with LFRS. Partnerships are reviewed and RAG rated quarterly	Increase the number of partners rated green on the RAG report and continue to review partnerships and provide training	15 sessions, to 11 different partners, to 161 delegates.
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	39 in school water safety sessions, delivered to 5,468 students. 8 virtual sessions to 9,147pupils
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	191 completed

2.9 Business Fire Safety Checks

Quarter Activity
924

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.

	2024/25				⬆/⇩	*2023/24*	
	BFSC completed	**Quarter Target**	**BFSC Cumulative**	**YTD Target**	Progress	*BFSC complete*	*Quarter Target*
Q 1	**924**	**625**	**924**	**625**	⬆	*826*	*625*
Q 2		**625**		**1,250**		*893*	*625*
Q 3		**625**		**1,875**		*862*	*625*
Q 4		**625**		**2,500**		*791*	*625*

Cumulative year to date activity

924
BFSC's Completed

791
Being Satisfactory

133
Being Unsatisfactory

Shops	323
Factories/Warehouses	128
Other workplaces*	78
Other public premises	71
Offices	70

Shops	57
Factories/Warehouses	27
Licensed premises	11
Other sleeping accom'	11
Other workplaces*	9

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.

Current Focus

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 shortly. 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

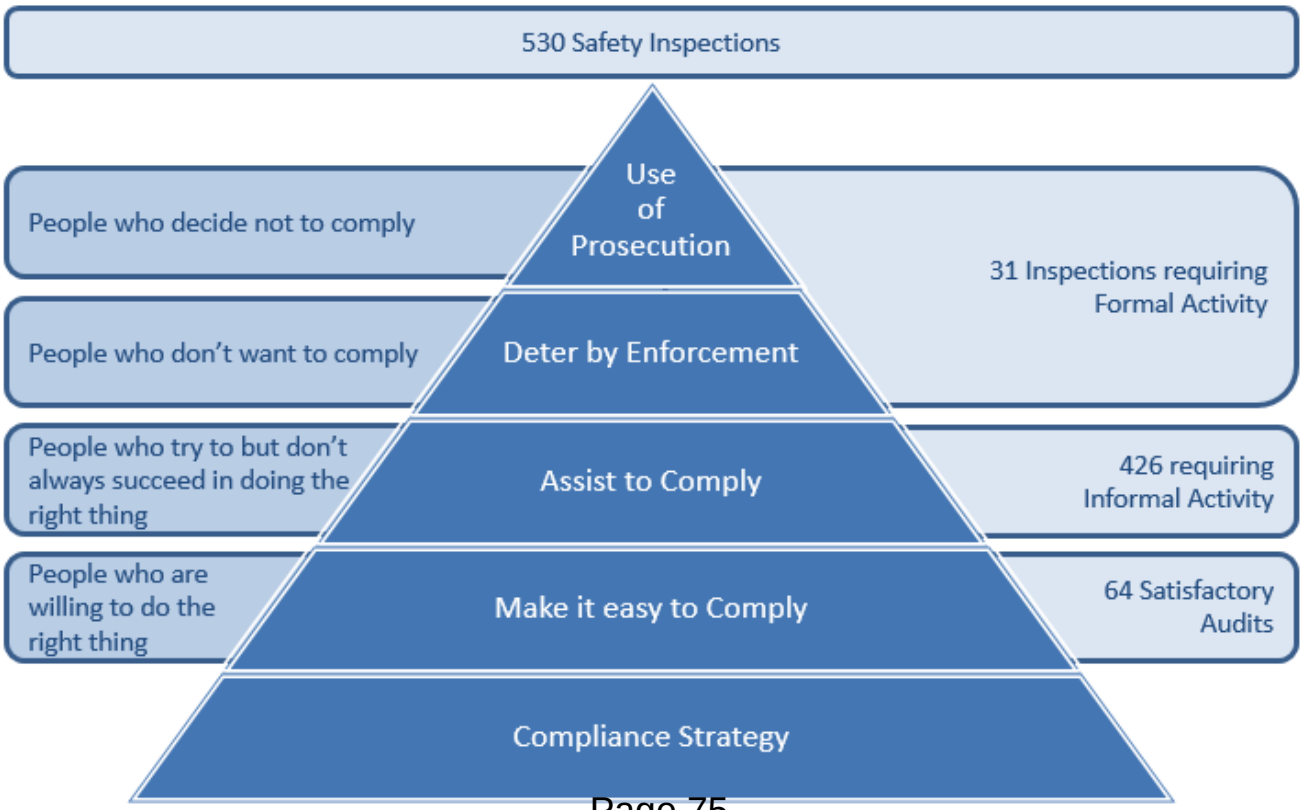
Quarter Activity
6%

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

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

Quarterly activity decreased 1% against the same quarter of the previous year.

