Public Document Pack

Lancashire Combined Fire Authority
Performance Committee

Wednesday, 4 December 2024 in Main Conference Room, Service Headquarters, Fulwood commencing at 10.00 am.

If you have any queries regarding the agenda papers or require any further information, please initially contact Lynsey Barr on telephone number Preston (01772) 866908 and she will be pleased to assist.

Agenda

Part 1 (open to press and public)

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

1. **Apologies For Absence**

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

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

3. **Minutes of Previous Meeting (Pages 1 - 28)**

4. **Performance Management Information (Pages 29 - 74)**

5. **Cooking Safety Campaign Overview Presentation (Pages 75 - 90)**

6. **NWFC Q2 update (Pages 91 - 104)**

7. **National Fire Statistics - Comparative Information (Pages 105 - 116)**

8. **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.

9. **Date of Next Meeting**

   The next scheduled meeting of the Committee has been agreed for 10:00 hours

on **05 March 2025** in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

Further meetings are: scheduled for 25 June 2025
proposed for 03 September 2025

Lancashire Combined Fire Authority
Performance Committee

Wednesday, 4 September 2024, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

Minutes

Present:	
Councillors	
F De Molfetta (Chair)	
H Khan (Vice-Chair)	
T Hurn	
M Clifford	
M Salter	
D Smith	
G Baker (Substitute)	

Officers
J Charters, Assistant Chief Fire 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 Leadership and Development (LFRS) P Jones, Area Manager, Head of Service Delivery (LFRS) B Maris, Station Manager, Organisational Performance (LFRS) S Hunter, Member Services Manager (LFRS) L Barr, Member Services Officer (LFRS) G Basson, North West Fire Control

9/24	**Apologies For Absence**
	Apologies were received from County Councillors Peter Britcliffe, David O'Toole, Paul Rigby and Barrie Yates.
10/24	**Disclosure of Pecuniary and Non-Pecuniary Interests**
	None received.
11/24	**Minutes of Previous Meeting**
	Resolved: - That the Minutes of the last meeting held on the **26 June 2024** be confirmed as a correct record and signed by the Chair. County Councillor Clifford commented that he was impressed with the minutes and

	felt they were comprehensive. The Assistant Chief Fire Officer highlighted that he had brought the ward information from the review of the risk map, from the actions of the previous meeting. The handout sheet, which had been distributed to Members, showed areas of High Risk broken down to ward areas which would be presented in the performance management report agenda item under KPI 2.1. Councillor Baker requested confirmation of the risk categories and stated that the Stanley Ward in Blackpool did not appear on the handout sheet. The Assistant Chief Fire Officer explained that there were over 940 Super Output Areas and the wards listed focused those where risk was categorised as 'Very High' or 'High', hence some wards were not listed. The four risk categories were: Very High; High; Medium; and Low. The Assistant Chief Fire Officer advised that, following a request from County Councillor Hennessy at the previous meeting, he would share any measures that could be learnt from Cheshire Fire and Rescue Service in relation to Sickness Absences under KPI 1.2.1.
12/24	**Performance Management Information**
	The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 1st quarterly report for 2024/25 as detailed in the Community Risk Management Plan 2022-2027. This quarter, one Key Performance Indicator (KPI), 2.9 Business Fire Safety Checks was shown in positive exception and four Key Performance Indicators were shown in negative exception. These were 1.2.1 Staff Absence Wholetime (WT), 2.6.2 Deliberate Fires – Commercial Premises, 3.1 Critical Fire Response – 1st Fire Engine Attendance, and 3.3 Total Fire Engine Availability. Members examined each indicator in turn focusing on those KPIs in exception as follows: **KPI 1 – Valuing our people so that they can focus on making Lancashire safer** **1.1 Overall Staff Engagement** Members received an update on how staff were engaged during the period. From April to June 2024, 19 station visits were carried out by principal officers and area managers as part of the 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. The Service also engaged with staff over several topics that related to the Service's fleet and equipment, which included water rescue buoys, fire flash hoods, devices to monitor heat stress in firefighters, and property projects such as improvement

works at Blackpool and Preston fire station.

As previously reported: 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: 2.141

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

The element of that section of the report referred to sickness absence rates for the

period 1 April 2024 to 30 June 2024.

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

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

During quarter 1, April to June 2024, there were 1,332 wholetime absence shifts lost = 2.14 against a target of 2.00.

The number of cases of long-term absence (over the whole quarter) had reduced from three in Q4 to two in Q1.

- 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 was in comparison to 158 shifts lost during the previous quarter. These cases accounted for 0.129 shifts lost per person over the quarter.

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

- Musculo skeletal – 10 cases
- Mental Health – 9 cases
- Hospital/Post Operative – 7 cases
- Other absence types (small or single returns) – 5 cases

117 shifts lost were related to Respiratory related absences, which included Coronavirus absence and equated to 0.189 shifts lost per person on Q1, in comparison to 154 shifts lost in Q4 of the previous year.

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 advised that, at the previous meeting in June, County Councillor Hennessy had asked if there were any measures that could be learnt from Cheshire Fire and Rescue Service (CFRS) with regards to achieving lower absence rates. He explained that, following a meeting with CFRS, learning taken from its absence processes would be implemented by the Service through policies and monitored as to whether there was a positive impact on the KPI. Adjustments had also been identified and applied in respect of Case Management Meetings and any findings would be reported back through a future committee meeting. It was highlighted that adjustments mainly focused on musculo skeletal absences.

In response to County Councillor Salter's request for examples of policy measures learnt from CFRS, the Assistant Chief Fire Officer advised that the Director of People and Development was amending the Modified Duties Policy and developing an Alternative Duties Policy, however, consultation with staff representative bodies would have to be carried out. These policies would be reviewed at a future point to measure effectiveness.

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, 1.25%.

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: 1.348

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 policies and procedures relating to absences were consistent for both green book and grey book staff.

The Assistant Chief Fire Officer highlighted to Members that the absence figures for green book staff were within target and had greatly improved from the previous year.

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 22%(20%)	Male 78%(80%)	
Ethnicity:	BME 4%(3%)	White 93%(94%)	Not stated 3%(3%)
Sexual Orientation:	LGBT 4%(4%)	Heterosexual 58%(53%)	Not stated 38%(43%)
Disability:	Disability 3%(3%)	No disability 94%(94%)	Not stated 3%(3%)

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

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

Gender:	Female	Grey book 10%	Green book 61%
	Male	Grey book 90%	Green book 39%
Ethnicity:	BME	Grey book 3%	Green book 4%
	White	Grey book 95%	Green book 87%
	Not stated	Grey book 2%	Green book 9%
Sexual Orientation:	LGBT	Grey book 4%	Green book 3%
	Heterosexual	Grey book 57%	Green book 62%
	Not stated	Grey book 39%	Green book 35%

Disability:	Disability	Grey book 3%	Green book 4%
	No disability	Grey book 95%	Green book 90%
	Not stated	Grey book 2%	Green book 6%

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 90%(41%)	Male 10%(59%)	
Ethnicity:	BME 0%(6%)	White 40%(76%)	Not Stated 60%(18%)
Sexual Orientation:	LGBT 0%(6%)	Heterosexual 90%(76%)	Not stated 10%(18%)
Disability:	Disability 0%(6%)	No disability 100%(94%)	Not stated 0%(0%)

During quarter 1, there were a total of 10 new entrants.

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 persons recruited during the period.

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, 20 for quarter 1; year to date 20; previous year to date 16. Quarterly activity increased 25.00% over the same quarter of the previous year.

The Assistant Chief Fire Officer informed Members that there had been no significant incidents and fluctuations in the quarters was often dependent on incident types attended.

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 30,750 and the previous year's score was 31,170 which meant that the fire risk continued to reduce.

The handout sheet, which had been distributed to Members, showed areas of Very High and High Risk broken down to ward areas.

The Assistant Chief Fire Officer informed Members that the overall risk score continued to reduce year on year and the ambition of the Service was to eradicate the Very High Risk graded areas from the risk map.

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 4,274; previous year to date 5,105. Quarterly activity decreased 16.28% over the same quarter of the previous year.

In quarter 1, the Service attended 4,274 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) – 1826, 43%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 492, 12%
- Total Secondary Fire Calls (deliberate and accidental fires) – 739, 17%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1211, 28%

The Assistant Chief Fire Officer explained that the revised Automatic Fire Alarms policy had removed some unnecessary mobilisations and False Alarms incidents had deceased by almost 12% compared to the previous year.

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, 165 in quarter 1; year to date 165; previous year to date 203. Quarterly activity decreased 18.72% over the same quarter of the previous year.

It was noted by Members that the number of accidental dwelling fires had significantly reduced against the same quarter of the previous year and there had been a sustained a downward trend.

2.3.1 ADF – Harm to people: Casualties

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

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

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

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

The Assistant Chief Fire Officer informed Members that sadly, the 1 fatality in quarter 1 was an elderly man in Burnley.

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 87% against same quarter of the previous year, combined percentage of 84%.

Combined quarterly percentage had therefore increased 2.92% 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), 71 in quarter 1; year to date 71; previous year to date 70. Quarterly activity increased 1.43% over the same quarter of the previous year.

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

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

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

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

- current quarter, combined percentage of 78% against
- same quarter of the previous year, combined percentage of 66%.

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

2.5 Accidental Building Fires (Non-Commercial Premises)

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

ABF (Non-Commercial Premises), 21 in quarter 1; year to date 21; previous year to date 40. Quarterly activity decreased 47.50% 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 38% against
- same quarter of the previous year, combined percentage of 38%.

Combined quarterly activity had therefore remained static 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 – 498 in quarter 1; year to date 498; previous year to date 684. Quarterly activity decreased 27.19% over the same quarter of the previous year.

The Assistant Chief Fire Officer advised that there had been a seasonal spike in the number of deliberate fires in early spring which had been managed at district level and had subsequently led to a reduction when compared to the same quarter last year.

2.6.1 Deliberate Fires – Dwellings

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

Deliberate Fires – Dwellings, 24 in quarter 1, year to date 24; previous year to date 24. Quarterly activity was static 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, 48 in quarter 1; year to date 48; previous year to date 42.

Quarterly activity increased 14.92% over the same quarter of the previous year.

The negative exception report was due to the number of deliberate commercial premises fires being above the upper control limit during April of quarter 1.

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 was 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 1 period, 17 (35.4%) of the incidents occurred in prisons, which equated 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.

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

Fire protection teams continued to drive their performance through the Risk Based Inspection Programme (RBIP). This work was enhanced through operational staff carrying out Business Fire Safety Checks (BFSCs) on lower risk businesses. This work supported Lancashire business safety through advice and guidance and referral to Protection teams where appropriate.

In response to a query from Councillor Smith regarding the classification of prisons as commercial premises, the Assistant Chief Fire officer explained that, for Home Office reporting purposes, national reporting was structured so prisons were classed as commercial properties. In addition, other types of government buildings and crown premises were classed as commercial i.e. military barracks.

Councillor Smith suggested that crown premises data be reported separately to other commercial premises with an additional line on the graph as that data caused the KPI to be in negative exception. The Assistant Chief Fire Officer proposed the suggested change to the reporting of the KPI and it was agreed by Members.

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, 426 in quarter 1; year to date 426; previous year to date 618. Quarterly activity decreased 31.07% over the same quarter of the previous year.

2.7 Home Fire Safety Checks

This indicator reported the percentage of completed Home Fire Safety Checks (HFSC), excluding refusals, carried out where the risk score had been determined to be high.

An improvement was shown if:

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

HFSCs completed, 5,807 in quarter 1; year to date 5,807; previous year to date

5,807. Quarterly activity remained static against the same quarter of the previous year.

HFSCs with high-risk outcomes, Quarter 1, 53%; previous year Quarter 1, 54%.

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

The Assistant Chief Fire Officer informed members that the number of HFSCs delivered had increased significantly over the last few years.

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, 1 session delivered to 30 students;
RoadSense, 89 sessions delivered to 3,210 students;
SENDSafe, 6 sessions delivered to 200 students;
Wasted Lives, 9 sessions delivered to 1,059 students;
Biker Down, 6 sessions delivered to 90 attendees;
FIRES, 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), 15 sessions, to 11 different partners, to 161 delegates;

Specific Education packages – delivered Water Safety, BrightSparx, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4). 39 in school water safety sessions, delivered to 5,468 students & 8 virtual sessions delivered to 9,147 pupils.

Arson Threat Referrals – 191.

The Assistant Chief Fire Officer explained that LFRS were active Members of the Water Safety Partnership and the water safety delivery aimed to reduce the number of water related fatalities in Lancashire.

County Councillor Clifford queried whether there was any statistical evidence that showed that water safety training had proved effective and reduced the number of water related incidents that the Service responded to. Area Manager, Matt Hamer explained that sadly, nationally the number of water related incidents continued to rise. From a prevention perspective, targeting groups was difficult as 48% of people who lost their lives did not intend to enter the water. LFRS were active members of the Lancashire Water Safety Partnership (LWSP) and along with Swim England and the Mine Trust, considered prevention strategies using national data from the WAter Incident Database (WAID) and Lancashire specific data. Lancashire had large areas of open water and prevention activity was targeted at young males through school. Nationally, there was a focus on water safety and there had been advancement in the curriculum around safety in open water and access to public pools and swimming lessons for children. It was noted by Members that the Service did not have a statutory duty in terms of water related incidents, however, the Fire Service was mobilised as a rescue service.

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, 924 in quarter 1; Cumulative 924; YTD target, 625; previous YTD 826.

Cumulative YTD BFSCs being satisfactory, 791. Top 5 completed satisfactory premise types (Shops 323, Factories/Warehouses 128, Other Workplaces 78, Other Public Premises 71, Offices 70).

Cumulative YTD BFSCs being unsatisfactory, 133. Top 5 completed unsatisfactory premise types (Shops 57, Factories/Warehouses 27, Licensed Premises 11, Other Sleeping Accommodation 11, Other Workplaces 9).

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 soon.

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.

2.9.1 Fire Safety Activity (including Business Fire Safety Checks)

This indicator reported the number of Fire Safety Enforcement inspections carried out within the period which resulted in supporting businesses to improve and become compliant with fire safety regulations or where formal action of enforcement and prosecution had been taken for those that failed to comply.

An improvement was shown if the percentage of audits that required formal activity was greater than the comparable quarter of the previous year.

Total Fire Safety Enforcement Inspections, Quarter 1, 530;
Formal Activity in Quarter 1, 6%, same quarter of the previous year 7%.
Quarterly activity decreased 1% against the same quarter of the previous year.

Members noted the cumulative number of Business Fire Safety Check follow-up visits undertaken for 2024/25 was 530.

2.10 Building Regulation Consultations (BRC) (number and completed on time)

Where the Regulatory Reform (Fire Safety) Order 2005 applied to premises (or would apply following building work) the building control body must consult with LFRS for comments / advice regarding fire safety. LFRS should make any comments in writing within 15 working days from receiving a BRC.

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

In Quarter 1, Building Regulation Consultations received 208, of which 207 were completed within timeframe (LFRS should make comments in writing within 15 working days of receiving a BRC).

Current focus within the department:

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 high 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.

It was highlighted by the Assistant Chief Fire Officer that, in response to the last HMI inspection, there had been a reformat of the administration of consultations which had greatly improved the turnaround time over the previous 12 months with only 1 consultation being out of the timeframe within the current quarter.

KPI 3 - Responding to fire and other emergencies quickly

3.1 Critical Fire Response – 1st Fire Engine Attendance

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

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

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

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

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

Critical Fire Response – 1st Fire Engine Attendance, Quarter 1, Very High 06:02 min; High 07:12 min, Medium 07:02 min, Low 08:51 min.

Q1 overall 07:41 min. Year to date overall 07:41 min. Previous year to date overall 07:30 min.

The negative exception report was due to the critical 1st fire appliance average response time to very high risk areas marginally exceeding the standard in quarter 1.

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

The monthly average response times to very high risk areas were:
April – 07:19
May – 05.33
June – 05:26
Quarter 1 – 06:02

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 and extended run time.

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

Response times were consistently monitored and, where they did not meet the target, the reason was reported on and then scrutinised at regular performance

monitoring meetings. This allowed for trends to be identified and improvements implemented, as necessary.

The Assistant Chief Fire Officer explained that the Service was working with on-call units and staff representatives to negotiate changes to the policy around dispatching SIUs to an incident which would improve response times. He referenced recent incidents where an SIU could have made a positive impact. At a future point, it was anticipated that the Service and local managers would make informed decisions about SIUs attending an incident. Work to implement the change to SIU appliance deployment was ongoing with revised risk assessments, and further dial-in sessions scheduled with on-call staff and Trade Unions.

In response to a query from County Councillor Hurn in relation to necessary skills sets for dispatching an appliance, the Assistant Chief Fire Officer advised that there were challenges with on-call firefighters and SIUs around having the required skill sets such as a Driver, Incident Commander, and BA qualified staff, to crew a fully available appliance. Currently, SIUs could respond to certain incidents but not all, due to skill set requirements. Work was underway to allow SIUs to have autonomy to make a risk assessed evaluation about whether they could attend an incident to improve the outcome. Recent incidents would be used as examples to illustrate the benefits of changes to the current deployment policy.

County Councillor Clifford queried whether the 6 minute response standard for the first fire engine attending a critical fire was regularly reviewed and if advances in technology had improved response times. The Assistant Chief Fire Officer explained that response times were reviewed as part of the Community Risk Management Plan (CRMP) which ran over 5 years. The response times had remained steady for a length of time, other than the call handling time being taken out of the overall target and subsequently re-added, due to the target being consistently achieved. Additionally, although fire engine technology had greatly improved, there were other contributing factors such as increased traffic volume and, in the future, funding settlements and fleet modifications could affect response times. Nonetheless, LFRS had some of the quickest response times in the country. The Chair commented that, over the years, response times had constantly improved, and he was pleased that the Service was amongst the top in the country for speed of response.

In response to a statement from Councillor Baker regarding factors affecting response times and the Service responding as quickly as possible, the Assistant Chief Fire Officer explained that the call handling time comprised of the NWFC call handling time and mobilisation to the scene of an incident which could be at any location in Lancashire.

County Councillor Salter commented that response times were important, as was having the right equipment to deal with an incident for which he believed the technology would have advanced over the years enabling the Service to deal with incidents more effectively. The Assistant Chief Fire Officer advised that LFRS had made significant investments in fleet, equipment, and PPE (Personal Protective Equipment) as it strived to be the best trained, best equipped, and most professional FRS in the country and through continued CFA investment, the Service benefitted from equipment with the latest advancements. Effectiveness at

incidents was measured by the KPI for User Satisfaction and the KPI for measuring fire spread in buildings.

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, 08:22 min in quarter 1; year to date 08:22 min; previous year to date 08:31 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, 86.91% in quarter 1; year to date 86.91%; previous year to date 89.48%.

Quarterly availability decreased 2.57% over the same quarter of the previous year.

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

Overall availability across all stations for the quarter recorded 86.91%, which was 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 availability by each of the stations designated first pump crewing type:
Wholetime – 99.28%
Day Crewing Plus – 98.86%
Flexi Day Crewing – 99.48%
On-Call – 70.97%
Total – 86.91%

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) 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.
- Incident Command trainers had reviewed the process for On-Call Incident Command Courses, which had resulted in an increase in staff being trained as OICs.
- The Service was exploring options to enable WT Managers and firefighters 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 would enhance the support for managers with workforce planning, development, and performance.
- The Service trialled a '365 Recruitment' model in July, which had 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 would be evaluated in Q2 with the potential for wider roll out for future campaigns.

The Assistant Chief Fire Officer advised that approximately 15 projects were being undertaken to improve on-call availability. Each project would provide incremental benefits with the culmination of all expected to contribute towards the required improvement overall.

Area Manager, John Rossen informed Members that the Service would be showcasing as good practice, the innovative OARS software, which was being used by many Managers in the Service, at the National On-Call conference to be held this month. Additionally, a trial was taking place at Wesham Fire Station which allowed an on-call firefighter, who did not live within a 5-minute radius of the fire station, to work from the station alongside their primary employment role. The trial was in the process of being evaluated and, if successful, recruitment could be moved out of the traditional catchment area and potential on-call firefighters could work from an on-call station to provide valuable day time cover. The Assistant Chief Fire Officer added that other Fire Services were also trialling working from a fire station which was an opportunity that had been derived post Covid. It was noted by Members that the evaluation would need to consider a number of complexities before wider rollout could be achieved.

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

4.1 Progress Against Allocated Budget

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

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

Quarter 1 variance -0.05%.

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.

Following the successful 'Phase 1' implementation, five LFRS staff volunteers had been 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 had now expanded its support to NWAS as it was a 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 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 had also carried out multi-agency familiarisations in June for the Blackburn-with-Darwen Emergency Planning Team.

The initial benefits realised had been 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: 98.74%

In quarter 1, 75 people had been surveyed and the number satisfied with the service was 74. The running number of people surveyed for the year was 3,643 with 3,597 of those people being satisfied with the Service; 98.74% against a standard of 97.50%; a variance of 1.27%.

Associated Information to Members

The Assistant Chief Fire Officer referenced the Lithium-Ion Battery Safety Bill document that had been emailed to Members which would go through the parliamentary process (Link below).

Lithium-ion Battery Safety Bill

Members discussed concerns regarding Lithium-Ion batteries which included: -

- The increasing problem of thermal runaway caused by a design issue.
- Difficulties faced with extinguishing Lithium-Ion battery and Electric Vehicle fires.
- The need for the safety measures to be introduced for car parks, buildings regs etc as the UK moved towards Electric Vehicles.

In response to the issues raised, the Assistant Chief Fire Officer explained that the NFCC were engaged at government level regarding safety concerns of Lithium-Ion batteries. He added that thermal runaway occurred when batteries became

	damaged which could cause waste fires and Lancashire County Council had carried out work with household recycling centres to educate the public around the correct disposal of batteries to reduce the risk. There was also a domestic risk with e-scooters and e-bikes and people buying second hand parts. The associated risks with Lithium-Ion batteries were global and ongoing research was taking place with manufacturers to improve safety. The Service had a number of tools to help contain and extinguish Electric Vehicle fires, however, once they went into thermal runaway, fires were difficult to extinguish as water needed to be directly entered onto the battery cells. He assured Members that the Lithium-Ion Safety Bill encompassed all their concerns, and its purpose was to adapt the broader system and infrastructure for the UK. The Chair thanked the Assistant Fire Officer for a positive report. **Resolved: -** That the Performance Committee noted and endorsed the Quarter 1 Measuring Progress report, including one positive and four negative exceptions.
13/24	**North-West Fire Control Presentation - Findings from Annual Report**
	The Chair welcomed Ged Basson, Senior Operations Manager, North West Fire Control (NWFC). Mr Basson provided the Committee with a presentation detailing the findings from the 2023-24 Annual Report and investment in people. Mr Basson explained that for the previous 19 years NWFC had been set up with a business plan for what it was expected to achieve and in 2023-24 NWFC published its first three-year business plan and first annual delivery plan. The impact of control rooms throughout incidents to a successful resolution had been recognised. The control room staff had received Joint Emergency Service Interoperability Programme (JESIP) training in with regard to their role, which had been integrated with other emergency services. The National Fire Chiefs Council (NFCC) had set out an agenda that control rooms should have standards which included Occupational Standards and Fire Control Fire Standards. The four new organisational priorities that the plans included were: - Priority 1: To provide an effective and efficient control room function that satisfies our partner fire and rescue services' operational response requirements. (Impacting this priority were financial pressures, the new mobilising system, social changes & impacts, the threat of terrorism, and Grenfell tower phase 2 report). - Priority 2: To train and develop our people to provide a skilled, motivated, and competent workforce. (Achieving this priority involved JESIP collaboration, the right people with the right skills at the right time, new initiatives by the Police Service, and the impact of the Manchester Arena Inquiry and recommendations). - Priority 3: To provide professional business services to support the control room function and the training and development of our people. (Retention of staff in controls rooms was a national issue and to help tackle this, NWFC had established the People Development and Assurance Programme (PDAP) and would train test and exercise staff).

- Priority 4: To develop open and inclusive relationships with our people and partner fire and rescue services. (NWFC worked to strengthen collaboration, had a Board of Directors which met quarterly, had a Steering Committee, and an Operations Management Committee which oversaw the operational function of the control room).

The Annual Delivery Plan identified 37 commitments that provided the focus for the year with progress on completion of the commitments reported quarterly to the Operations Management Committee, Steering Committee, and Board. The commitments and projects for the upcoming years had been mapped out.

NWFC's partner fire and rescue services had approved additional investment of £860k funding for 2024-25, 2025-26, and 2026-27 for key commitments and projects in the annual delivery plan. Funding had been specifically provided for:
- A new mobilising system solution project team and specialist legal and procurement advice;
- An organisational improvement team;
- A programme management team;
- A resource to undertake a review of the control room's capacity, working patterns and associated arrangements; and
- A resource to undertake reviews of potential future operating models for fire control and the support provided by partner fire and rescue services and external bodies.

NWFC was out to tender for a new mobilising system and success of the tender process would be determined by the number of tenders received. Presently, 3 suppliers had successfully submitted tender bids with a deadline for tenders of 5 August 2024.

NWFC had set up an Organisational Improvement Team and employed an Organisational Improvement Manager as part of the PDAP to ensure staff adhere to National Operational Guidance (NOG) to provide Operational Assurance which were linked to the outcomes of the Manchester Arena Inquiry and Grenfell Tower Inquiry recommendations. A Programme Management Team would oversee the new mobilising system and Annual Delivery Plan, and delivery against the Fire Control Fire Standard.

A Capacity Review would take place to ensure NWFC had the right people with right skills in right place at the right time. A review of the staffing model was planned as it had remained unchanged for 10 years.

A key date for the future was 10 July 2033 as it was the end of the building lease and government subsidy. It would also be end of the new mobilising system contract and exit of Greater Manchester Fire and Rescue Service (GMFRS) from the partnership.

NWFC had enhanced and refined its governance arrangements. The Lead Principal Officers had been reengaged as the Operations Management Committee and New Mobilising System Solution Project Board. The Terms of Reference for the Board of Directors, Steering Committee, Company Leadership Team, and

Senior Leadership Team had been revised. Mobs and Comms had been renamed as the Operational Response and Mobilising Subcommittee which reported to the Operations Management Committee.

NWFC had adopted the National Fire Chief Council's (NFCC) Core Code of Ethics as its values.

- Putting our communities first – we put the interest of the public, the community and service users first.
- Integrity – we act with integrity, including being open, honest, and consistent in everything we do.
- Dignity and respect – making decisions objectively based on evidence, without discrimination or bias.
- Leadership – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge behaviour that falls short of the highest standards.
- Equality, diversion, and inclusion (EDI) – We continually recognise and promote the value of EDI both within the FRSs and wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

NWFC Key Achievements included:

- Completion of the reporting progress on the implementation of the Manchester Arena Inquiry recommended to the Chair of the inquiry – now reporting to the Home Office.
- Completion of a gap analysis of the Fire Control Standard and production of an action plan that ensures compliance with the standard's requirements.
- Development and approval of new operational training frameworks, competencies, and product packs – part of the People Development and Assurance Programme (PDAP) – in readiness for implementation in April 2024.
- Establishment of a project board to oversee the procurement of a new mobilising system solution and the issue of a survey questionnaire to potential suppliers. Official tender documentation was submitted 04 June 2024.
- Completion of the appointment of Operations Managers as part of a new leadership and command structure for control room teams.
- Introduction of a new business planning and reporting framework.
- Development of a refined appraisal process aligned to the NFCC's Core Code of Ethics and Leadership Framework.
- Completion of an induction programme for new board directors.
- Completion of an independent audit of our GDPR policies and associated documentation.
- Conduction of the third HSE Management Standards Indicator Tool Survey.
- Completion of an independent audit of business continuity arrangements.
- Registration of an audited copy the Statement of Accounts with Companies House.

NWFC Performance in 2023-24 included:

- 127,789 emergency calls – 350 calls a day.
- 229,542 administrative calls – 629 calls a day.
- Average of 979 calls a day.

