

Public Document Pack

Lancashire Combined Fire Authority Performance Committee

Wednesday, 2 July 2025 in Main Conference Room, Service Headquarters, Fulwood commencing at 10.00 am.

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

Agenda

Part 1 (open to press and public)

Chairman's Announcement – Openness of Local Government Bodies Regulations 2014

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

1. **Apologies For Absence**

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

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

3. **Minutes of Previous Meeting (Pages 1 - 26)**

4. **Performance Management Information Q4 (Pages 27 - 74)**

5. **Annual Report on Road Safety Intervention Activity 2024/25 (Pages 75 - 84)**

6. **Annual Review of KPI 3.3 - 1st Pump Availability of Wholetime and On-Call Fire Engines (Pages 85 - 88)**

7. **Date of Next Meeting**

The next scheduled meeting of the Committee has been agreed for 10:00 hours on **03 September 2025** in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

Further meetings are: scheduled for 03 December 2025 and
 proposed for 11 March 2026

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.

Lancashire Combined Fire Authority Performance Committee

**Wednesday, 5 March 2025, at 10.00 am in the Main Conference Room,
Service Headquarters, Fulwood.**

Minutes

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

Officers
J Charters, Chief Fire Officer (LFRS) J Rossen, Area Manager, Head of Service Delivery (LFRS) S Barnes, Station Manager, Protection Transformation Manager (LFRS) J Kirton, Communications Officer (LFRS) L Barr, Member Services Officer (LFRS)
In attendance
J English, FBU Representative

23/24	Apologies For Absence
	Apologies were received from County Councillor Hasina Khan.
24/24	Disclosure of Pecuniary and Non-Pecuniary Interests
	None received.
25/24	Minutes of Previous Meeting
	Resolved: - That the Minutes of the last meeting held on the 04 December 2024 be confirmed as a correct record and signed by the Chair.

26/24	Q3 Performance Management Information
	<p>The Chair welcomed Jess Kirton, Communications Officer, who was present to observe, to the meeting.</p> <p>The Chief Fire Officer introduced Station Manager Steven Barnes, Fire Protection, who would provide Members with a presentation on Building Regulation Consultations in the following agenda item.</p> <p>The Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 3rd quarterly report for 2024/25 as detailed in the Community Risk Management Plan 2022-2027.</p> <p>In quarter 3, two Key Performance Indicators (KPI), 1.2.1 Staff Absence Wholetime (WT), and 2.9 Business Fire Safety Checks, were shown in positive exception and two Key Performance Indicators were shown in negative exception. These were 1.2.3 Staff Absence Greenbook and 3.1 Critical Fire Response – 1st Fire Engine Attendance.</p> <p>Members examined each indicator in turn focusing on those KPIs in exception as follows:</p> <p>KPI 1 – Valuing our people so that they can focus on making Lancashire safer</p> <p>1.1 Overall Staff Engagement</p> <p>Members received an update on how staff were engaged during the period.</p> <p>From October to December 2024, 33 station visits were carried out by Principal Officers and Area Managers as part of the service-wide engagement programme. In addition, three online engagement events were held with on-call units across the county.</p> <p>Forty-eight wellbeing interactions were undertaken ranging from workshops with crews to wellbeing support dog interactions.</p> <p>The views of staff were sought by surveys in relation to a cleaning contract and to obtain feedback about the Service's Celebration of our People event. Furthermore, a staff focus group was held which focussed on evaluation. A pulse survey to measure levels of staff engagement began in December with a January closing date.</p> <p>The Service engaged with staff over several topics that related to the Service's fleet and equipment, which included firefighting gloves and washing equipment for decontaminating fire helmets. Staff engagement over improvement works at Blackpool Fire Station continued and was undertaken in relation to office moves at Service Headquarters. The Service's employee voice groups were consulted over a range of topics that included an upcoming positive action campaign.</p> <p>As previously reported: A comprehensive staff survey was undertaken periodically</p>

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

Quarter shifts lost: 1.071

Cumulative total number of shifts lost: 4.271

The Chief Fire Officer explained that, from previous reports, the KPI had been an area of challenge but was now in positive exception which was contributed to by the measures the Service had taken to manage absence. The Service had an Absence Management Policy which detailed its approach to how it would manage absence to ensure that staff time was managed effectively, but also members of staff were supported back to work or exited from the Service in a compassionate

way.

The Human Resources (HR) system ITrent automatically generated monthly reports to line managers and HR Business Partners in relation to employees and the periods and reasons for absence, which were closely monitored. Where employees were absent due to a mental health or 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 which included guidance from Occupational Health, access to Trauma Risk Management (TRiM), access to the 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.

To ensure that Lancashire Fire & Rescue Service (LFRS) was managing sickness levels in line with good practice nationally, the Service undertook a peer review and learning with another Service. The work led to a number of updates and improvements to sickness procedures.

The Chief Fire Officer highlighted that the graph on Page 40 of the agenda pack showed a downward trend with levels of absence improving every quarter.

The Chief Fire Officer provided Members with an extract (Page 32 Section 7: Summary Performance – BVP12i, BVP 12ii), from Cleveland Fire and Rescue Service's National Sickness Absence Report Quarter 3 2024/25. LFRS was listed at the bottom of both charts for Wholetime & Control, and Wholetime, Control and Green Book, as having the lowest number of duty days lost per staff member. The National Average Number of Duty Days lost for Wholetime and Control staff was 7.56 from April 2024 – December 2024, with the National Average of 7.14 days for Wholetime, Control and Green Book staff. The number of days lost for LFRS were 4.27 and 4.51 respectively.

In response to a question from County Councillor O'Toole regarding the periods of quarters, the Chief Fire Officer explained that the quarters followed the financial year with the first quarter occurring from April to June. County Councillor O'Toole commented that it was useful information in relation to statistics as absences could be seasonal i.e. winter flu.

County Councillor Hennessy congratulated those involved in improving absence levels and praised the work undertaken with another FRS to implement shared learning. The Chief Fire Officer stated that the learning had resulted in increased scrutiny, changes to policy, and changes to the management of sickness absences.

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, 1.23%.

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

Quarter shifts lost: 2.170

Cumulative shifts lost: 5.098

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

The agreed target performance level was 8 shifts lost per employee per year for Green Book staff, which equated to a target of 6.00 shifts lost per employee per year for quarters 1 to 3. The actual shifts lost for the period for this group of staff was 5.10, which was 0.90 below target. During the same period of the previous year, 6.22 shifts were lost which was a reduction of 1.12 shifts lost per green book employee compared to the same period last year.

During April – December 2024, absence statistics showed non-uniformed personnel absence above target for the period. During the quarters 1 to 3, 1,305 non-uniformed absence shifts lost = 5.10 against a target of 6.00. There was one case of long-term absence which spanned over the total of the 3 months which related to Mental Health - Stress.

The number of long-term absence cases recorded in the quarter rose from 7 in Q2 to 13 in Q3:

Reason	Case/s
Musculo Skeletal	6
Mental Health	3
Other absence types	4

During the quarter, 406 shifts were lost as a result of the 13 cases of long-term absences, this was in comparison to 185 shifts lost during the previous quarter. These cases accounted for 1.59 shifts lost per person over the quarter and an increase of 0.85 shifts lost from the previous quarter.

Respiratory related absences accounted for 40 lost shifts, which included Coronavirus absence. This was compared to 27 shifts lost in Q2. This showed an increase of 0.05 shifts lost from the previous quarter.

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

The Human Resources (HR) system ITrent automatically generated monthly reports to line managers and HR Business Partners in relation to employees and the periods and reasons for absence which were closely monitored. Where employees were absent due to a mental health or stress related condition, they were referred to the Occupational Health Unit (OHU) as early as possible. Employees that returned 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 which included guidance from Occupational Health, access to Trauma Risk Management (TRiM), access to an Employee Assistance Programme 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 details when a formal review of an employee's performance levels would normally take place. In terms of short-term absence, a formal review would take place where an employee had 3 or more periods of absence in 6 months, or an employee had 14 days absent. In terms of long-term absence, a formal review would normally take place at 3, 6, 9, and 11 months.

The Chief Fire Officer stated that when the figures were reported annually, the KPI was in positive exception which highlighted an anomaly with quarterly reporting. He suggested that the KPI be taken through Planning Committee to set an Upper and Lower XmR, (Value [X] over a moving [m] range [R]), limit of 10% of the current standard so consequently, if the number of shifts shifted between the two limits, it would not fall into negative or positive exception. Members agreed to taking the KPI to Planning Committee to add XmR limits with commencement in quarter 1 2025/26.

County Councillor Rigby congratulated the Chief Fire Officer and all who

contributed on the impressive figures.

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 23%(20%)	Male 77%(80%)	
Ethnicity:	BME 4%(3%)	White 92%(94%)	Not stated 4%(3%)
Sexual Orientation:	LGBT 4%(4%)	Heterosexual 60%(56%)	Not stated 36%(40%)
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 11%	Green book 61%
	Male	Grey book 89%	Green book 39%
Ethnicity:	BME	Grey book 3%	Green book 6%
	White	Grey book 93%	Green book 85%
	Not stated	Grey book 4%	Green book 9%
Sexual Orientation:	LGBT	Grey book 4%	Green book 3%
	Heterosexual	Grey book 59%	Green book 64%
	Not stated	Grey book 37%	Green book 33%
Disability:	Disability	Grey book 3%	Green book 5%
	No disability	Grey book 95%	Green book 89%
	Not stated	Grey book 2%	Green book 6%

County Councillor O'Toole stated that asking for the personal details of staff was unnecessary and not relevant to their ability to do their job. The Chief Fire Officer advised that the diversity of Fire Service staff and effectiveness to change the workforce profile was a focus of the Service, Home Office and HMICFRS. The Service had an annual EDI action plan which detailed the Service's aims to better reflect the community it serves. Whilst there was a Service KPI, there were no numerical diversity targets in LFRS and the submission of equal opportunities monitoring information by staff was entirely voluntary and not obligatory. In addition, the Chief Fire Officer reminded Performance Committee that approval was given by Members through Planning Committee to present the data in the

current format.

County Councillor Clifford stated that the LGA Fire Essentials training provided the reason as to why the information was needed. The next HMI inspection would focus heavily on EDI and it was important that the information was monitored and available. He recommended more training for Members to be brought up to date with topics of importance.

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 39%(29%)	Male 61%(71%)	
Ethnicity:	BME 7%(5%)	White 65%(88%)	Not Stated 28%(7%)
Sexual Orientation:	LGBT 3%(4%)	Heterosexual 85%(89%)	Not stated 12%(7%)
Disability:	Disability 7%(2%)	No disability 88%(94%)	Not stated 5%(3%)

During quarter 3, there were a total of 40 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, 14 for quarter 3; year to date 44; previous year to date 46. Quarterly activity increased 16.67% (2 incidents) over the same quarter of the previous year.

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

2.1 Risk Map Score

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

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

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

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

County Councillor Salter asked for clarification on the process of identifying risk for areas, particularly the higher-level risk grades. The Chief Fire Officer explained that the count of risk areas had shown an improving position. The Risk Map was refreshed annually in quarter 1 and would remain unchanged throughout the year. Over the past 10 years, the dark blue areas (Low Risk Grade) had become more expansive and the red areas (Very High Risk Grade), and yellow areas (High Risk Grade) had decreased significantly. He referred Members to the formula to calculate the Fire Risk Score in each Super Output Area on Page 49 of the agenda pack. The objective was to reduce the risk in all areas down to low which had been effectively achieved each year using the risk map approach. The formula used historic incident data and included a calculation around the Index of Multiple Deprivation (IMD) to determine the risk to each SOA. At a future point, due to extensive reduction of risk for SOAs, it was probable that the risk map would need to be reviewed.

County Councillor O'Toole asked, and the Chief Fire Officer confirmed that the map was comprised of all types of fires in dwellings which included accidental and deliberate. County Councillor O'Toole suggested that accidental and deliberate fires be separated on the map as it could affect the numbers. The Chief Fire Officer stressed the importance of arson risk reduction work as part of the overall risk reduction strategy and that this was the reason that the formula included both accidental and deliberate fires. The Chief Fire Officer informed Members that the Service carried out work to manage arson risk in communities which was assisted by successful prosecutions and sentencing. County Councillor Hennessy pointed out that the figures were broken down on Page 51 of the agenda pack and stated that deliberate fires were difficult to predict.

Station Manager, Steven Barnes, advised that in respect of arson, the Service carried out preventative measures such as HFSCs and educating residents to reduce risk. The Service also worked with partners such as Lancashire Constabulary to share intelligence around arson vulnerability to reduce risk of fires in circumstances of a known threat. In such a case, the Service would engage with an individual regarding their property and put measures in place. He emphasised that there was a conscious effort to reduce arson threat.

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 12,947; previous year to date 13,716. Quarterly activity increased 2.07% over the same quarter of the previous year.

In quarter 3, the Service attended 4,278 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) – 1916, 45%
- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 437, 10%
- Total Secondary Fire Calls (deliberate and accidental fires) – 613, 15%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1286, 30%

2.3 Accidental Dwelling Fires (ADF)

This indicator reported the number of primary fires where a dwelling had been affected and the cause of the fire had been recorded as 'Accidental' or 'Not known'.

Members noted that a primary fire was one involving property (excluding derelict property) or any fires involving casualties, rescues or any fire attended by 5 or more pumping appliances.

Accidental Dwelling Fires, 189 in quarter 3; year to date 518; previous year to date 553. Quarterly activity increased 5.59% over the same quarter of the previous year, with the cumulative to date decreasing by 6.33%.

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	2 in quarter 3; year to date 7; previous year to date 3
Injuries appear Serious	4 in quarter 3; year to date 6; previous year to date 8
Injuries appear Slight	9 in quarter 3; year to date 24; previous year to date 14

Quarterly activity increased 200.00% over the same quarter of the previous year.

The Chief Fire Officer informed Members that sadly, 2 fatalities had occurred in quarter 3. One 58-year-old male from Blackburn with Darwen and one 58-year-old male from South Ribble lost their lives. Both fatalities were subject to ongoing investigations.

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 86% against same quarter of the previous year, combined percentage of 90%.

Combined quarterly percentage had therefore decreased 4.26% 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), 57 in quarter 3; year to date 188; previous year to date 185. Quarterly activity decreased 1.72% 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 70% against
- same quarter of the previous year, combined percentage of 77%.

Combined quarterly percentage had therefore decreased 7.4% 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), 16 in quarter 3; year to date 58; previous year to date 62. Quarterly activity increased 23.08% 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 37% against
- same quarter of the previous year, combined percentage of 31%.

Combined quarterly activity had therefore increased 6.7% over the same quarter of the previous year.

2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

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

Deliberate Fires – 440 in quarter 3; year to date 1,477; previous year to date 1,508. Quarterly activity increased 21.21% over the same quarter of the previous year.

2.6.1 Deliberate Fires – Dwellings

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

Deliberate Fires – Dwellings, 21 in quarter 3, year to date 63; previous year to date 70. Quarterly activity remained 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, 31 in quarter 3; year to date 102;

previous year to date 105.

Quarterly activity decreased 6.06% over the same quarter of the previous year.

A second incident activity line was shown on the graph which excluded Crown premises which fell outside of the Service's legislative jurisdiction.

In response to a question from County Councillor Salter in relation to the reason for the drop in incidents (excluding Crown premises), for commercial premises in the months of November and December, the Chief Fire Officer stated that the successful work through BFSCs could be a significant factor in managing down the arson risk. The checks not only focused on the risks inside buildings but also external adjacent risks which had resulted in a reduction of incidents in every quarter. Having a separate line on the graph which excluded crown premises gave a true reflection of the number of incidents, and it was prudent to take a long-term view of spikes and drops in activity as there were many variables which could affect deliberate fire setting.

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, 388 in quarter 3; year to date 1,312; previous year to date 1,333. Quarterly activity increased 25.57% 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, 6,010 in quarter 3; year to date 18,185; previous year to date 17,465. Quarterly activity increased 4.9% against the same quarter of the previous year.

HFSCs with high-risk outcomes, Quarter 3, 51%; previous year Quarter 3, 54%.

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

The Chief Fire Officer informed Members that there had been an increase in productivity of HFSCs and BFSCs completed. The Service was required to submit a productivity and efficiency return to the Home Office (HO) which could change as the Service moved under the Ministry of Housing, Communities and Local Government (MHCLG). HFSCs were important in terms of influence and education and the number showed increases each quarter when compared to the previous year.

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

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

ChildSafe, 189 sessions delivered to 5,592 students;
RoadSense, 153 sessions delivered to 4,638 students;
SENDSafe, 2 sessions delivered to 55 students;
Wasted Lives, 5 sessions delivered to 590 students;
Biker Down, 5 sessions delivered to 130 attendees;
FIRES, 44 referrals opened prior to Q3 and carried over. 40 referrals received in Q3. 38 referrals closed in Q3. 48 referrals carried to 2024-25, Q3;
Partner Training (including care providers), 22 sessions delivered to 253;

Specific Education packages – delivered Water Safety, BrightSparx, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4). 45 Bright Sparx sessions, delivered to 3,432 students. 8 virtual sessions delivered to 19 schools and 7,979 pupils.

Arson Threat Referrals – 186.

County Councillor Clifford stated that he had shared a Biker Down session locally on social media which had very quickly become fully booked. He asked if the Service needed to increase the number of Biker Down sessions offered. The Chief Fire Officer advised that the number of sessions offered was demand-led. Biker Down was a well-received product which had extensive positive feedback further to courses being delivered.

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, 883 in quarter 3; Cumulative 2,750; YTD target, 1,875; previous YTD 2,581.

Cumulative YTD BFSCs being satisfactory, 2,392. Top 5 completed satisfactory premise types (Shops 895, Factories/Warehouses 324, Other Workplaces 310, Offices 240, Other Public Premises 187).

Cumulative YTD BFSCs being unsatisfactory, 358. Top 5 completed unsatisfactory premise types (Shops 165, Factories/Warehouses 50, Licensed Premises 34, Other Workplaces 31, Offices 21).

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.

Service delivery personnel had carried out BFSCs in their respective districts over the last 2 years, and BFSC work was now embedded into business-as-usual activity. The KPI dashboard and District Intel Profiles were used to identify and target both the business types and business locations for that activity.

County Councillor Nikki Hennessy congratulated the Team for their great work on BFSCs as it was relatively new process.

The Chief Fire Officer highlighted that the risks identified were 'new risk', as the types of premises that were checked, previously would not have featured highly in terms of the Service's Risk Based Intervention Programme and, therefore, the Service would not have dedicated resources to visit them. Delivering BFSCs through operational crews meant that the risk could be reduced within 'unsatisfactory' premises noted within the Performance report.

Steven Barnes advised Members that all wholetime operational staff were trained to carry out BFSCs in LFRS, which was extremely positive and under-pinned the high levels of performance.

2.9.1 Fire Safety Activity (including Business Fire Safety Checks)

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

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

Total Fire Safety Enforcement Inspections, Quarter 3, 499;
Formal Activity in Quarter 3, 8%, same quarter of the previous year 5%.
Quarterly activity remained static against the same quarter of the previous year.

Members noted the cumulative number of Fire Safety inspections undertaken for 2024/25 was 1,560.

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

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

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

In Quarter 3, Building Regulation Consultations received 226, of which 219 were completed within the timeframe (LFRS should make comments in writing within 15 working days of receiving a BRC).

The Chief Fire Officer highlighted that, in the last HMI inspection, the Service received an 'area for improvement' whereby completion percentage rates at that time were 50-60% compared to the high 90s currently. Station Manager, Steven Barnes, would explain the journey in the following agenda item.

KPI 3 - Responding to fire and other emergencies quickly

3.1 Critical Fire Response – 1st Fire Engine Attendance

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

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

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

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

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

Critical Fire Response – 1st Fire Engine Attendance, Quarter 3, Very High 06:03 min; High 06:09 min, Medium 07:35 min, Low 08:14 min.

Q3 overall 07:37 min. Year to date overall 07:39 min. Previous year to date overall 07:24 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 3.