	2024/25										*2023/24*	
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**	**31**	**6%**	426	80%	64	12%	9	2%	⇩	*7%*	*78%*
2											*6%*	*80%*
3											*5%*	*82%*
4											*7%*	*78%*



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	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Received	208			
Completed within timeframe[1]	207			

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

Current focus

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
07:41

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.

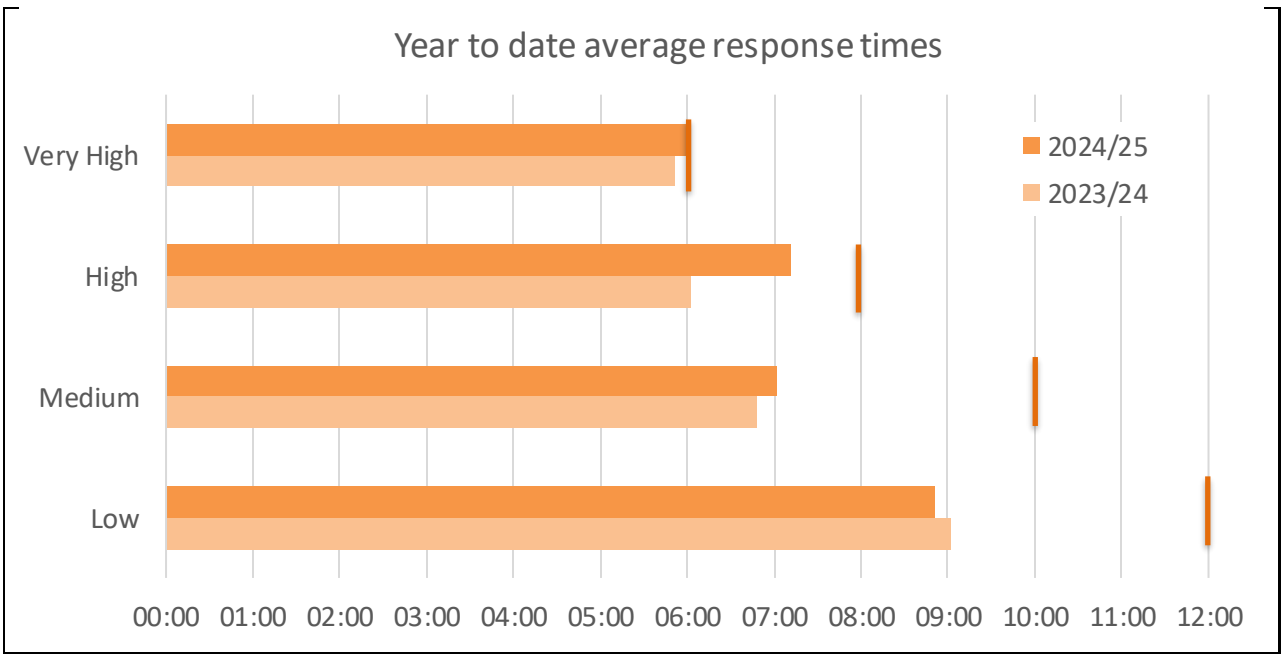
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- 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)	[06:02]				06:02	*05:51*
High (8 min)	07:12				07:12	*06:03*
Medium (10 min)	07:02				07:02	*06:48*
Low (12 min)	08:51				08:51	*09:02*
Overall	07:41				07:41	*07:30*

[Failures are expressed within square brackets]



What are the reasons for an Exception report

This is a negative exception report due to the critical 1st fire first appliance average response time to very high risk areas marginally exceeding the standard in quarter one.

Analysis

The standard within a very high risk area is 6 minutes. The average time achieved during quarter 1 exceeded this by 2 seconds.

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

April	May	June	Quarter 1
07:19	05:33	05:26	06:02

This shows that only April exceeded the 6 minute average, with the average time of 07:19 being made up of just three incidents, of which, two recorded a response longer than six minutes.

The first incident was suspected overheating of cables within an electric shower in a domestic property. The nearest pump to this incident was engaged at another incident, and the second pump was On-Call crewed and, at the time, was on the run as a small incident unit (SIU), which led to the first attending pump responding from another station area, hence an extended run time.

The second incident involved a wheelie-bin alight next to a fire exit of a commercial building. The delay was due the roadworks on the main ring road, so the location was reached via busier than normal side roads.