- Call challenge reduced the number of mobilisations by 16,800 – 46 mobilisations a day.
- Average time to answer emergency calls: 6 seconds.
- 89% of emergency calls answered within 10 seconds.
- Average time to mobilise first response to fires: 82 seconds. (The Assistant Chief Fire Officer highlighted that the time to mobilise first response had reduced significantly over recent years and was now below the performance standard of 90 seconds).
- Average time to mobilise first response to all incidents: 93 seconds.
- 68% of control room operators achieved and maintained competence in role.
- 89% of team leaders achieved and maintained competence in role.
- 86% of team leaders and control room operators completed all their programmed training.
- Control room teams involved in 63 exercises.
- Maintained minimum staffing levels on 75% of occasions.
- Sickness absence: average of 10.2 days per person.
- News starters: 20.
- Leavers: 19.

The NWFC Board of Directors approved the Annual Delivery Plan for 2024-25 and associated budget at its meeting on 26 March 2024.

In response to a query from Councillor Salter as to the adequacy for safety of minimum staffing levels, Mr Basson advised that, 75% of the time, the required number of staff on shift was reached. However, it did not significantly impact the call handling time as it typically increased by 1 second. For every 7,000 calls there would be 1 call where NWFC could have improved its response and which learning could be taken from, but these were not due to staff inefficiencies. The staff model would be reviewed as it was formed many years ago and included staff welfare breaks, maternity leave, special leave, court leave, and sick leave, which could take the staffing levels below the minimum. It was recognised that the staffing levels were getting close to the minimum buffer which was the reason NWFC would be carrying out a capacity review. Retention was a national issue and the Mobilising Officers Group, which he was a member of, were investigating a recruitment initiative where they would investigate incentives for staff to remain.

Councillor Clifford asked for the reason that, if NWFC were the most cost-effective control centre in the country, Greater Manchester Fire and Rescue Service had chosen to leave in 2033. Mr Basson explained that all fire and rescue services were encouraged to consider whether NWFC provided the right service for them, operationally and financially. GMFRS, consistent with the Manchester Arena Inquiry, had reviewed its operating model and the long-term view of the Greater Manchester Combined Authority was to exit in 2033.

The Chair thanked Mr Basson for his interesting and informative presentation. It was frustrating staff were leaving NWFC, however, it was the nature of the job as they worked shifts and rotas. He suggested organising a visit to NWFC at a future date and encouraged all Members to attend.

14/24	**Date of Next Meeting**
	The next meeting of the Committee would be held on **04 December 2024** at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood. Further meeting dates were noted for 05 March 2025 and 25 June 2025 and agreed for 03 September 2025.

M Nolan
Clerk to CFA

LFRS HQ
Fulwood

This page is intentionally left blank

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 04 December 2024

Performance Management Information For 2nd 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 2 Measuring Progress report, including one positive and one negative exception.

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

Legal Implications

None

Local Government (Access to Information) Act 1985

List of background papers
Paper:
Date:
Contact:
Reason for inclusion in Part 2 if appropriate: N/A

Lancashire Fire and Rescue Service

Measuring Progress

Performance Report

Quarter 2: July 2024 – September 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.

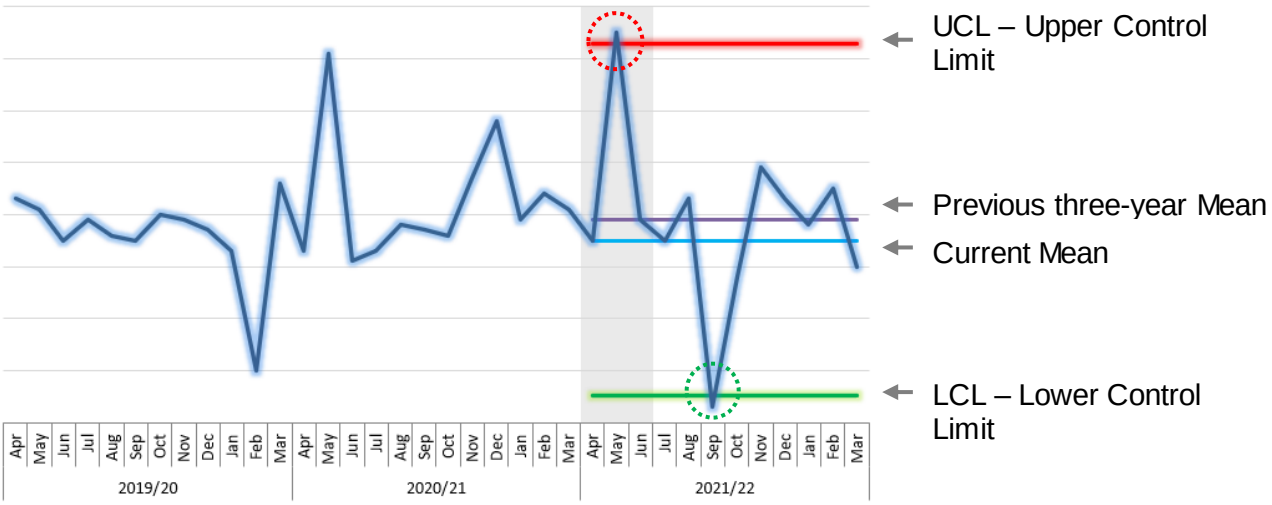
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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).



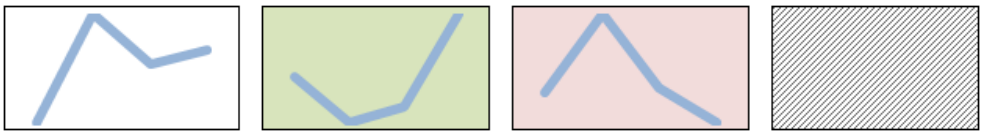
Performance Framework and indicator trends

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.

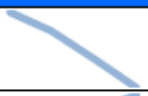
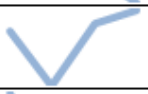
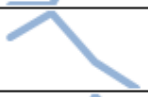
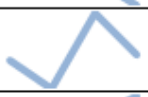
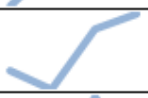
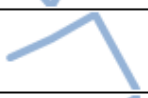
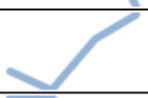
The following graphic illustrates our priorities and how their respective KPI's fit within the overall performance framework.

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)		11
1.2.3	Staff Absence Greenbook		12
1.3.1	Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		13
1.3.2	Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		14
1.4	Staff Accidents:		15

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		16
2.2		Overall Activity		17
2.3		Accidental Dwelling Fires (ADF)		19
2.3.1		ADF – Harm to people: Casualties		20
2.3.2		ADF – Harm to Property: Extent of Damage (Fire Severity)		21
2.4		Accidental Building Fires (Commercial Premises)		22
2.4.1		ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		23
2.5		ABF (Non-Commercial Premises)		24
2.5.1		ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		25
2.6		Deliberate Fires Total: Specific performance measure of deliberate fires		26
2.6.1		Deliberate Fires – Dwellings		27
2.6.2		Deliberate Fires – Commercial Premises		28
2.6.3		Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		29
2.7		HFSC		30
2.8		Numbers of other prevention activities delivered		31
2.9		Business Fire Safety Checks		32
2.9.1		Fire Safety Activity		34
2.10		Building Regulation Consultations (BRC) (number and completed on time)		35

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 July to September 2024, 26 station visits were carried out by principal officers and area managers as part of our service-wide engagement programme.

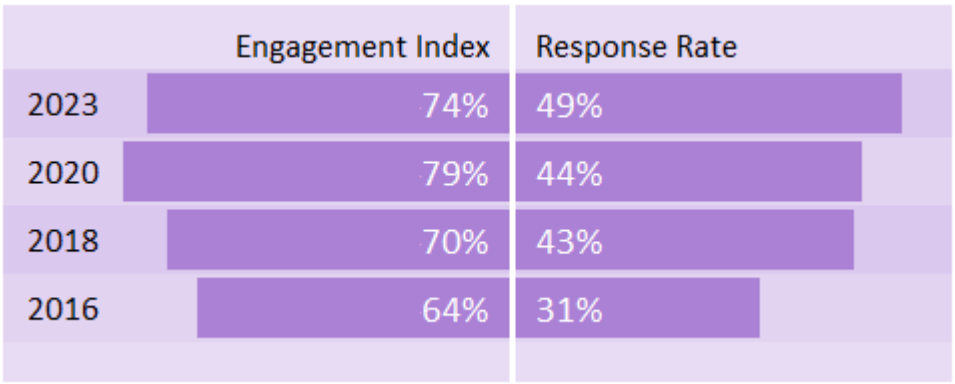
Fifty-three wellbeing interactions were undertaken ranging from workshops with crews to wellbeing support dog interactions.

The views of staff were sought by survey on how useful people find the appraisal conversation in order to improve the quality of appraisals.

The Service engaged with staff over several topics relating to our fleet and equipment including two items designed to enhance firefighter protection from harmful particulates found in soot and smoke: particulate flash hoods and particulate filters for face masks. A wildfire team along with learning and development centre trainers are trialling devices to monitor heat stress in firefighters, and new hose reel is also being trialled.

Improvement works at Blackpool Fire Station and plans for new training props at the Learning and Development Centre have been the subject of staff engagement relating to property projects.

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).



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.

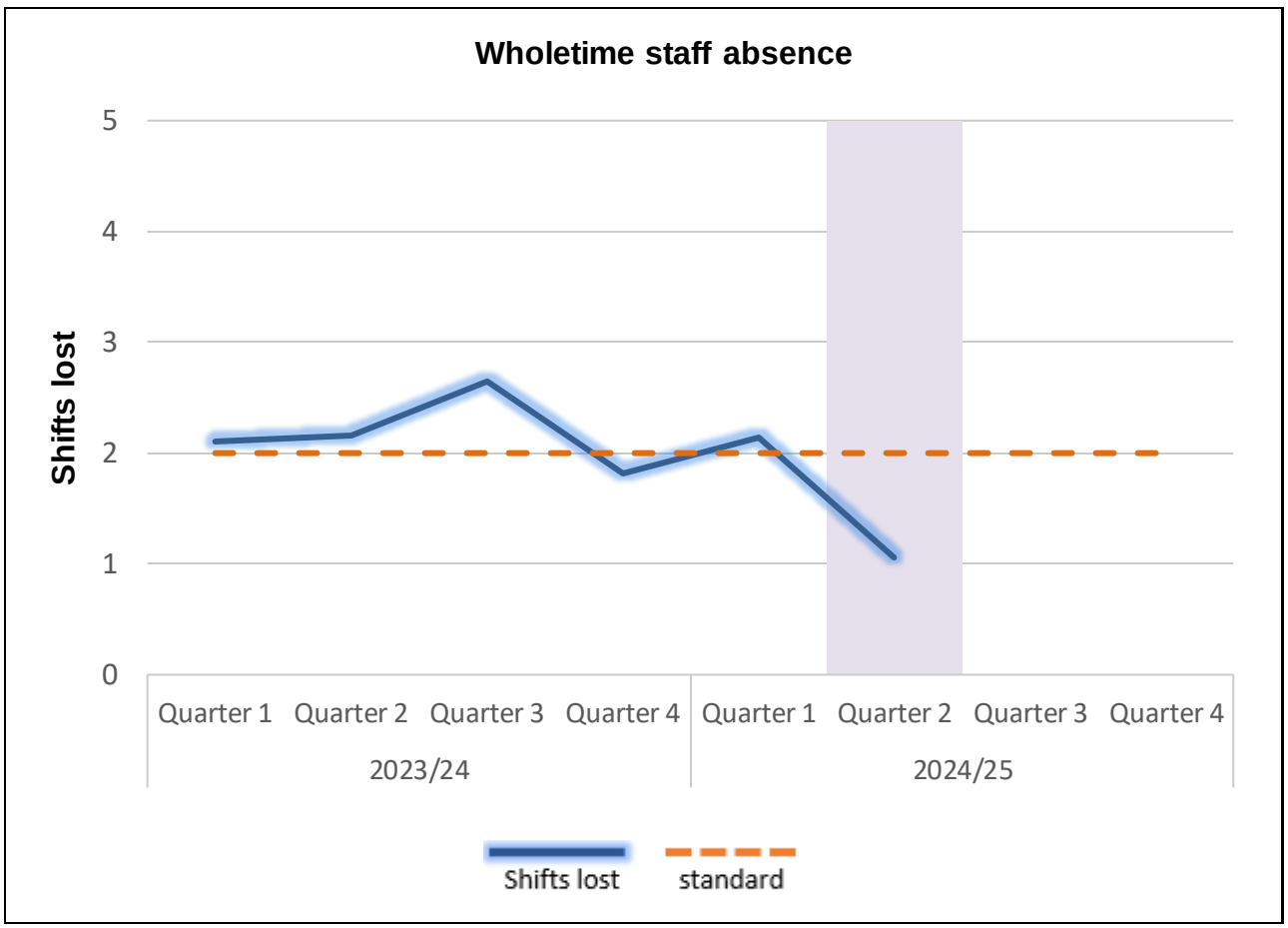
During the survey period, the corporate communications department visited wholetime and on-call crews on 51 occasions to encourage participation in the survey. Five focus groups were held with on-call units by the Service's independent researcher to obtain qualitative feedback on on-call specific matters,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

1.2.1 Staff Absence Wholetime (WT)

Cumulative shifts lost
3.200

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: 3.200

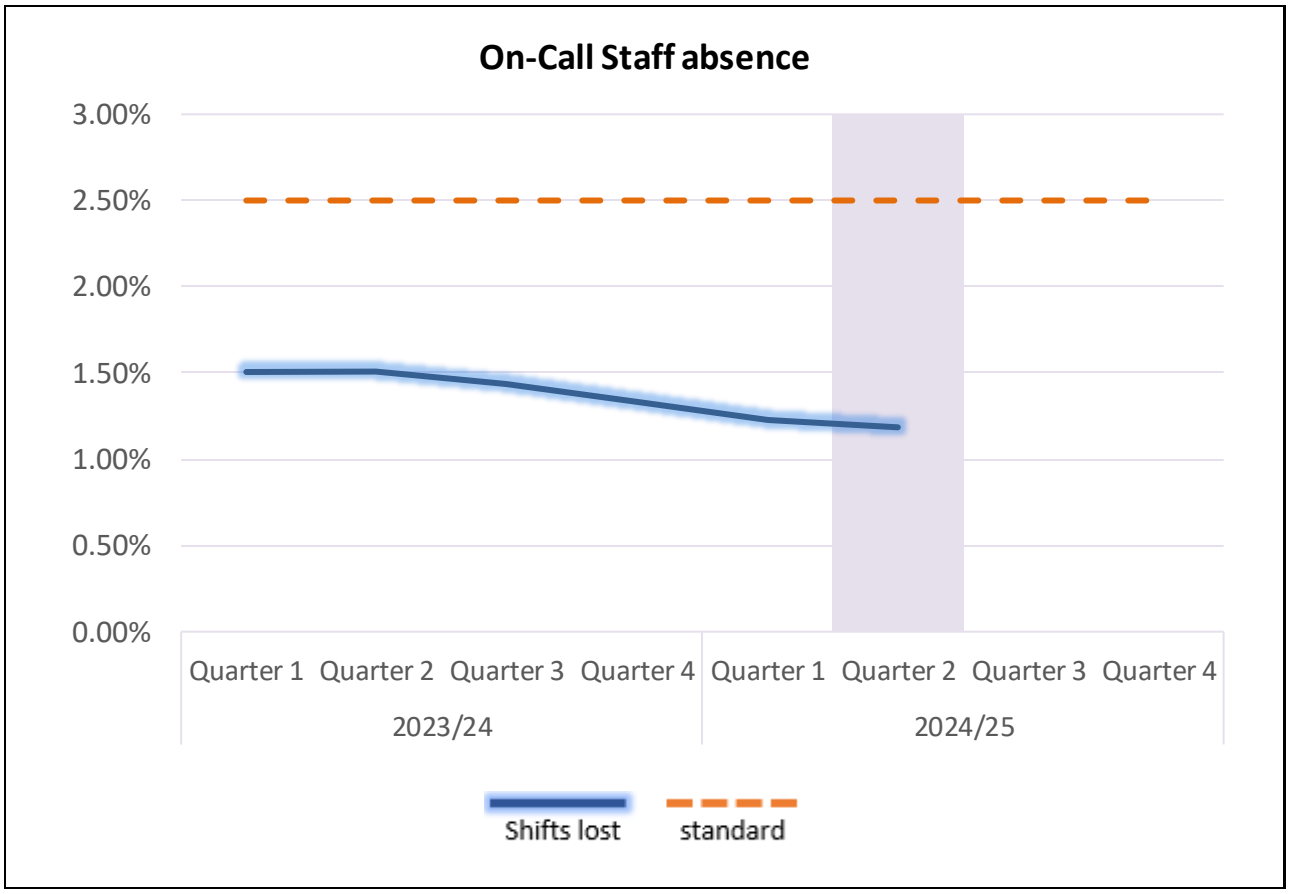
1.2.2 Staff Absence On-Call (OC)

Cumulative Absence
1.18%

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, 1.18%.



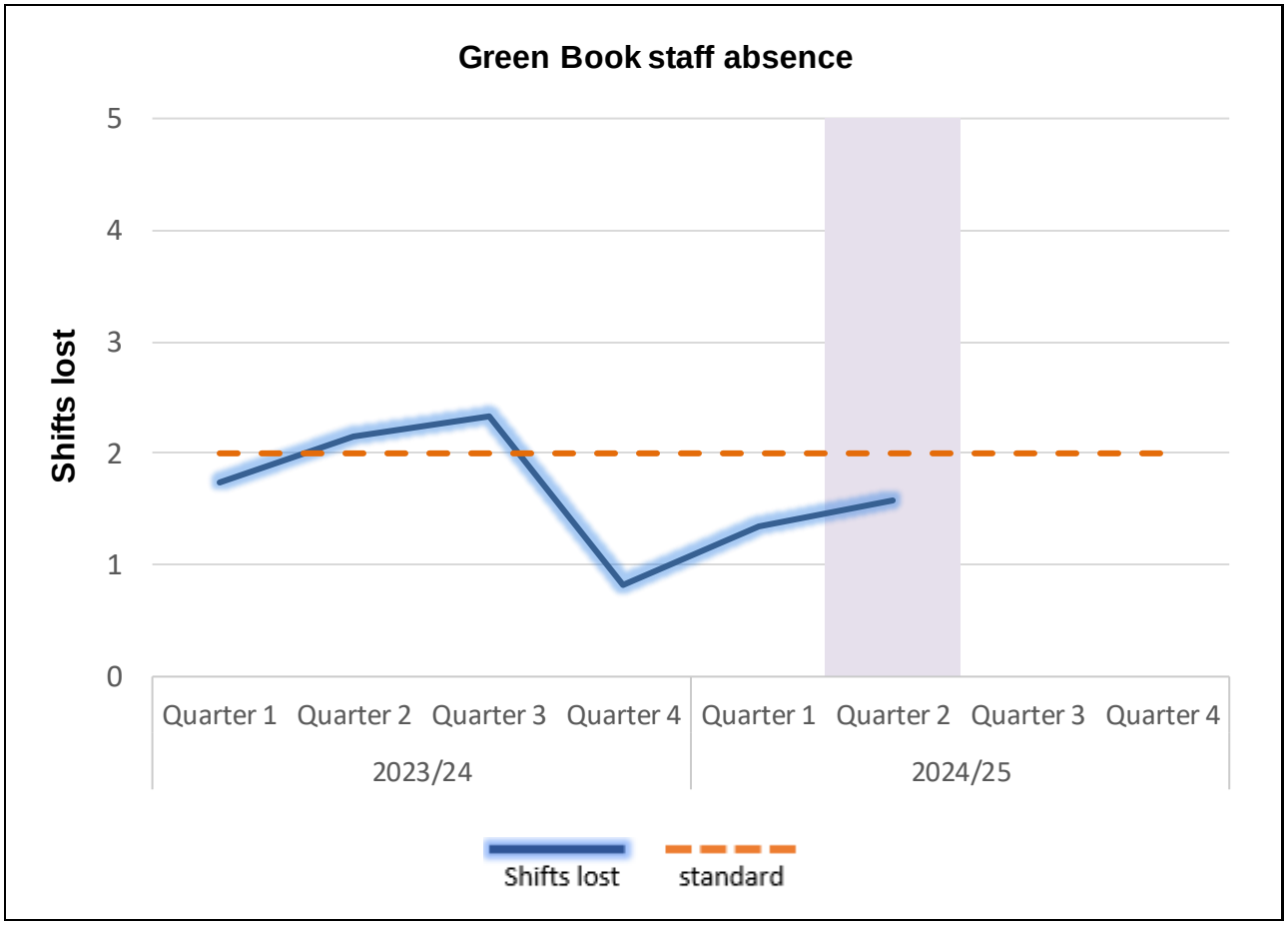
Cumulative On-Call absence (as % of available hours of cover):	1.18%

1.2.3 Staff Absence Green Book

Cumulative shifts lost
2.928

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)



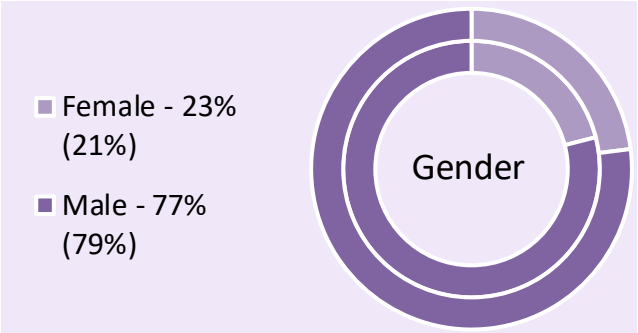
Cumulative total number of shifts lost: 2.928

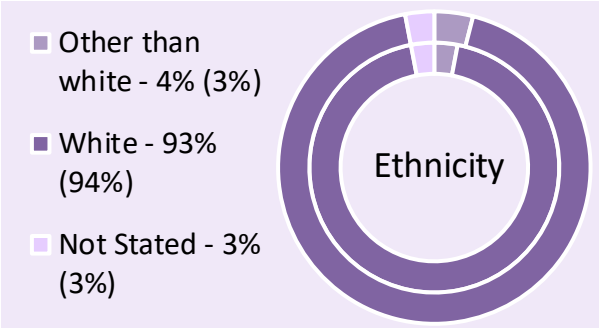
1.3.1 Workforce Diversity

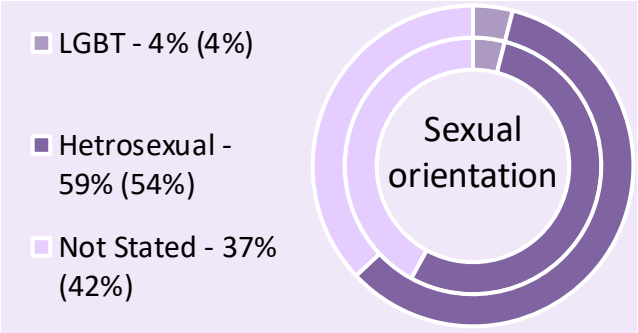
Diversity Percentage (Refer to charts)

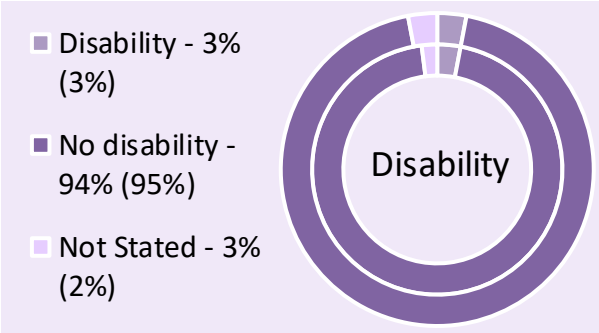
Workforce diversity as a percentage: Performance measure of how representative our staff are of our communities, to monitor equality and diversity within LFRS.

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.

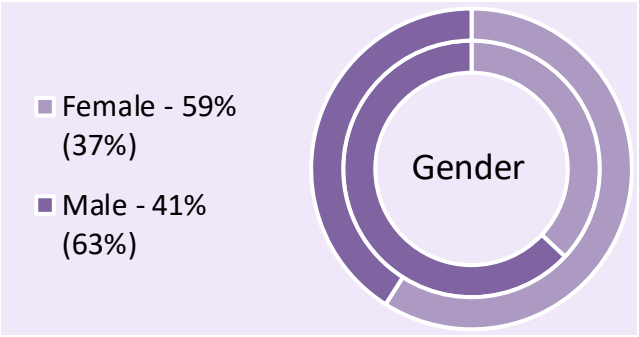
Characteristic	Diversity	Grey Book	%	Green Book	%
Gender	Female	Grey	11%	Green	62%
	Male		89%		38%
Ethnicity	Other than white	Grey	3%	Green	5%
	White		94%		86%
	Not stated		3%		9%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		58%		63%
	Not stated		38%		34%
Disability	Disability	Grey	3%	Green	4%
	No disability		95%		90%
	Not stated		2%		6%

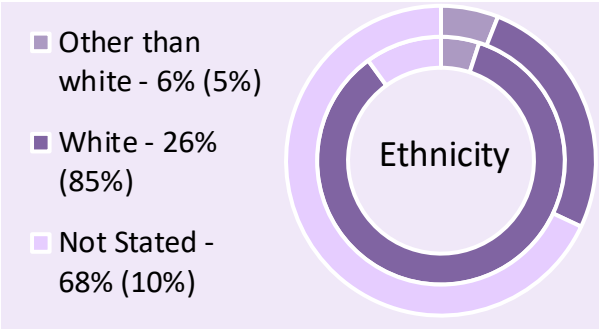
1.3.2 Workforce Diversity Recruited

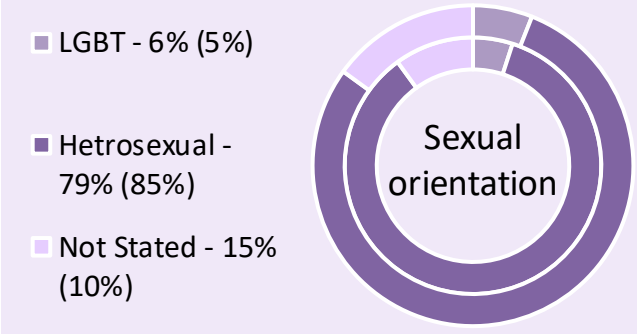
Diversity Percentage (Refer to charts)

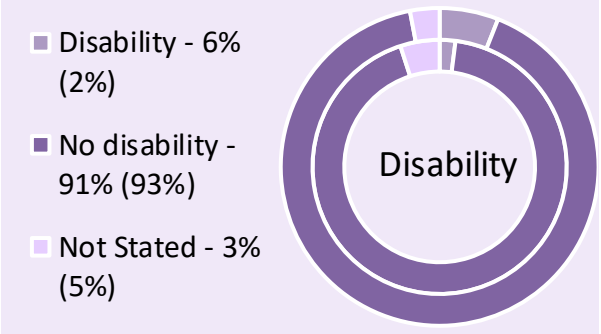
Workforce diversity recruited as a percentage: Performance measure of our success in recruiting a diverse workforce to monitor equality and diversity within LFRS.

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 2, there were a total of 24 new recruits.