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

The monthly average response times to very high risk areas:

October	November	December	Quarter 3
05:30	05:41	07:19	06:03

The monthly average response times showed that only December exceeded the 6 minute average, with an 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 within a domestic property where unattended food on a hob activated smoke detection. The nearest pump to the incident was engaged at another incident, which led to the first attending pump responding from another station area, hence an extended run time.

The second incident involved dried towels within a kitchen of a retail premises that had self-combusted due to oils within the cloths. The delay was due to the nearest appliance being engaged at another incident.

Response times were consistently monitored and, where they did not meet the target, the reason why was reported on and then scrutinised at regular performance monitoring meetings. This allowed for trends to be identified, and improvements implemented, as necessary.

County Councillor Clifford commented on the Communications social media post in relation to the potential combustion risk when drying oily cloths in a dryer which he was not aware of.

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, 08:50 min in quarter 3; year to date 08:36 min; previous year to date 08:34 min.

3.3 Total Fire Engine Availability

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

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

Total Fire Engine Availability, 89.30% in quarter 3; year to date 87.45%; previous year to date 88.59%.

Quarterly availability increased 0.84% over the same quarter of the previous year.

A progress update was provided up to the end of quarter 3.

Overall availability across all stations for the quarter recorded 88.30%, with the month of December exceeding the 90% standard, recording 90.35%.

The availability by each of the stations designated first pump crewing type during quarter 3:

Wholetime – 99.39%

Day Crewing Plus – 98.85%

Flexi Day Crewing – 99.42%

On-Call – 76.43%

Total – 89.30%

Whilst all the Whole-Time (WT) appliances achieved exceptional availability, the 1st appliance at the wholly On-Call stations contributed to the availability falling below the 90% standard. However, throughout quarter 3, LFRS had seen a significant increase in On-Call availability.

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.
- A shortage of staff with the Officer in Charge (OIC) skill had been a significant contributing factor to low On-Call availability. On-Call Support Officers (OCSOs) had worked with station-based staff and management, together with the Leadership and Development Centre, to support those in development and identify opportunities for staff to acquire skills earlier in their career.
- Incident Command trainers had reviewed the process for On-Call Incident Command Courses, which had resulted in a significant uplift in staff trained as OICs in 2024.
- On-Call Performance Management training for Station Managers and Unit Managers was completed, which included the roll-out of sector-leading

innovative software for On-Call Availability, Recruitment and Skills (OARS). The software had improved the efficiency and effectiveness of workforce planning, development, and performance. OARS was the first of its kind nationally, and the Service demonstrated the project and software as best practice at the NFCC On-Call Conference in 2024.

- On-Call recognition events commenced in Q3, to acknowledge the dedication and efforts of the Service's On-Call firefighters, their families, and their employers.

The Chief Fire Officer advised that a lot of work had been undertaken to improve on call performance and it was the amalgamation of that work that had resulted in the improvement of on-call availability. Since August 2024, there had been an upward momentum in the availability of on-call pumps. Quarter 3 was the first quarter that had shown the positive impact of the hard work with the target being exceeded.

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 December 2024 was £51.8 million. The annual forecast was £75 million, which was a small underspend of (£0.1) million.

The revised capital budget for 2024/25 was £12 million and spend at the end of December was £2.5 million. The total annual spend forecast was £5.9 million, and £0.2 million savings had been identified predominantly in Information Technology (IT). It was also anticipated £5.9 million expenditure would slip into 2025/26. Extended lead times and resourcing shortfalls ensued the slippage.

Quarter 3 variance -0.13%.

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 the progress against key workstreams being progressed under the Blue Light Collaboration Board (BLCB) partnership collaboration during the period.

Leadership Development

Collaboration between Lancashire Fire and Rescue Service (LFRS), Lancashire Police (LanCon) and North West Ambulance Service (NWAS) had continued to explore efficiencies and build professional working relationships across the Blue Light Services. The potential for a collaborative coaching and mentoring network had also been identified, which led to shared learning on a more regular basis and improved on-the-ground relationships when working together.

It was agreed for each Service to host a Leadership Event, and through intelligence from each organisation, three common themes were identified.

The first session, 'Nourish to Flourish', focussed on wellbeing and self-care and was hosted by LFRS. It aimed to improve the physical and mental wellbeing of staff, which would have positive effects for each organisation. Several efficiencies were enabled for the session, by using the Leadership and Development Centre and the cost for the guest speaker was shared between all three services.

The Services were planning the next session which would be hosted by NWAS in February 2025, where the focus for that event would be on 'Media'.

The final session would be hosted by LanCon in Spring 2025. The group were considering an interesting area around 'Generational Differences'.

Missing from Home

The missing from home collaboration between LFRS and LanCon focused on supporting high-risk missing person searches. The partnership led to the development of a Standard Operating Procedure and training for front-line personnel. LFRS assets, such as drones and search dogs, had proved effective in locating missing persons and improving public perception whilst maximising effectiveness and the potential for successful outcomes to the people of Lancashire.

Empowering trained resources from LFRS to respond to such incidents with partner agencies ensured that missing persons were located earlier, using the best available technology such as LFRS drones. Furthermore, the use of LFRS trained dogs enhanced the canine capabilities for other fire specific deployments both within the UK (through USAR and other requests) and overseas (ISAR deployments). Real life incident exposure for the dogs was invaluable and without which, their ability to develop would become limited. Where required, LFRS recovered costs under the nationally agreed National Fire Chiefs Council (NFCC) / National Resilience recharge protocol and locally agreed MOUs.

LFRS received around 200 drone requests each year from LanCon, with most requests for missing persons searches.

Estates and Co-location

The co-location of estates between LFRS, NWAS, and LanCon aimed to identify opportunities for site sharing to improve collaboration and value for money. Successful site-sharing arrangements at Lancaster, St Annes, Darwen, Preston and Lytham Fire Stations had resulted in efficiencies and shared facilities. The shared working arrangements had also built positive relationships and a greater understanding of the differing roles across the Blue Light community. In an operational context, it would no doubt have improved outcomes for the people of Lancashire.

The revised Blue Light Collaboration Project Initiation document had provided the Estates and co-location sub-group leads with a renewed focus for potential areas of collaboration. The quarterly Estates sub-group meetings between Heads of Estates Department at LFRS, NWAS and LanCon had identified that the potential benefits were greater than just co-location. The project objective, principles and benefits had been redefined and in-scope works updated. Examples of areas of collaborative working, in addition to site sharing, were knowledge sharing in relation to systems, sharing of procurement specification documents, along with supplier framework procurement and opportunities.

Community First Responders

UK FRSs had been providing Emergency Medical Response (EMR) services to the public in recent years. According to a cost-benefit analysis conducted by the New Economy, the benefits of EMR far outweighed the initial investment required. The analysis estimated an overall financial return on investment of £4.41 per £1 invested.

The Community First Responder (CFR) workstream involved LFRS staff volunteers responding to life threatening emergencies in their communities from the workplace and administering life-saving interventions in the initial vital minutes before NWAS colleagues arrived, including patients that were unresponsive / collapsed, not breathing, cardiac arrests, seizures, strokes, and choking. In providing additional CFRs in areas that saw extended response times from NWAS, LFRS had improved outcomes for Lancashire communities. This had been achieved by ensuring a quicker response to those people that required help with a medical emergency and staff had delivered lifesaving interventions whilst awaiting the arrival of ambulance colleagues, with around 200 incidents attended since 2023.

Evaluation

Through evaluation, LFRS had considered the value and benefits of several workstreams and had considered how the BLCB contributed to LFRS' aim of "Making Lancashire Safer".

Two new Blue Light Collaboration Workstreams were being established – 'Wellbeing (Mental Health and Welfare)', and 'Recruitment Initiatives'.

4.3 Overall User Satisfaction

	<p>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.</p> <p>Annual Standard: 97.50%</p> <p>In quarter 3, 51 people had been surveyed and the number satisfied with the service was 51. The running number of people surveyed for the year was 3,771 with 3,723 of those people being satisfied with the Service; 98.73% against a standard of 97.50%; a variance of 1.26%.</p> <p>The Chair thanked the Chief Fire Officer for a positive report.</p> <p>Resolved: - That the Performance Committee noted and endorsed the Quarter 3 Measuring Progress report, including two positive and two negative exceptions.</p>
27/24	<p>Building Regulation Consultations Plan and Presentation</p> <p>The Chair welcomed Station Manager, Protection Transformation, Steven Barnes, to provide the Committee with a presentation which gave an overview of the Service's actions pertaining to Building Regulation Consultations.</p> <p>Following Lancashire Fire and Rescue Service's (LFRS) 2021/22 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspection, an 'Area for Improvement' was highlighted regarding completion of Building Regulation (BR) Consultations within the statutory timeline of 15 working days. The reported stated "The Service should make sure it allocates enough resources to respond effectively and in time to statutory building control consultations". The Service had a responsibility to ensure that the fire safety measures put in place within the buildings were suitable and sufficient.</p> <p>Initially, a review of internal process took place to identify how the Service could improve current working practices to increase performance and ensure delivery of statutory duties. The 3 areas of fire safety in Lancashire were Eastern/Pennine, Northern/Western, and Southern/Central. The review identified that BR consultations were received locally via Area Based offices from Local Authority Building Control Bodies and Approved Inspectors. This could be by way of email or 'in person' deliveries. Plans were then stored on local drives and manually input on an excel spreadsheet. With the volume of consultations varying from area to area, the impacts and ability to respond could be greatly impacted. In addition, the number of inspectors qualified to undertake BR consultations was limited in certain areas. This area-based view limited the ability for the department leadership team to manage BR holistically across the County.</p> <p>The graph in the presentation showed the total number of Buildings Regulations received and the number completed within the set date.</p> <p>To support the Service's commitment to BR Consultation timelines, KPI 2.10</p>

Building Regulation Consultations (BRC) was introduced.

Investment initially took place in training to ensure staff had the required competencies to undertake BR consultations. To further improve performance, a single mailbox was established and shared with all Local Authorities and Approved Inspectors, monitored by a dedicated BR team. This team then input the initial consultation, and an action was allocated to an appropriately qualified inspector. The CFRMIS (Community Fire Risk Management Information System) was the main repository for buildings within Lancashire and a Data Management System was also introduced where all Building Regulation information was stored. This provided the leadership team with a pan-Lancashire view of current activity and distributed the work across all qualified inspectors regardless of area, allowing for an even spread of workloads. The investment in digital systems ensured the Service tracked responses and managed performance consistently.

The outcomes from the implementation of the new ways of working were that there was a single truth which provided live monitoring including assigned persons, and there was a simple reporting and monitoring process by Fire Safety Managers.

It was noted by Members that the current completion rate was 96.9%.

The priorities for the future direction of the Service were:

- Resourcing to Risk – focus would be directed on trends and incidents identified, and reviews would be undertaken to ensure the ‘highest risk’ buildings were inspected.
- Grenfell Enquiry Phase 2 Recommendations – there were 58 recommendations within the document. The documents that the Service used for Building Regulation were changing regarding the fire reaction and fire resistance of materials used and the move from British Standards (BS) to BS ENs (a standards adopted by the European Community). BS ENs were more robust and allowed for challenges to be made on materials used.
- Building Safety Regulator – to comply with the Building Safety Act, the Service had a dedicated resource that would work on high rise premises, and work with the Health and Safety Executive (HSE) engaging the Service at Gateway 2. Once a construction method was agreed at Gateway 1, it had to be seen through to completion with no changes to materials or dimensions.
- Battery Energy Storage Systems – it was a government wide agenda for renewable energy. The Service was not a statutory consultee and so had no input. The NFCC were lobbying planners and developers for the Fire Service to be consulted.
- Mid Rise Building Stock – previously, there had been no dedicated person, but as of August 2024, Mid Rise buildings were treated similarly to High Rise. Currently, 160 premises had been identified as Mid Rise and consultation letters had been sent to request information on the buildings. The buildings would then be rated for inspection to ensure fire safety measures were put in place.

County Councillor Hennessy asked, out of the 160 Mid Rise premises, how many replies had been received from the consultation letters. Station Manager Barnes confirmed that 110 replies had currently been received, however, if there was no

response, the property could be elevated, resulting in a face-to-face visit. Under the Fire Safety Order, the Service could use Article 27 to gather information and enforce consultation within 28 days. All the information was stored in the CFRMIS system.

In response to a question from County Councillor Hennessy regarding staff in the department, Station Manager Barnes explained that there were 45 staff across 3 Fire Safety Departments across Lancashire, with a Fire Safety Manager, a number of Business Safety Advisors and Inspectors who were qualified to Levels 3 and 4.

The Chief Fire Officer highlighted that the government focus had shifted from High Rise Buildings (18M +) to Mid Rise (11m – 18m or 7 floors), and the volume of Mid Rise buildings. The national estimates were between 90,000 to 150,000 buildings. The Service had a designated officer that was working with all Local Authorities to determine the number of Mid Rise properties in Lancashire, how they would be triaged, how many had construction deficiencies to make safe, and how many were compliant. It was important to know the extent of the risk regarding combustible cladding etc.

Station Manager Barnes explained that there was a directive for the Responsible Person to carry out an external wall survey using a government template to risk rate the building and identify whether there were flammable or combustible materials for which, remedial work would need to be undertaken. Government funding was available for High Rise remediations, however, at present, there was no fund for Mid Rise remediations. Previous guidance for High Rise buildings was for residents to stay within their flats in the event of a fire, but in the case of external combustible materials, evacuation could be needed for which a 24-hour waking watch could be required (typical costings for such a provision had been in excess of £25k per month).

In response to a question from County Councillor O'Toole as to whether the Service could withhold a Fire Safety Certificate from those buildings with combustible cladding, Station Manager Barnes, advised that under the Fire Safety Order 2005, the accountability was put onto the Responsible Person to carry out a fire risk assessment which would identify any deficiencies. When the Fire Service carried out an inspection, a letter could be issued which stated that fire safety measures were in place and the building was suitable for purpose. If it was not suitable, the Fire Service could potentially enforce or prohibit.

County Councillor O'Toole queried, on cases where residents owned their apartments but not the leasehold and the maintenance of the building was via a management company, whether there was legislation to enforce combustible cladding removal. Station Manager Barnes, explained that the Service could use Land Registry to identify the Responsible Person whose duty it was to enact requirements. The Service tried to work with Responsible Persons to introduce fire safety measures to manage risks.

County Councillor Yates asked whether the Service was consulted regarding new build properties. Station Manager Barnes confirmed that the Service was a statutory consultee with any property over 2 floors with residents with a building over 18m going to the Building Safety Regulator and HSE. In the case of high rise

	<p>buildings, the Service would be consulted at Gateways 2 and 3.</p> <p>The Chair thanked Station Manager, Steven Barnes for a wonderful presentation.</p> <p>Resolved: - that the Performance Committee noted the report.</p>
28/24	Date of Next Meeting
	<p>The next meeting of the Committee would be held on 25 June 2025 at 10:00 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.</p> <p>Further meeting dates were noted for 03 September 2025 and 03 December 2025 and agreed for 11 March 2026.</p>

**LFRS HQ
Fulwood**

**M Nolan
Clerk to CFA**

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Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 2 July 2025

Performance Management Information For Quarter 4, 2024/25 (Appendix 1 refers)

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

Executive Summary

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

Recommendation

The Performance Committee is asked to note and endorse the Quarter 4 Measuring Progress report, including one positive, and two negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

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



Measuring Progress Performance Report

Quarter 4: January 2025 – March 2025

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.

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Explanation of Performance Measures

KPI's are monitored either by using an XmR^[1] 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.

^[1]**XmR chart explanation** (Value [X] over a moving [m] range [R]).

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

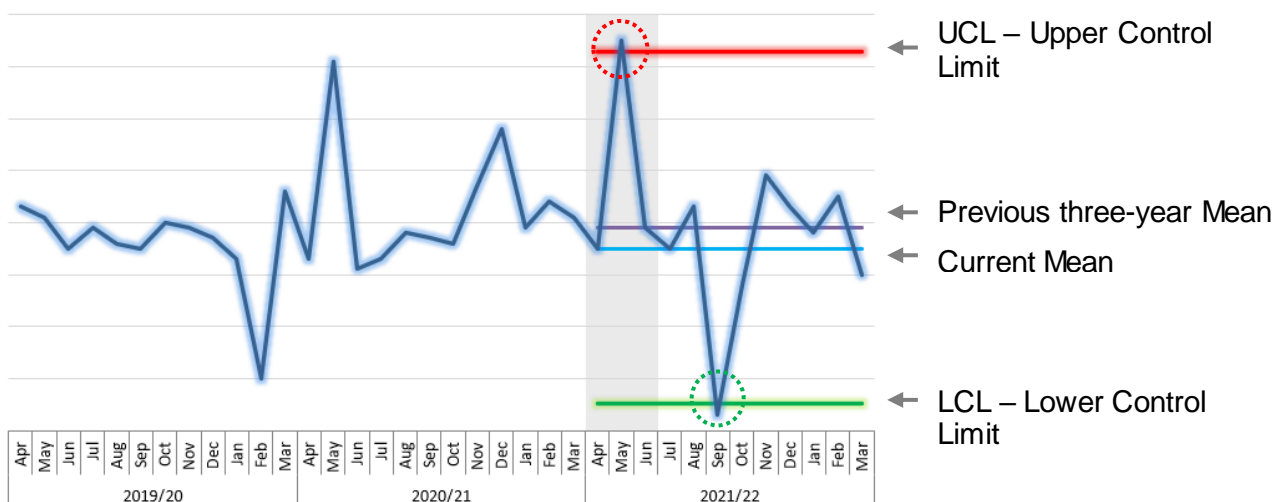
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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

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

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

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



Performance Framework and indicator trends

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

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

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

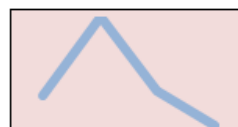
The cell shading within the Progress column denotes whether the indicator is:



within accepted limits



in positive exception















in negative exception



not applicable

KPI		Description	Progress	Page (s)
1		Valuing our people so that they can focus on making Lancashire safer.		
1.1		Overall Staff Engagement: Performance measure of how engaged our staff are		8
1.2.1		Staff Absence Wholetime (WT)		10
1.2.2		Staff Absence On-Call (OC)		13
1.2.3		Staff Absence Greenbook		14
1.3.1		Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		17
1.3.2		Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		18
1.4		Staff Accidents:		19

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		20
2.2		Overall Activity		21
2.3		Accidental Dwelling Fires (ADF)		23
2.3.1		ADF – Harm to people: Casualties		24
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2.5		ABF (Non-Commercial Premises)		28
2.5.1		ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		29
2.6		Deliberate Fires Total: Specific performance measure of deliberate fires		30
2.6.1		Deliberate Fires – Dwellings		31
2.6.2		Deliberate Fires – Commercial Premises		32
2.6.3		Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		33
2.7		HFSC		34
2.8		Numbers of other prevention activities delivered		35
2.9		Business Fire Safety Checks		36
2.9.1		Fire Safety Activity		38
2.10		Building Regulation Consultations (BRC) (number and completed on time)		39

KPI		Description	Progress	Page (s)
3	Responding to fire and other emergencies quickly.			
3.1		Critical Fire Response – 1st Fire Engine Attendance		40
3.2		Critical Special Service Response – 1st Fire Engine Attendance		41
3.3		Total Fire Engine Availability		42
4	Delivering value for money in how we use our resources.			
4.1		Progress Against Allocated Budget		43
4.2		Partnership Collaboration		44
4.3		Overall User Satisfaction		45

1.1 Overall Staff Engagement



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

Scope and definition:

Staff engagement is achieved through a variety of activities carried out every day across the service including station visits, digital staff sessions, appraisals, and team meetings. This includes a programme of wellbeing interactions such as workplace toolbox talks, station visits, workshops, and wellbeing support dog visits.

All members of staff can raise questions, ideas and improvements on the Service's intranet and staff are regularly involved in testing and trialling new equipment and ways of working. Surveys and consultations are held on specific matters when required such as proposals for emergency cover reviews and working the on-call duty system.