Actions to Improve

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

3.2 Critical Special Service Response – 1st Fire Engine Attendance

Quarter Response
08:22

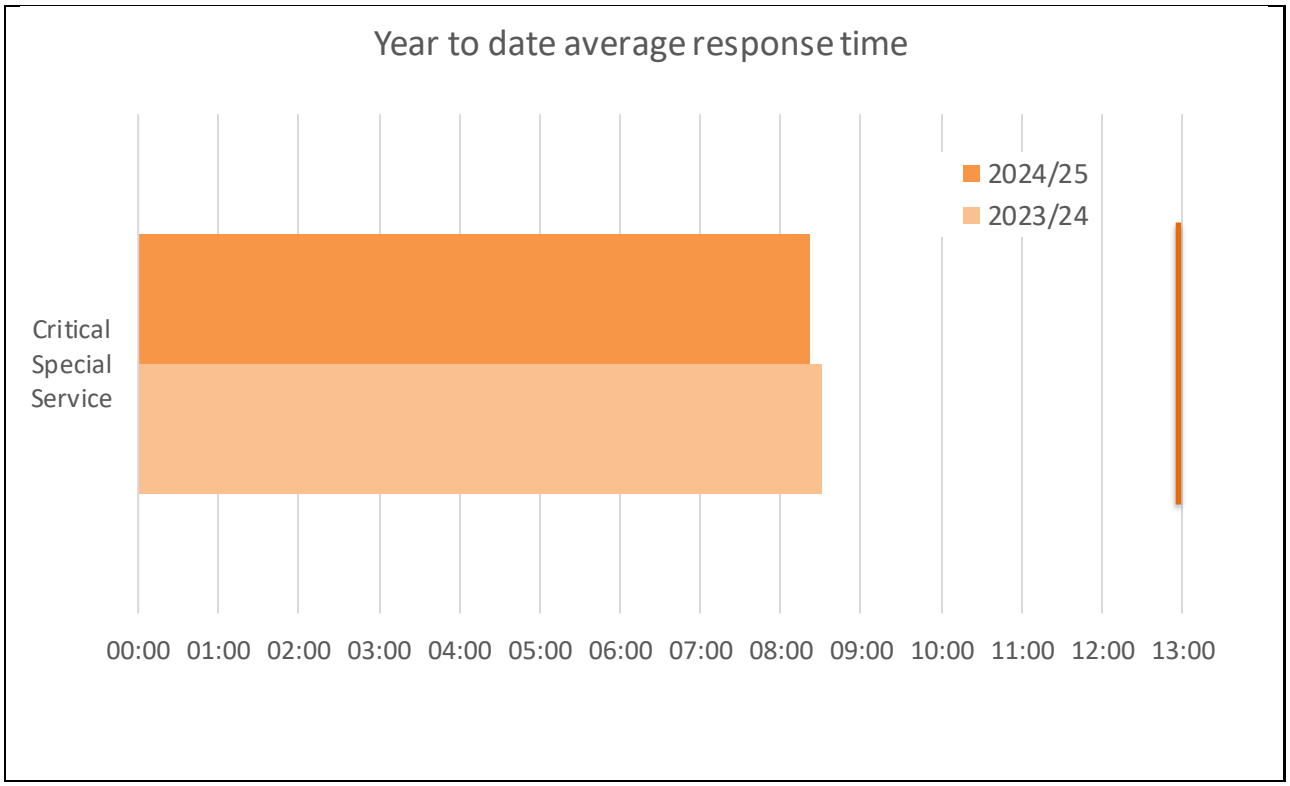
Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time.

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)	08:22				**08:22**	*08:31*

[Failures are expressed within square brackets]