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

1.4 Staff Accidents

Activity
10

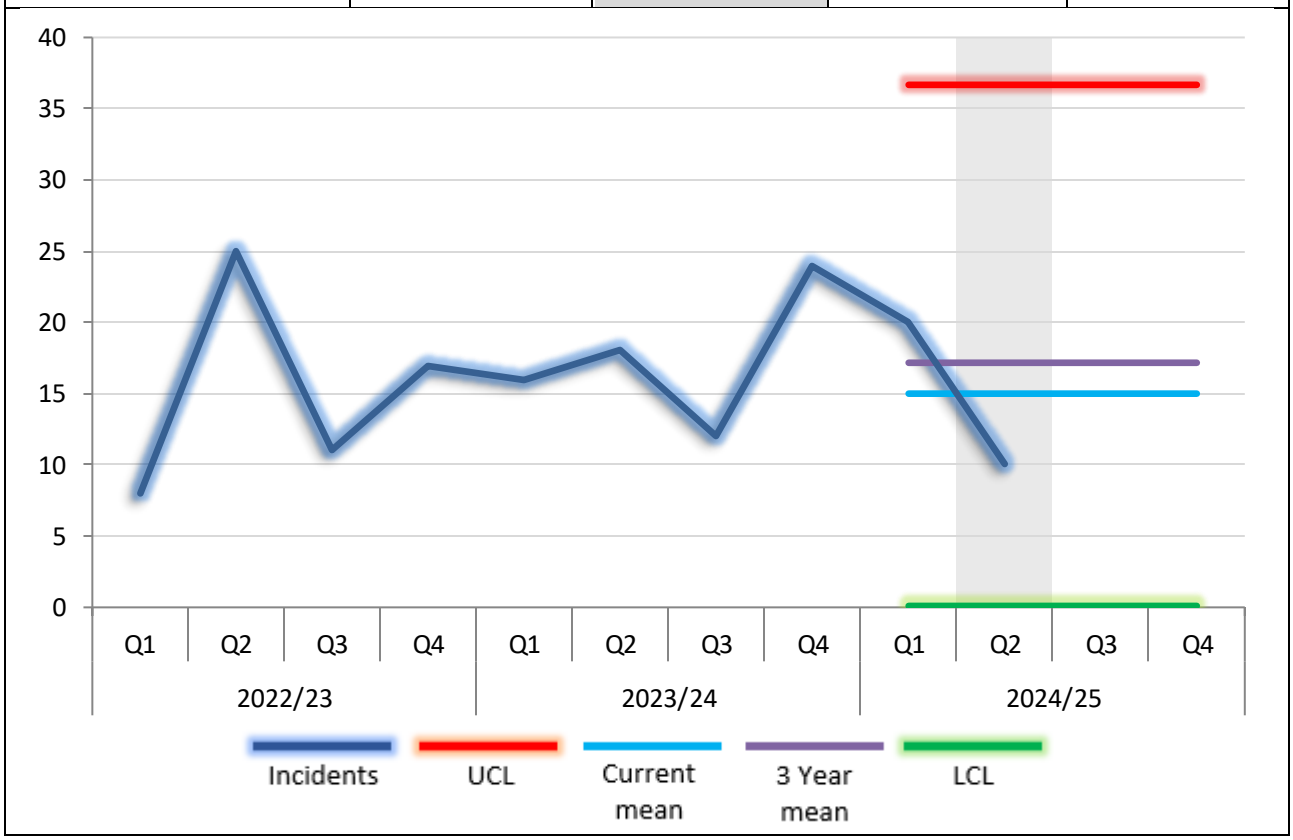
This KPI details the numbers of accidents which have involved LFRS staff members at work within the quarter.

As part of our Health and Safety Management System we report and investigate all accidents which occur within LFRS to identify any learning opportunities which can contribute to improving our safety culture within the Service.

As the body ultimately responsible for health and safety performance, this KPI enables Fire Authority members to view LFRS progress on managing health and safety risks within LFRS.

Quarterly activity decreased 44.44% over the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	30	**10**	34	18



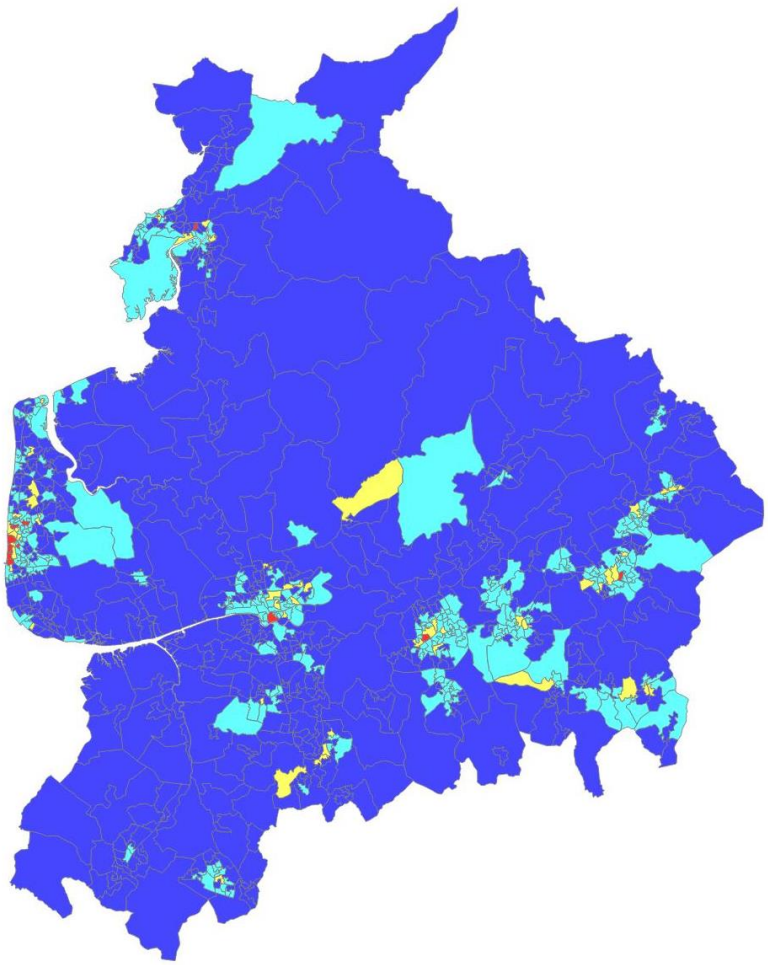
2.1 Risk Map

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

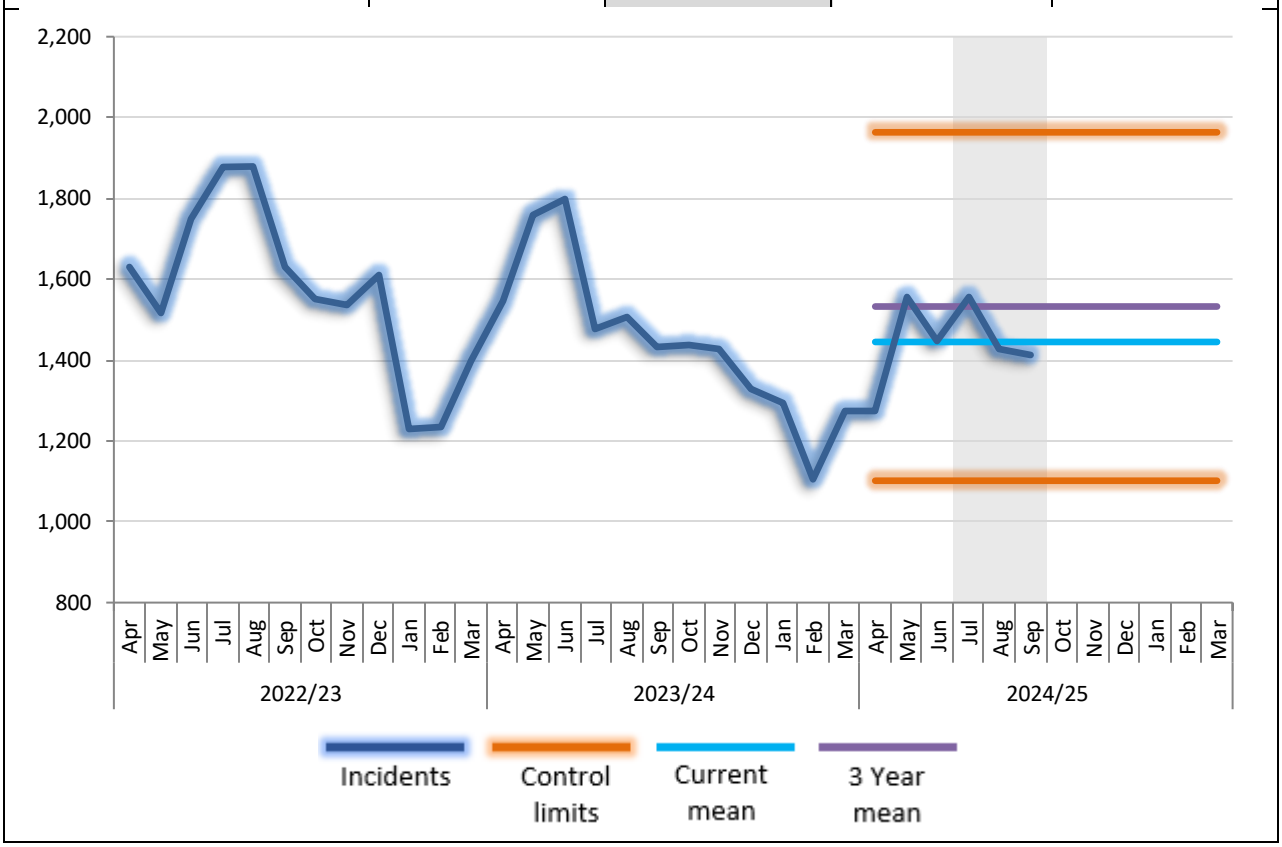
Quarter Activity
4,396

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 0.54% over the same quarter of the previous year.

Incidents attended	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	8,669	**4,396**	9,525	4,420



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
1,445	1,532	1,449	1,570	1,578

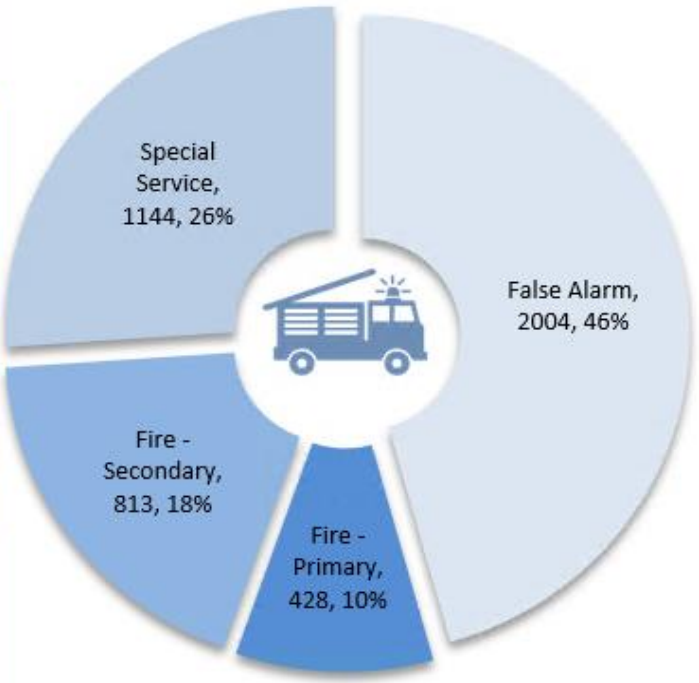
2.2 Overall Activity Breakdown

Quarter Activity
4,396

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	1,292
Good Intent False Alarm	654
Malicious False Alarm	58
FIRE - PRIMARY:	
Accidental Dwelling (2.3)	161
Accidental Building (2.4)	60
Accidental Building (2.5)	21
Deliberate Dwellings (2.6.1)	17
Deliberate Commercial (2.6.2)	21
Other Primary	148
FIRE - SECONDARY:	
Deliberate Fires	450
Accidental Fires	363
Chimney Fires (not shown on chart)	7
SPECIAL SERVICE:	
Gaining Entry	221
RTC	170
Effecting entry/exit	72
Flooding	64
All other Special Service types	617



	FALSE ALARM incidents make up 46% of activity, with 64% being Fire alarm due to Apparatus incidents, 33% good intent false alarm and malicious false alarms accounting for 3%.
	FIRE PRIMARY incidents encompass Accidental Dwelling Fires, which account for 38% of primary fires and are shown in 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 55% of secondary fires, with 45% 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)

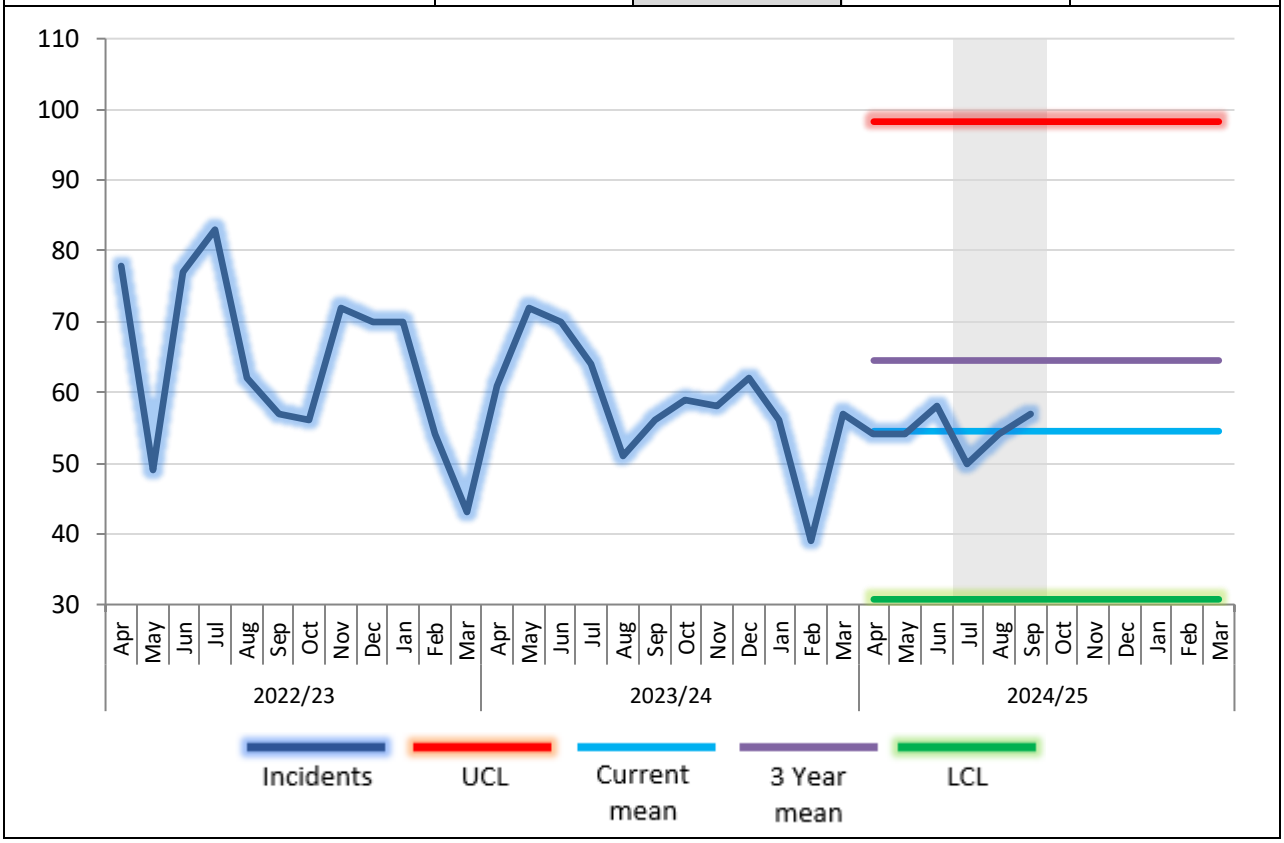
Quarter Activity
161

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 5.85% over the same quarter of the previous year.

Accidental Dwelling Fires	Year to date	**2024/25 Quarter 2**	*Previous year to date*	*2023/24 Quarter 2*
	327	**161**	374	171



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

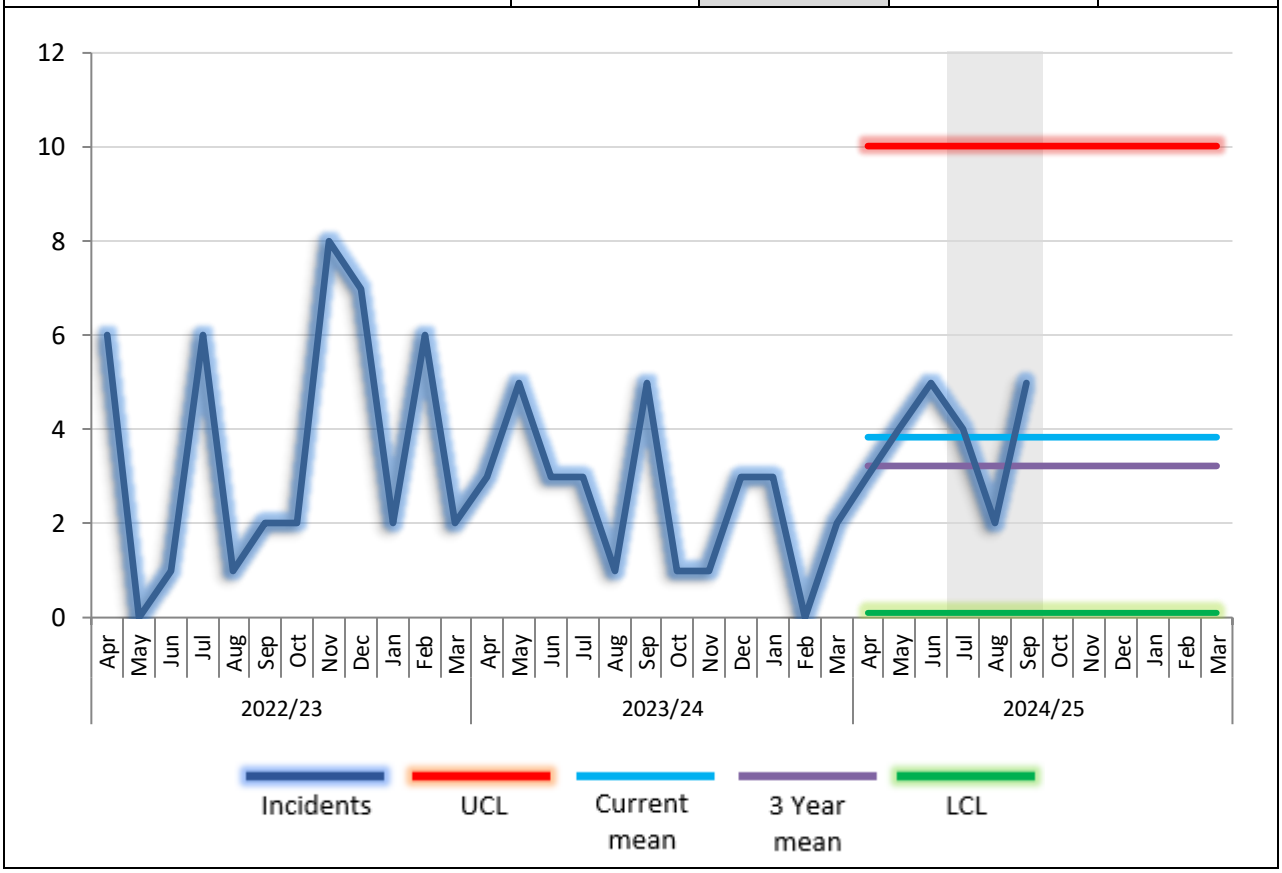
Quarter Activity
11

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 22.22% over the same quarter of the previous year.

Casualty Status	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
Fatal	5	**3**	1	1
Injuries appear Serious	2	**2**	7	4
Injuries appear Slight	16	**6**	12	4
Total	23	**11**	20	9



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

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

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

Quarter Percentage
85%

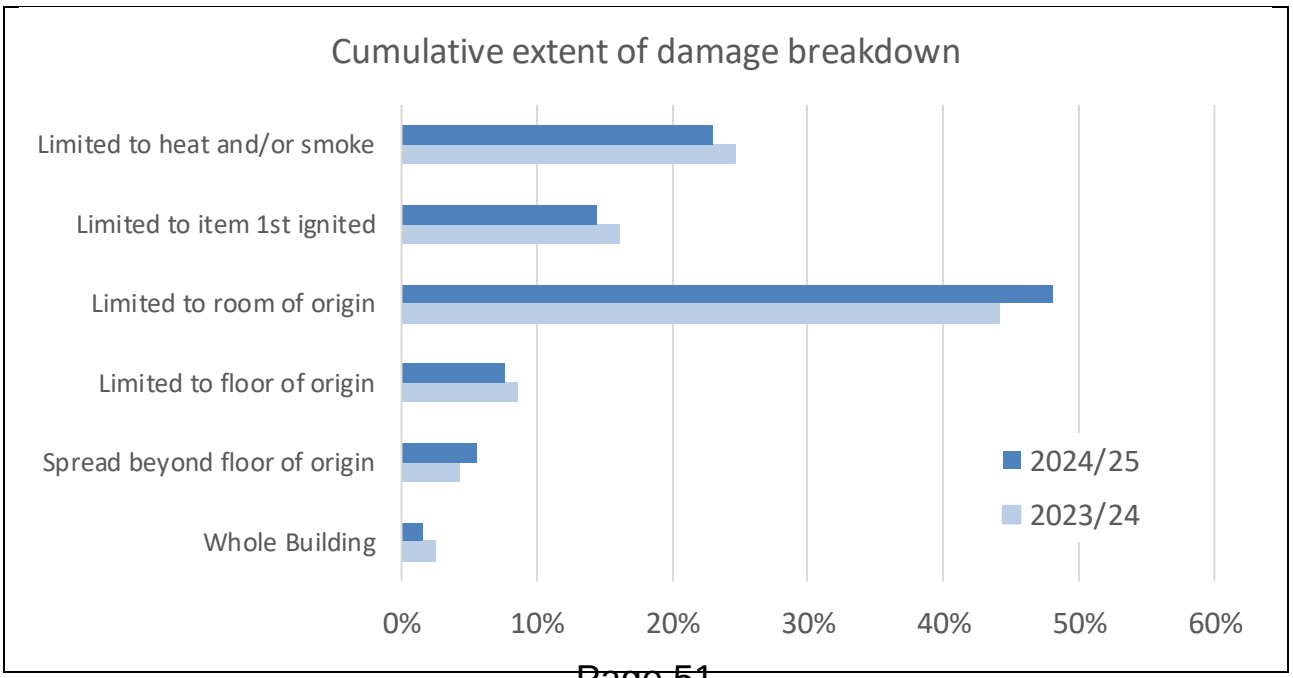
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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

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

Combined quarterly percentage decreased 1.36% 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%**	**22%**			⇩	*23%*	*26%*	*23%*	*32%*
Limited to item 1st ignited	**13%**	**16%**			⇩	*15%*	*18%*	*15%*	*16%*
Limited to room of origin	**50%**	**47%**			⇧	*46%*	*42%*	*52%*	*45%*
Limited to floor of origin	**7%**	**7%**			⇩	*8%*	*10%*	*5%*	*5%*
Spread beyond floor of origin	**5%**	**6%**			⇧	*6%*	*2%*	*2%*	*1%*
Whole Building	**1%**	**2%**			⇔	*2%*	*2%*	*3%*	*1%*
Combined percentage	**87%**	**85%**			⇩	*84%*	*86%*	*90%*	*93%*



2.4 Accidental Building Fires (ABF) - Commercial Premises

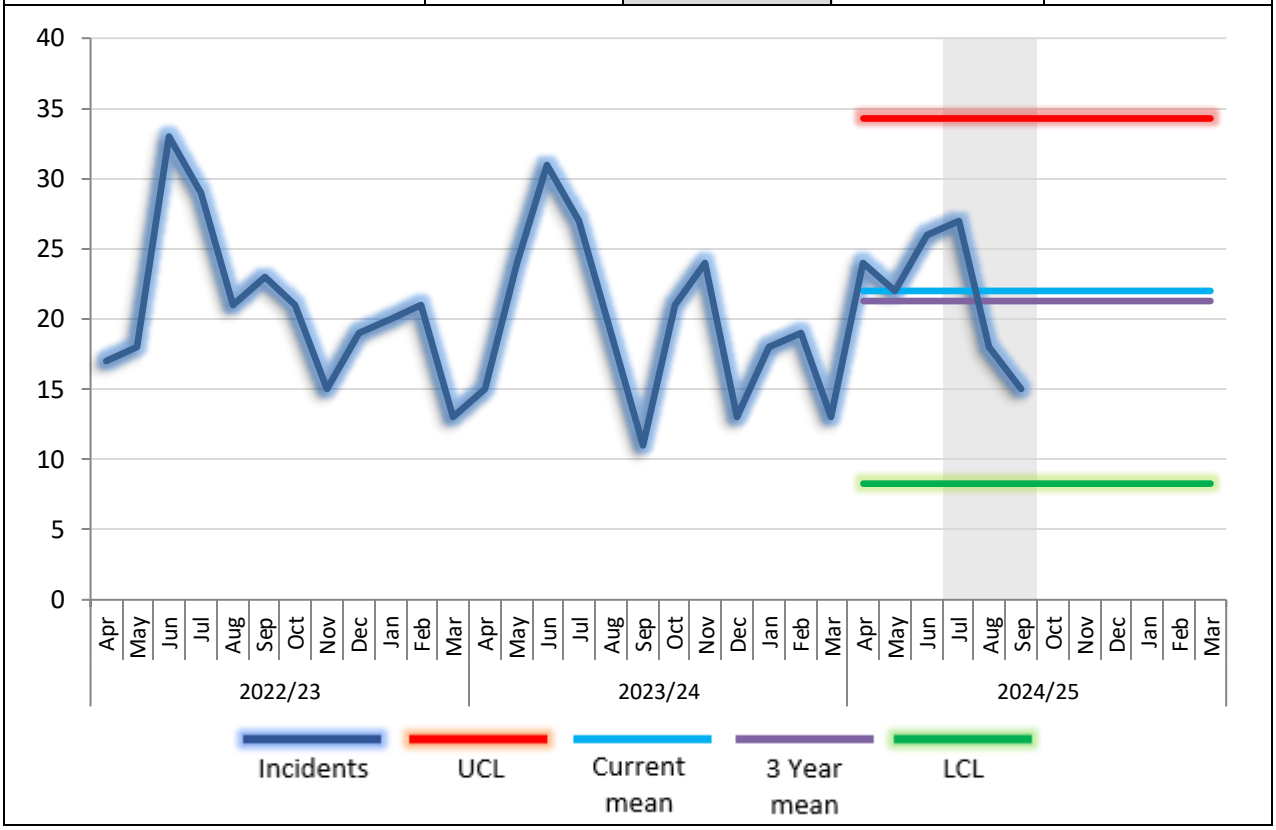
Quarter Activity
60

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 5.26% over the same quarter of the previous year.