A comprehensive staff survey is undertaken periodically to gain insight from all staff on a range of topics including leadership, 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).

Measurement/update:

A pulse survey, a short survey designed to measure staff engagement levels in between full staff surveys, was conducted from 18 December 2024 to 7 January 2025. It was an online survey only and received 252 responses (20%).

The resultant staff engagement index score of 79% is a 5% increase on the 2023 score (page 9).

From January to March 2025, 17 station visits were carried out by principal officers and area managers as part of our service-wide engagement programme. In addition, six engagement sessions were held across the county for station, watch, and crew managers and community fire safety team leaders with heads of service delivery to reflect on progress achieved in 2024-25 and consider priorities for 2025-26.

Thirty wellbeing interactions were undertaken ranging from workshops with crews to wellbeing support dog interactions.

Seven online sessions were held to update all operational staff on the final stage of implementing our dynamic cover software. Two On the Menu digital sessions were held: the first was about leadership and development pathways and attended by 56 people, and the second was about digitisation of the incident ground and attended by 33 people.

The Service engaged with staff over several topics relating to our fleet and equipment and views were sought by survey and through our employee voice groups in relation to a new project to replace breathing apparatus. Staff engagement over improvement works at Blackpool and Preston fire stations continued.

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.

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

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.

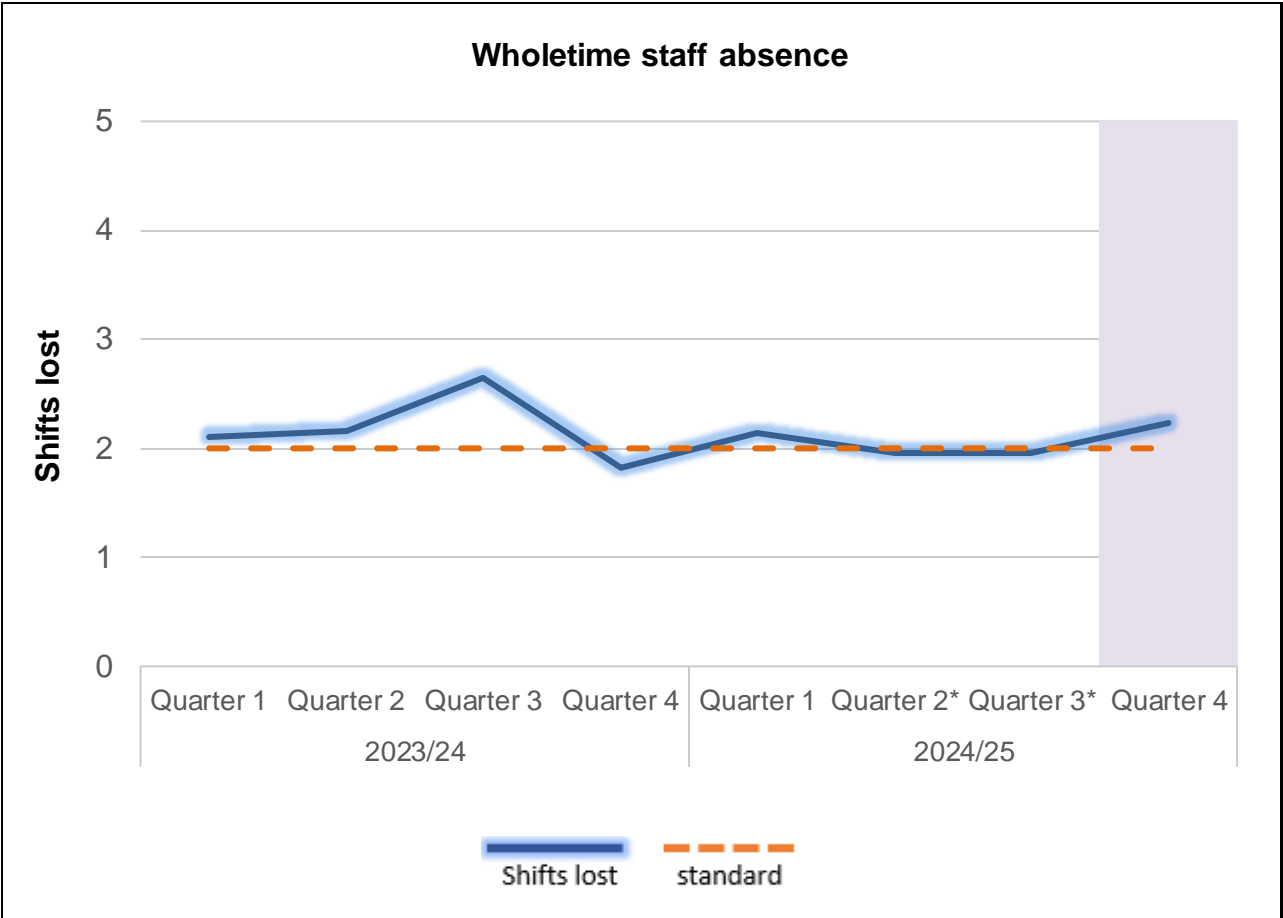
1.2.1 Staff Absence Wholetime (WT)



Quarter shifts lost
2.235

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)



*Revision to previously published 2024/25 quarter 2 & 3 return.

Cumulative total number of shifts lost:

8.284

The agreed target performance level is 8 shifts lost per employee per year across both Grey (KPI 1.2.1) and Green Book (1.2.3) staff. The actual combined shifts lost for both for 2024/25 was 7.97 shifts lost per employee, which is within the overall target.

What are the reasons for an Exception report

This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target for quarter 4.

The element of this section of the report refers to sickness absence rates for the period 1 April 2024 to March 2025.

The agreed target performance level is 8 shifts lost per employee per year for wholetime staff. The actual shifts lost for the period for this group of staff is 8.28, which is 0.28 shifts above target. During the previous year, 8.72 shifts were lost which is a reduction of 0.44 shifts lost per wholetime employee compared to the same period last year.

Analysis

5,186 wholetime absence shifts lost = 8.28 against a target of 8.00

The number of cases of long-term absence which spanned over the total of the 3 months reduced from 2 cases in Q3 to 1 case in Q4. Forty-six shifts were lost during the quarter as a result of the one case of long-term absence, this is in comparison to 158 shifts were lost during the same quarter of 2023-24. This case accounts for 0.07 shifts lost per person over the quarter.

There were 27 cases of long-term absence which were recorded within the 3 months:

Reason	Case/s
Musculo Skeletal	8
Hospital/Post Operative Procedure	8
Mental Health (Other 4 cases)	4
Other absence types	8

64 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 154 shifts lost in the same quarter of 2023-24.

Measures the Service takes to manage absence

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

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

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

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

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

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

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

1.2.2 Staff Absence On-Call (OC)

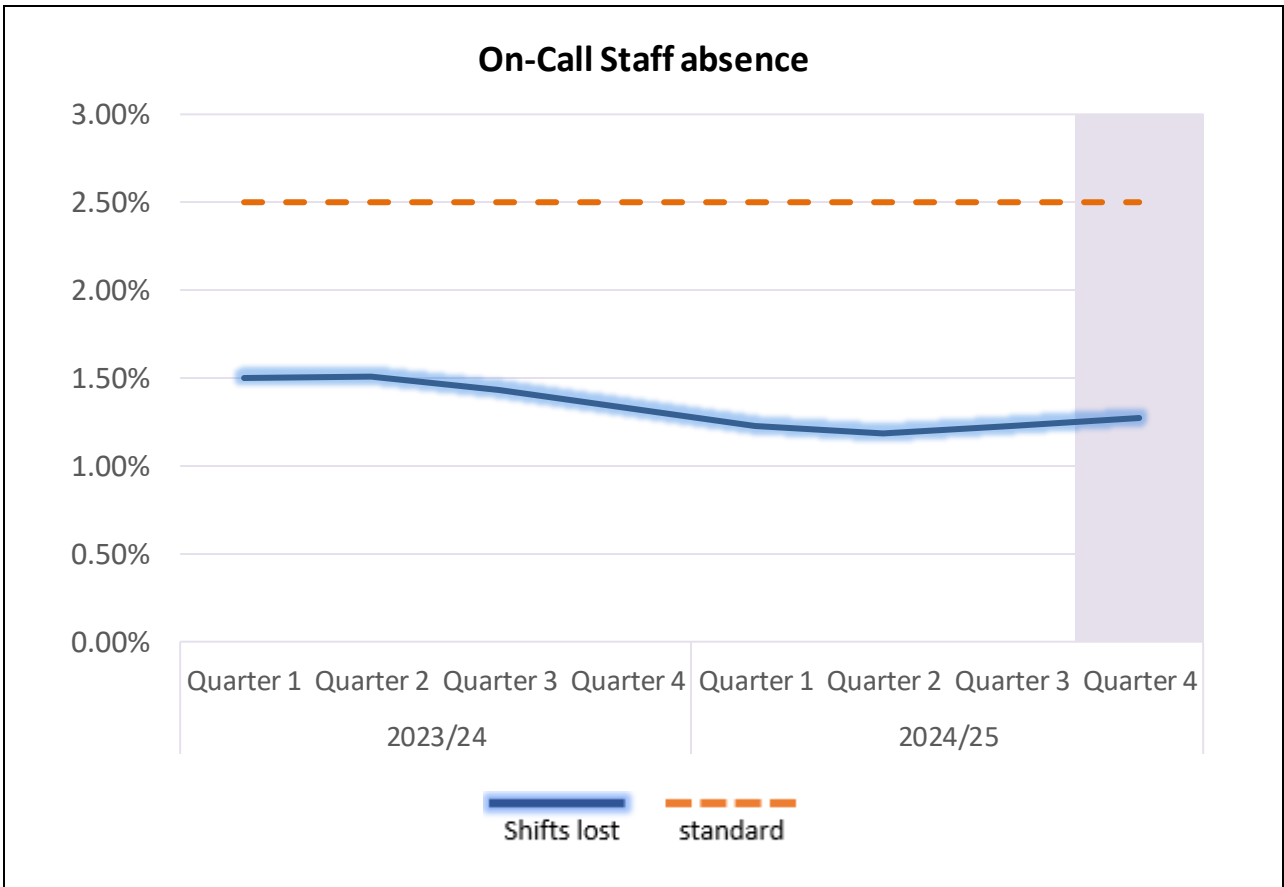


Cumulative Absence
1.27%

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, 1.27%.



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

1.27%

January 2025 – March 2025

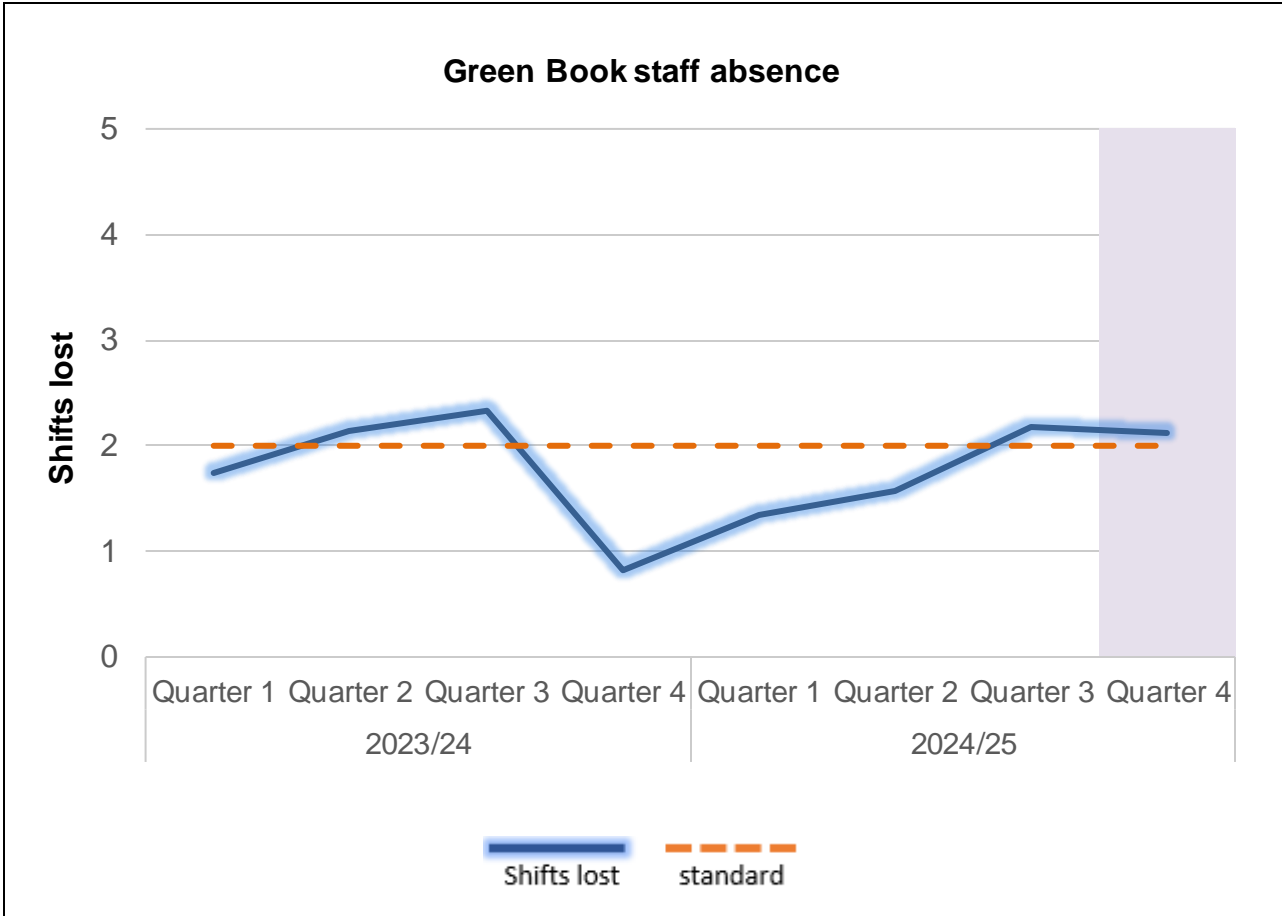
1.2.3 Staff Absence Green Book



Quarter shifts lost
2.123

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

Annual Standard: Not more than 8 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 2)



Cumulative total number of shifts lost: 7.221

The agreed target performance level is 8 shifts lost per employee per year across both Grey and Green Book staff. The actual shifts lost for both combined for 2024/25 was 7.97 shifts lost per employee, which is within the overall target.

What are the reasons for an Exception report

This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target for quarter 4.

The agreed target performance level is 8 shifts lost per employee per year for Green book staff. The actual shifts lost for the period for this group of staff is 7.22, which is 0.78 below target. During the same period the previous year, 7.04 shifts were lost which is an increase of 0.18 shifts lost per green book employee compared to the same period last year.

Analysis

During the period, January – March 2025, absence statistics show non-uniformed personnel absence above target for the quarter, with 2.12 shifts lost in the quarter against a target of 2.00 shifts lost.

1,863 non-uniformed absence shifts lost = 7.22 against a target of 8.00 during the quarter 1 to 4. There were three cases of long-term absence which spanned over the total of the 3 months, these related to:

The number of long-term absence cases recorded in the quarter reduced from 13 in Q3 to 10 in Q4:

Reason	Case/s
Mental Health	5
Musculo Skeletal	2
Other absence types	3

188 shifts were lost during the quarter as a result of the above 10 cases of long-term absences, this is in comparison to 93 shifts lost during the same quarter of 2023-24. These cases account for 0.73 shifts lost per person over the quarter.

54 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 28 shifts lost in the same quarter of 2023-24.

Measures the Service takes to manage absence

The Service has an Absence Management Policy which details its approach to how it will manage absence ensuring that staff time is managed effectively, but also members of staff are supported back to work or exited from the Service in a compassionate way.

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

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

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

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

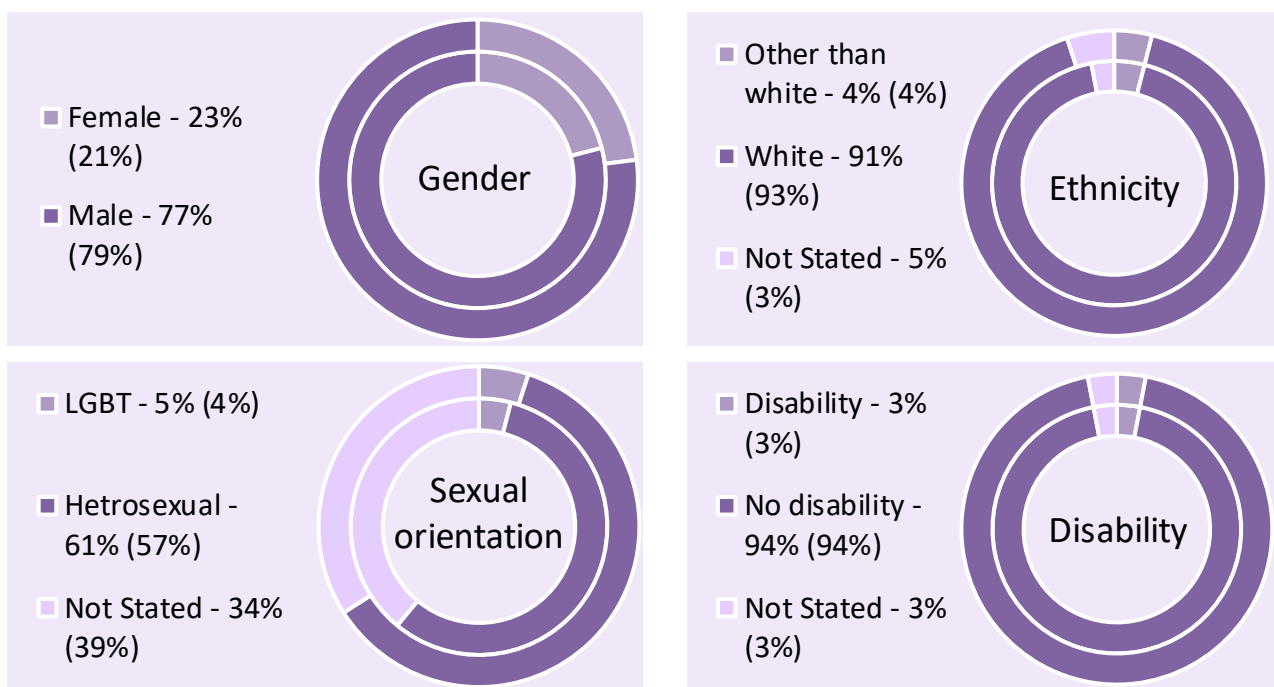
1.3.1 Workforce Diversity



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 position at the current quarter, with the inner circle illustrating the position at the same quarter 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	6%
	White		92%		85%
	Not stated		5%		9%
Sexual orientation	LGBT	Grey	5%	Green	3%
	Heterosexual		59%		65%
	Not stated		36%		32%
Disability	Disability	Grey	3%	Green	5%
	No disability		95%		89%
	Not stated		2%		6%

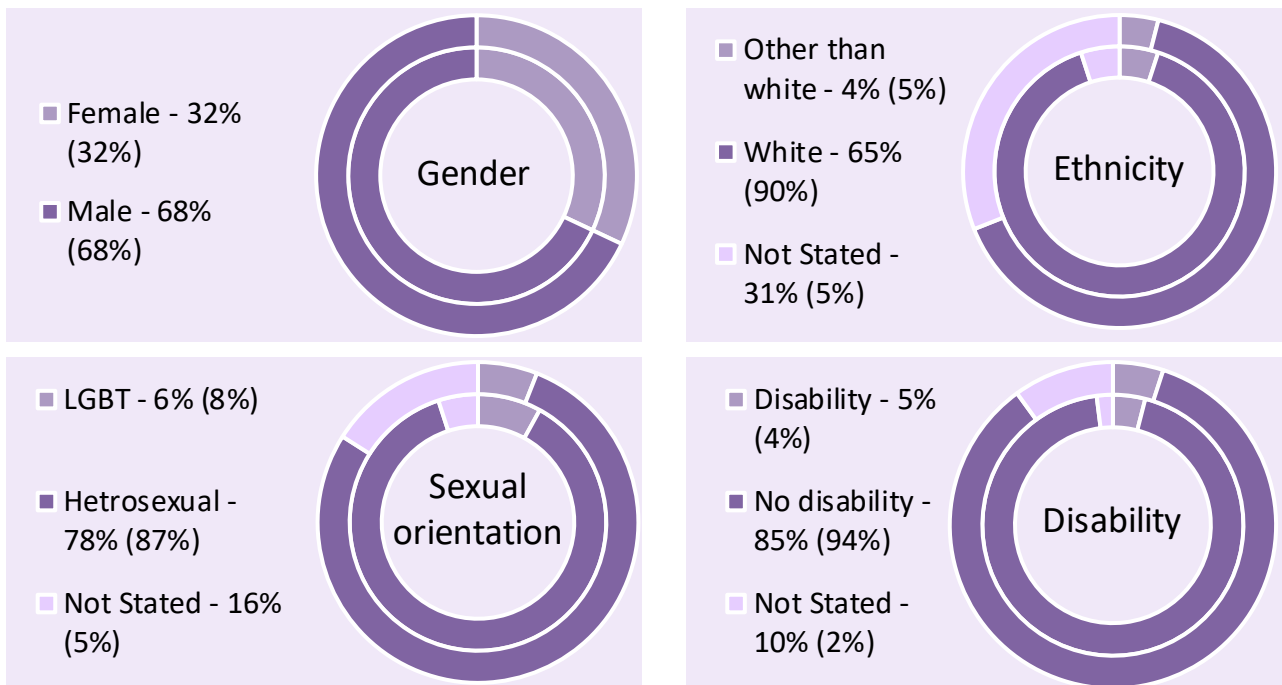
1.3.2 Workforce Diversity Recruited



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 period, with the inner circle illustrating the same period of the previous year.