3.3 Total Fire Engine Availability

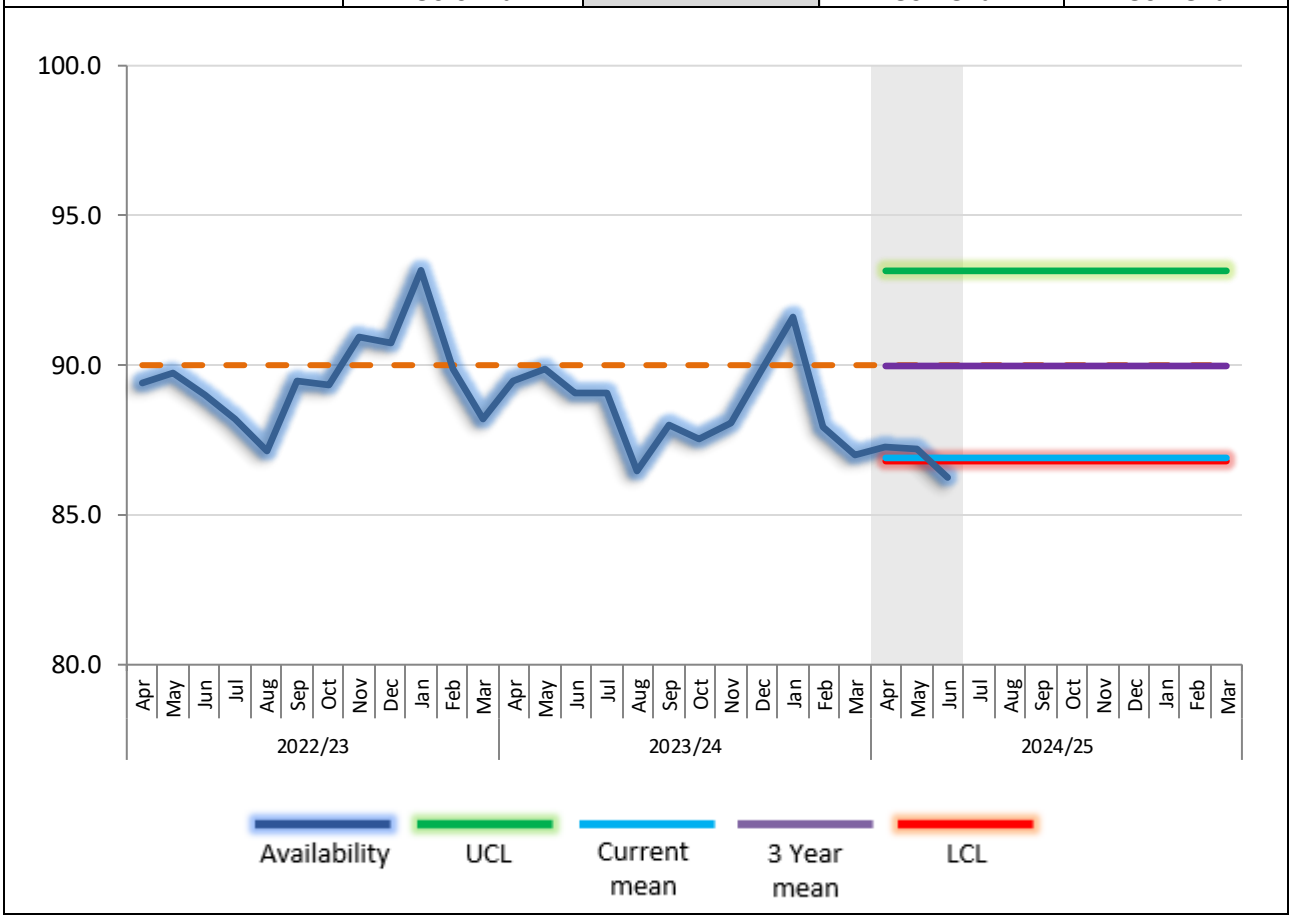
Quarter Availability
86.91%

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 2.57% over the same quarter of the previous year.

Fire engine availability – WT, FDC, DCP & OC	Year to Date	**2024/25 Quarter 1**	*Previous year to Date*	*2023/24 Quarter 1*
	86.91%	**86.91%**	89.48%	89.48%



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 one.

Analysis

Overall availability across all stations for the quarter recorded 86.91%, which is 3.09% below the 90% standard, although only the month of June recorded availability (86.25%) below the lower control limit of 86.80%.

The following table shows the availability by each of the stations designated first pump crewing type during quarter 1.

Crewing	WT	DCP	FDC	OC	Total
Availability	99.28%	98.86%	99.48%	70.97%	86.91%

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.

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) 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 additional 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.
- Incident Command trainers have reviewed the process for On-Call Incident Command Courses, which has resulted in an increase in staff being trained as OICs.
- The Service is exploring options to enable WT Managers to provide additional OIC availability at On-Call units.
- On-Call Performance Management training for Station Managers and On-Call Unit Managers commenced in Q1, which included the roll-out of sector-leading innovative software for On-Call Availability, Recruitment and Skills (OARS). The software was developed in collaboration with an On-Call academic and a software designer. This will enhance the support for mangers with workforce planning, development, and performance.
- The Service trialled a '365 Recruitment' model in July, which has enabled an additional 8 recruits to be trained outside of LFRS' two annual On-Call recruitment campaigns. A 'Local Area Training Hub' trial enabled the recruits to be trained at a local fire station. The trials will be evaluated in Q2 with potential for wider roll out for future campaigns.

4.1 Progress Against Allocated Budget

Quarter variance
-0.05%

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

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

The annual budget for 2024/25 was set at £75.1 million. Spend at the end of June 2024 is showing a small underspend particularly on grey book offset by overspend across non pay.

Variance:	-0.05%

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.

Following the successful 'Phase 1' implementation, five LFRS staff volunteers have been 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 has now expanded our support to NWAS on this successful life-saving initiative and several LFRS Flexible Duty Officers (FDOs) completed CFR training in early July as part of the 'Phase 2' implementation.

Leadership Development

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

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 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.

The initial benefits realised have been 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.

75 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?	3,643	3,597	98.74%	97.50%	1.27%

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