Accidental Building Fires (Commercial Premises)	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	132	**60**	127	57



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

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

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

Quarter Percentage
82%

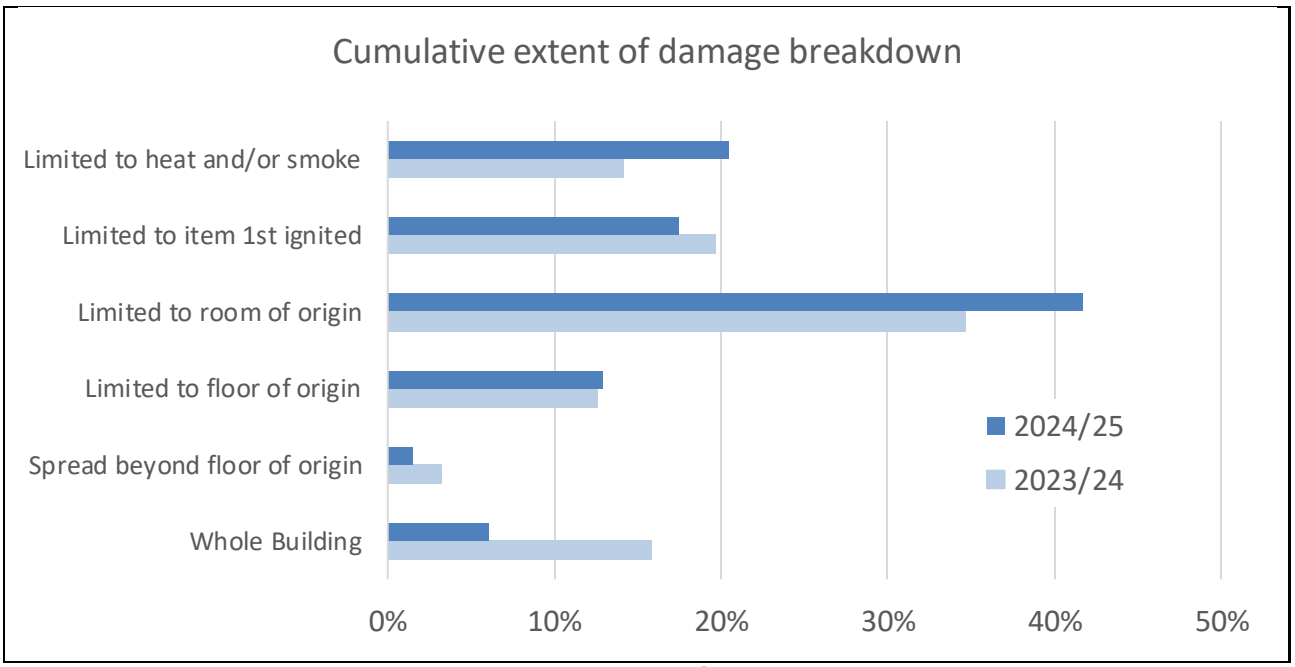
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 10.7% 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%**	**27%**			⇧	*16%*	*12%*	*20%*	*14%*
Limited to item 1st ignited	**19%**	**17%**			⇩	*14%*	*26%*	*21%*	*14%*
Limited to room of origin	**44%**	**38%**			⇧	*36%*	*33%*	*38%*	*40%*
Limited to floor of origin	**13%**	**13%**			⇧	*15%*	*10%*	*8%*	*18%*
Spread beyond floor of origin	**1%**	**2%**			⇧	*6%*	*0%*	*4%*	*2%*
Whole Building	**8%**	**3%**			⇩	*13%*	*19%*	*9%*	*12%*
Combined percentage	**78%**	**82%**			⇧	*66%*	*71%*	*79%*	*68%*



2.5 Accidental Building Fires (Non-Commercial Premises)

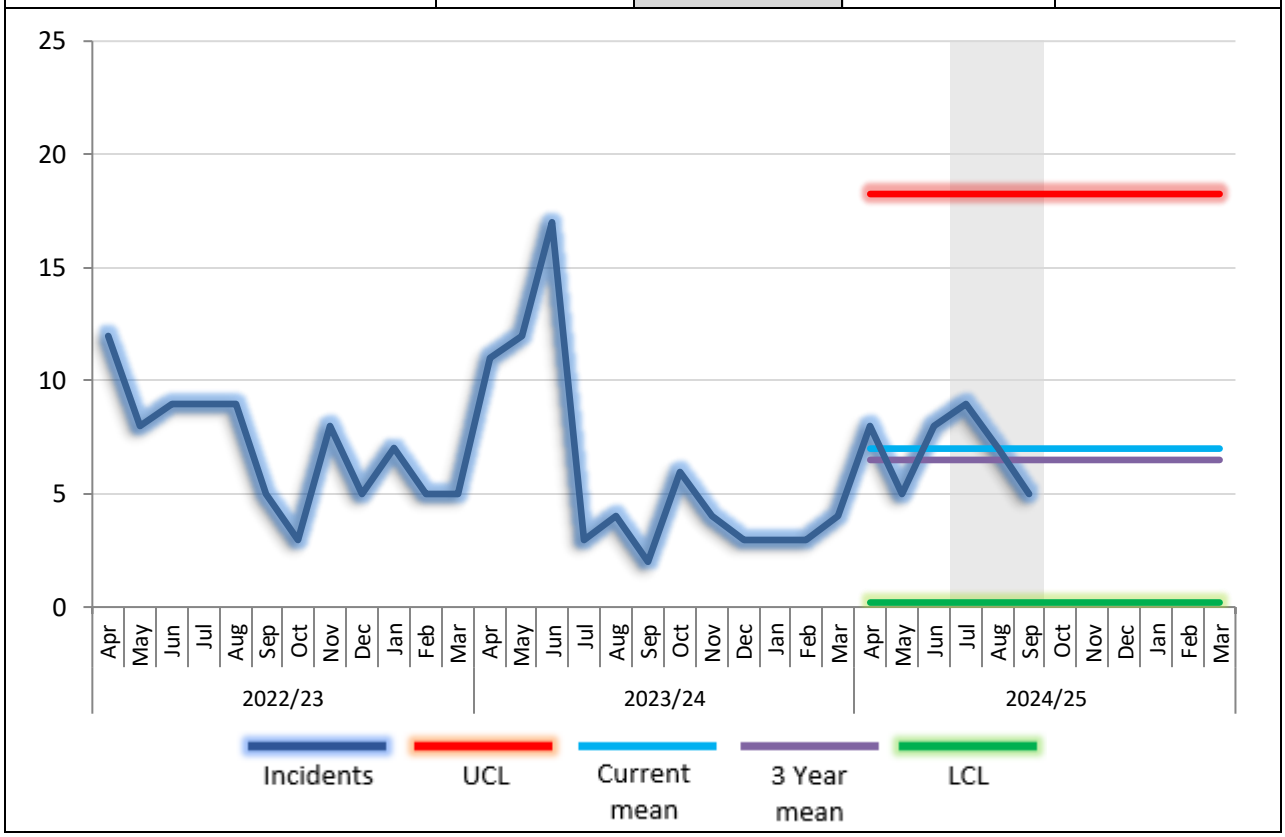
Quarter Activity
21

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 increased 133.33% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	42	**21**	49	9



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
10%

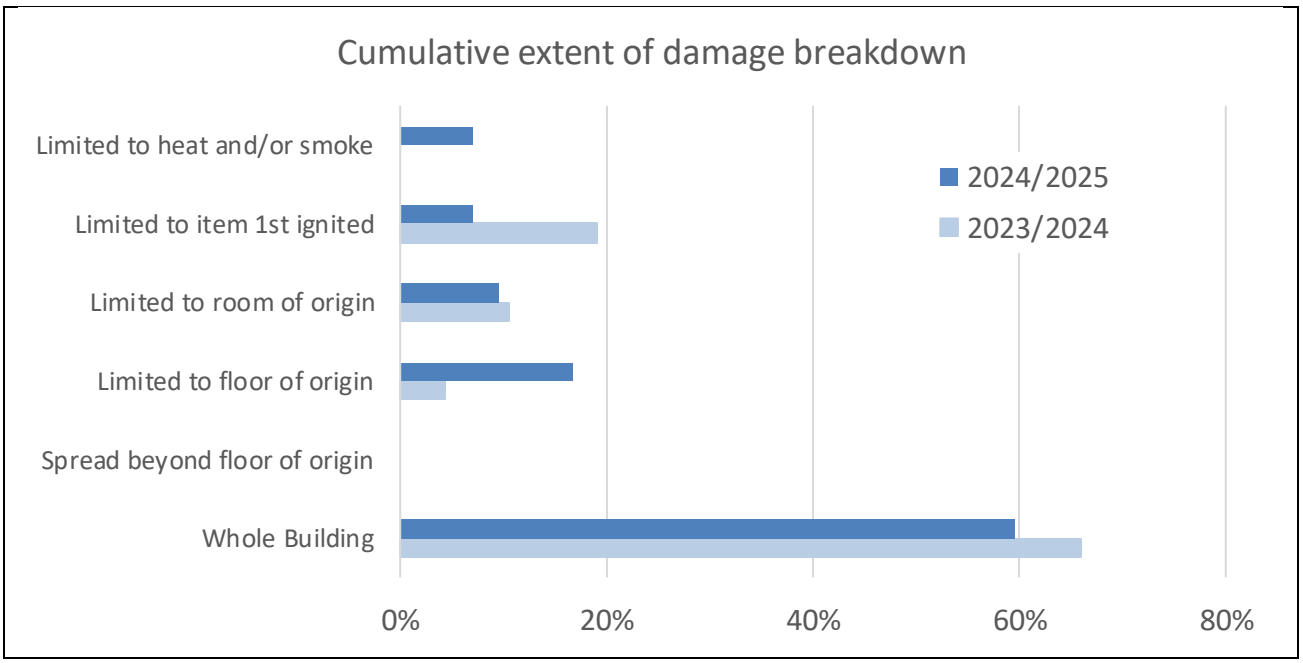
ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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

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

Combined quarterly percentage decreased 1.6% 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%**	**0%**			⇔	*5%*	*0%*	*0%*	*0%*
Limited to item 1st ignited	**10%**	**5%**			⇧	*23%*	*0%*	*0%*	*0%*
Limited to room of origin	**14%**	**5%**			⇩	*10%*	*11%*	*0%*	*20%*
Limited to floor of origin	**14%**	**19%**			⇧	*5%*	*0%*	*31%*	*10%*
Spread beyond floor of origin	**0%**	**0%**			⇔	*0%*	*0%*	*0%*	*0%*
Whole Building	**48%**	**71%**			⇩	*57%*	*89%*	*69%*	*70%*
Combined percentage	**38%**	**10%**			⇩	*38%*	*11%*	*0%*	*20%*



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

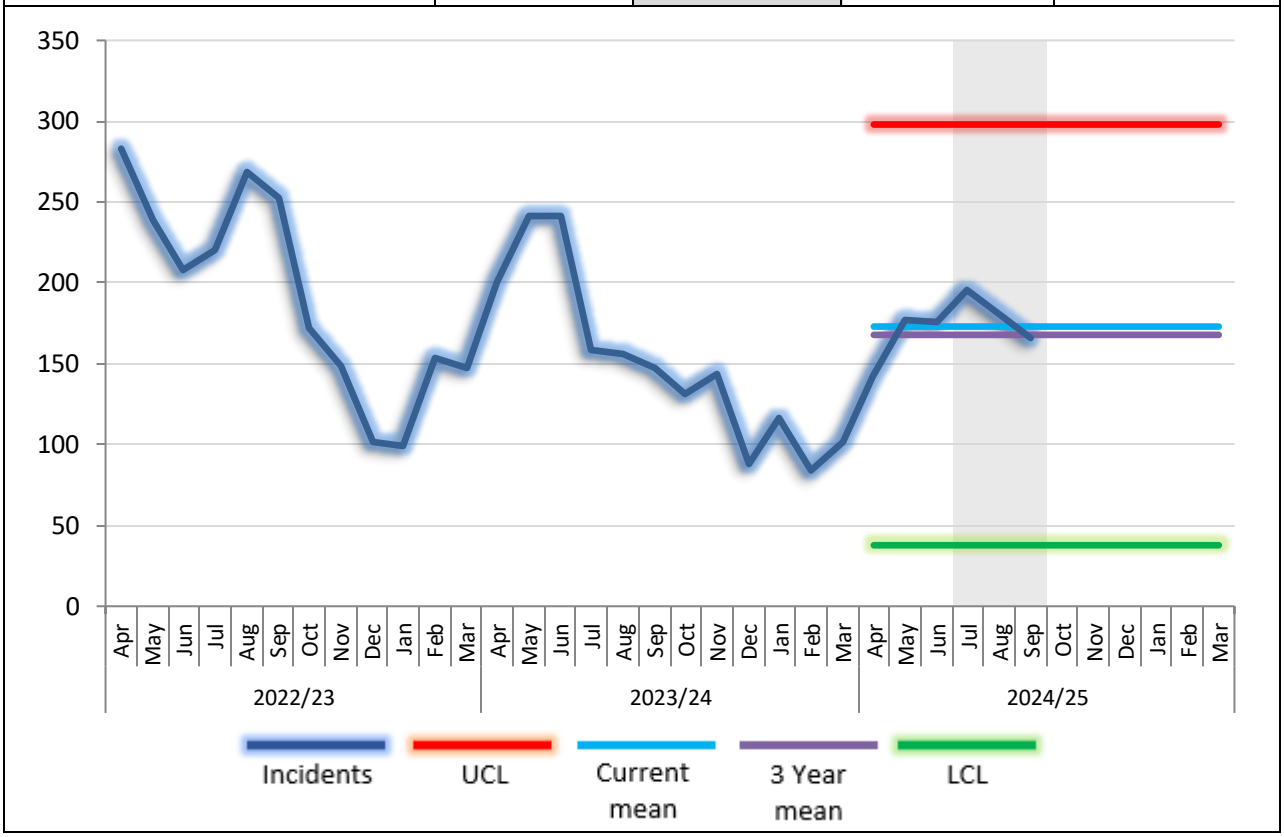
Quarter Activity
543

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 increased 17.79% over the same quarter of the previous year.

Deliberate Fires	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	1,038	**543**	1,145	461



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
173	168	151	191	162

2.6.1 Deliberate Fires – Dwellings

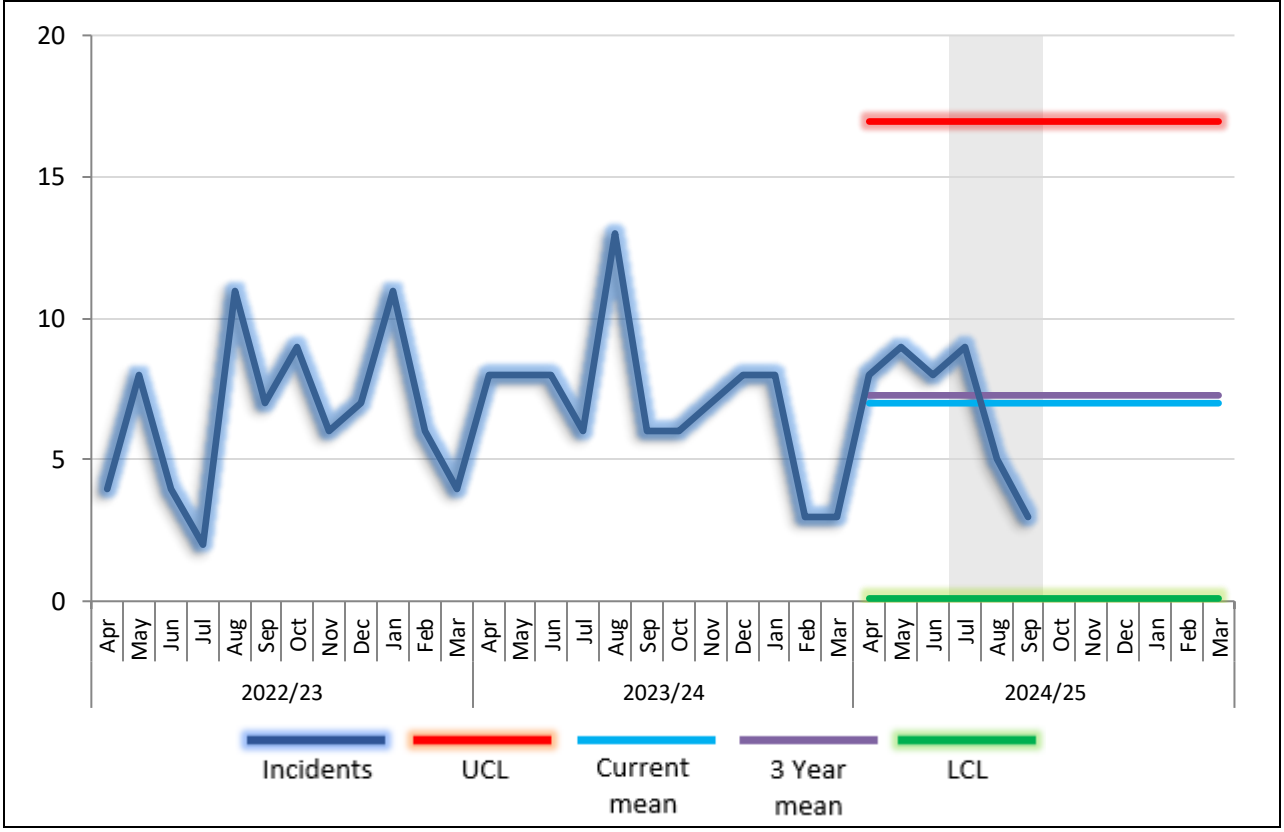
Quarter Activity
17

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

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

Quarterly activity decreased 32.00% against the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	42	**17**	49	25



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	7	7	8

2.6.2 Deliberate Fires – Commercial Premises

Quarter Activity
21

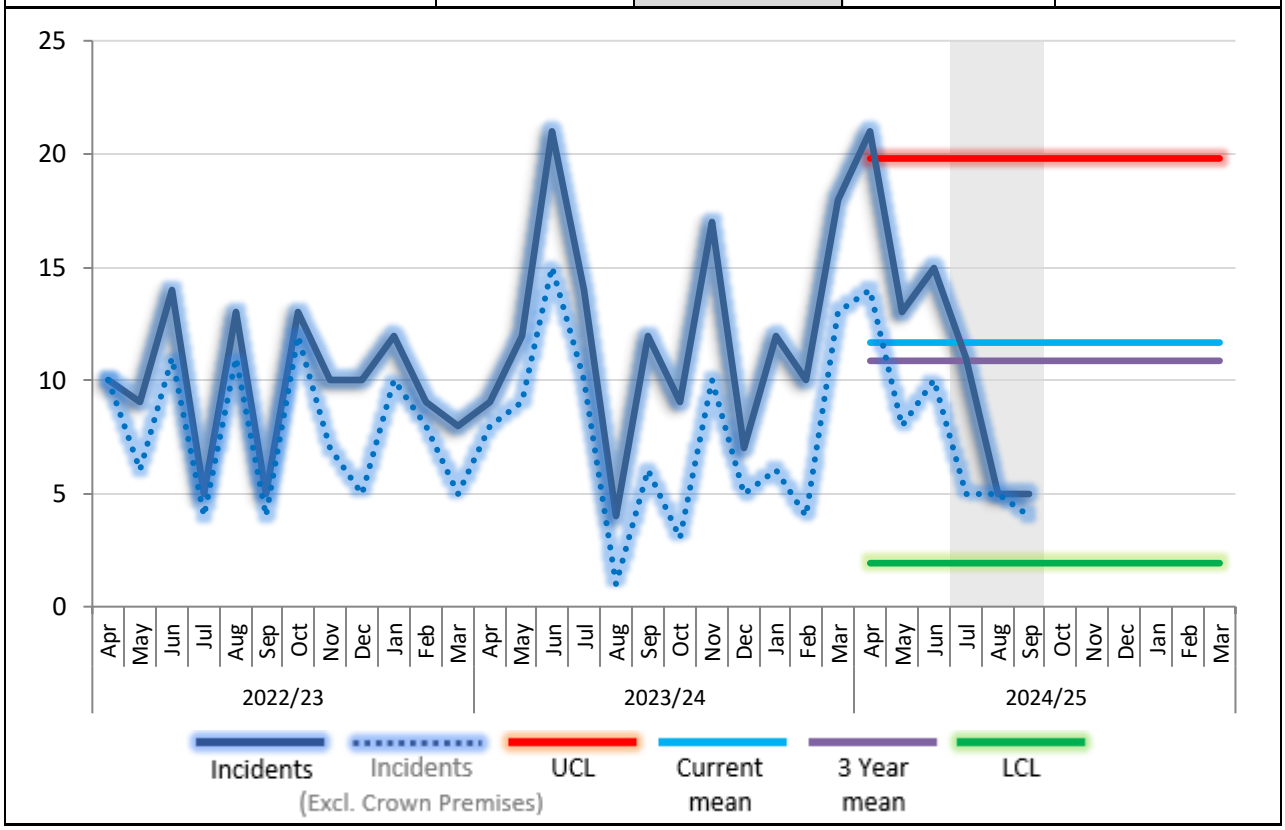
The number of primary fires where the property type is a building, which is other than a dwelling or a private building associated with a dwelling, and the cause of fire has been recorded as deliberate.

A second incident activity line is shown which excludes Crown premises which fall outside of our legislative jurisdiction.

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 30.00% over the same quarter of the previous year.

Deliberate Fires – Commercial	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	70	**21**	72	30



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

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

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

Quarter Activity
505

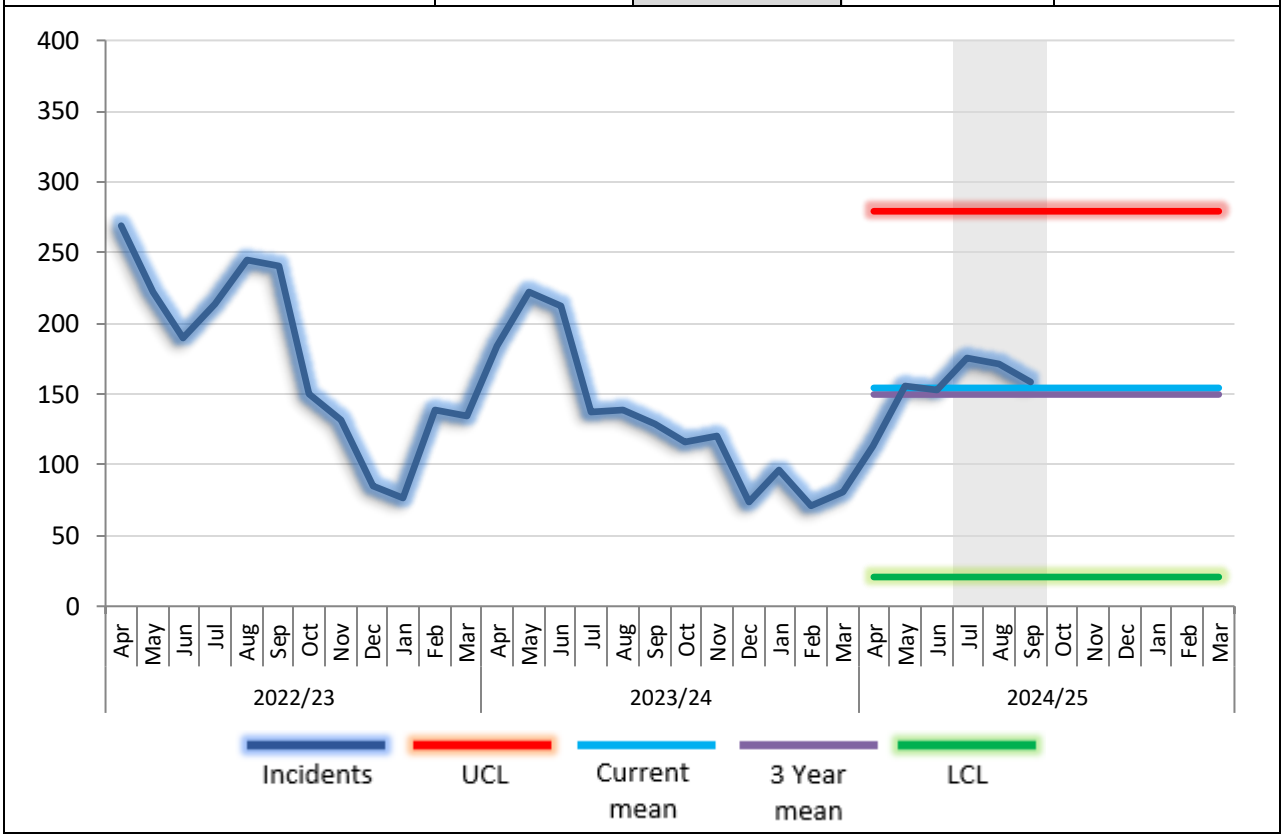
The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

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 increased 24.38% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	926	**505**	1,024	406



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
154	150	132	175	143

2.7 Home Fire Safety Checks (HFSC)

Quarter Activity
52%

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

An improvement is shown if:

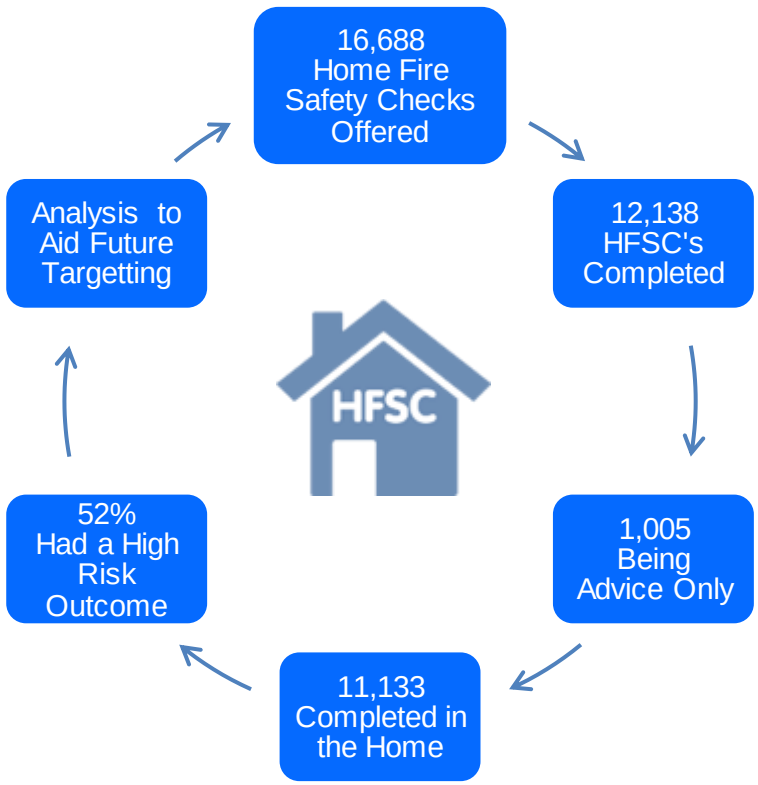
- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

Quarterly activity increased 6.4% against the same quarter of the previous year.

High risk outcomes remained static 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	**5,830**	**53%**	⇔/⇩	*5,807*	*54%*
Q 2	**6,308**	**52%**	⬆/⇔	*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 2 2024/25
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	6 sessions delivered to 170 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	25 sessions delivered to 895 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	1 session delivered to 80 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	5 sessions delivered to 205 students.
Biker Down	3 hour course aimed at Powered 2 Wheel riders covering incident management, first aid and the science of being seen	Deliver a minimum of 12 sessions per year	3 sessions 51 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	45 referrals opened prior to Q2 and carried over. 42 referrals received in Q2. 43 referrals closed in Q2. 44 referrals carried to 2024-25, Q3
Partner Training (including care providers)	LFRS deliver a 'train the trainer' package to organisations/agencies within health and social care. There are currently 190 preferred partners, and 73 standard partners registered with LFRS. Partnerships are reviewed and RAG rated quarterly	Increase the number of partners rated green on the RAG report and continue to review partnerships and provide training	22 sessions delivered to 4 different partners, with 231 delegates receiving training
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	46 in school water safety sessions, delivered to 4,755 students. 6 virtual sessions to 7,600 pupils
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	233 completed

2.9 Business Fire Safety Checks

Quarter Activity
943

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	**943**	**625**	**1,867**	**1,250**	⬆	*893*	*625*
Q 3		**625**		**1,875**		*862*	*625*
Q 4		**625**		**2,500**		*791*	*625*

Cumulative year to date activity

1,867
BFSC's Completed

1,606
Being Satisfactory

Shops	629
Factories/Warehouses	231
Other workplaces*	198
Offices	141
Other public premises	124

261
Being Unsatisfactory

Shops	119
Factories/Warehouses	40
Licensed premises	23
Other workplaces*	23
Offices	18

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

The BFSC intervention is now well embedded into Service Delivery. The first of two Built Environment virtual training (BEVT) sessions was delivered in 2023 and the second phase of BEVT roll out due to begin in 2025. Protection Grey book staff have commenced Strengthening Operational Awareness days in Q2 which has seen them begin to quality assure the BFSC delivery and support the transition of crews starting to undertake BFSCs in more high-risk sleeping risk premises types.