During quarter 4, there were a total of 59 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



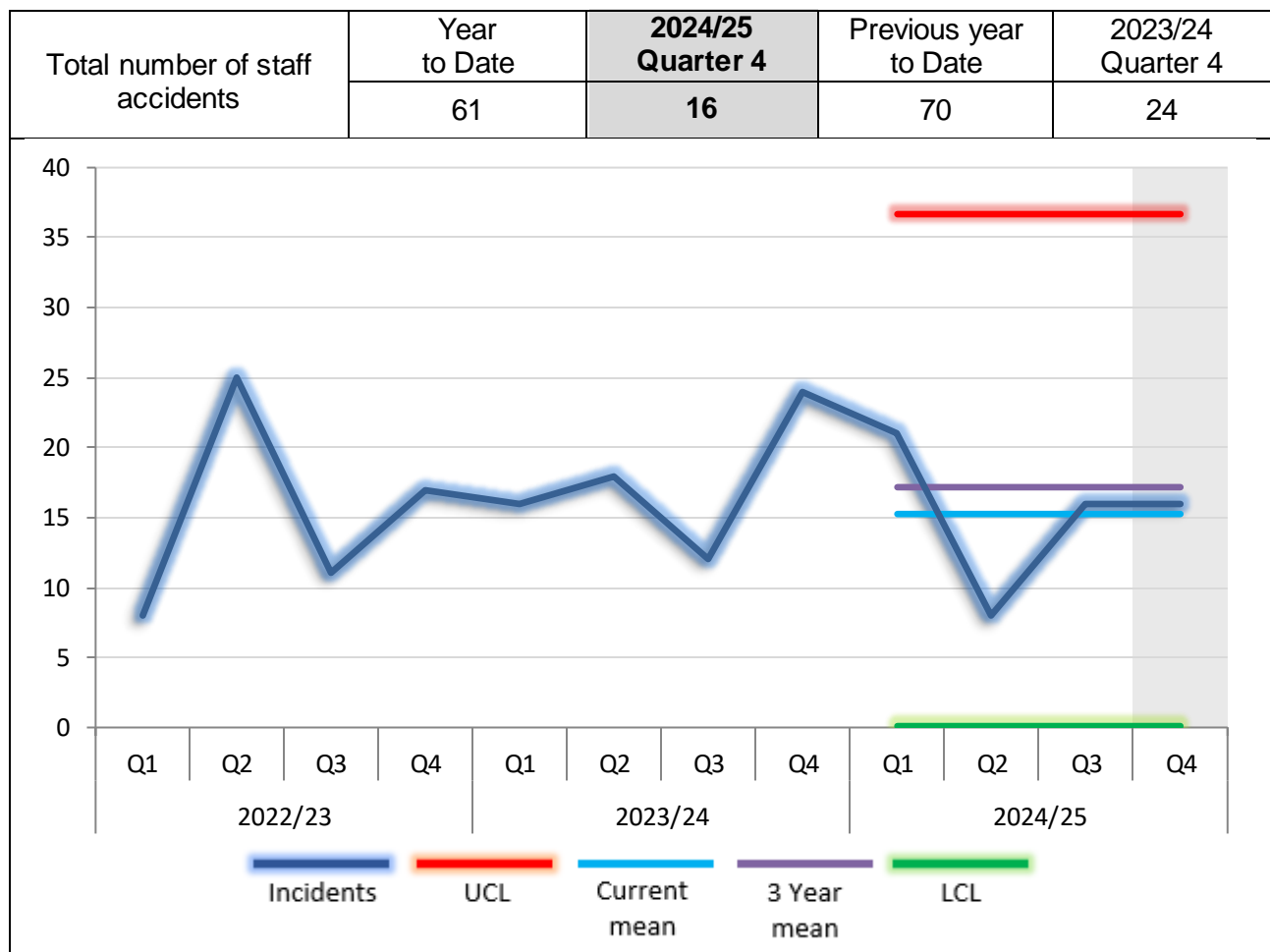
Activity
16

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 33.33% (8 incidents) over the same quarter of the previous year.



2.1 Risk Map

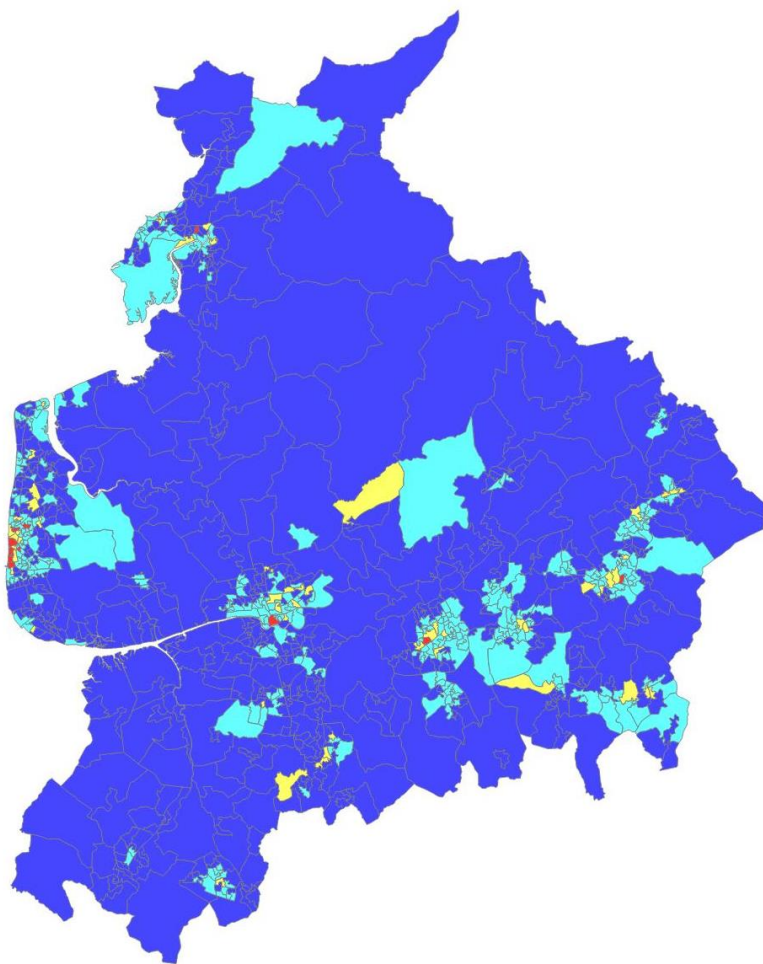


Risk Score
30,750

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.

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



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

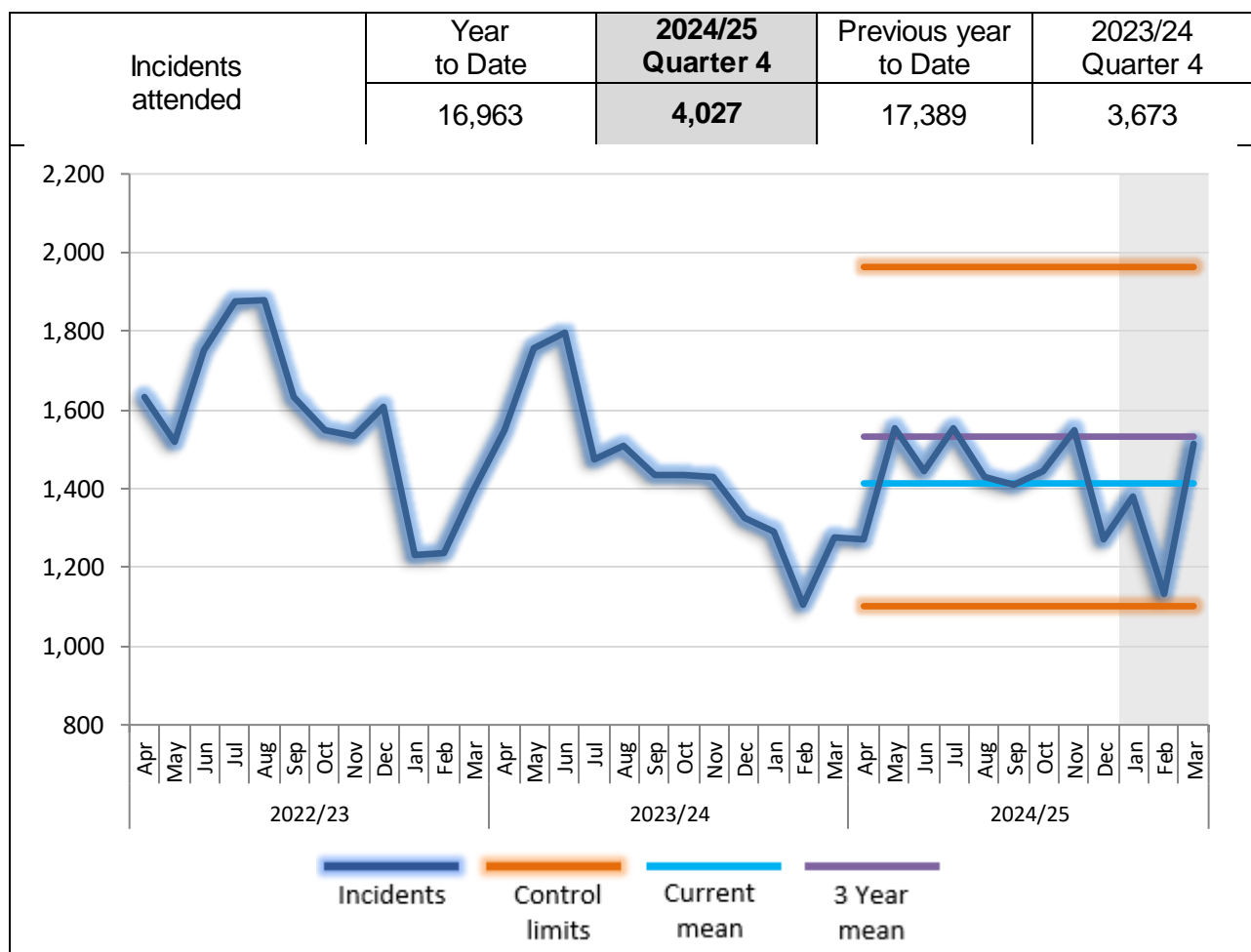


Quarter Activity
4,027

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

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

Quarterly activity increased 9.64% over the same quarter of the previous year, whilst the year to date activity decreased by 2.45%.



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
1,414	1,532	1,449	1,570	1,578

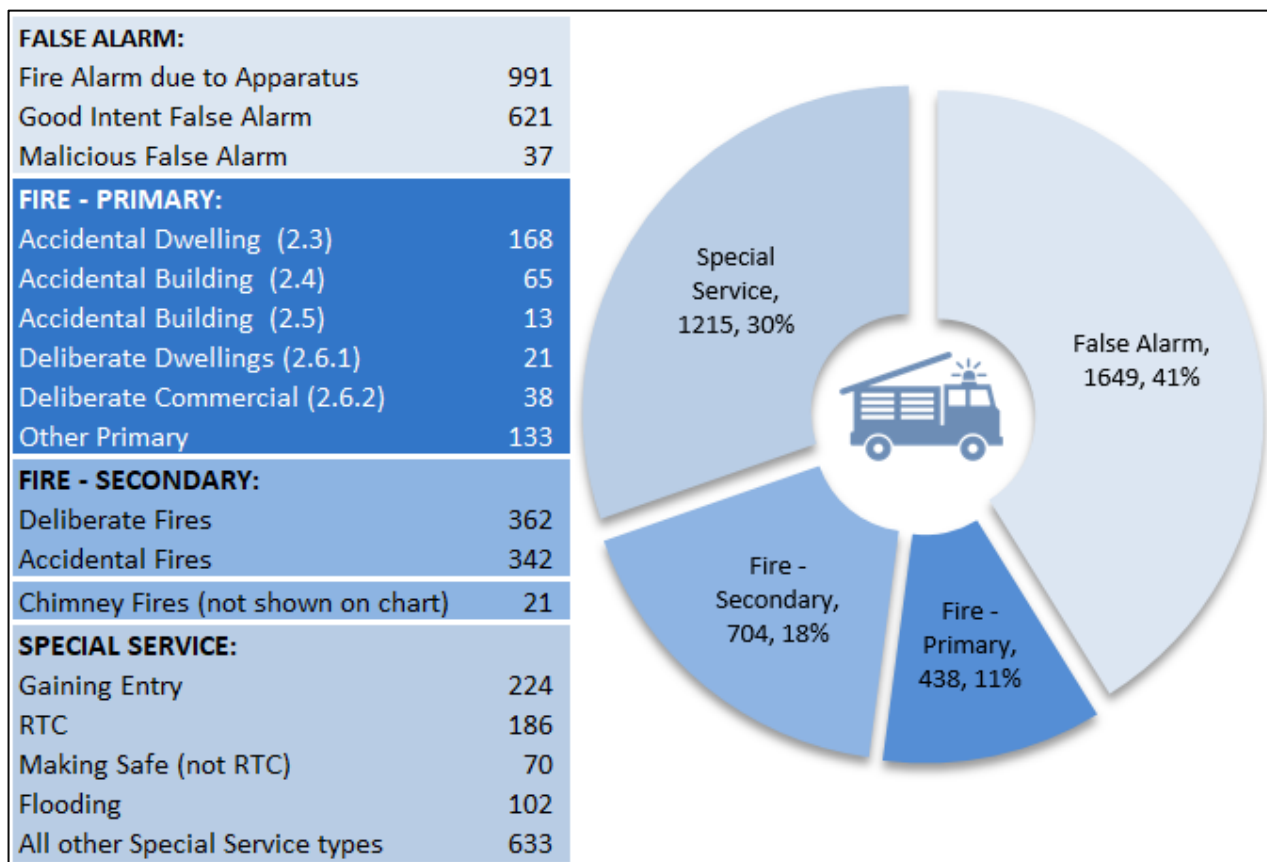
2.2 Overall Activity Breakdown



Quarter Activity
4,027

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

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



	FALSE ALARM incidents make up 41% of activity, with 60% being Fire alarm due to Apparatus incidents, 38% good intent false alarm and malicious false alarms accounting for 2%.
	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 51% of secondary fires, with 49% being an accidental or not known cause.
	SPECIAL SERVICE incidents are made up of many different activities, so only a selection of types, such as Gaining entry to a domestic property on behalf of NWS and Road Traffic Collisions (RTC) can be shown, with the remainder being recorded under 'other types'. These can range from trapped animals or hazardous materials incidents to spills and leaks or advice only.

2.3 Accidental Dwelling Fires (ADF)

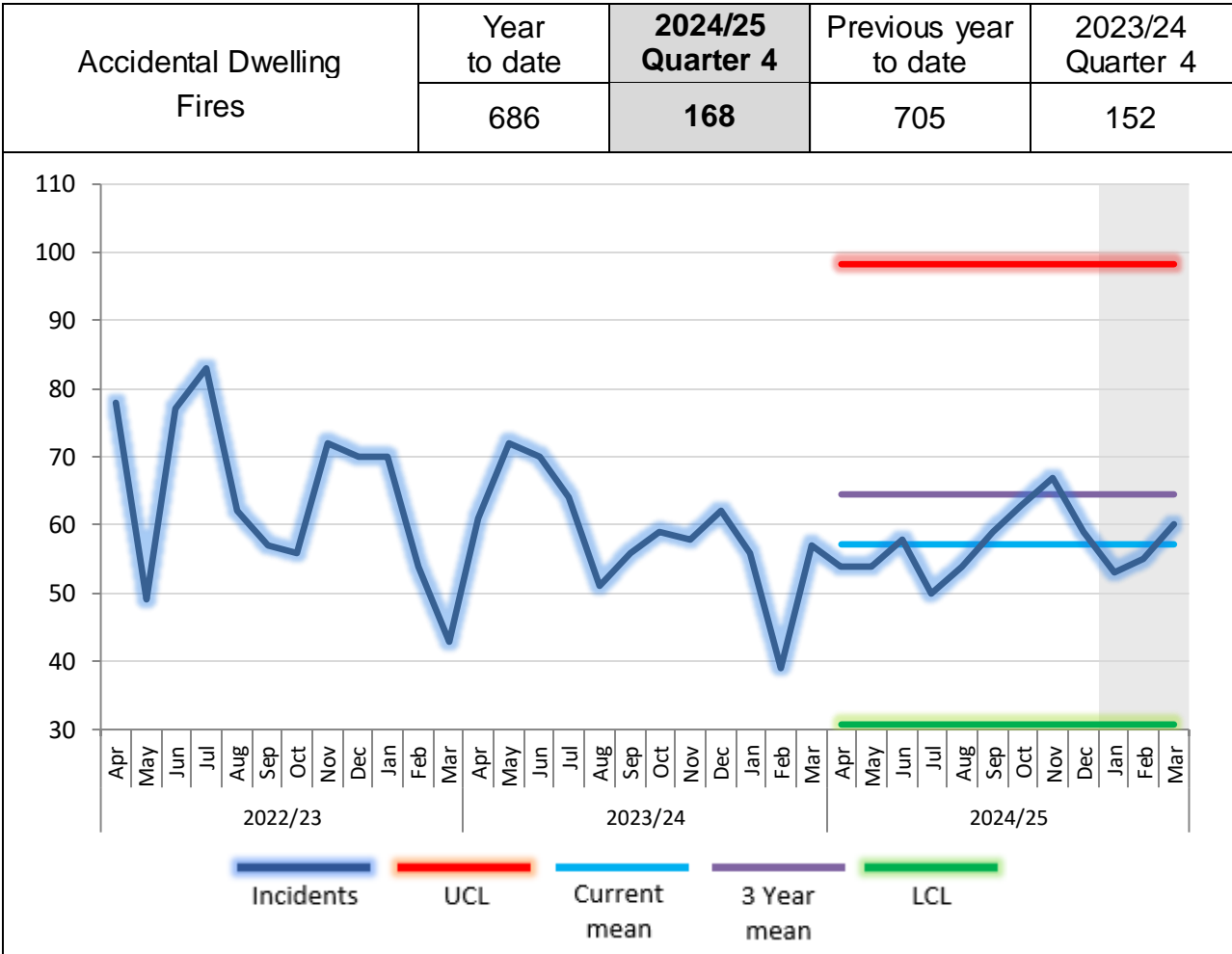


Quarter Activity
168

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity increased 10.53% over the same quarter of the previous year, whilst the cumulative to date decreased by 2.70%.