2.9.1 Fire Safety Activity

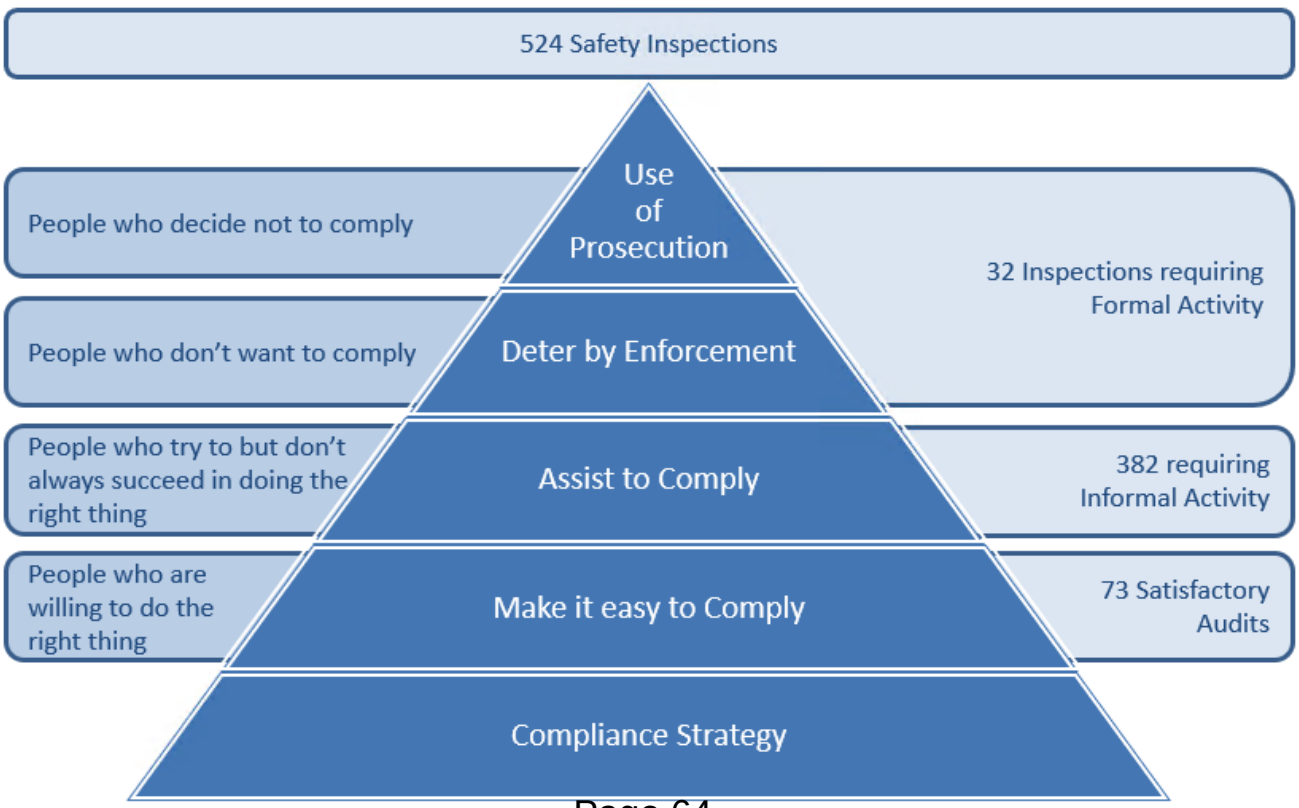
Quarter Activity
6%

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 remained static 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	**524**	**32**	**6%**	382	73%	73	14%	37	7%	⇔	*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	226		
Completed within timeframe[1]	207	220		

[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
07:42

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.

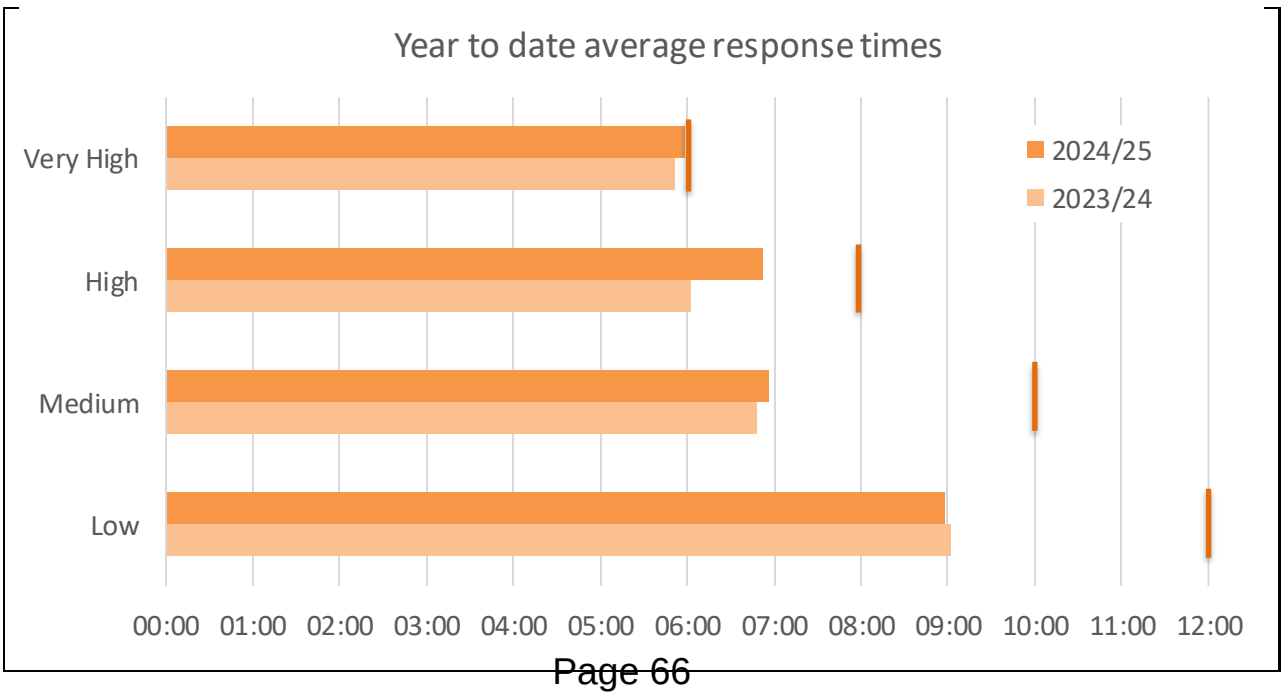
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- 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]	05:55			**05:59**	*05:41*
High (8 min)	07:12	06:35			**06:53**	*05:50*
Medium (10 min)	07:00	06:51			**06:56**	*06:42*
Low (12 min)	08:51	09:05			**08:58**	*08:57*
Overall	07:40	07:42			**07:41**	*07:24*

[Failures are expressed within square brackets]



3.2 Critical Special Service Response – 1st Fire Engine Attendance

Quarter Response
08:36

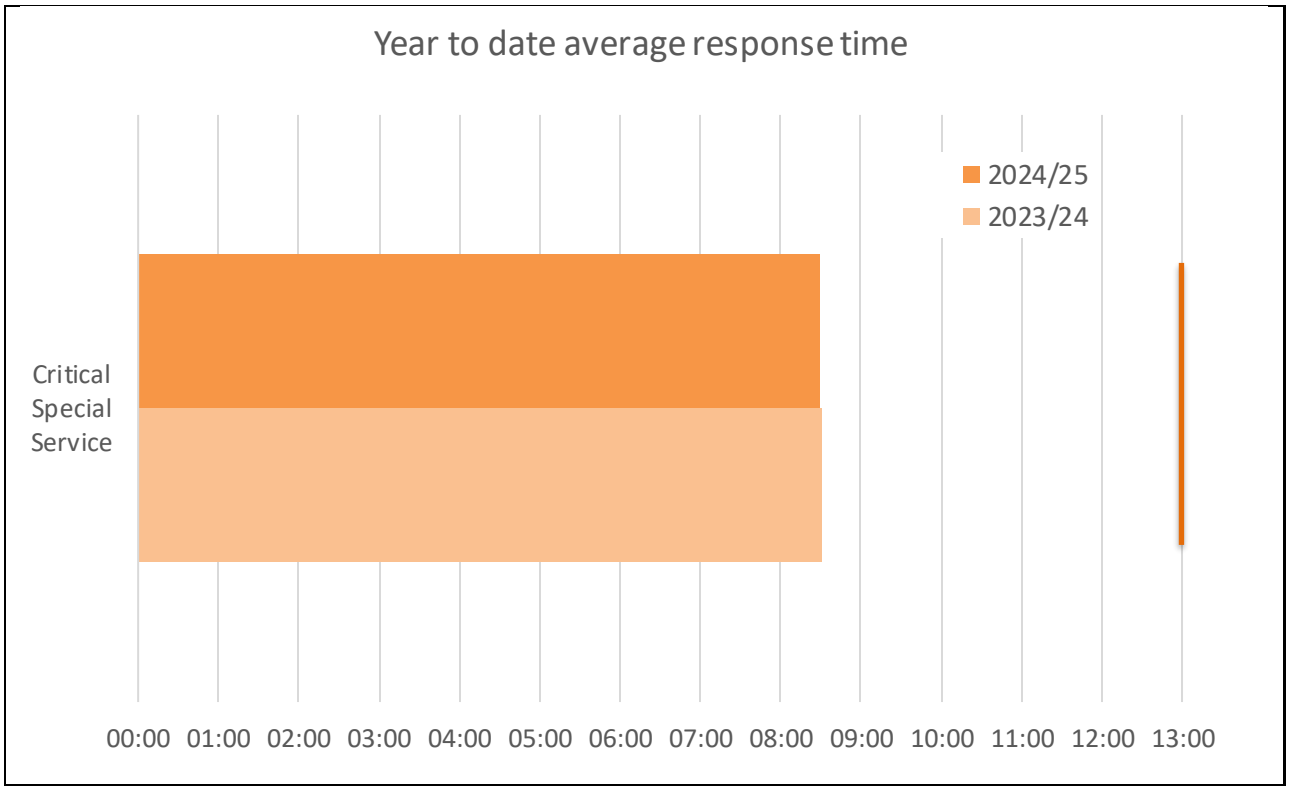
Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time.

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	08:36			**08:29**	*08:34*

[Failures are expressed within square brackets]



3.3 Total Fire Engine Availability

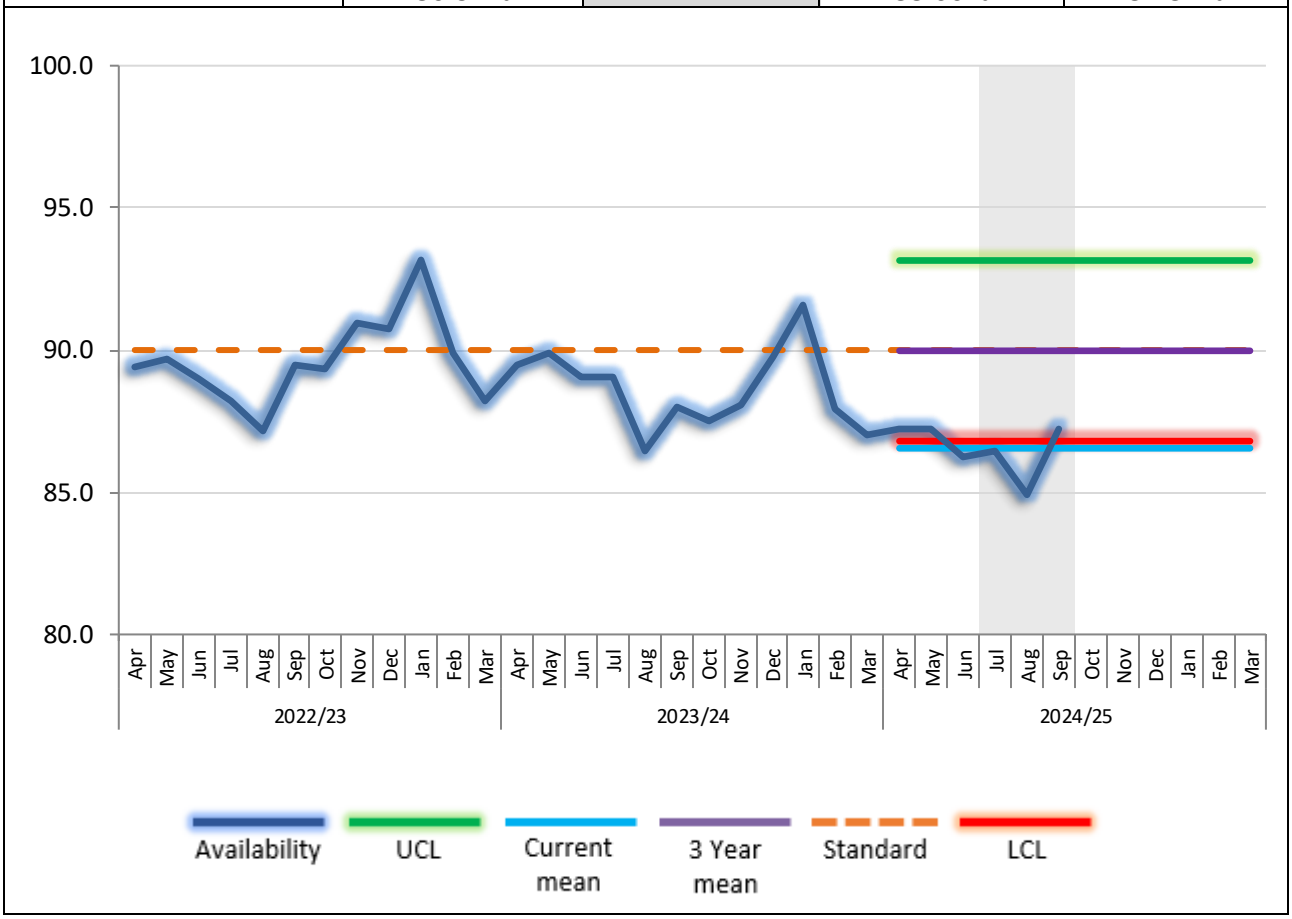
Quarter Availability
86.18%

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

Standard: 90%

Quarterly availability decreased 1.66% over the same quarter of the previous year.

Fire engine availability – WT, FDC, DCP & OC	Year to Date	**2024/25 Quarter 2**	*Previous year to Date*	*2023/24 Quarter 2*
	86.54%	**86.18%**	88.66%	87.84%



What are the reasons for an Exception report

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

Analysis

Overall availability across all stations for the quarter recorded 86.18%, which is 3.82% below the 90% standard. However, only the months of July and August recorded availability 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 2.

Crewing	WT	DCP	FDC	OC	Total
Availability	99.20%	99.00%	99.17%	69.41%	86.18%

Whilst all of the Wholetime (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 10 Courses and 58 staff being trained as OICs in 2024. This is a significant increase in course delivery from previous years.
- On-Call Performance Management training for Station Managers and Unit Managers was completed in Q2, which included the roll-out of sector-leading innovative software for On-Call Availability, Recruitment and Skills (OARS). The software has improved the efficiency and effectiveness of workforce planning, development, and performance. OARS is the first of its kind nationally, and the Service demonstrated the project and software as best practice at the NFCC On-Call Conference in September.
- On-Call recognition events will commence in Q3, to acknowledge the dedication and efforts of our On-Call firefighters, their families, and their employers.

4.1 Progress Against Allocated Budget

Quarter variance
-0.13%*

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.

The annual revenue budget for 2024/25 was set at £75.1 million and spend at the end of September was £34.5 million. The annual forecast is £75m, which is a small underspend of (£0.1) million.

The revised capital budget for 2024/25 is £12 million and spend at the end of September was £1.7 million. The total annual spend forecast is £5.8 million, and £0.3 million savings have been identified predominantly in Information Technology (IT). It is also anticipated £5.9 million expenditure will slip into 2025/26. Extended lead times and resourcing shortfall ensued the slippage.

*Revenue budget variance:	-0.13%

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 have a duty to collaborate under the Policing and Crime Act 2017. The objectives are to improve efficiency, effectiveness, and deliver improved outcomes.

This paper provides an update on the progress against key workstreams being progressed under the Blue Light Collaboration Board (BLCB). The workstreams are effectively managed through the Strategic and Tactical level meeting structures and are contributing towards improving outcomes, providing better value for money, reducing demand, and reducing inequalities within communities.

Leadership Development

Partners have scoped collaboration opportunities for leadership development. Each Service agreed to host a leadership development event for senior leaders from all three organisations. Lancashire Fire and Rescue Service (LFRS) hosted the first event in October, which focussed on 'Leadership (and well-being)' and explored cross-coaching. The event was a success with over 60 people attending from across all three services and the partners will meet again in November to develop cross-coaching opportunities.

The Services are planning the next session which will be hosted by North West Ambulance Service (NWAS) in early February 2025, where the focus for this event will be on 'Media'.

The final session will be hosted by Lancashire Police in Spring 2025. The group are considering an interesting area around 'Generational Differences' with a view to potentially exploring this as the final topic.

Estates and Co-location

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

In October the project objectives were reviewed and affirmed, aligned to the Strategic Board objectives. The Estates and Co-location workstream focus on four key areas: Sharing knowledge and information, estates and asset integration, resilience and shared opportunities in support functions, and financial opportunities.

Blue Light partners are reviewing property asset management strategies to identify potential areas for co-ordinating future development plans over the next 5-10 years and discussions are continuing in relation to future opportunities. All current locations for each organisation have been mapped, with the focus now on understanding of longer-term plans for each service. The LFRS 'Preston Area Review' continues to be discussed and considered with Blue light partners regarding collaboration opportunities.

Community First Responders

This workstream involves 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.

The Service now have 13 LFRS staff volunteers responding to life threatening emergencies in Lancashire from the workplace and administering life-saving interventions in the initial vital minutes before NWAS colleagues arrive. Since the workstream commenced in 2023, LFRS has responded to more than 180 CFR incidents including unresponsive/ collapsed, not breathing, cardiac arrests, seizures, strokes, and choking. This has resulted in many successful outcomes.

The Service is now scoping 'phase 3' of the workstream which will involve On-Call staff volunteers becoming CFRs within more remote parts of the county, where NWAS resources and response times can be more challenging. This will further improve outcomes for medical emergencies within those communities.

4.3 Overall User Satisfaction

Percentage satisfied
98.71%

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

People surveyed include those who have experienced an accidental dwelling fire, a commercial fire, or a special service incident that we attended.

The standard is achieved if the percentage of satisfied responses is greater than the 97.50% standard.

77 people were surveyed; 75 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?	3,720	3,672	98.71%	97.50%	1.24%

This page is intentionally left blank

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on Wednesday 04 September 2024

Cooking Safety Campaign

Contact for further information – Zoe Scott, Campaigns Officer
Tel: 07749 710142

Executive Summary

Cooking-related incidents continue to be the largest cause of Accidental Dwelling Fires (ADFs) in Lancashire, with 317 reported incidents in 2023. A campaign was delivered in July 2023, aiming to reduce these incidents by educating the public on safe practices and encouraging behaviour change.

Recommendation(s)

The performance committee is asked to note the report.

Information

Cooking-related fires are a major contributor to home fire incidents. Of the 317 fires reported in 2023, distraction (152 cases), using the hob as a work surface (111 cases), and accumulation of fat or oil (32 cases) were significant causes. Casualties from kitchen-originated fires accounted for 38% of all fire-related injuries, with Blackpool seeing the highest number of incidents.

	2021	2022	2023	Total
Number of incidents	359	382	317	1058

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

- High-risk areas included Blackpool, Blackburn with Darwen, and Lancaster.
- Ribble Valley had the highest ratio of cooking fires at 52% of total ADFs.
- Key times for cooking related incidents was between 5 – 7pm.

The campaign was implemented in July after yearly incident data showed a peak in cooking fires.

Campaign objectives

- Reduce the number of overall cooking-related fires during the campaign period.
- Increase audience engagement with campaign materials.
- Change target audience behaviour, particularly reducing casualties from cooking-related fires.

Target audience

- Adults aged 18+ living in the highest risk areas - Blackpool, Blackburn with Darwen and Lancaster
- Busy adults with young families

Key messages

- Fires won't wait for your attention
- Stay there and cook it!
- Never use your hob as an extension of the worktop
- Keep it clean, keep it clear – a build-up of dirt or grease and items stored on top of a hob creates a significant fire risk
- Get out, stay out and call the fire service out

Pre-campaign telephone survey

A telephone survey was conducted in April, contacting 60 Lancashire residents who had a cooking related fire in the last three years. The survey aimed to gather more information about each incident such as:

- Household profile – presence of children or pets
- Individual profile – age, gender, disability
- Use of kitchen appliances
- Distractions at the time of the fire
- Influence of alcohol or drugs
- Presence of a working smoke alarm

Data from the survey found that 58% of respondents were not in sight of the fire when it started, and 59% admitted to watching tv, bathing or doing household chores when the fire ignited.

Radio campaign

After looking at incident data from the past few years, a recurring cause of cooking fires was busy parents distracted with homework or chores whilst cooking a meal, causing a fire. A radio advertisement on local station Hits Lancashire (formerly Rock FM) was chosen for this campaign due to its captive audience during the school run and rush hour traffic, aiming to target those busy families whilst they were actively listening. The 30 second advert portrayed a tired, busy mum, juggling family demands whilst cooking dinner, her concentration had lapsed for a few seconds and a fire had ignited in the kitchen. The ad ended with the sound of flames and a fire alarm sounding. The scenario played out in real time showing it only takes 30 seconds of distraction to start a fire.

Competition to win an air fryer

The first part of the campaign involved a competition to win a Ninja air fryer. To enter, members of the public had to answer three short questions about cooking practices. The entry process gave the participants the correct answers to the questions to highlight the safest practices. The three questions were written using the campaign's key messages, meaning the participants had to actively read and absorb the messaging to answer the questions.

The competition was well received and resulted in 5,635 entries and gave valuable insight into cooking habits and perceived acceptable behaviour across different age groups. This insight will be used in future campaigns to inform the key messages and target audiences.

Campaign activity

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

- Social media platforms: Facebook, TikTok, Instagram, and Nextdoor.
- Cooking safety page on the Service's website (www.lancsfirerescue.org.uk/cooking)
- Media release to local news outlets.
- Radio advert
- Paid advertising on Facebook

Evaluation

In total, the campaign reached 1,178,149 people and generated 110,545 engagements (comments, shares, website clicks etc). Social media posts about using the hob as a work surface sparked lots of engagement, with some people sharing their shock that people could "be so stupid", and others sharing their own experiences of doing so and causing a fire.

5,635 people entered the competition and took part in the quiz allowing us to promote the key safety messages and highlight unsafe practices. 356 people visited the cooking safety page on the website during the campaign period. Two news articles appeared in the local media.

Next steps

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

This new risk profile will decide the key messaging for the next campaign. New creative materials will be designed using the new messaging, including a new video focusing on distractions in the kitchen.

Business risk

None.

Sustainability or Environmental Impact

The campaign used exclusively digital communication channels; no printed materials were produced so the campaign had no impact on the environment.

Equality and Diversity Implications

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

Data Protection (GDPR)
Will the proposal(s) involve the processing of personal data? Y
Personal data was collected as part of the competition and processed in line with GDPR requirements.

HR implications

None.

Financial implications

The total cost of campaign was £3,210 which was funded through the corporate communications departmental budget.

Legal implications

None.

Local Government (Access to Information) Act 1985

List of background papers

None

Reason for inclusion in Part 2 if appropriate: None

Cooking Safety 2024

Campaign Performance

08/07/2024 - 02/08/2024

Overall Campaign Performance

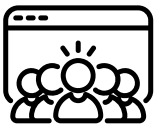
Total Spend

£3210

+102% £1039

Total Reach

Incl. media



1,178,149

-67%% 2,375,988

Organic Reach

572,067

-80% 1,341,971

Paid Reach

606,082

-52% 1,034,017

Overall Engagement Rate

Excl. media

19.7%

+70% 9.4%

Total Engagements

Excl. media

110,545

-10% 122,966

Pre-campaign telephone survey

Key highlights from survey results

Methodology: A telephone survey conducted in April 2024 with 59 respondents who had experienced cooking-related fires within the past three years.

Respondent Profile

Demographics:

- Gender: 72% female, 28% male.
- Age: Over half (53%) aged 55+, with 19% aged 75 or above.
- Ethnicity and Religion: Predominantly White (90%), and 59% identified as Christian.
- Household Context: 45% have pets, and 31% have children under 16 living with them.

Key Findings

Cooking and Appliances:

- 70% of fires occurred while cooking, predominantly during evening meals.
- Grills (26%), gas hobs (21%), and electric induction hobs (19%) were frequent ignition sources.

Causes of Fire:

- 56% involved the ignition of cooking oil or fat.
- Distractions (22%), careless handling (20%), or flammable materials near heat sources (20%) were major contributors.
- Appliances left on or unattended accounted for 20%, while faulty appliances caused 13%.

Contributing Factors:

- 58% of respondents were not in sight of the fire when it started.
- 59% admitted being distracted, with TV watching and household chores cited as distractions.
- Alcohol (6%) and medication use (4%) were rare influences.

Impact and Damage:

- 69% reported heat and smoke damage limited to the kitchen.
- Injuries were rare (11%), all minor, treated on-site or at hospitals.
- 18% lacked working smoke alarms; 75% had alarms that activated during the fire.

Prevention:

- 49% suggested remaining in the kitchen or not leaving cooking unattended could prevent fires.
- Other suggestions included better appliance care (e.g., cleaning and regular checks) and keeping flammable items away from heat sources.

Radio Advert

Organic Reach

512,519

Cost of advertisement

£2420

Length of time on air

14 days

Number of times advert was on air

138

Commentary

This is the first time a radio advertisement has been included in a prevention campaign. The strategy was to highlight to listeners how easy it is to lose focus in the kitchen and cause a fire. The script focused on telling a story to gain the listeners attention rather than giving direct safety instructions. The story was centered around a mum on the phone to her husband, taking care of a child and doing some housework all whilst she was cooking dinner, ending with a smoke alarm sounding and fire crackling in the background.

The advert was well received, with comments from colleagues and people from outside the organisation saying how effective it was with grabbing your attention.

Air fryer competition

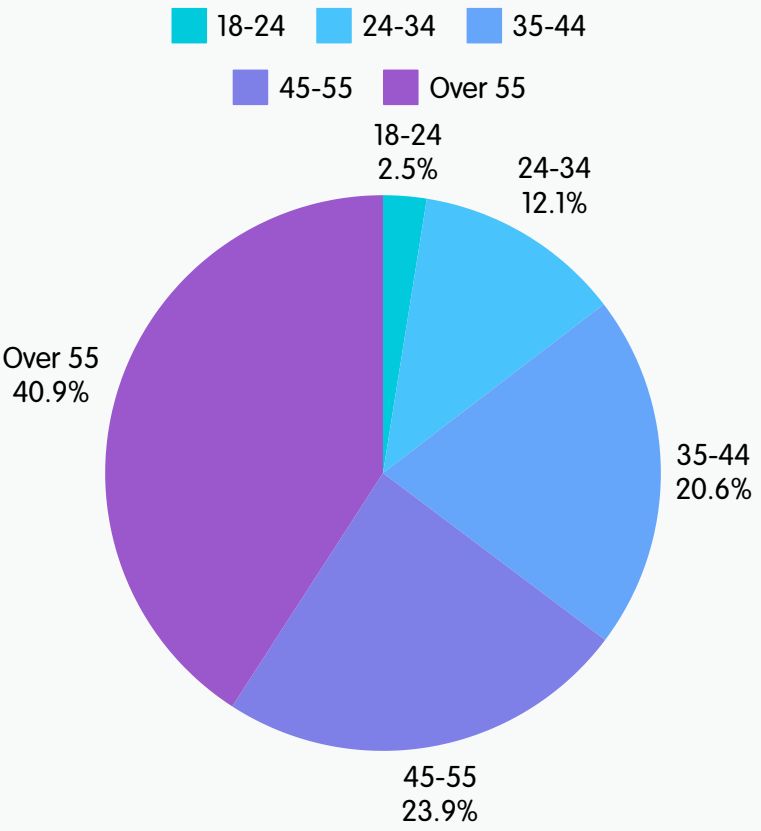
Number of entries

5635

Cost

Cost of the prize

£249



Commentary

The campaign aimed to educate the public on how to cook safely in the kitchen and safe use of appliances. As a way to educate the public and gain insight into trends amongst different demographics, we ran a competition to win an air fryer. The aim of the competition was to give an appealing incentive for the public to take part in a quiz on cooking safety. This resulted in 5635 applicants and gave valuable insight into cooking habits across the different age groups. The questions for the competiton were written around the campaign key messages, meaning each entrant had to actively read each key message and absorb that information in order to enter the competition. Most entrants fell into a higher age bracket, this was expected as 35-over 55s make up the majority of our followers on Facebook.

Organic Social

Facebook, Instagram, X, Nextdoor and TikTok performance

Organic Reach

228,670

+136% 42,847

Number of posts

12

-40% 18

Post Engagements

Number of likes, comments and shares

15,976

+137% 2973

Total Shares

154

+62% 81

Engagement Rate

7%

+0% 7.3%

Commentary

A large portion of the social media reach and engagement for this campaign came from the air fryer competition. However, the other 11 posts also had good engagement rates at around 4%. One post stood out in particular, about using a hob as an extension of a worktop and inadvertently setting fire to the items on top. A lot of the engagement on this post was from people telling their stories of how this had happened to them or tagging their friends who it happened to. This goes to show this is a common issue in Lancashire and this is spot on to get the key message across.

Organic Social cont.

Facebook, Instagram, X, Nextdoor and TikTok performance

Julie Crawley
Years ago we had a dog that accidentally turned the gas on which was on top of cooker. Lesson learnt never leave a dog alone in the kitchen. We would've all been gassed.

Joanne Wilkes
I set fire to my kitchen putting deep fat fryer on year ago and son turned it on, hubby had just joined fire service and was so embarrassed

Michelle Collins
Bk at my old house I once put shopping onto the workside and ontop of the hob, didn't realise or hear the hob clicking 😐 I put the shopping away but the hob was leaking gas, then went to just sit found for a few mins and smelt gas all in the house, luckily i turned the hob off and had to open all windows and doors. Moral of the story I learnt my lesson and never did that again (I've never had a gas hob ever since either) we were very luckily the house didn't blow up with us inside.

Ashley Pearson
Tbis is why I turn my cooker off at the wall!, my kids are forever turning the hobs on if I don't!

Mick Cockerill
My neighbour left hers like this and went shopping in Manchester with the dogs stuck in the house the hob was still on the dogs lived fire brigade saved them

Kathryn Moss
I've done this although it was a glass top cooker and the basket was overhanging slightly and hadn't realised, the dog jumped up excited turned the hob on and I was scraping plastic of the cooker top for weeks

Top fan
Derek Robertson
OMG what a silly thing to do.
6 w Like Reply Hide 6

Adam Charnock
Derek Robertson sadly this is why they have to post things like this. never underestimate the predictability of stupidity. seen it with my own eyes! (Ex Lancs firefighter)
6 w Like Reply Hide 2

Michelle Collins
Adam Charnock oh I'll agree I was stupid but learnt my lesson from just putting bags of shopping ontop of the cooker hob and side.

Kara Jade Cook
Did this with my toaster one and set a lunch box on fire 😱😱

Commentary

This is a selection of comments we received on the social post about using a hob as an extension of a work surface, showing how common it is for people to have a near miss that isn't always reported and reflected in our cooking ADF figures.

Paid Social

Facebook, Instagram, X, and TikTok performance

Total Spend

£500

-40% £750

Impressions

Number of times the ad was seen

86,104

-151% 623,242

Ad Engagements

Number of likes, comments and shares

5,753

-189% 217,822

Overall Channel Engagement

6.7%

-137% 36%

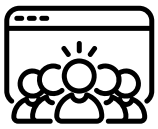
Commentary

For this year's campaign, we used a different strategy for paid social advertisements. in 2023, we targeted the whole of Lancashire with both google and social ads which reached a huge audience. This year paid social ads were used to reach only the high-risk target areas which were Blackpool, Ribble Valley, Lancaster and Blackburn with Darwen. This has resulted in a dramatic reduction in reach and engagement, however the people who did see the ad were deliberate and the most in-need of safety messaging about targeting.

In the Know

Emails to the In the Know database

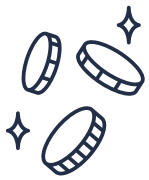
Emails sent



155,257

+73% 71,959

Open rate



38%

-1% 39%

Emails read

59,474

+71% 28,188

Commentary

In The Know is an excellent resource for our campaigns as it is a pool of engaged users who are already interested in our messaging as they have signed up for updates. We have consistently good results with this platform, which shows the information is well received with a high open rate, way above the industry average of 28%.

It is an option to target emails to people in the database who live within our highrisk areas, however since there is no difference in cost to send to all or a smaller group, the decision was made to send to the whole database.

As mentioned in previous campaign evaluations, it is possible that the people who have signed up to receive news and advice from LFRS aren't the target audience for this campaign as they are already aware of what we do and are actively listening to us, but it is still good for campaign awareness and a friendly reminder for anyone who may have slipped into some bad habits or for people to share to family members who may be unaware of the dangers.

Media Coverage

Number of articles

Number of times the article was published

2

-111% 7

Equivalent advertising cost

0%

+0% 0%

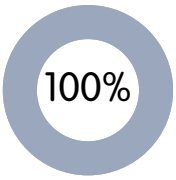
Reach

Number of people who read the article

104,556

-168% 1,230,000

Split by media



Broadcast

Commentary

A press release to the media is excellent value for money as it reaches a high volume of people for zero cost. This press release was not as successful as previous year's campaigns with only 2 pieces of press recorded. This could be due to numerous high profile LFRS stories circulating the media at the time of the campaign such as multiple drownings across the country, a fatal e-bike fire in Blackpool and the passing of a beloved LFRS firefighter to name a few.

Campaign Objectives

Objective 1

Reduce the number of overall cooking related fires in the home in the campaign period.

Outcome: Accidental dwelling fires in for July increased from 16 in 2023 to 20 in 2024. There was a reduction in ADF's in Blackpool and Lancaster which were both high-risk areas for the campaign, with residents being targeted specifically with cooking safety messaging.

Objective 2

Increase audience campaign engagement

Outcome: This year's campaign engagement rate was 19.7% which is a 70 per cent increase from last year's 9.4%. This could be due to a change in content strategy, using only a couple of key messages and focusing more on how that message is absorbed by the audience rather than reaching the largest amount of people.

Objective 3

Change target audience behaviour - reduce the number of casualties from ADFs – particularly focusing on how many are cooking related.

Outcome: We saw a 40% reduction in casualties, from 3 to 2.

This page is intentionally left blank

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 04 December 2024

North West Fire Control Report and Presentation for Quarter 2 2024/25

(Appendices 1 and 2 refer)

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

Executive Summary

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

Recommendation

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

Information

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

Details of the progress for quarter 2 2024/25 are set out in the attached report (appendices 1 and 2).

Business Risk

High

Environmental Impact

High – the report apprises the Committee of the Authority's progress in delivering mobilising arrangements to Lancashire's communities.

Equality & Diversity Implications

High – the report apprises the Committee of the Authority's progress in delivering mobilising arrangements to Lancashire's communities.

HR Implications

Staff retention and competency levels in NWFC impact on Control Room performance.

Financial Implications

None arising directly from this paper. Considered by NWFC Board of Directors.

Legal Implications

Provides assurance on the ability to mobilise appliances efficiently and effectively in pursuance of the delivery of statutory functions.

Local Government (Access to Information) Act 1985

List of background papers

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

North West Fire Control

North West Fire Control (NWFC) is the emergency control room for Lancashire Fire and Rescue Service (LFRS). Its core functions for LFRS are to:

- Receive emergency calls via 999 system, other agencies or alarm receiving centres.
- Mobilises appropriate resources to incidents in line with LFRS's mobilising procedures.
- Support on-going incidents
- Manage resource availability (standby manoeuvres).

NWFC will carry out Emergency Call Management (ECM) prompts provided by LFRS to determine whether an attendance is required for specific incidents and will signpost calls to other appropriate agencies where it is determined that the fire service will not be attending.

In addition, NWFC will support LFRS with:

- Notification of intruder alarms at fire service premises.
- Notification of planned events.
- Notification and implementation of special mobilising arrangements.
- Road closures
- Passing additional risking information for specific addresses.
- The passing of accident or near miss information.
- Provide a supplementary media statement for specific incidents.

NWFC has also absorbed through its current staffing model the additional calls from North West Ambulance Service (NWAS), for request to gain entry to premises for medical emergencies. This is a tri-partite Memorandum of Understanding with LFRS, NWAS and Lancashire Constabulary.

Quarter 2 (2024-25)

<u>Emergency Calls</u>

Incoming emergency calls for LFRS for Quarter 2 total 6,317. This is almost 1,500 less emergency calls than Quarter 2 the previous year. These figures have to be caveated with the following:

- NWFC can not assure that this year's figure are totally accurate due to an issue with the data retrieval software. Audits of reports have highlighted missing data, which have been reported to system engineers and escalated through their management controls. NWFC have utilised other software to extract the data and will carry out further analysis when there is confirmation that the data retrieval software is reporting accurately and will look at previous data and supply to fire and rescue services.

This has been reported to each fire and rescue service and His Majesty's Inspection for Constabulary and Fire and Rescue Services (HMICFRS).

- The Summer of 2024 didn't see the usual spike in calls for grass and wildfires.

Admin Calls

NWFC also receives administrative calls for all services including LFRS for such items as a request for support from crews at incidents or updating resource availability, e.g. training, exercising, defective.

In quarter 2, NWFC received 6196 admin calls, which is almost identical to the same period last year.

Again, the information is caveated with the issue regarding the data retrieval software.

Response to Fires

NWFC has a target of mobilising resources to fires with in 90 seconds on average. In July and August 2024, these target exceeded (95 seconds).

Analysing the reasons for this increase in call mobilisation times has highlighted the following information.

- Operating in a period of fallback in August due to loss of the main mobilising Computer Aided Dispatch (CAD) system. During business continuity events, tried and tested fallback methods of working are implemented. These, however require a manual process when there is a loss of CAD, and mobilising resources is not as fast as normal which impacts on the mobilising times.

  This issue has been highlighted and reported to fire and rescue services and further control measures have been implemented to ensure the reason for the loss of the mobilising system on this occasion is not repeated.

- NWFC has highlighted with its Board of Directors, an issue with retention of staff. This is not just a NWFC issue, but is reflected in all fire control rooms, all emergency control rooms and according to the CIPD is a national trend for organisations.

  To replace the staff, NWFC must recruit and train new operators, which takes approximately two years to get them to a level of competency. The relatively high number of inexperienced staff impacts the call mobilisation times.

  NWFC has completed a capacity review of it operating model and moving forward with a plan to help improve retention.

It should be noted that the average mobilising times for September 2024 improved to 87 seconds, which is below our target.

Response to Special Service Calls

NWFC does not have a target for mobilising to special service calls but does monitor them to identify trends.

Mobilisation to these calls increased in Quarter 2. Analysis of reason for this are similar to the two reasons above for fires.

In addition, NWFC has a new People Development and Assurance Programme (PDAP) in place, which is designed to improve the skill sets of our operators. Part of this has been adopting the newly issued NFCC Control National Operational Guidance, which often requires additional call handling questions to determine whether a response is required and ensure the safety of proceeding crews and callers.

This page is intentionally left blank

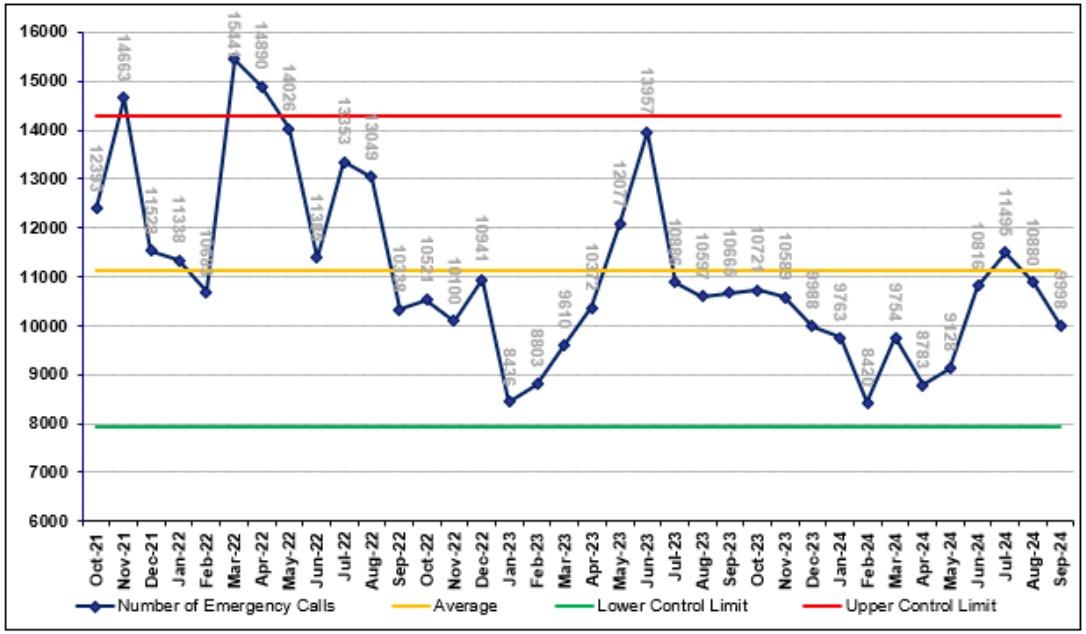
Lancashire Fire & Rescue Service
Performance Committee

Quarter 1 – 2024-25

Emergency Calls in to NWFC

KPI: N/A Number of Emergency Calls		Quarter 32,373	Direction of Travel ⬆

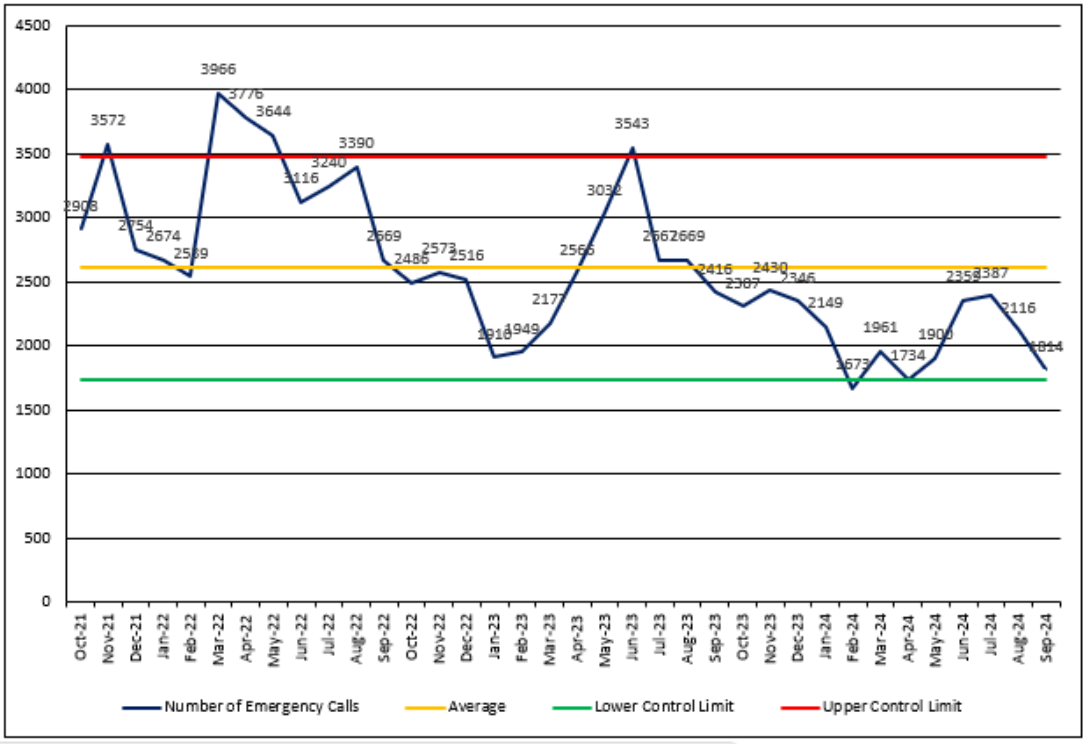
Number of Emergency Calls	Year to Date	2024/2025 Quarter 2	Previous year to date	2023/2024 Quarter 2
	61,100	32,373	68,554	32,148
Target:				



Emergency Calls for LFRS

KPI: N/A Lancs FRS Emergency Calls		Quarter 0	Direction of Travel

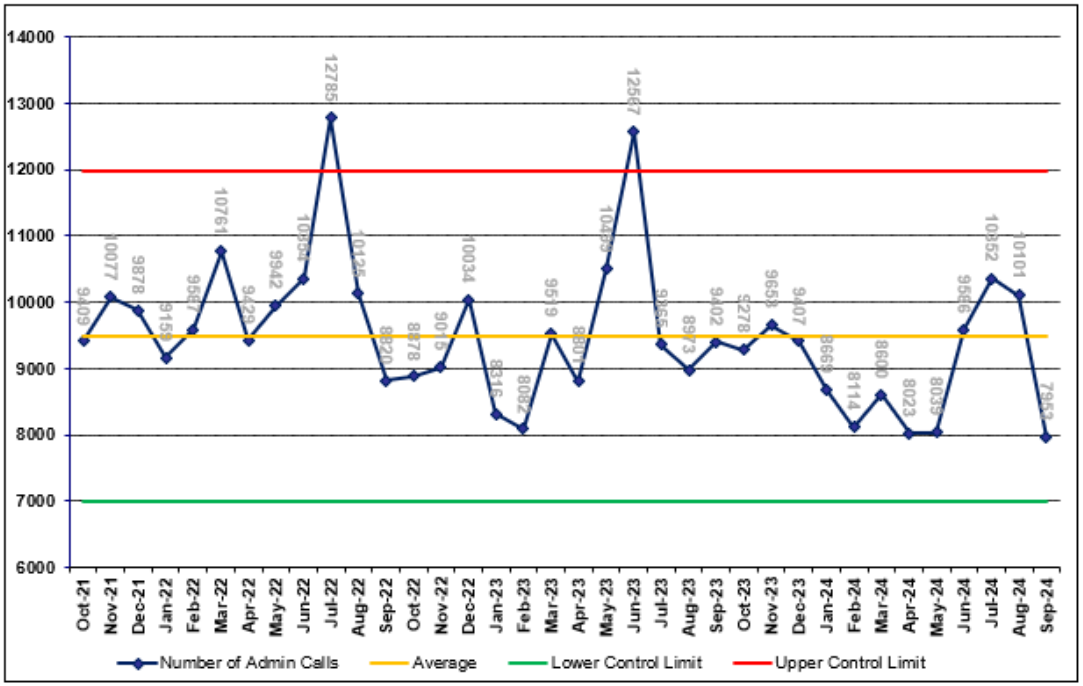
Number of Emergency Calls	Year to Date	2024/2025 Quarter 2	Previous year to date	2023/2024 Quarter 2
Target:				



Admin Calls for NWFC

KPI: N/A Number of Administrative Calls		Quarter 28,406	Direction of Travel

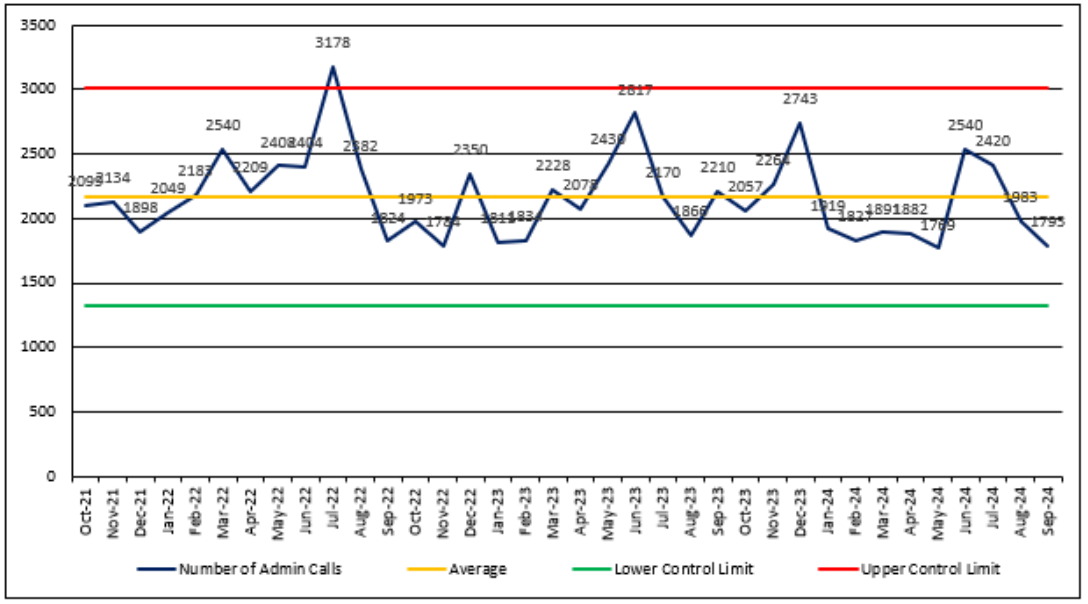
Number of Admin Calls	Year to Date	2024/2025 Quarter 2	Previous year to date	2023/2024 Quarter 2
	54,054	28,406	59,607	27,740
Target:				



Admin Calls for LFRS

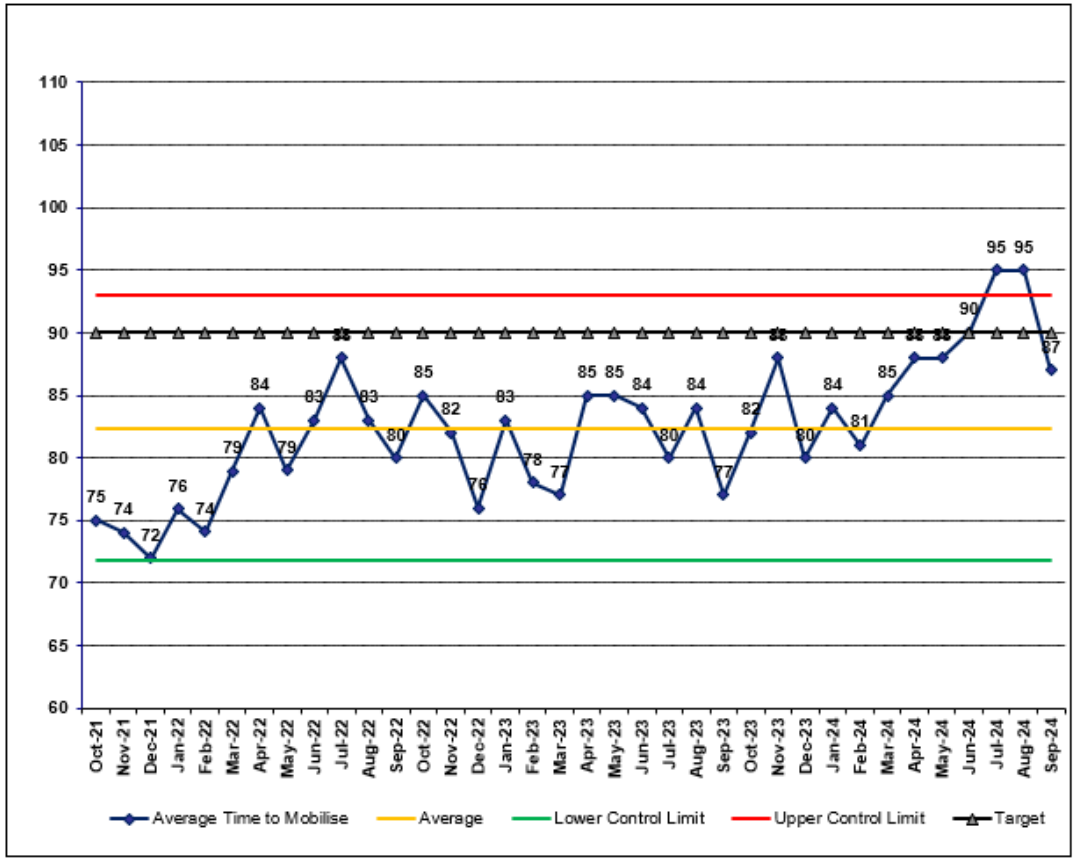
KPI: N/A Lancs FRS Admin Calls		Quarter 0	Direction of Travel

Number of Emergency Calls	Year to Date	2024/2025 Quarter 2	Previous year to date	2023/2024 Quarter 2
Target:				



Fires: Average Response to Mobilise First Resource

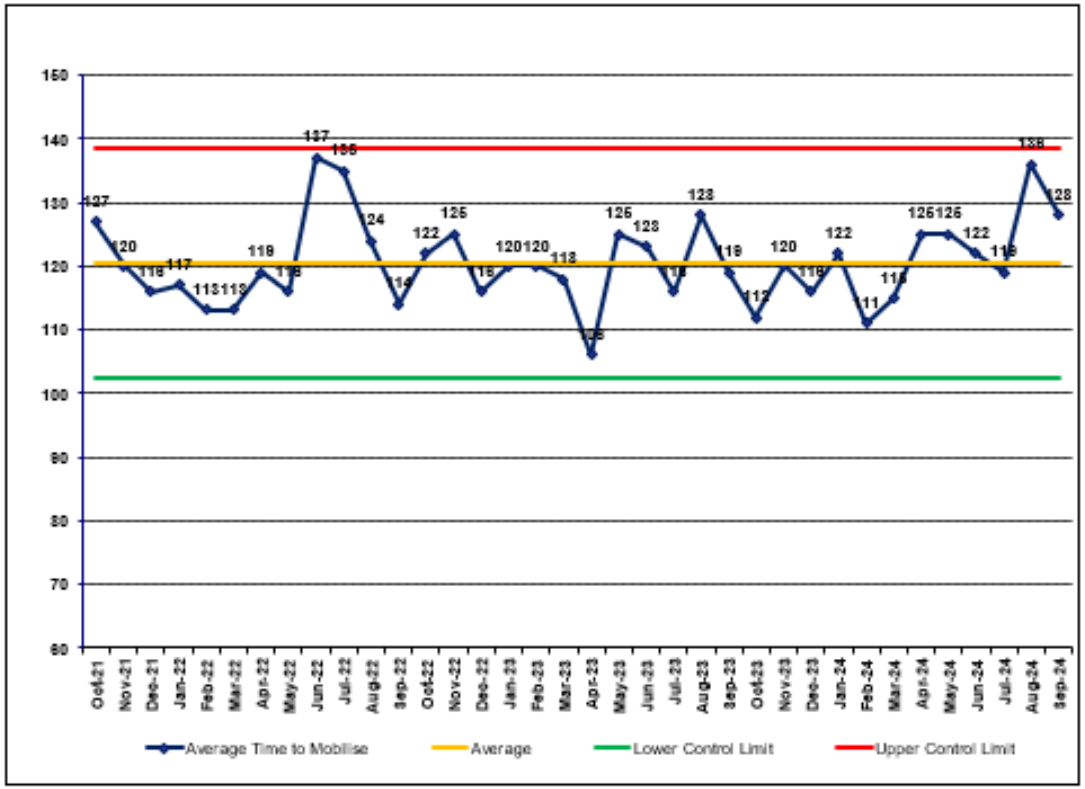
Number of seconds to mobilise first resource	Year to Date	2024/2025 Quarter 2	Previous year to date	2023/2024 Quarter 2
	91	92	83	80
Target:	90 Seconds	90 Seconds	90 Seconds	90 Seconds



Special Service Calls: Average Response to Mobilise First Resource

KPI: NWFC 6.1 Lancashire SSC: Average Response to Mobilise First Resource		Quarter 127	Direction of Travel

Number of seconds to mobilise first resource	Year to Date	2024/2025 Quarter 2	Previous year to date	2023/2024 Quarter 2
	126	127	120	120
Target:				



This page is intentionally left blank

Lancashire Combined Fire Authority
Performance Committee

Meeting to be held on 04 December 2024

National Fire Statistics - Comparative Fire Rescue Service Data

(Appendix 1 refers)

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

Executive Summary

Historically since 2000, at the final Performance Committee meeting of each financial year, the Measuring Progress report would be accompanied by a comparative performance analysis of other Fire and Rescue Services (FRS) which was formed upon historic 'Family Groups' and enabled Lancashire Fire and Rescue Service (LFRS) to demonstrate to the Committee how the Service was performing against other FRS on a small number of Key Performance Indicators (KPI).