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

Current mean	3 Year mean	2023/24	2022/21	2021/22
57	65	59	64	71

2.3.1 ADF – Harm to people: Casualties

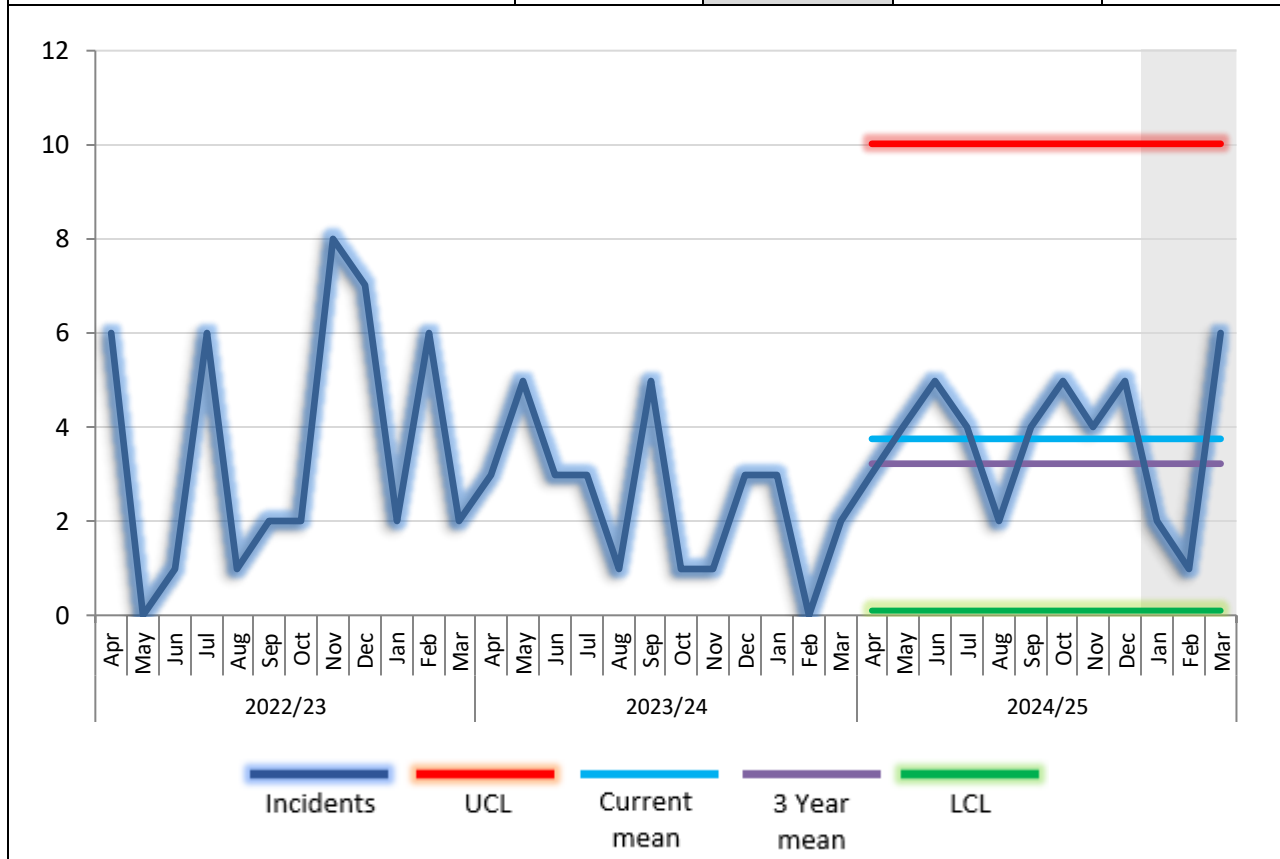


Quarter Activity
9

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.

Casualty Status	Year to Date	2024/25 Quarter 4	Previous year to Date	2023/24 Quarter 4
Fatal	6	0	3	0
Injuries appear Serious	7	1	12	4
Injuries appear Slight	32	8	15	1
Total	45	9	30	5



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%

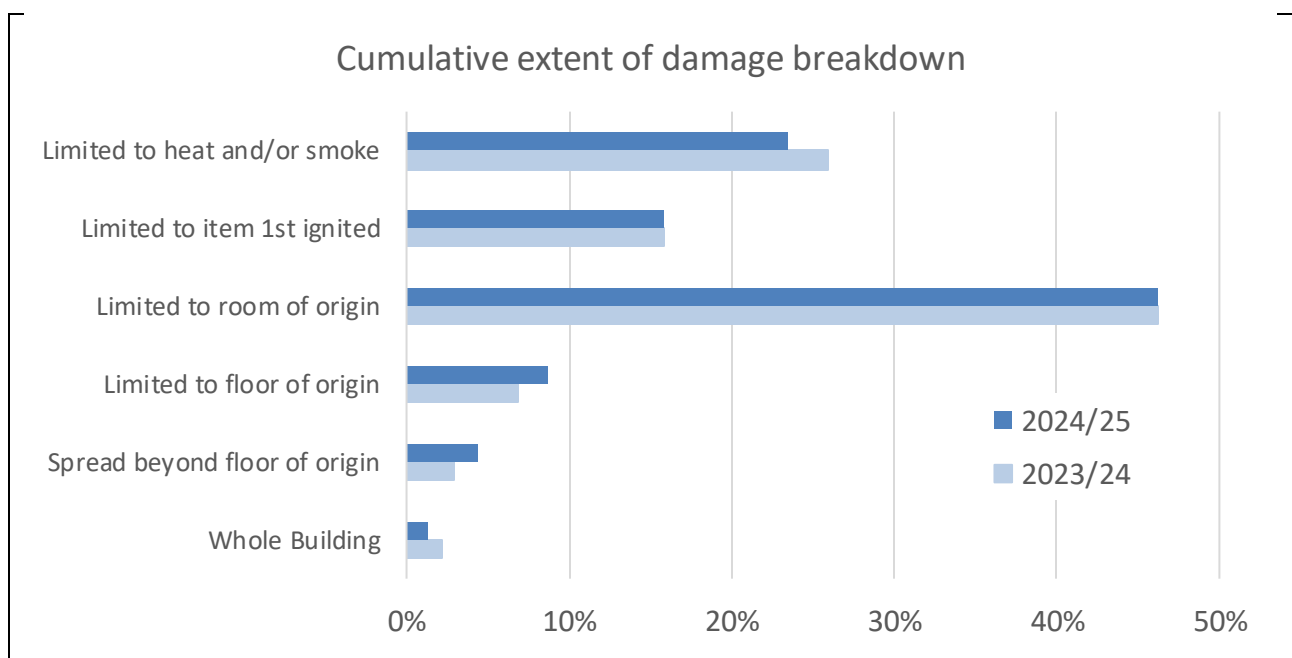
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 8.00% 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%	24%	22%	↓	23%	26%	23%	32%
Limited to item 1st ignited	13%	16%	14%	22%	↑	15%	18%	16%	16%
Limited to room of origin	50%	47%	48%	41%	↓	46%	42%	51%	45%
Limited to floor of origin	7%	7%	8%	11%	↑	8%	10%	5%	5%
Spread beyond floor of origin	5%	6%	4%	3%	↑	6%	2%	2%	1%
Whole Building	1%	2%	2%	1%	↔	2%	2%	3%	1%
Combined percentage	87%	85%	86%	85%	↓	84%	86%	90%	93%



2.4 Accidental Building Fires (ABF) - Commercial Premises

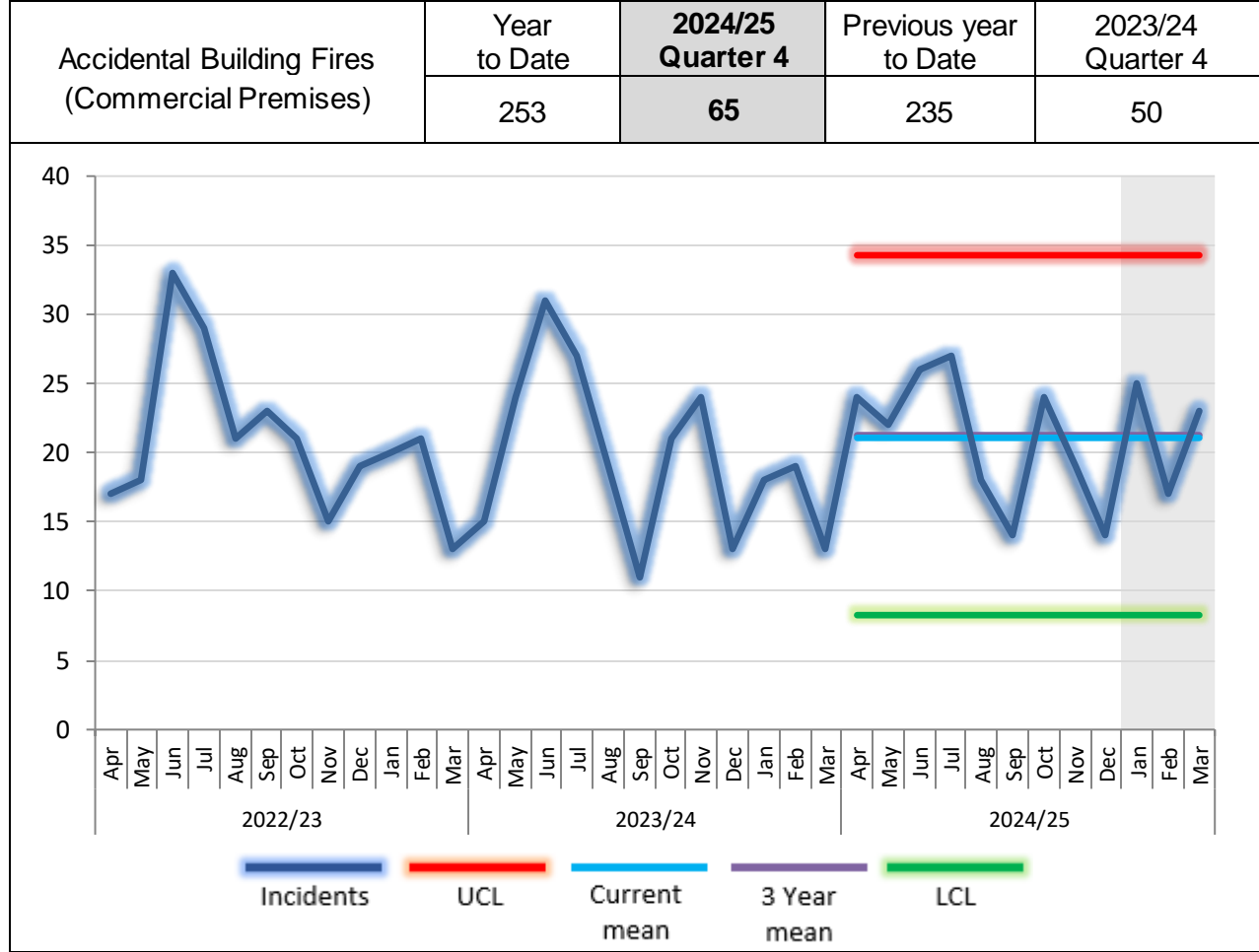


Quarter Activity
65

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity increased 30.00% over the same quarter of the previous year, and by 7.66% in the year to date.



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

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

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



Quarter Percentage
76%

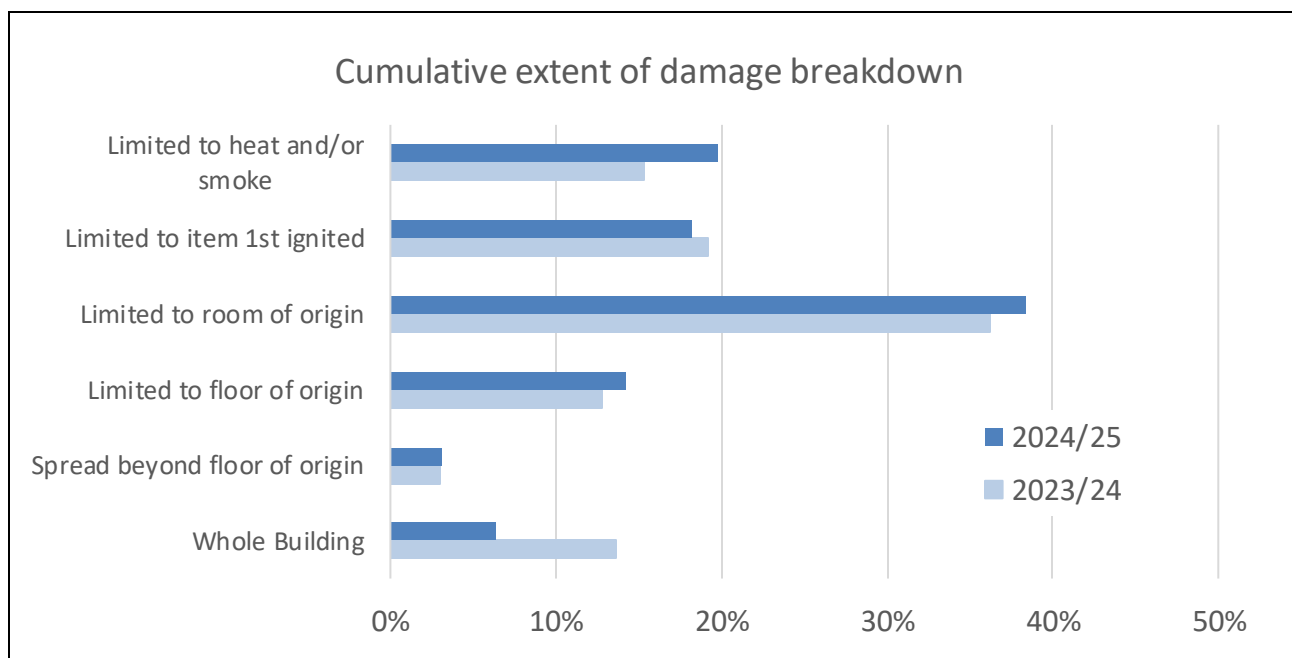
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 8.00% over the same quarter of the previous year, with whole building decreasing 7.00%.

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%	23%	↑	16%	12%	19%	14%
Limited to item 1st ignited	19%	17%	21%	18%	↑	14%	26%	22%	14%
Limited to room of origin	44%	38%	33%	35%	↓	36%	33%	36%	40%
Limited to floor of origin	13%	13%	12%	17%	↓	15%	10%	9%	18%
Spread beyond floor of origin	1%	2%	9%	2%	↔	6%	0%	4%	2%
Whole Building	8%	3%	9%	5%	↓	13%	19%	10%	12%
Combined percentage	78%	82%	70%	76%	↑	66%	71%	77%	68%



2.5 Accidental Building Fires (Non-Commercial Premises)

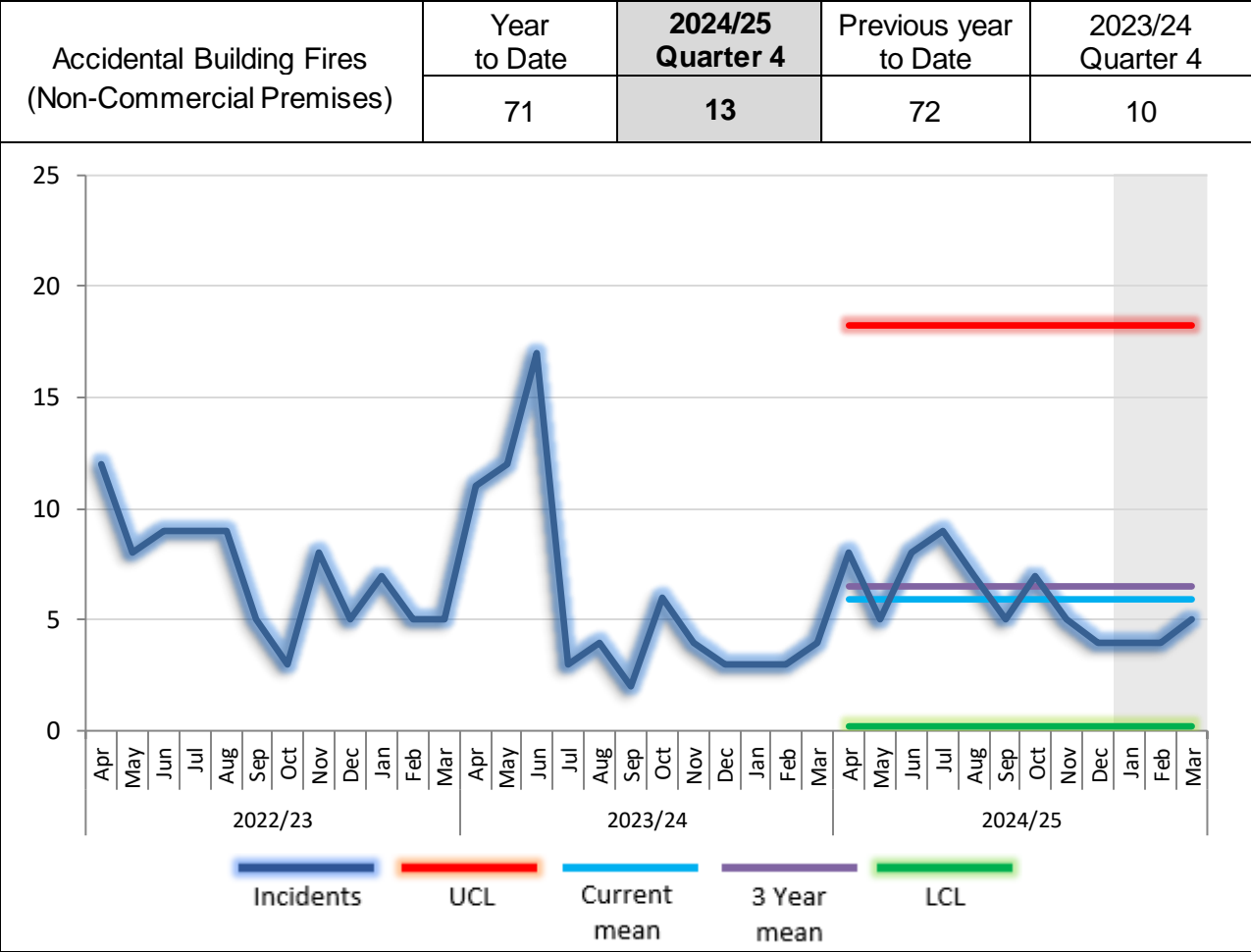


Quarter Activity
13

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

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

Quarterly activity increased 30.00% over the same quarter of the previous year, whilst the year to date decreased by 1.39%.



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
6	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
15%

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.

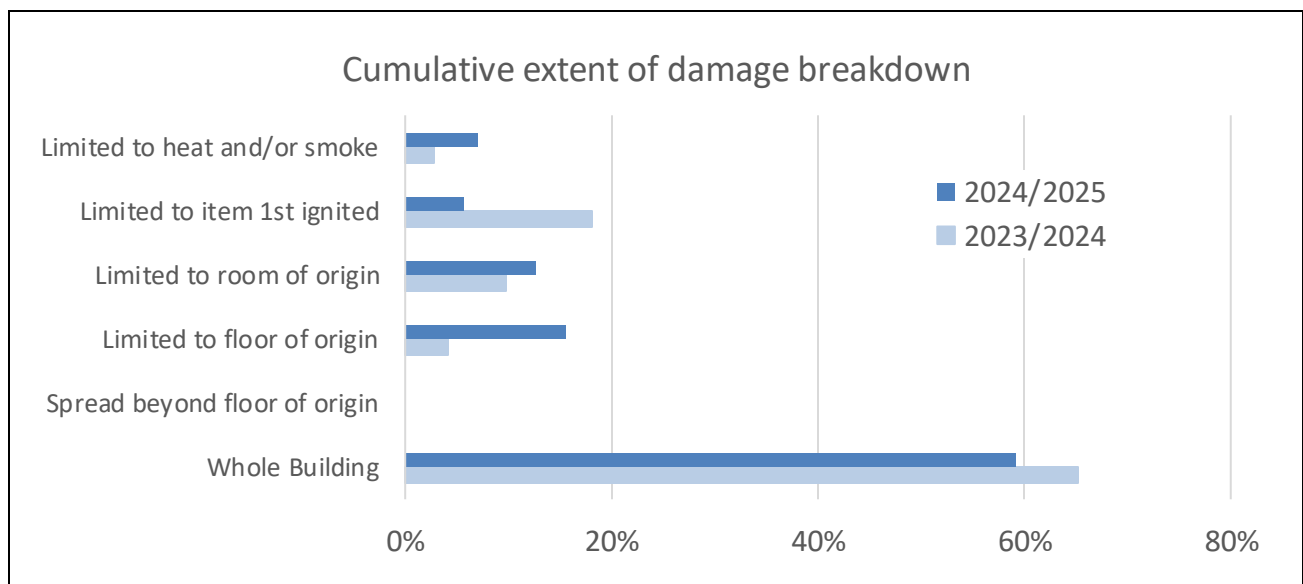
The table below shows a breakdown of fire severity at ABF's, with a direction indicator comparing the current quarter to the same quarter of the previous year.

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.

As the property types of sheds and garages are typically of a single room construction, there is an increased likelihood of the whole building being affected.

Combined quarterly percentage decreased 5.00% 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%	12%	0%	↔	5%	0%	0%	0%
Limited to item 1st ignited	10%	5%	6%	0%	↔	23%	0%	31%	0%
Limited to room of origin	14%	5%	19%	15%	↓	10%	11%	0%	20%
Limited to floor of origin	14%	19%	19%	8%	↓	5%	0%	0%	10%
Spread beyond floor of origin	0%	0%	0%	0%	↔	0%	0%	0%	0%
Whole Building	48%	71%	44%	77%	↑	57%	89%	69%	70%
Combined percentage	38%	10%	37%	15%	↓	38%	11%	31%	20%



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires

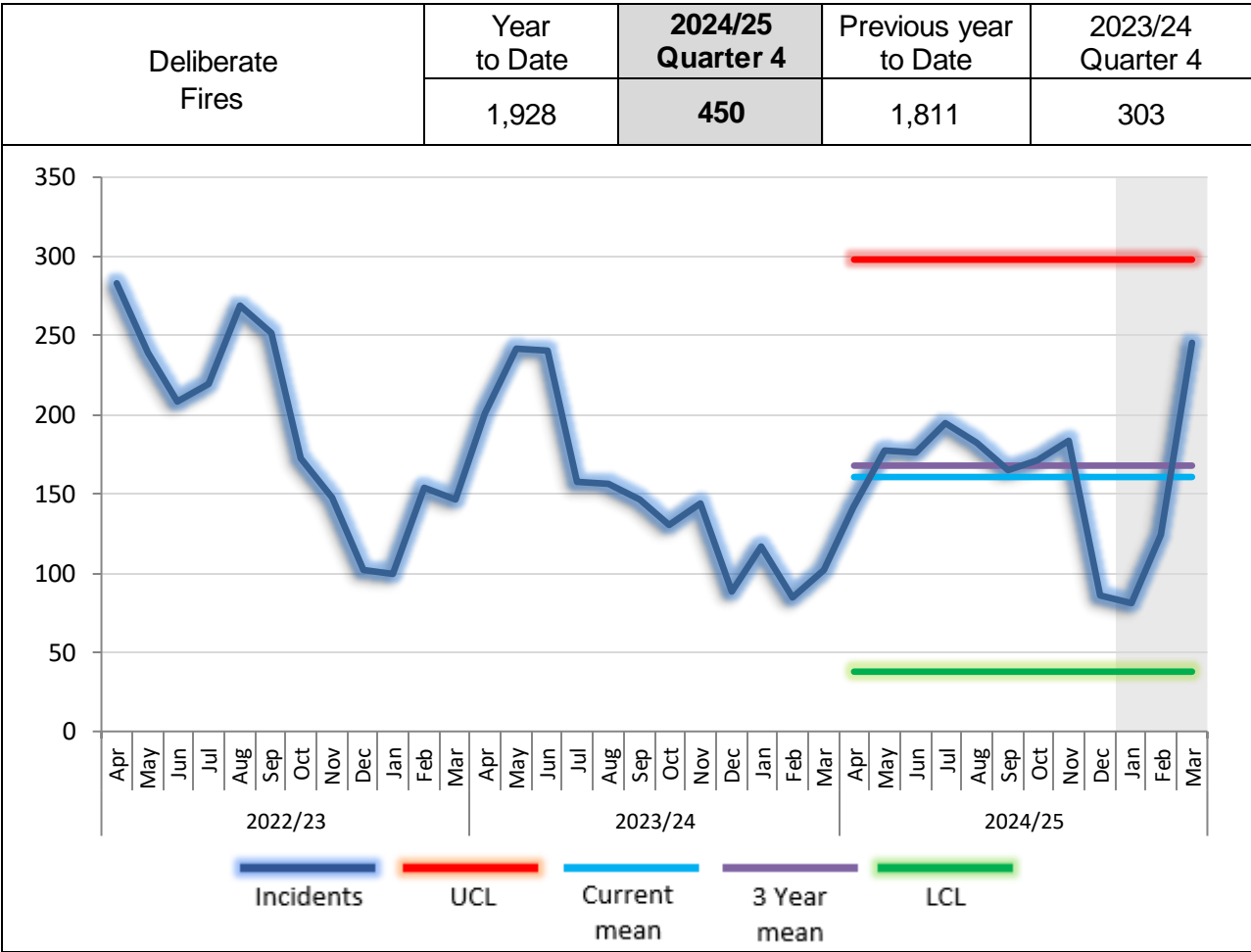


Quarter Activity
450

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 48.51% over the same quarter of the previous year, and the year to date increased by 6.46%.



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

Current mean	3 Year mean	2023/24	2022/23	2021/22
161	168	151	191	162

2.6.1 Deliberate Fires – Dwellings

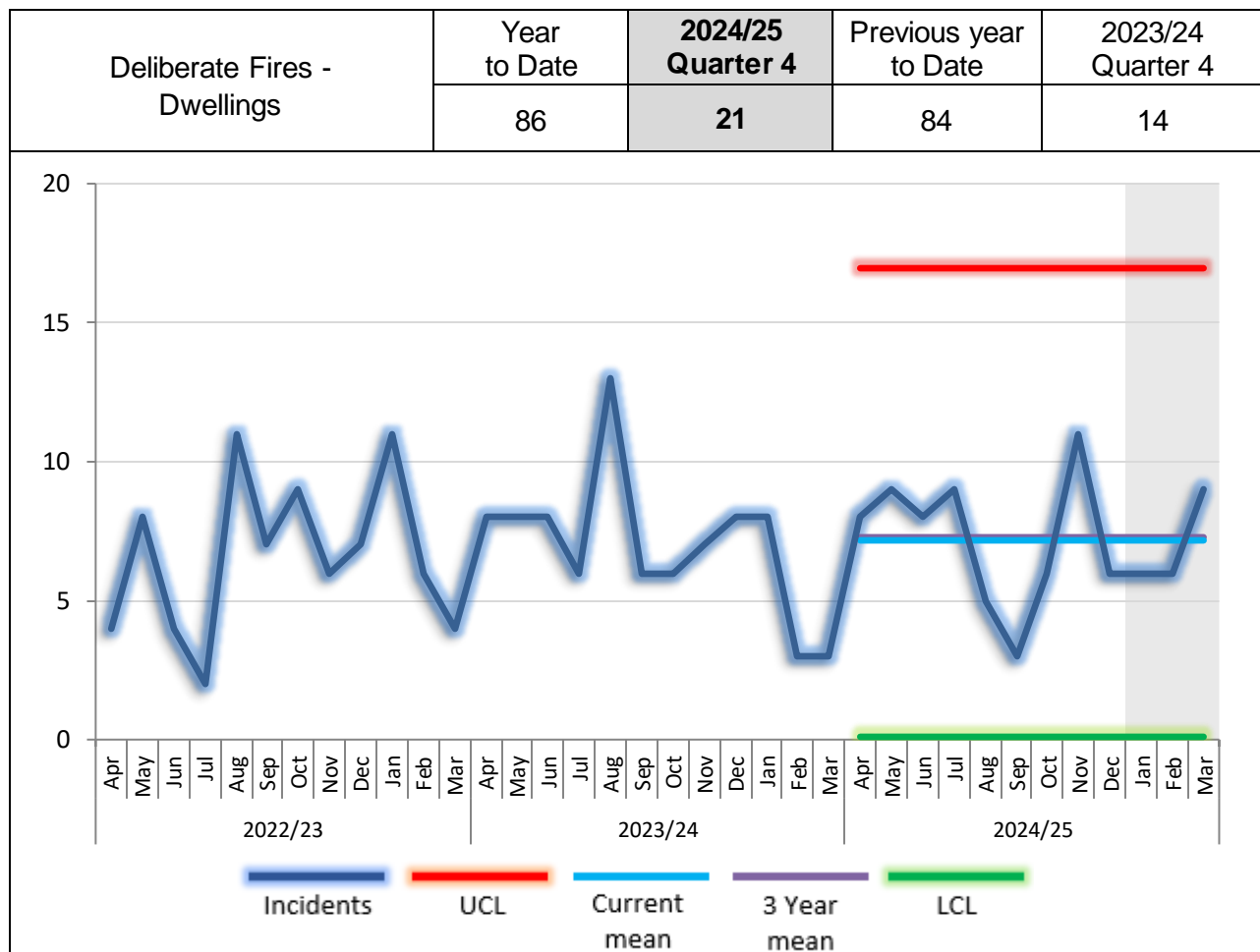


Quarter Activity
21

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity increased 50.00% (7 incidents) over the same quarter of the previous year, and the year to date increased 2.38% (2).



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

January 2025 – March 2025

2.6.2 Deliberate Fires – Commercial Premises



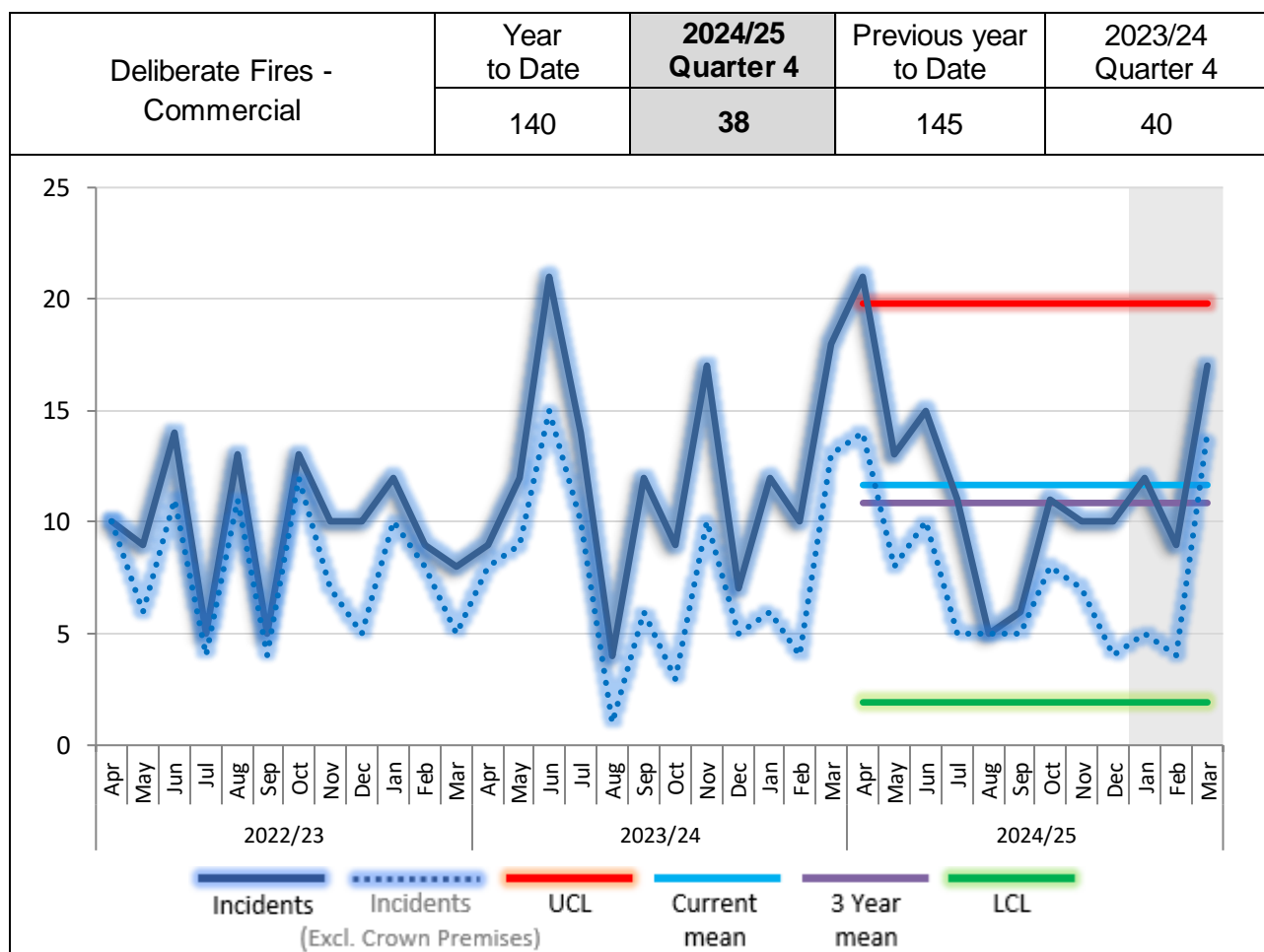
Quarter Activity
38

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity decreased 5.00% over the same quarter of the previous year, and year to date decreased by 3.45%.



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

January 2025 – March 2025

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



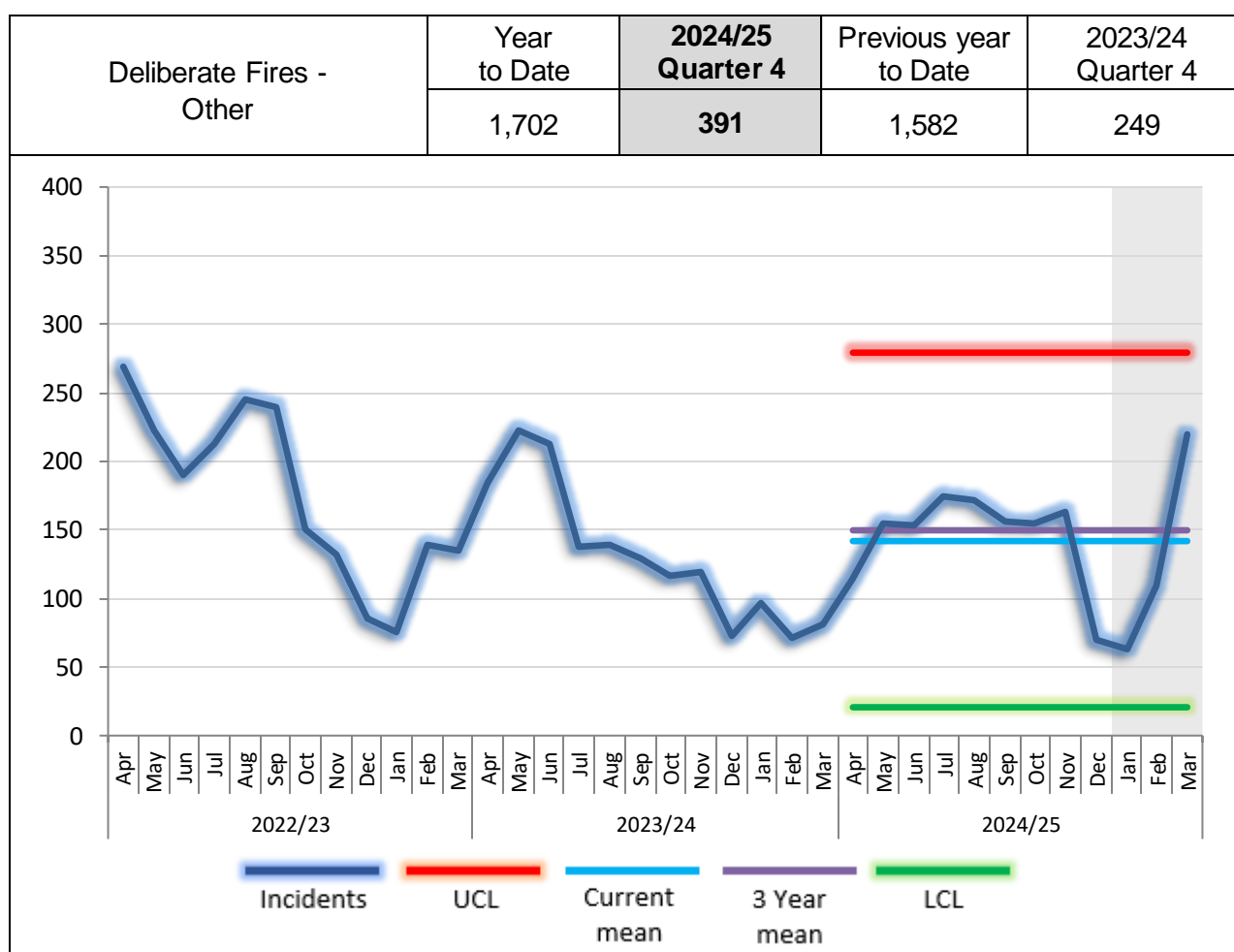
Quarter Activity
391

The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as disused, 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. Abandoned 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 abandoned.

Quarterly activity increased 57.03% over the same quarter of the previous year, and the year to date increased by 7.59%.



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

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

2.7 Home Fire Safety Checks (HFSC)



Quarter Activity
55%

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

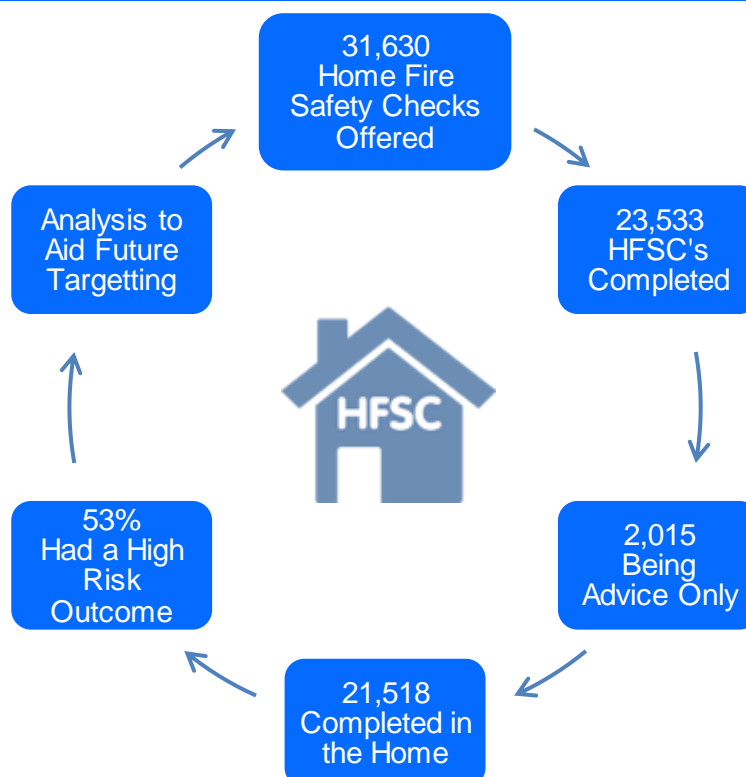
An improvement is shown if:

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

Quarterly activity decreased 11.3% against the same quarter of the previous year, whilst the high risk outcomes increased 1%. The HFSC's completed over the 2024/25 year increased by 233 to 23,533 against the previous year's 23,300.