As the fire sector evolved, the use of Family Groups slowly diminished as had the value of their use in effectively comparing FRS with FRS. The position had been further weakened by new FRS joining Family Groups that they were not originally intended to be placed within.

At the March 2022 Performance Committee meeting, a proposal was made that the Service undertake work to identify a more preferable way of providing comparative data.

Using National Fire Service Activity data published by the Home Office, the attached report (Appendix 1), compares a selection of key LFRS activity against other Fire and Rescue Services in the country, along with the current LFRS position and trend which provides a broader context of data.

Recommendation(s)

The Performance Committee is asked to note the information provided in the Comparative Fire Service Data Report and endorse the new format in which the Service provides comparative performance data.

Information

During the Performance Committee on 16 March 2022, (resolution *24-20/21 - Review of Family Group Comparative Information),* Area Manager Mark Hutton proposed that future Family Group analysis could involve data that looked beyond the Family Group, taken from other national databases that the Service now had access to, and which could offer a broader and more suitable comparison than the current arrangements.

Since that time, the Service has compiled a report comparing a selection of key LFRS activity against other Fire and Rescue Services in the country, using information published by the Home Office on National Fire Service Activity.

A table is included in the report which indicates if the Service is classed as Predominately Urban, Significantly Rural or Predominantly Rural: Lancashire is classified as Predominately Urban. These classifications allow for a relatable comparison with FRS that share the same characteristics as LFRS.

Business risk
Comparative data provided which benchmarks LFRS incident activity against that of other FRS and in some aspects relates to the discharge of statutory functions.

Sustainability or Environmental Impact
None arising directly from this report.

Equality and Diversity Implications
None arising directly from this report.

Data Protection (GDPR) Implications
None arising directly from this report.

HR implications
None arising directly from this report.

Financial implications
None arising directly from this report.

Legal Implications
None arising directly from this report.

Local Government (Access to Information) Act 1985

List of background papers

Paper:
Date:
Contact:

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

Comparative Fire Rescue Service Data for Performance Committee

Requested by Jon Charters, Assistant Chief Fire Officer.
Produced 14th November 2024

DATA PERIOD: Rolling 12-month period, to year ending June 2024.

Introduction

On a quarterly basis the Home Office publish a rolling 12-month update on national Fire Service activity, with the latest release being termed as year ending June 2024, meaning the 12-month period to the end of quarter one. For ease of reading, the periods are referred to by the year. E.g. The latest period will be named 2024.

This report compares a selection of key Lancashire Fire and Rescue Service (LFRS) activity against other Fire and Rescue Services in the country, along with the current LFRS position and trend.

Selected metrics:

1. Total incidents
2. Dwelling fires
3. Dwelling fire casualties
4. Non-domestic building fires
5. Assist other agencies
6. RTC's attended

Source: Fire statistics data tables - GOV.UK

Context needs to be maintained when comparing Fire and Rescue Services due to their diverse makeup. A table is included which indicates if the Service is classed as Predominately Urban, Significantly Rural or Predominantly Rural: Lancashire is classified as Predominately Urban.

Summary

Lancashire FRS has one of the higher incident levels of the total 44 Fire Services in England, currently ranking 8th as at the 12-month period to June 2024 [page 2]. LFRS also has greater activity than a number of the metropolitan Services and is also the highest activity of a predominantly Urban, non-metropolitan Service [page 4].

With decreasing numbers of fire incidents, and increasing non-fire incidents, the proportion of incidents recorded as non-fire incidents has surpassed the count of fire incidents for the first time. Fire false alarms continue to account for the largest proportion [page 3].

Whilst overall activity has been increasing over the last ten years, the latest 12 month period has shown a reduction within LFRS and across the majority of other FRS's [page 5].

There has been notable decreasing in dwelling fires attended [page 6], and a smaller, if fluctuating, decrease in the resultant domestic fire casualties [page 7]. It is a similar view with fires in non-domestic properties which have been in a slight overall decline [page 8].

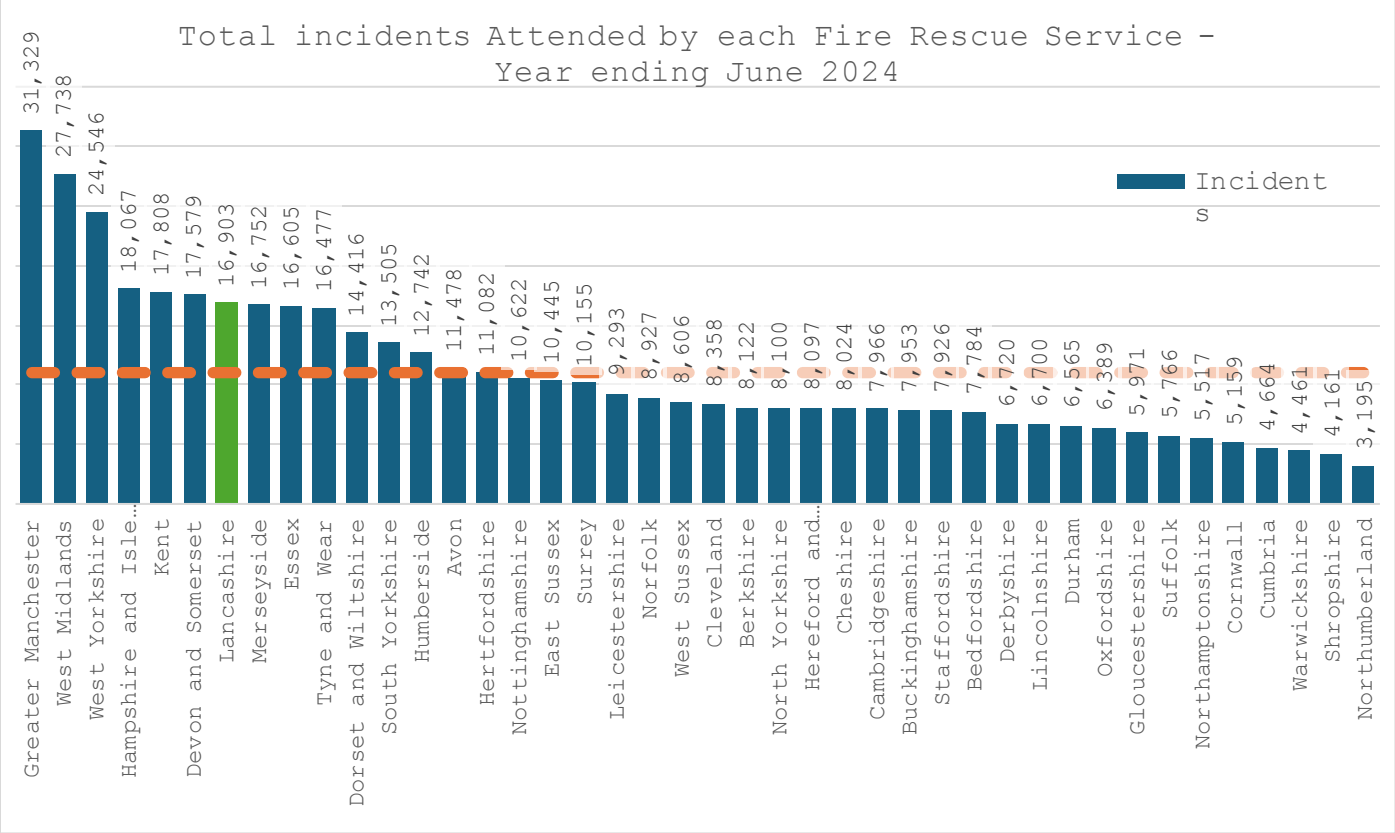
These are offset by large increases in assist other agency incidents. A similar trend is seen nationally, with LFRS recording the largest number outside of Greater London [page 9].

Road traffic collisions have been steadily trending upwards [page 10].

1. Total incidents:

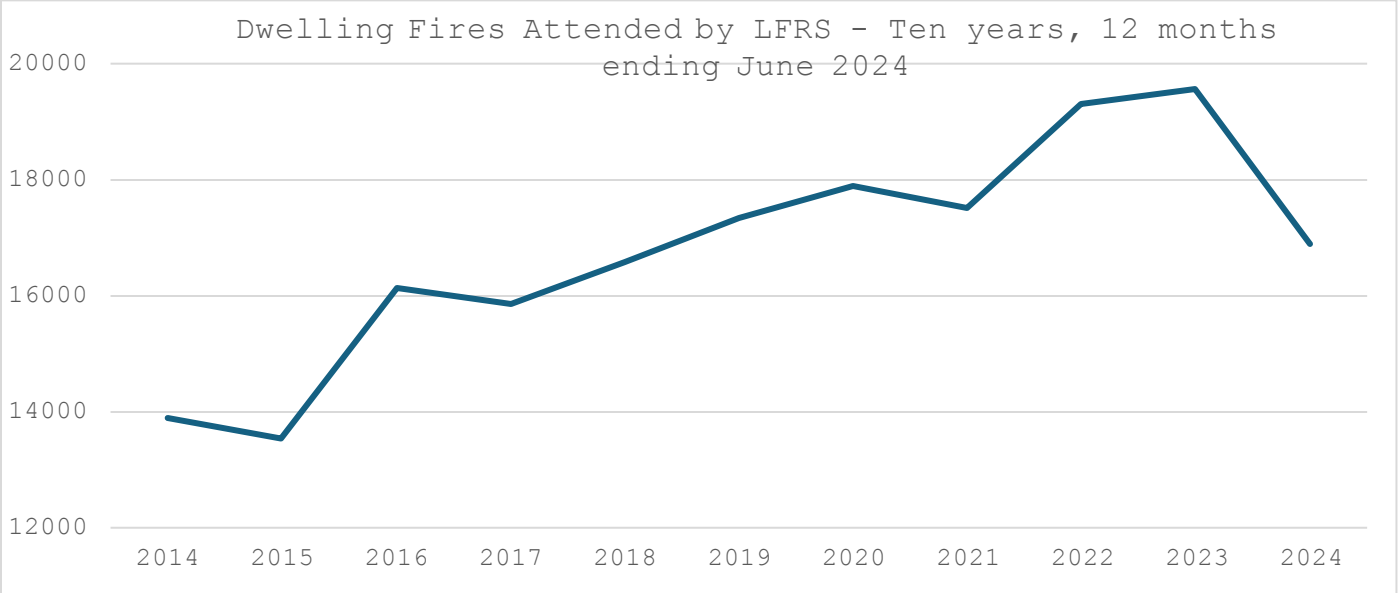
Lancashire Fire and Rescue Service (LFRS) attended 16,903 incidents during year ending June 2024, against an England FRS average of 11,016.

NOTE: Greater London (131,664), and Isles of Scilly (47), are both excluded from the chart/average due to recording very high/low counts. A full list of FRSs and their activity is shown on page 4.



Over the past decade, the number of incidents attended by LFRS has been on a gradual upward trend, with activity increasing 40.7% since the 13,906 incidents in 2014 to the 19,563 recorded in 2023. However, in the latest year ending June 2024 there has been 16,903 attended incidents, a decrease of 13.6% over the previous year.

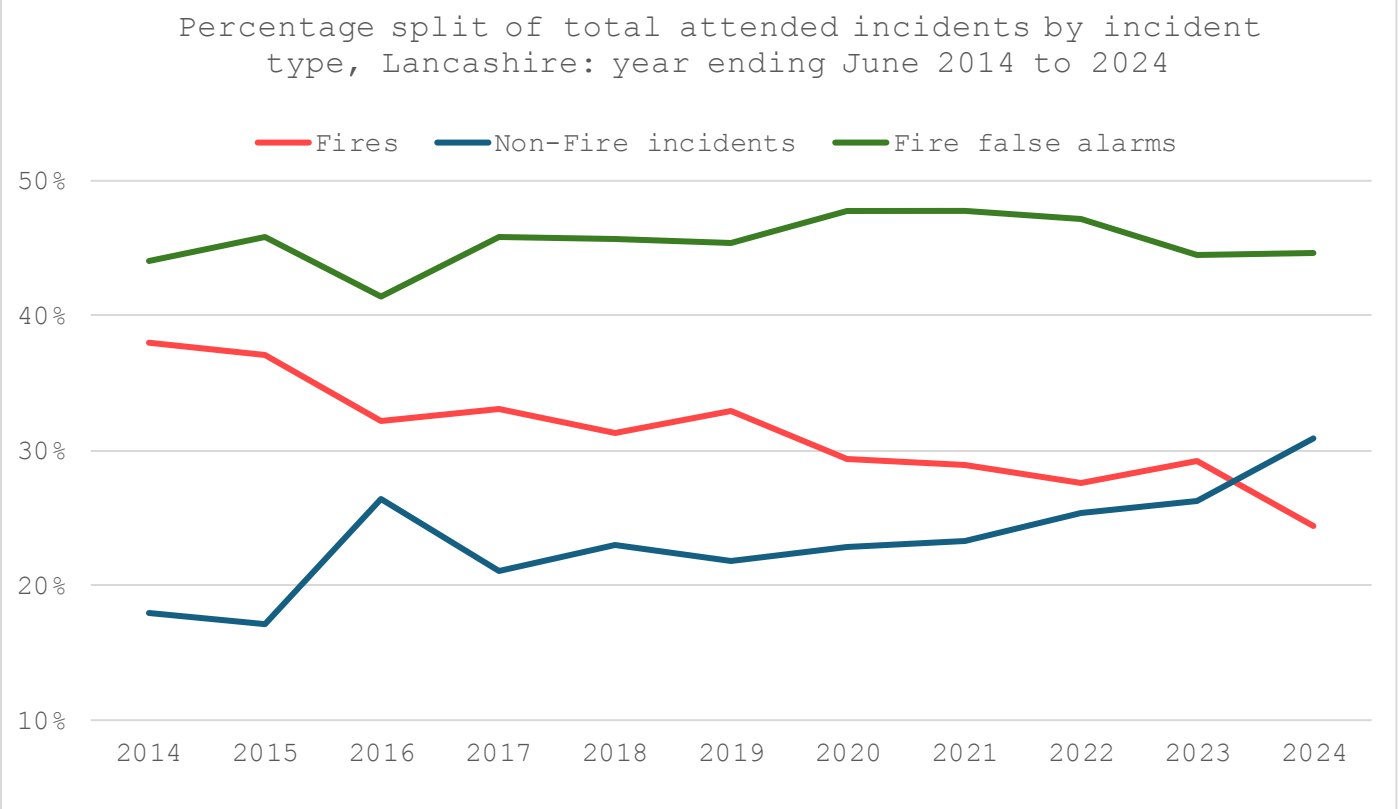
This follows a similar national trend, although the decrease within Lancashire was larger than the average 4.6% seen nationally.



The share of incidents between incident types has changed over the past decade, with an increasing share of incidents being non-fire incidents over recent years. Fire incidents have steadily been decreasing and there has been a reduction in false alarms during more recent years.

For the year ending June 2024 the share of fire incidents was 24.4%, the lowest since comparable data became available, with non-fire incidents accounting for 30.9% and fire false alarms, 44.7%.

In 2014, the split was: Fire 38.0%, non-fire 17.9% and false alarms 44.1%.



Fire and Rescue Service counts by each selected incident type. Lancashire is the classified as predominantly urban and has the highest total incident count within a non-metropolitan Service, predominantly urban Service (year ending June 2024). *Greater London and Isles of Scilly included for reference.

MET/ NON MET	Predominantly Urban/ Significantly Rural	Fire and Rescue Service	Total incidents	Domestic fires	Domestic fire casualties	Non-domestic building fires	Assist other agencies	RTC's
Metropolitan	Urban	Greater London*	131,664	4,688	485	1,504	4,626	4,264
	Urban	Greater Manchester	31,329	1,597	126	704	252	1,982
	Urban	West Midlands	27,738	1,526	62	492	764	2,696
	Urban	West Yorkshire	24,546	1,045	147	405	963	605
	Urban	Merseyside	16,752	804	65	261	1,270	730
	Urban	Tyne and Wear	16,477	600	46	189	91	342
	Urban	South Yorkshire	13,505	666	61	216	1,160	410
Non-metropolitan	Rural	Hampshire&Isle of Wight	18,067	714	44	297	555	1,123
	Rural	Kent	17,808	549	82	274	1,576	1,307
	Rural	Devon and Somerset	17,579	804	53	329	567	764
	Urban	Lancashire	16,903	757	55	358	1,724	662
	Rural	Essex	16,605	720	47	232	799	1,270
	Rural	Dorset and Wiltshire	14,416	638	40	344	848	714
	Rural	Humberside	12,742	385	23	218	708	504
	Urban	Avon	11,478	565	51	207	780	539
	Urban	Hertfordshire	11,082	412	36	130	1,232	593
	Urban	Nottinghamshire	10,622	593	41	338	510	563
	Rural	East Sussex	10,445	460	28	164	958	407
	Urban	Surrey	10,155	440	38	167	628	1,032
	Rural	Leicestershire	9,293	374	25	204	874	756
	Rural	Norfolk	8,927	488	28	236	833	662
	Rural	West Sussex	8,606	381	14	123	717	521
	Urban	Cleveland	8,358	249	13	86	102	374
	Urban	Berkshire	8,122	360	37	119	313	429
	Rural	North Yorkshire	8,100	270	13	170	623	499
	Rural	Hereford and Worcester	8,097	348	20	161	299	730
	Rural	Cheshire	8,024	324	9	126	793	390
	Rural	Cambridgeshire	7,966	286	38	175	445	447
	Rural	Buckinghamshire	7,953	297	26	240	179	531
	Rural	Staffordshire	7,926	458	15	297	84	730
	Rural	Bedfordshire	7,784	287	14	125	691	504
	Rural	Derbyshire	6,720	403	27	136	216	603
	Rural	Lincolnshire	6,700	306	20	147	308	783
	Rural	Durham	6,565	252	25	116	140	335
	Rural	Oxfordshire	6,389	213	12	157	127	419
	Rural	Gloucestershire	5,971	297	24	98	603	304
	Rural	Suffolk	5,766	334	25	128	244	292
	Rural	Northamptonshire	5,517	342	12	181	233	462
	Rural	Cornwall	5,159	242	15	117	235	339
	Rural	Cumbria	4,664	198	8	80	492	266
	Rural	Warwickshire	4,461	240	18	70	169	466
	Rural	Shropshire	4,161	213	15	121	121	313
	Rural	Northumberland	3,195	135	9	54	53	223
	Rural	Isles Of Scilly*	47	0	0	0	2	0

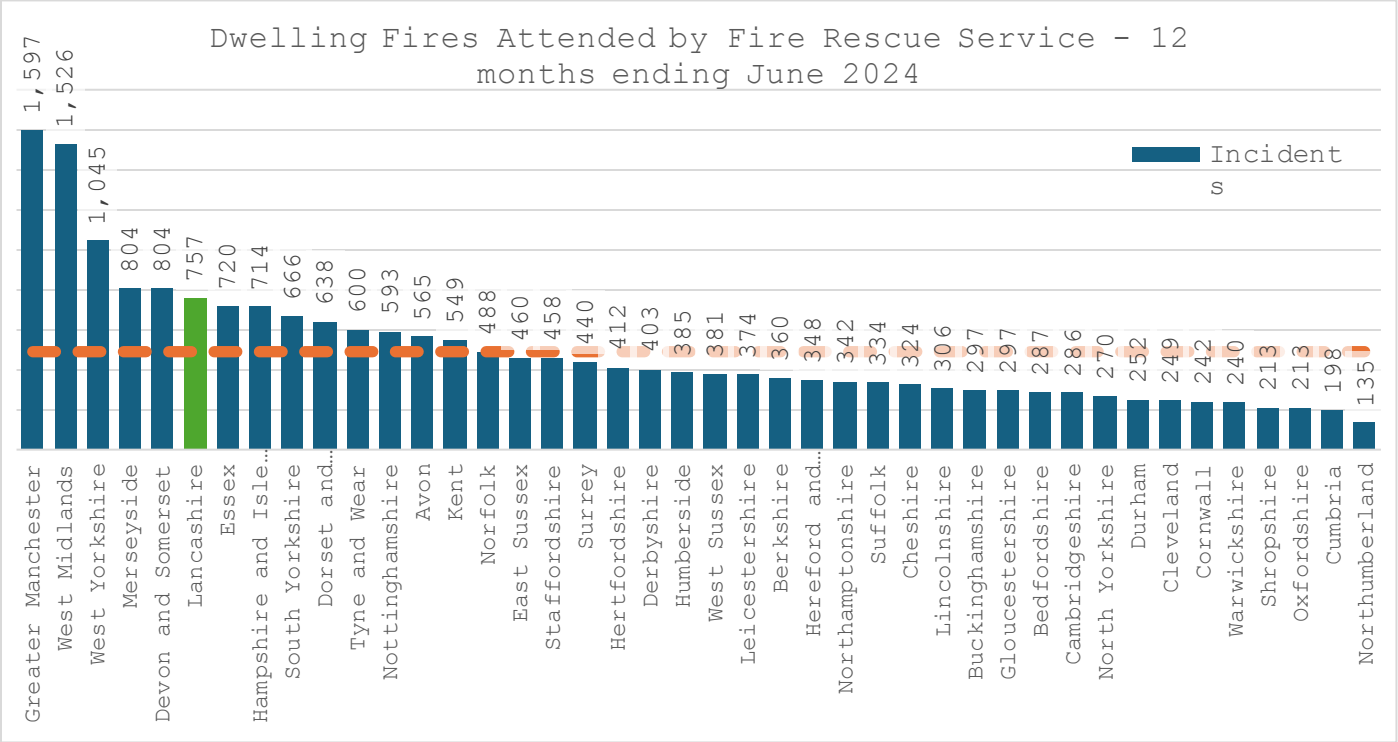
Total incident count by Fire and Rescue Service since 2014 to 2024. Includes a direction of travel trend indictor, based over the same period.

*Greater London and Isles of Scilly included for reference.

Year ending June:	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Trend
Greater London*	100,939	95,483	100,884	105,465	104,007	104,489	102,924	100,367	117,310	126,498	131,664	▲
Greater Manchester	27,758	27,969	33,033	35,265	31,975	31,478	30,103	27,401	30,780	32,914	31,329	▲
West Midlands	24,756	25,617	24,315	25,470	26,838	28,419	25,866	25,056	26,537	29,408	27,738	▲
West Yorkshire	22,256	21,569	21,947	23,365	23,122	25,137	23,971	23,823	25,188	26,589	24,546	▲
Hampshire & Isle of Wight	15,159	13,904	14,820	16,485	16,586	17,653	17,119	16,475	16,890	18,213	18,067	▲
Kent	13,039	11,679	13,074	16,492	20,059	20,680	19,414	17,981	20,305	19,607	17,808	▲
Devon and Somerset	18,260	17,424	17,562	17,145	19,470	15,735	15,342	15,353	16,680	18,081	17,579	▼
Lancashire	13,906	13,538	16,123	15,850	16,583	17,324	17,897	17,518	19,316	19,563	16,903	▲
Merseyside	14,431	14,087	14,807	16,085	15,810	15,858	15,625	16,399	18,241	18,853	16,752	▲
Essex	13,956	13,198	14,342	16,427	15,184	15,590	15,255	14,518	15,703	17,760	16,605	▲
Tyne and Wear	14,795	14,939	14,030	16,616	16,722	17,625	16,214	16,077	18,230	18,239	16,477	▲
Dorset and Wiltshire	13,589	12,771	11,854	13,013	13,373	14,227	13,931	13,515	13,984	15,052	14,416	▲
South Yorkshire	11,354	12,215	12,771	14,418	13,825	16,065	13,154	12,492	14,516	15,707	13,505	▲
Humberside	9,341	9,801	15,282	15,339	13,233	14,105	12,818	12,540	13,671	13,653	12,742	▲
Avon	11,106	10,654	10,855	11,846	11,620	12,449	11,434	9,186	10,372	11,553	11,478	▼
Hertfordshire	8,826	8,429	8,816	10,416	10,282	10,492	10,285	9,842	10,366	11,522	11,082	▲
Nottinghamshire	9,622	9,595	9,801	11,516	10,514	11,059	9,445	9,304	10,321	11,197	10,622	▲
East Sussex	9,518	8,837	8,949	9,565	9,351	9,611	10,177	9,930	10,689	10,579	10,445	▲
Surrey	11,043	11,190	12,277	14,242	11,321	11,407	10,805	9,967	10,802	10,790	10,155	▼
Leicestershire	7,832	7,294	7,763	8,095	8,161	8,638	8,353	7,695	8,533	9,484	9,293	▲
Norfolk	7,555	7,213	7,302	7,725	7,144	7,587	7,299	7,512	7,724	8,969	8,927	▲
West Sussex	9,429	8,487	8,578	9,221	9,118	9,382	9,407	8,797	9,379	9,439	8,606	▲
Cleveland	7,841	8,574	8,335	11,385	7,864	9,036	8,072	8,463	9,967	10,198	8,358	▲
Berkshire	6,132	5,900	7,557	8,706	7,658	7,860	7,380	6,767	7,698	8,225	8,122	▲
North Yorkshire	7,210	6,975	7,035	6,731	6,571	7,360	7,396	6,635	8,050	8,258	8,100	▲
Hereford and Worcester	6,648	6,173	6,634	6,899	7,146	7,445	7,951	7,065	7,576	8,266	8,097	▲
Cheshire	7,629	7,390	8,022	8,611	7,867	8,602	8,174	8,024	8,247	8,726	8,024	▲
Cambridgeshire	6,653	6,569	6,794	7,446	7,056	7,519	7,201	6,553	7,815	8,406	7,966	▲
Buckinghamshire	6,680	6,683	8,184	8,143	7,786	8,022	8,199	7,453	7,685	8,218	7,953	▲
Staffordshire	8,564	8,488	8,144	8,391	8,393	9,186	8,329	7,778	8,143	9,041	7,926	▼
Bedfordshire	5,619	5,925	5,806	6,656	5,770	6,049	6,012	6,097	7,157	7,677	7,784	▲
Derbyshire	6,735	6,779	7,728	7,960	6,721	6,970	6,224	6,111	6,788	7,187	6,720	▼
Lincolnshire	8,681	8,998	11,271	13,293	12,511	10,427	9,255	8,541	7,599	7,452	6,700	▼
Durham	6,514	6,654	7,915	9,495	7,178	7,746	6,866	7,159	8,392	8,349	6,565	▲
Oxfordshire	5,343	5,285	6,155	7,159	6,227	6,104	5,964	5,575	6,328	6,557	6,389	▲
Gloucestershire	6,344	5,916	5,004	4,671	5,150	5,154	5,272	5,358	5,980	6,486	5,971	▲
Suffolk	5,232	4,860	4,961	5,151	4,839	5,258	5,278	5,328	5,453	6,217	5,766	▲
Northamptonshire	7,157	6,943	7,021	6,171	5,542	5,457	5,437	5,004	5,432	6,007	5,517	▼
Cornwall	5,473	4,798	5,032	5,571	6,129	5,352	5,140	5,048	5,243	5,375	5,159	▼
Cumbria	4,112	4,097	4,500	4,049	3,931	3,736	4,011	4,119	4,704	5,235	4,664	▲
Warwickshire	3,001	3,169	3,311	3,237	3,536	4,097	3,839	3,483	3,894	4,594	4,461	▲
Shropshire	3,659	3,641	3,763	3,763	3,875	4,005	4,268	3,771	3,555	4,249	4,161	▲
Northumberland	2,966	3,103	3,253	3,319	3,149	3,569	3,300	3,149	3,901	3,674	3,195	▲
Isles Of Scilly*	18	29	20	27	13	15	36	15	35	19	47	▲

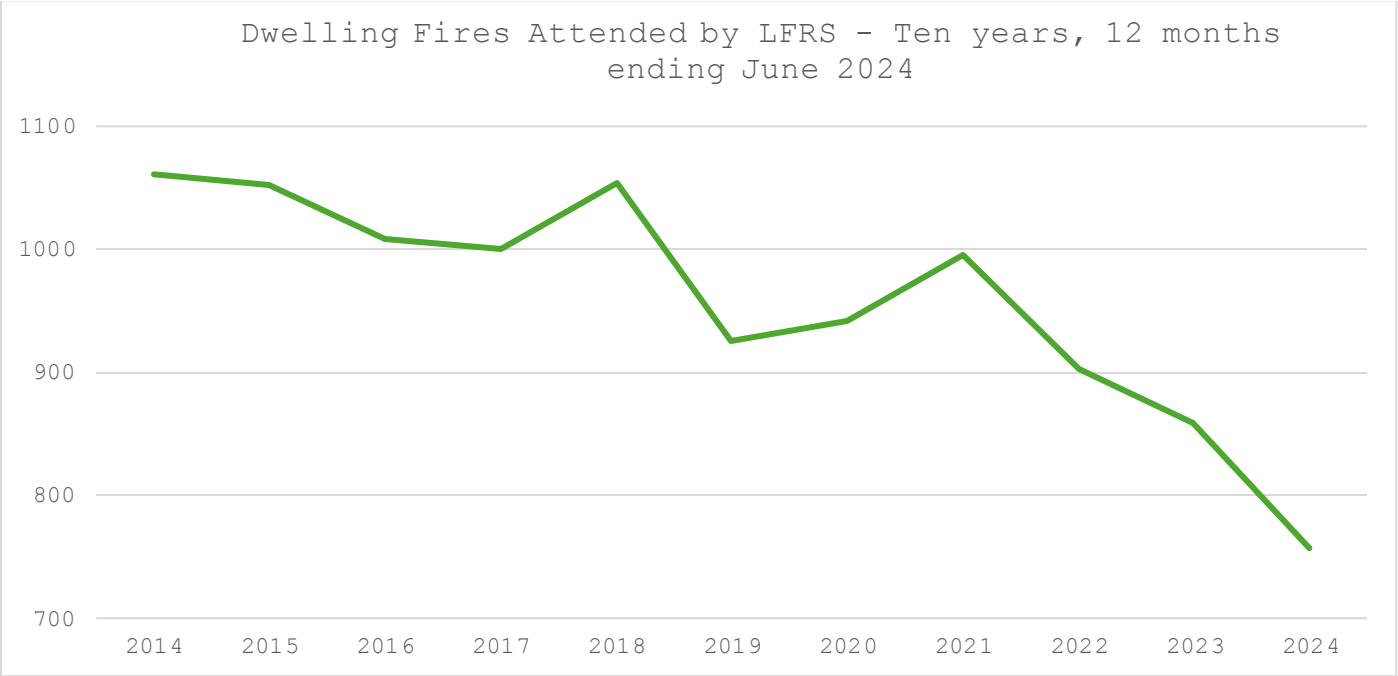
2. Domestic fires:

LFRS attended 757 dwelling fire incidents during year ending June 2024, against an England FRS average of 490. NOTE: Greater London (4,668), and Isles of Scilly (0), are both excluded from the chart/average.