	2024/25		↑/↓	2023/24	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Q 1	5,840	53%	↑/↓	5,807	54%
Q 2	6,340	52%	↑/↔	5,930	52%
Q 3	6,023	51%	↑/↓	5,728	54%
Q 4	5,330	55%	↓/↑	5,835	54%

Cumulative year to date activity



2.8 Prevention activities delivered



Activity	Description	Targets for delivery	Data for quarter 4 2024/25
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	171 sessions delivered to 5,495 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	197 sessions delivered to 5,830 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	5 sessions delivered to 97 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	22 sessions delivered to 3,461 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	4 sessions 38 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	48 referrals opened prior to Q4 and carried over. 43 referrals received in Q4. 41 referrals closed in Q4. 53 referrals carried to 2025-26, Q4
Partner Training (including care providers)	LFRS deliver a 'train the trainer' package to organisations/agencies within health and social care. There are currently 190 preferred partners, and 73 standard partners registered with LFRS. Partnerships are reviewed and RAG rated quarterly	Increase the number of partners rated green on the RAG report and continue to review partnerships and provide training	22 sessions delivered to 111 delegates.
Specific education sessions such as Water Safety & Bright Sparx	Education package delivered either virtually or in person to educate about Water Safety, Anti-Social Behaviour (ASB), deliberate fire setting etc. Covers key stages 2,3 and 4	Increase delivery	Planning undertaken for commencement of water safety campaign. Bright Sparx campaign report and evaluation completed.
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	193 completed

2.9 Business Fire Safety Checks



Quarter Activity
887

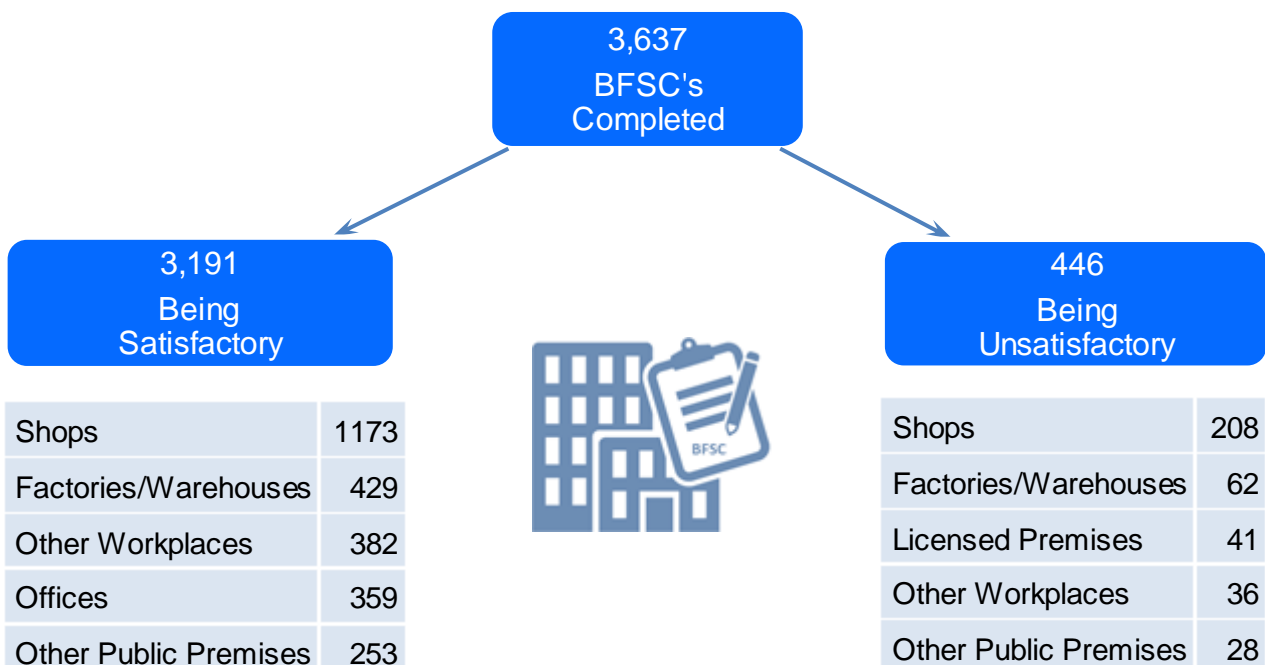
Business Fire Safety Checks (BFSC) are interventions which look at different aspects of fire safety compliance, including risk assessments, fire alarms, escape routes and fire doors. If the result of a BFSC is unsatisfactory, fire safety advice will be provided to help the business comply with The Regulatory 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	883	625	2,750	1,875	↑	862	625
Q 4	887	625	3,637	2,500	↑	791	625

Cumulative year to date activity



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

*Workplaces undefined.

What are the reasons for the Exception

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.

Targeting Strategy

Service delivery personnel have been carrying out BFSC's in their respective districts for over 2 years, and this work is now embedded into business-as-usual activity.

The KPI dashboard and District Intel Profiles are used to identify and target both the business types and business locations for this activity.

2.9.1 Fire Safety Activity



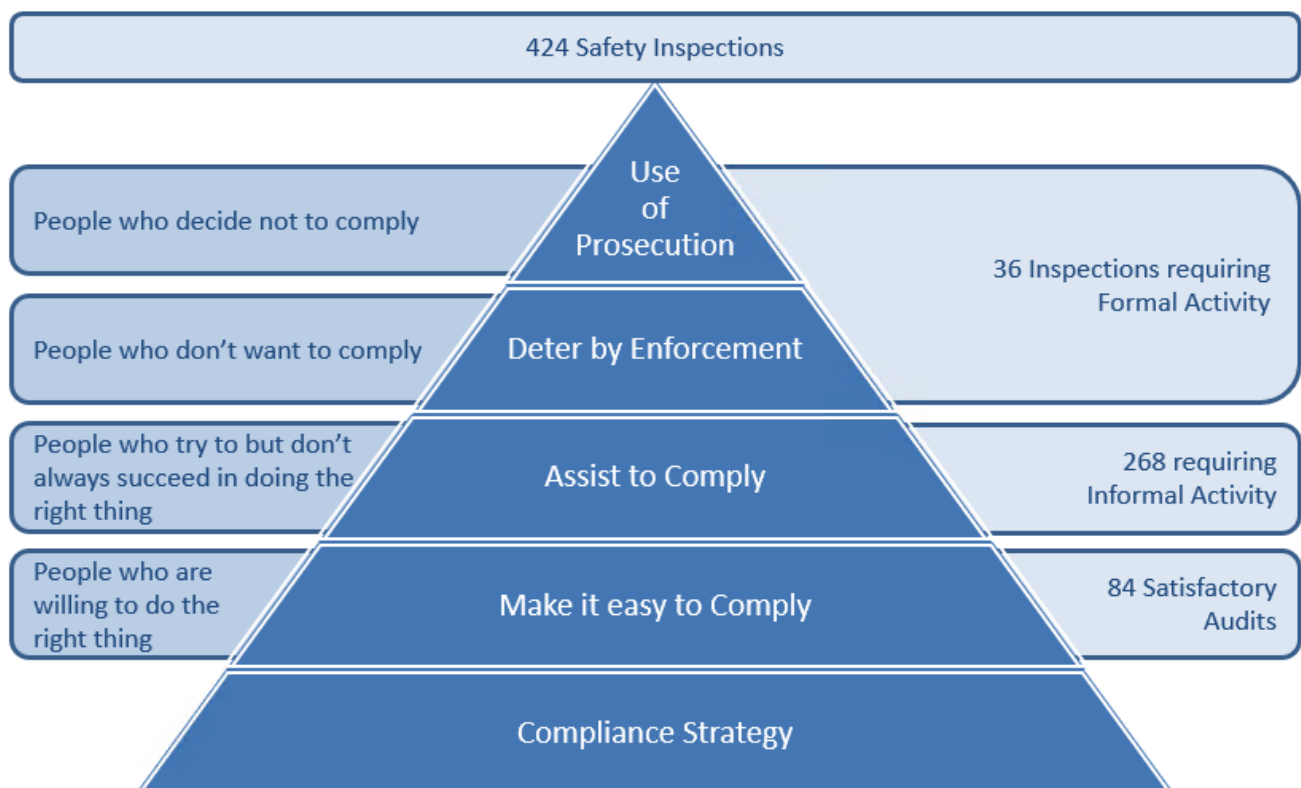
Quarter Activity
8%

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 increased 1% against the same quarter of the previous year.

	2024/25										2023/24	
Quarter	Fire Safety Enforcement Inspections	Formal Activity	% Formal Activity	Informal Activity	% Informal Activity	Satisfactory Audit	% Satisfactory Audit	Business Safety Advice	% Business Safety Advice	Progress	% Formal Activity	% Informal Activity
1	530	31	6%	426	80%	64	12%	9	2%	↓	7%	78%
2	531	32	6%	387	73%	73	14%	32	6%	↔	6%	80%
3	499	38	8%	329	66%	112	22%	20	4%	↑	5%	82%
4	424	36	8%	268	63%	84	20%	36	8%	↑	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	226	247
Completed within timeframe ^[1]	207	220	219	235
% Completed within timeframe	99.5%	97.3%	96.9%	95.14%

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

3.1 Critical Fire Response – 1st Fire Engine Attendance



Quarter Response
07:31

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.

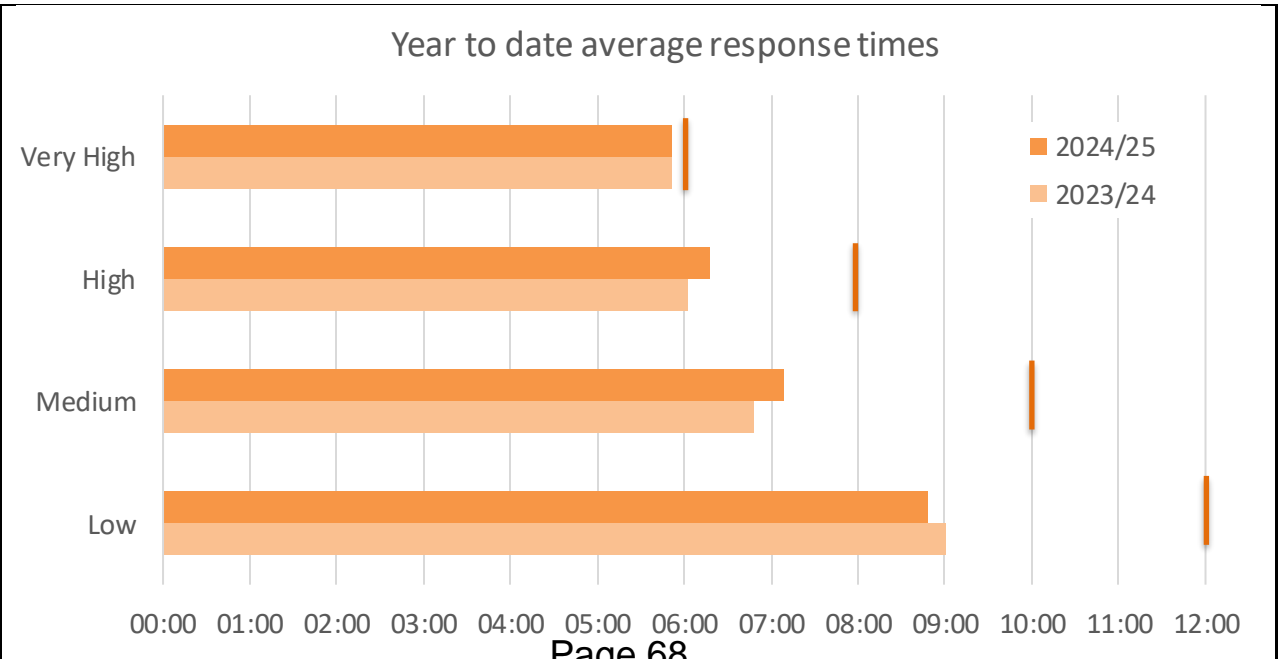
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- | | |
|-----------------------------------|---------------------------------|
| • Very high risk area = 6 minutes | • Medium risk area = 10 minutes |
| • High risk area = 8 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	[06:03]	05:34	05:52	05:51
High (8 min)	07:12	06:35	06:09	05:31	06:18	06:03
Medium (10 min)	07:00	06:54	07:35	07:01	07:08	06:48
Low (12 min)	08:51	09:02	08:20	08:59	08:48	09:01
Overall	07:40	07:42	07:39	07:31	07:38	07:30

[Out of standard response times are expressed within square brackets]



3.2 Critical Special Service Response – 1st Fire Engine Attendance



Quarter Response
09:14

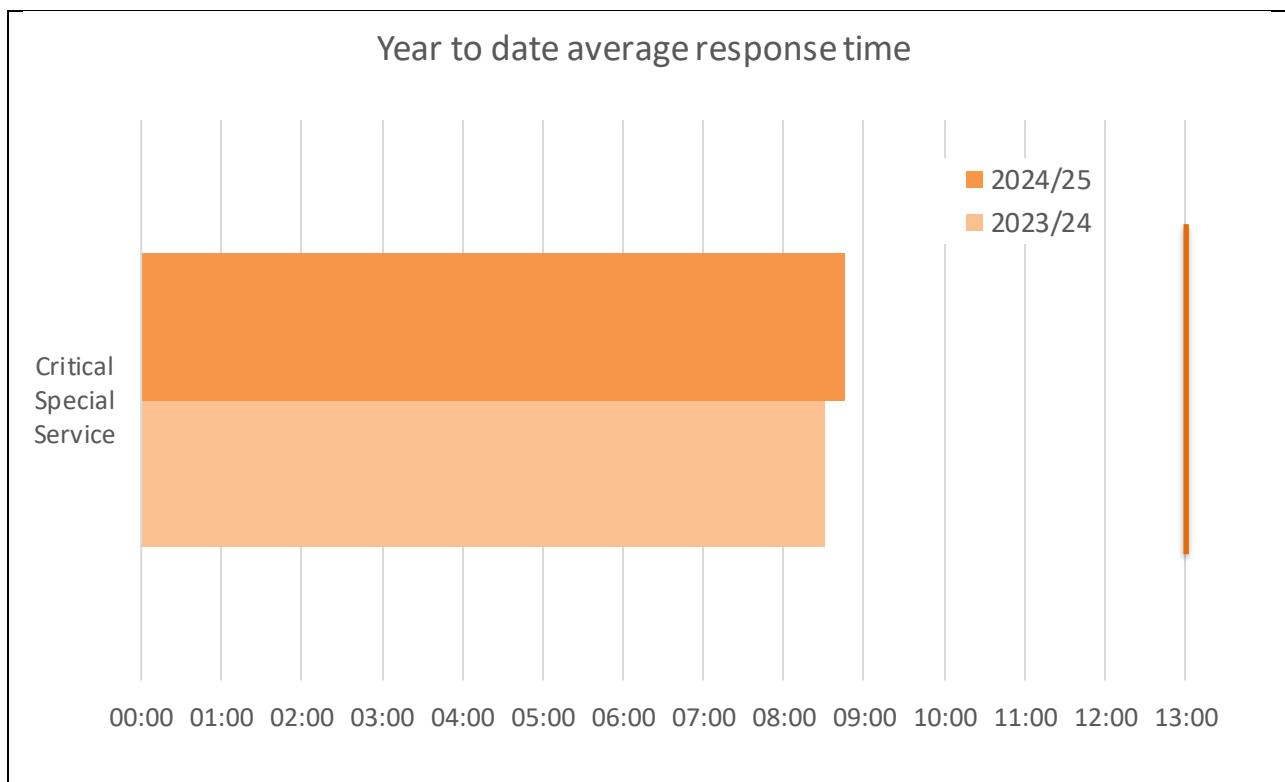
Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time.

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	08:50	09:14	08:46	08:31

[Failures are expressed within square brackets]



3.3 Total Fire Engine Availability



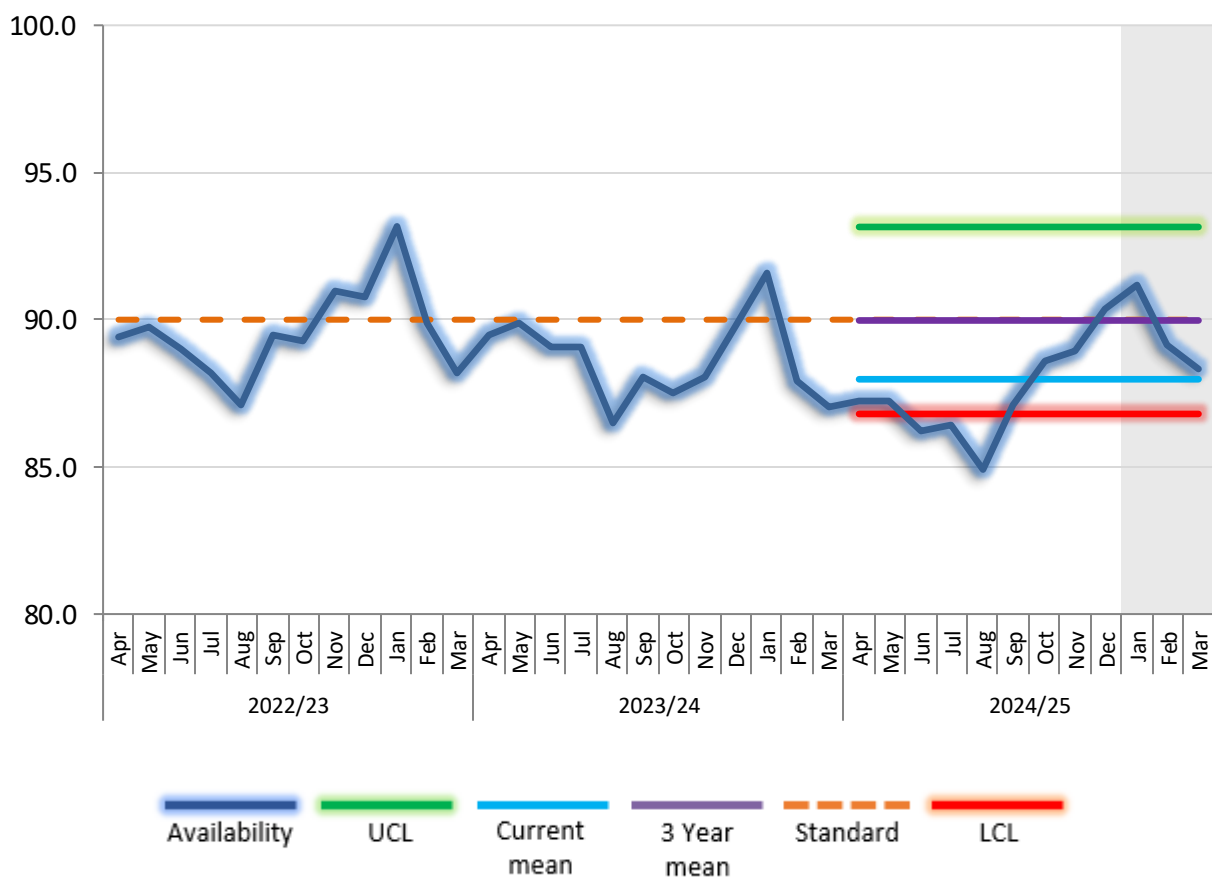
Quarter Availability
89.57%

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 increased 0.69% over the same quarter of the previous year, whilst the year to date decreased by 0.69%.

Fire engine availability WT, FDC, DCP & OC	Year to Date	2024/25 Quarter 4	Previous year to Date	2023/24 Quarter 4
	87.97%	89.57%	88.66%	88.88%



4.1 Progress Against Allocated Budget		Quarter variance -0.80%*
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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 revenue budget for 2024/25 was set at £75.1 million and the spend at the end of the year was £74.5 million. The £0.6 million savings is mainly attributable to bank interest received.

The capital budget was £12 million, with a spend at the end of the year of £4.1 million. The remaining £7.9 million will slip into the 2025/26 year. Extended lead times and a resourcing shortfall ensued the slippage.