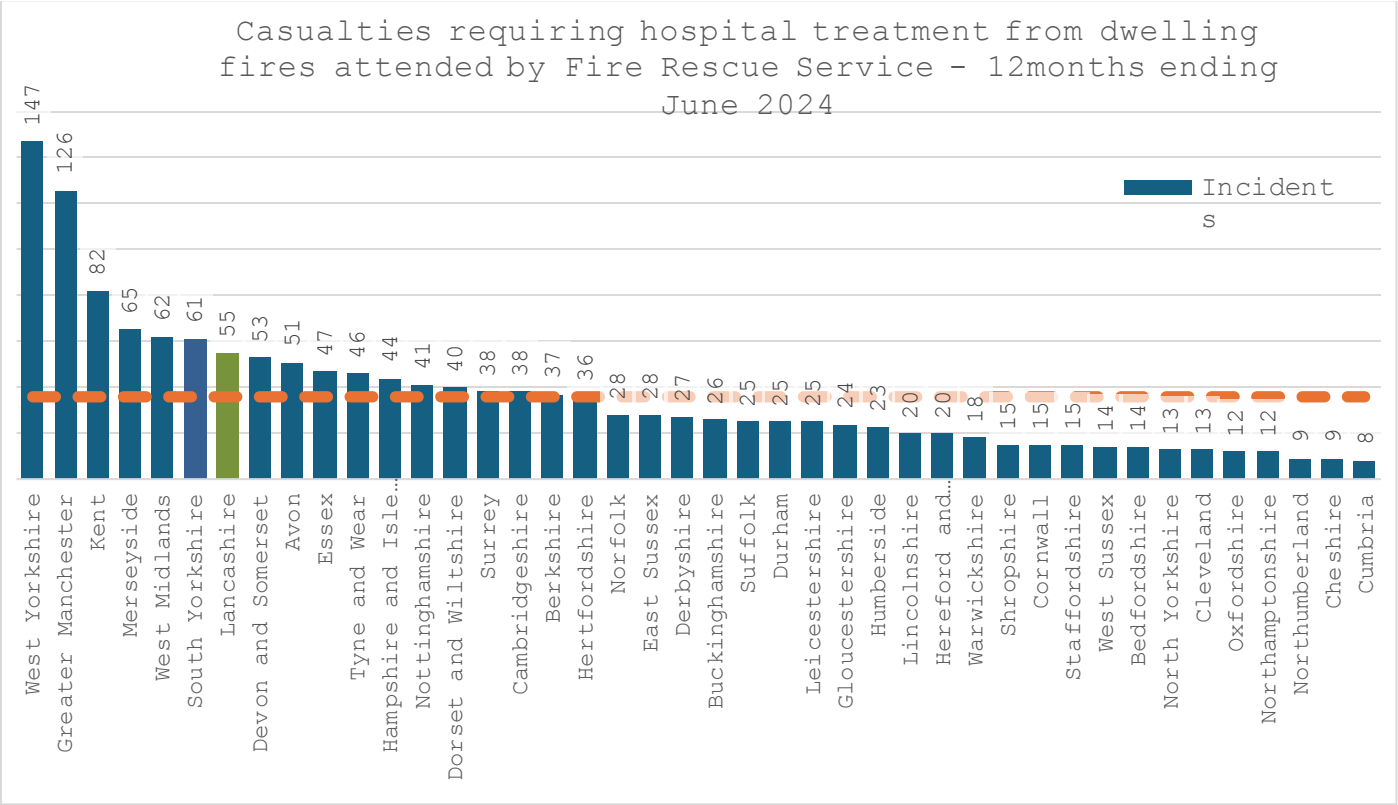
To the year ending June 2024 dwelling fires attended by LFRS have reduced from 1,061 in 2014 to 757 in the latest period, a reduction of 28.7%.

This is a greater reduction than that seen across all other Fire and Rescue Services (average), which saw an 18.8% decrease over the same period.



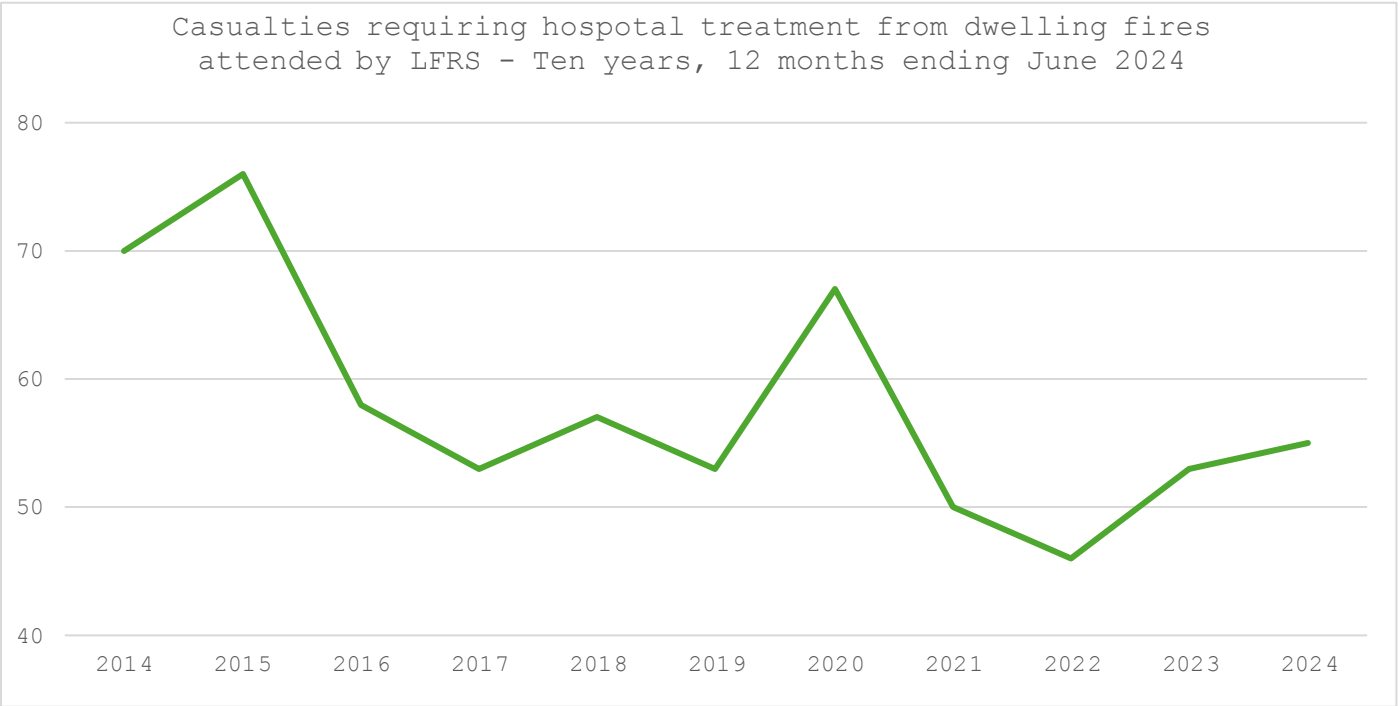
3. Dwelling fire casualties:

There were 55 casualties requiring hospital treatment from dwelling fire incidents during the year ending June 2024, against an England FRS average of 36. NOTE: Greater London (485), and Isles of Scilly (0), are both excluded from the chart/average.



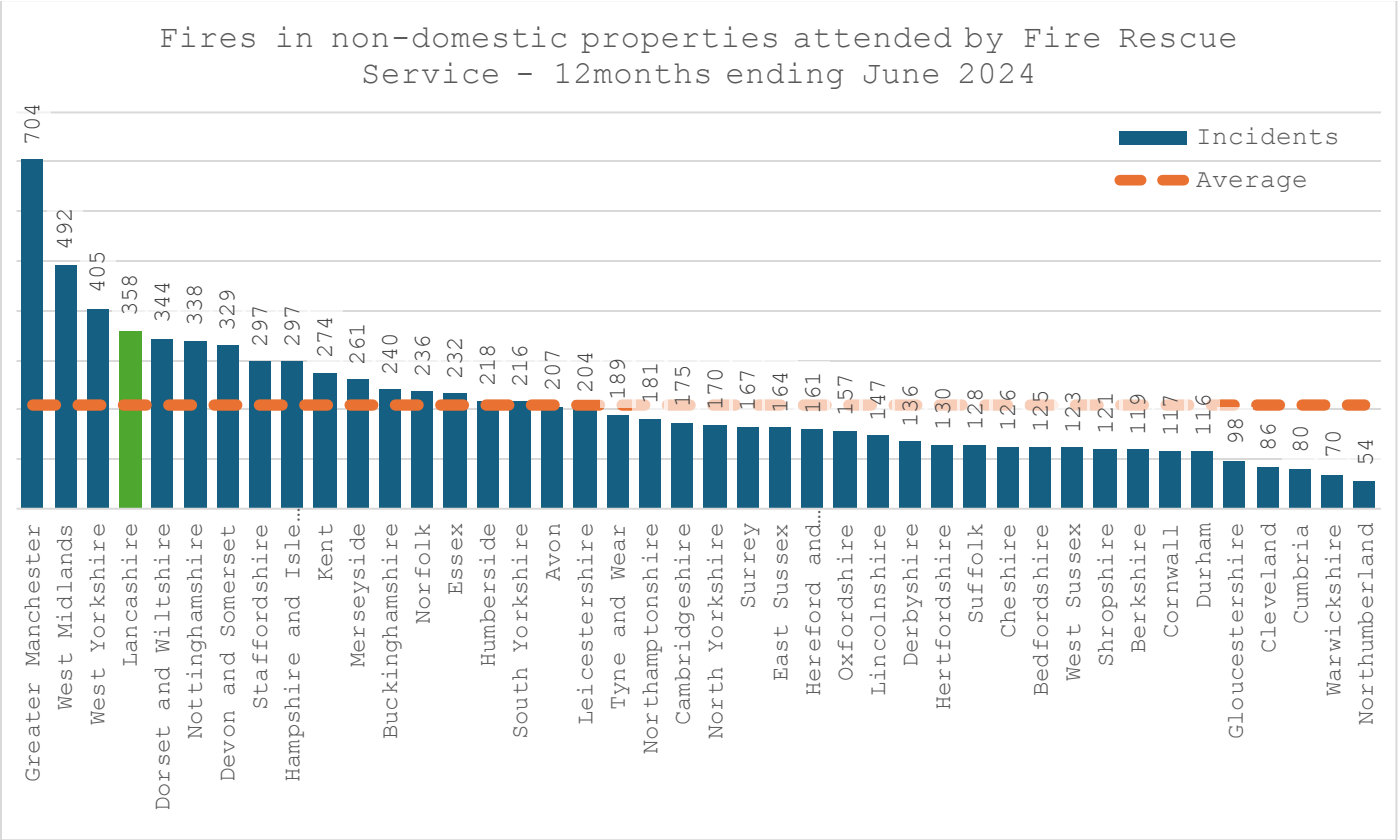
To the year ending June 2024 there have been 55 casualties requiring hospital treatment from dwelling fire incidents by LFRS. These have reduced by 21.4% from the 70 recorded in 2014.

This is a slightly smaller reduction than that seen across all other Fire and Rescue Services (average), which saw a 25.5% decrease over the same period.



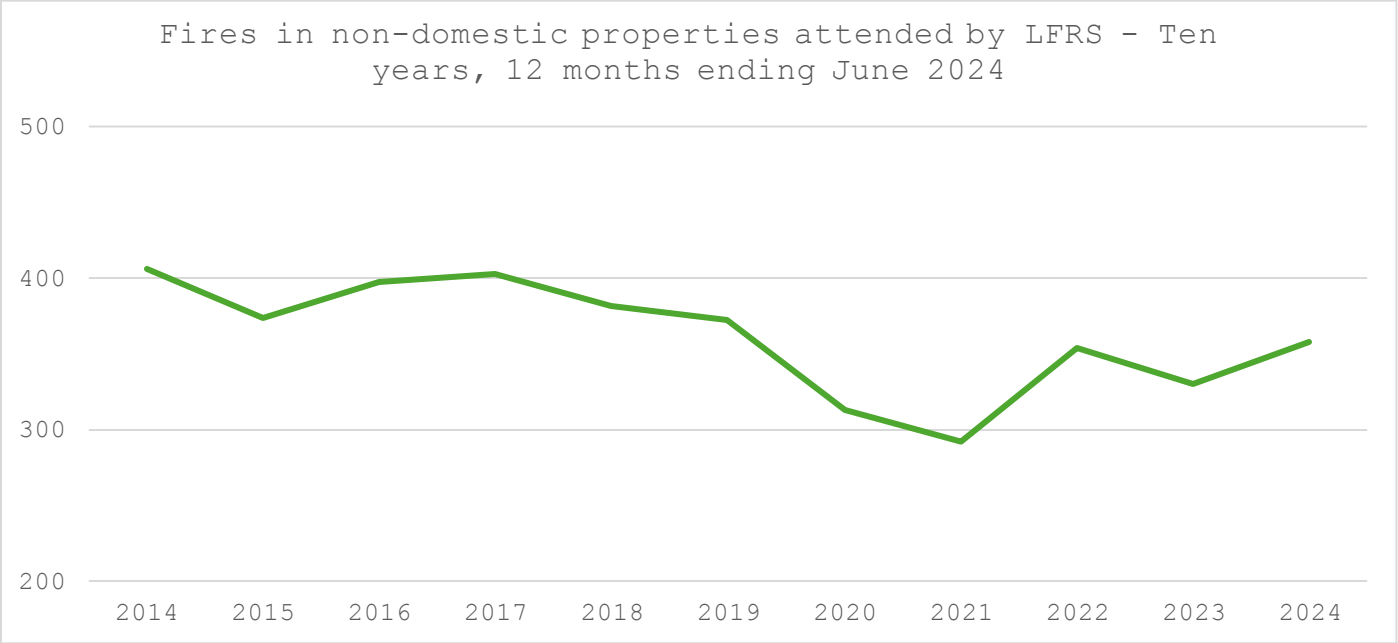
4. Non-Domestic building fires:

LFRS attended 358 non-domestic building fire incidents during the year ending June 2024, against an England FRS average of 209. NOTE: Greater London (1,504), and Isles of Scilly (0), are both excluded from the chart/average.



Fires in non-domestic properties attended by LFRS decreased by 11.8% from the 406 recorded in 2014.

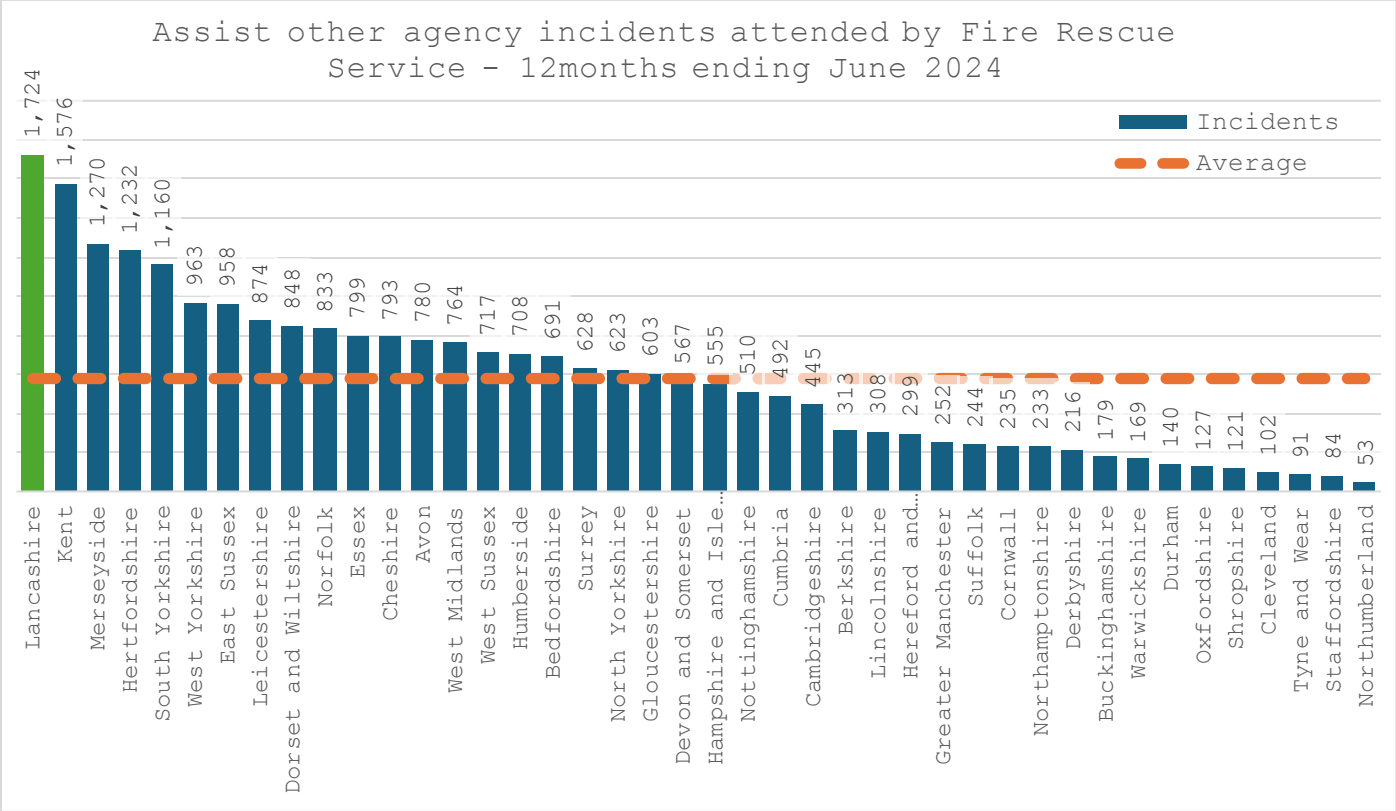
This is a smaller reduction than that seen across all other Fire and Rescue Services, which saw a 15.% decrease over the same period.



5. Assist other agencies:

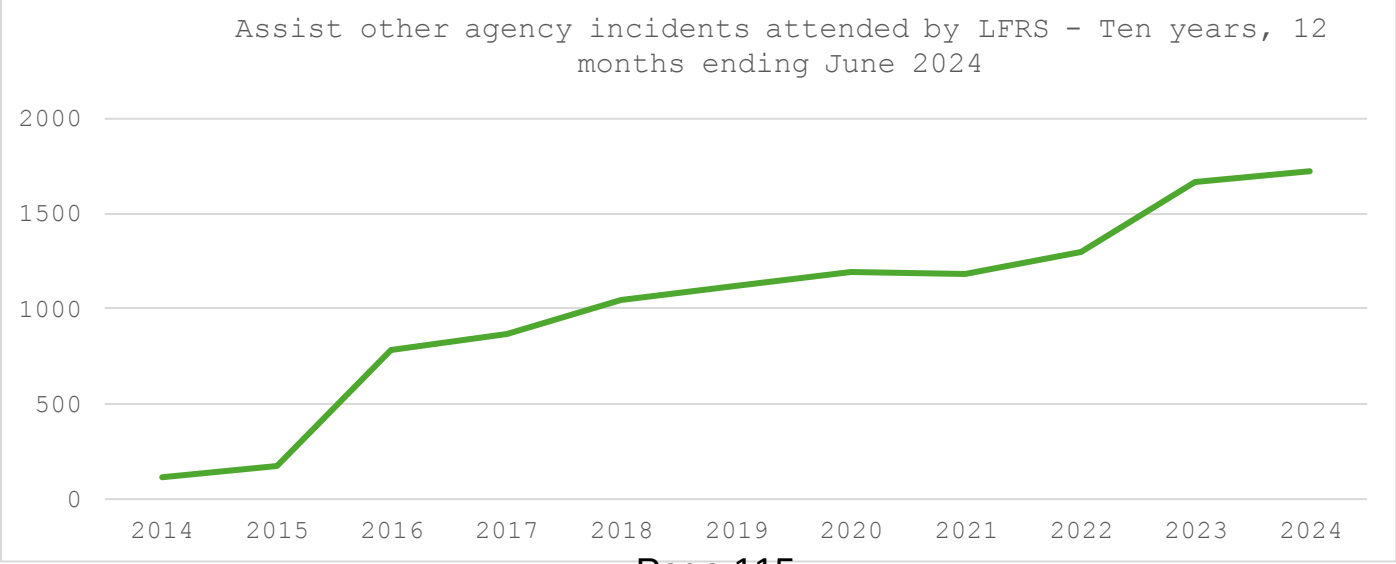
LFRS attended 1,724 assist other agency* incidents during the year ending June 2024, against an England FRS average of 578. NOTE: Greater London (4,626), and Isles of Scilly (2), are both excluded from the chart/average.

*Approximately 50% of assist other agency incidents are to gain entry to a domestic property on behalf of the Ambulance or Police.



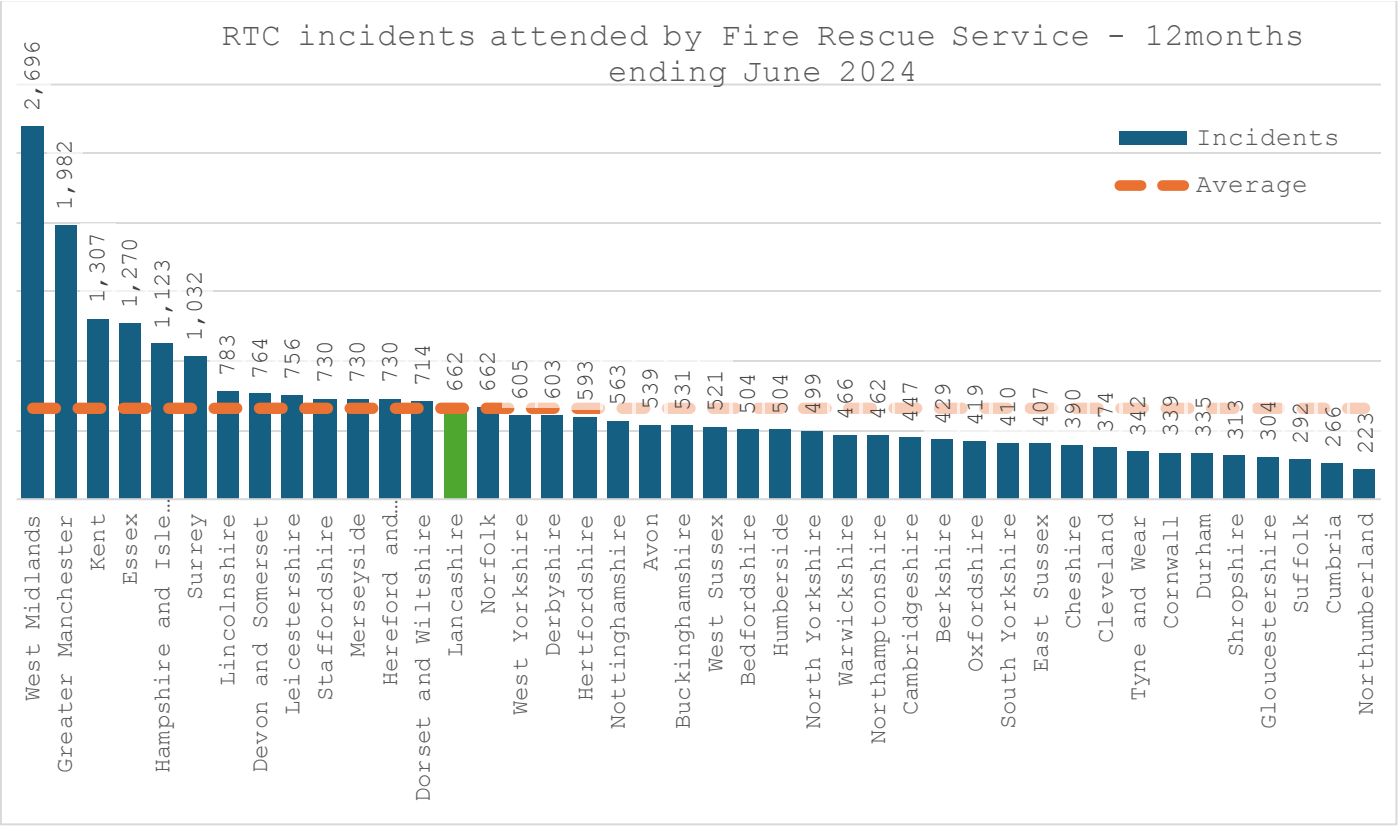
To the year ending June 2024 assist other agency incidents attended by LFRS have seen large increases, with 1,724 recorded in the latest period, from a low of 115 in 2014, an increase of 1,399.1%.

This is a significantly larger increase than that seen across all other Fire and Rescue Services, which still saw a significant 529.9% increase over the same period.



6. Road Traffic Collisions (RTC's) attended:

LFRS attended 662 road traffic collision incidents during the year ending June 2024, against an England FRS average of 658. NOTE: Greater London (4,626), and Isles of Scilly (2), are both excluded from the charts (and average) due to recording very high/low counts.



To the year ending June 2024 Road Traffic Collisions incidents attended by LFRS have seen relatively small increases, with 662 recorded in the latest period, from 512 in 2014, an increase of 29.3%.

This is a larger increase than that seen across all other Fire and Rescue Services (average), which saw a 9.8% increase over the same period.