*Revenue budget variance: -0.80%

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.

The following are examples of partnership working come from a number of departments across the Service. Their aim is to increase efficiency and effectiveness of working practices whether this relates to equipment, technology, appliances, or training.

- North West Fire Control (NWFC) Mobilising System replacement – following a successful procurement phase, the implementation phase has now started with a regional collaboration between NWFC, Lancashire, Cumbria, Manchester and Cheshire Fire and Rescue Services to introduce a state of the art mobilising system in Spring 2026.
- Regional Breathing Apparatus (BA) Procurement – This project has been initiated and will ensure new and improved BA sets are procured and successfully rolled out to relevant staff. The procurement exercise will include regional Fire and Rescue Services and will involve operational and support staff from across the region, including procurement, training, fleet, health and safety, policy, ICT, and equipment teams, as well as the firefighters themselves.
- Welfare Unit Project – This project will deliver improved facilities on the incident ground for LFRS staff, it is currently in the scoping phase and discussions are ongoing with LanCon as to whether they want to collaborate on the unit.
- 13/16 agreement for the North West region – 13/16 arrangements form part of the Fire and Rescue Services Act 2004, this enables Fire and Rescue Services to collaborate across authority boundaries to ensure continuity of service and mutual support. An updated regional agreement has been signed by all five Fire and Rescue Services, this has resulted in the removal of any charging for appliances going across the border.
- Hazardous Materials and Environmental Protection Officer training – during the last quarter LFRS hosted initial training for new officers at our Leadership and Development Centre, we collaborated with Cheshire and Cumbria who sent delegates, this reduced the cost per student whilst providing consistency in terms of the skills & training received.
- The chair of both the Strategic and Tactical Blue Light Collaboration Boards has transferred to Lancashire Constabulary until 2026. Terms of Reference for both boards have been updated. The Strategic board has agreed changes to reduce the collaboration subgroups to 4 groups. The Estates subgroup now includes Fleet and Kit – this is with a view to issues such as electric vehicles and charging, where all services face similar challenges and it is useful to work together on potential efficiencies, good practice, or learning from one another. An on-going example of a Fleet collaboration is a new welfare vehicle that LFRS are procuring, and there are possibilities to be explored with a memorandum of understanding and a financial contribution from other agencies if required.

4.3 Overall User Satisfaction



Percentage satisfied
98.68%

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.

During the quarter, 100 people were surveyed; 97 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?	3,871	3,820	98.68%	97.50%	1.18%

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Lancashire Combined Fire Authority Performance Committee

Meeting to be held on 02 July 2025

Annual Report on Road Safety Intervention Activity (Appendix 1 refers)

Contact for further information:

Assistant Chief Fire Officer Samantha Pink – Tel. 01772 866802

Executive Summary

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

Recommendation(s)

The Committee is asked to note and endorse the report.

Information

The attached report sets out the annual road safety intervention activity undertaken during 2024/25.

Business Risk

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

Environmental Impact

None

Equality & Diversity Implications

None

HR Implications

None

Financial Implications

None

Legal Implications

None

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

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

Annual Report

Road Safety Intervention Activity 2024-2025

Introduction

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

Road Safe Thematic Group

During 2024 - 2025 the Thematic Road Safety Group continued to meet every quarter, with an option of both in person and virtual meetings. We have membership from all areas of the county and a mix of Community Safety and Operational Staff. CFA Member and Road Safety Champion Cllr Fred Jackson has close links with the group and is in regular communication with the Prevention Support Officer for Road Safety.

An annual work programme which supports the Lancashire Road Safety Partnership 'Towards Zero' strategy is the focus for all members. One of the ambitions of the group is to improve communication between strategic and practitioner levels and also to send clear messages out to areas with key road safety priorities. We want to deliver focused activities in areas identified as having issues and evaluate effectiveness.

We continue to offer a greater choice of delivery methods for the community we serve, improving our reach and efficacy. Our offer of virtual delivery remains part of our plan and continues to be selected by schools as a delivery method across the county for campaigns such as Road Safety Week and Elective Home Education Sessions. The group is responsible for ensuring all road safety packages are kept up to date and continuous evaluation of the feedback received is considered and drives change where appropriate.

Lancashire Road Safety Partnership (LRSP)

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

LFRS play a very active role in the Children and Young People workstream (as chair) and the Powered 2 Wheelers / Ebike and Escooter working Group and Senior Road Users workstream. The Delivery Group brings partners together to look at what is currently delivered, what works well and where the gaps are so that we can pool our resources to work effectively and without duplication. At each meeting, Lancashire

County Council share up to date statistics which enables the group to quickly identify any emerging issues and formulate an appropriate response.

The LRSP continue to work through the action plan following the review of the partnership completed in 2022. There has been significant change in the year 23/24 with the loss of both members of staff – the Coordinator and Manager. In this reporting period due to a change in Police and Crime Commissioners Office, Area Manager Matt Hamer has been voted in as Chair of the Lancashire Road Safety Partnership and has the responsibility of steering The Challenge Board. Under the new format The Delivery Group provides a detailed report for The Challenge Board, so each organisation is more accountable than they have been previously.

LFRS Road Safety Core Prevention Offer

1. Road Sense

Road Sense is the name given to the road safety education programme delivered to Year 6 pupils. It is a mixed session starting with a 20-minute fire safety recap then a 40-minute road safety input. This gives an opportunity to draw on a previous session the pupils will have received in Year 2 and explores the consequences of hoax calls and deliberate fires. During this reporting period information was added about Ebikes and Escooters, to cover both the fire safety and road safety issues.

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

- In Car Safety
- Pedestrian Safety
- Cycle Safety
- Be Safe Be Seen
- Bus Safety
- Ebikes & Escooters

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

Evaluation of the package has provided us with positive feedback from schools with 97% of teachers selecting they 'strongly agreed or agreed' the session was 'age appropriate.' 98% of teachers who responded said the 'strongly agreed or agreed' the session would positively affect pupils' behaviour. Utilising the QR code allows the teachers to give more honest feedback and improves the efficiency of the process, any feedback received can be dealt with in a timely manner as we are not relying on paper forms being received through the post. This feedback has enabled the Road Safe Thematic Group to update all the delivery slides. Whilst the key messages remain, the package has been refreshed to create a slicker running order and cleaner feel to the format. The feedback from teachers noted additional groupwork would complement the session so this has been made clearer for the delivery at appropriate points of the presentation. The breakout activities assist children of this age group to learn from their peers, a recognised learning method which they regularly utilise at school.

Here are a couple of examples of feedback received from teachers following a Road Sense delivery:

“Lots of useful information given to children that really needed the information. Children were engaged fully throughout. Many thanks.”

“Session was delivered extremely well, and any questions were answered. Everything was explained perfectly for the children to understand.”

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

“Pay attention when crossing the roads and be safe be seen.”

“Wear helmet when cycling and do not wear dark clothing and get out stay out call 999.”

There are 6 questions on the form, the correct responses range between 83% and 99% of answers. This is extremely positive that the pupils are retaining such a high percentage of the information they have received as the feedback it not always submitted on the day the session took place. During this reporting period we recorded 19,303 Year 6 pupils receiving this input, with 603 sessions being delivered.

2. ‘Wasted Lives’ Young Driver Road Safety Education Programme

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

By actively engaging with this age group (15 – 25-year-olds) Wasted Lives aims to maximise the opportunities for people to evaluate and reflect on their own attitudes and behaviour behind the wheel and as a passenger. Extensive evaluation has demonstrated how the package promotes real and lasting changes in how each participant behaves in a car. Since the introduction of Wasted Lives in 2010, LFRS has delivered road safety education to over 135,000 young people throughout Lancashire, Blackpool, and Blackburn with Darwen. For the period 2024–2025 LFRS has recorded delivery of the programme to 7,432 young people, mainly face-to-face delivery but with some virtual sessions. Largely, the schools are opting for an assembly format as timetable constraints make this an easier option.

We have developed a suite of assembly sessions which can be adapted in length to fit in with schools’ timetables. As we have developed different ways of working, we are now offering a short 15-minute virtual version of Wasted Lives during Road Safety Week. Schools now have 3 delivery options and by being more flexible in what we can deliver and how, we will be able to reach more young people.

Whilst our focus was primarily on delivering in high schools, we have seen an increase in the number of requests for delivery to apprentice groups and colleges following the removal of Safe Drive Stay Alive intervention through LRSP. Because of this and with LFRS Prevention Support Officer for Road Safety leading the Young Driver Group for LRSP a trial has been taking place with a number of colleges to formulate a delivery plan for the 25 – 26 Academic year.

The delivery will consist of 3 different offers and be relevant to the risk profile of each area:

- Bronze Delivery – assembly format Wasted Lives - Fatal 5 delivery.
- Silver Delivery – assembly format Wasted Lives - Fatal 5 delivery followed by a ‘marketplace’ of road safety professionals from LFRS, Police, North West Ambulance Service (Nwas), Lancashire County Council (LCC) and Tyre Safe Charity. This will allow the large groups to split into small groups so they can take part in some practical activities and experience a Road Traffic Collision (RTC) through the use of VR headsets.
- Gold Delivery – as Silver above plus a live Road Traffic Collision Demonstration with a real casualty extraction.

600 students from Myerscough College received the Silver input on the run up to the Easter break. The college was very grateful for the delivery and felt it was an invaluable day for the students to be taken off timetable to attend.

“It was a fantastic day, it gave the students a fantastic, informative, educational experience!”

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

“Engaging session for our year 10 students with key facts and statistics used well to emphasise points.”

“Session was delivered with respect and sensitivity whilst also delivering an important message to those just starting their driving careers.”

In an attempt to reach young drivers who would not be in school or college a Christmas Road Safety Campaign took place at Halton Barracks focusing on Lancashire’s Fatal 5. This includes Speeding, Drugs, Alcohol, Mobile Phones and Seatbelts.

Over 70 soldiers attended the half-day session, and it was really well received. Statistically, the military lose more soldiers to RTCs as opposed to war zones and they are overrepresented in the statistics.

This was a Lancashire Road Safety Partnership supported event with Lancashire County Council attending and providing an interactive workshop with Virtual Reality headsets. The Prevention Support Team did a presentation to the group which included a clip about a young girl, Bonnie Barrow who was tragically killed in Lancashire by her cousin driving under the influence and on his mobile phone, whilst speeding. This included footage of the crash itself so is very impactful. Following on from this input the soldiers watched a clip from the Master Driver which complements the Fatal 5 and went on to focus on fatigue, a common contributing factor in collisions involving military personnel.

2.1 The Crashed Car

The Wasted Lives package also has the option of being complemented by a ‘crashed car,’ which is a vehicle from a real incident where, tragically, there has been a fatality.

Alternatively, the car can be used as a standalone resource at a community event. We have now completed two full years with Corey Hudson’s vehicle where the

circumstances of his collision were solely speed related. He had no alcohol or drugs in his system, he made a wrong decision to speed which cost him his life. Corey's story has been very well received by communities across the county as most drivers recognise at some point in their driving career they have made a similar mistake. There were 2 passengers in the vehicle, neither were wearing seatbelts and both sustained serious, life changing injuries during the RTC. Due to their own decisions to not put their seatbelts on they have not received substantial payouts from Corey's insurance. This very much strengthened the seatbelt safety message as it was a real example of poor decision making having lifelong implications. Whilst all the vehicles we have had in the past have been a very important engagement tool Corey's story has been met with empathy and many people have commented how seeing his car has really brought the importance of road safety to the forefront of their minds.

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

A partnership with Lancashire Partnership Against Crime (LANPAC), has covered the cost of a scrap car to be cut up at a Mosque in Preston, funding for a further 5 has been secured. This forms part of a wider piece of work to increase our engagement with our ethnic minority communities across the county. Previously we have struggled to engage with some members of the community about the dangers of speed, but this engagement is ever increasing with Lancashire Council of Mosques working alongside us to share the importance of our key messages. This was highlighted at the 1st Road Safety Summit that took place in Pendle, an event that was broadcast over the radio to thousands of listeners country wide. There was a 'call to action' for influential members of the community to come together and drive positive behaviour change.

3. Biker Down

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

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

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

LFRS has worked with LRSP to ensure the delivery is complementary to Bike Safe, which is a Police led initiative. Anyone who attends Biker Down is encouraged to book onto Bike Safe which is seen as the next step in training as it involves a ride out with an Advanced Police Motorcyclist. Biker Down is seen as the start of a motorcyclists 'learning journey.' During this reporting period there have been 144 motorcyclists killed or seriously injured (KSI). This is 14% of the total KSI figure. Lancashire's statistics showed you were 72 times more likely to die on a motorcycle than in a car on our

roads, higher than the national average of 60. These statistics are very concerning as motorcyclists make up less than 1% of Lancashire's total road user population.

There have been 309 attendees at our 18 Biker Down sessions in the last 12 months.

The appetite for the courses continues to be apparent and the Facebook page has reached over 1,200 likes with the reach of posts sometimes exceeding 1500 people.

All attendees take part in a practical element of the course which includes helmet removal and CPR. These are important skills which may be needed should they be faced with a road traffic collision involving a motorcyclist. Feedback from attendees mirrors how important this part of the course is and how valuable they felt it was.

Below are a few examples:

"I am first aid trained and teach first aid at cadets. Biker first aid is different with different challenges and as a rider who has come off I feel this course has proven invaluable. Thank you."

"Superb course. So many helpful tips and a great confidence builder. Thank you!"

The pre and post questionnaire maintains very positive feedback about the behaviour change impacts of the session. One of the questions the attendees are asked is around their confidence to remove a motorcycle helmet following a road traffic collision. The scale they use is 1-5 (1 not confident – 5 very confident). Prior to the session the average rating is 2.19 but increases to 4.77 following the session.

This year, Biker Down was fortunate to be gifted First Aid Kits by a bereaved widow who said from her husband attending a course he never stopped talking about how much he enjoyed the session and learnt from it. A collection from his funeral was split and she was happy to be able to contribute towards something useful for future attendees of the course.

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

Over the last 12 months the team have forged very strong links with Bowker Motorrad who regularly host courses at their showroom. Bowker also provide hot food and refreshments for all attendees. The venue is big so can accommodate larger groups, enabling up to 40 attendees per course.

4. Alive to Drive Events

Alive to Drive is a long-standing road safety event initiative. The event initially started as a partnership between LFRS and Institute of Advanced Motorists (IAM) in Chorley 16 years ago. Since its inception, the event had grown from strength to strength and the partners who attend have grown. During this reporting period, 4 events took place in South Ribble, Preston, Blackpool, and Blackburn. These events are free to members of the public and allow them an insight as to what happens at an RTC. There is an RTC demo at each event with a live casualty extraction that is fully compared involving LFRS, Police, NWAS and National Highways. One of the key messages that is pushed throughout the day is that when roads are closed for long periods it is for the safety of staff working at the scene and to ensure the best possible

casualty care for those involved. Whilst people get frustrated we encourage them to be glad they are not involved in the incident itself.

As well as looking to educate members of the public of all ages and road user types there is particular emphasis based on signing young drivers (17-25yrs) up to the Institute of Advanced Motorists (IAM) Course at a reduced rate, partly funded by LRSP. The plan for these events next year is to run one per geographical area due to the success and high attendance. The partners involved include Police, LCC, NWAS, National Highways, IAM, South Lancs Advanced Motorcyclists, Blood Bikes, Mountain Rescue, Royal British Legion Riders, Tyre Safe, Pro Tyre, Fresh Drivers, Blackburn with Darwen Council, Blackpool Council and Wincanton.

5. Road Safety Week 2024

The 17th November marked the start of National Road Safety Week. This week is organised by BRAKE, a charity who support families who are bereaved as a result of a road traffic collision. On the Sunday, Area Manager, Phil Jones and Prevention Support Officer, Clare Burscough attended a multi-cultural service at Country Hall to mark World Day of Remembrance for Road Traffic Victims. This service was attended by members of Lancashire Road Safety Partnership and bereaved families from across Lancashire. Area Manager Jones read a reading and laid a wreath.

An event took place at Springfield Power Plant delivering Wasted Lives to all new apprentices with the inclusion of the crashed car trailer. As the apprentices are well paid, they often drive newer, faster vehicles than other young people their age, so it was a really important group to deliver a session too.

At West Lancs College, a Wasted Lives Session was delivered then an extrication demo by Red Watch for the Public Service and Motorsport students to witness and better understand what happens in the event of an RTC. The display confirmed learning from the classroom-based part of the session and engaged learners well.

Two Biker Down sessions were delivered during the week, firstly a large session at Bowker BMW, then a slightly smaller session at Chorley Fire Station for a womens' motorcycle club. Biker Down very much supported this year's theme of 'After The Crash,' two-thirds of the session is Incident Management and First Aid. Attendees of both sessions engaged fully with the input and enjoyed the practical activities of helmet removal and basic life support.

The biggest event of the week was a multi-agency attended full day at Burnley College. The highlight of the day was a Road Traffic Collision demonstration that utilised students from the college. The day started with an assembly style input of Wasted Lives paying particular importance to Lancashire's 'Fatal 5' which explores the 5 most common causes of fatal collisions. Following this the students watched a video that had been produced by Performing Arts students then were taken outside to watch the demo. Throughout the afternoon all partners had a stall outside, and all students were timetabled to attend.

Summary

This 12-month period has been a really positive period for Road Safety Education and our ability to engage with the communities of Lancashire. We have continued to adapt our offerings and, with increased use of technology and innovative ideas by members

of the Road Safety Thematic Group, this has meant that we have delivered road safety education to around 32,500 people.

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

Focusing on our priorities for 2024/25, we have achieved some notable progression and successful outcomes, engaging with pupils in primary, secondary and higher education and adapting our delivery model to reach groups who are not in these education establishments. Our action plan for the forthcoming year builds on this. The figures have maintained a high level, and we will continue to build on this year on year. We have identified that young road user KSIs are on the increase and our efforts will be focused on how we can reduce this over the coming months. This will run in conjunction with a review of the Wasted Lives packages over the summer of 2025 to ensure a fresh approach for the new academic year.

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

Each road death costs society 2.3 million so every life saved will save a large amount of public money. However, behind each death is, more importantly a bereaved family whose lives are changed forever, often as the result of a poor decision. Our staff are well placed to educate our community to come together and recognise that road safety is everyone's responsibility.

All our Road Safety Delivery is focused on the risks we identify in Lancashire, a continuous check of this at the LRSP meetings ensures we are focusing our engagement on vulnerable or at-risk groups.

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 02 July 2025

Annual Review of KPI 3.3 – Fire Engine Availability

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

Executive Summary

Further to the scrutiny of Key Performance Indicators (KPIs) by Members of the CFA Performance Committee, the Service was asked to reflect on the suitability of the 'Fire Engine Availability' KPIs with particular reference to the On Call (OC) measure.

On the 17 July 2023, Members of the CFA Planning Committee approved the recommendation to combine the two Wholtime (WT) and OC availability performance measures, into a single station-based performance measure (resolution 08/23). Members agreed to change the previous KPI (3.3) WT availability target of 99.5% and the OC target of an aspirational 95%, into a combined 90% first pump availability target across the 39 fire stations in Lancashire.

It was agreed this would be reviewed annually.

Recommendation(s)

Members are recommended to maintain the combined 90% first pump availability target across the 39 fire stations in Lancashire.

Information

In July 2023, members agreed a single KPI measure for the first pump availability across the 39 fire stations in Lancashire.

This 'Availability KPI' reports on the combined availability of the primary asset at each of the 39 locations, in percentage terms, whether that be a WT or OC appliance. This aligns with the Response Standard KPI approach which measures 1st pump response times and gives a true indication of the speed of response and first intervention provided across each of the 39 risk areas.

As such the KPI reports availability by virtue of all first pumps at WT, flexi day crewed and day crewing plus stations in addition to the first pumps at stand-alone OC stations.

At the national level, on-call availability remains a significant challenge, as emphasised by the National Fire Chiefs Council (NFCC) and His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). Ongoing efforts, both locally and nationally, are focused on addressing these key issues. Within the Service, considerable initiatives are underway to enhance recruitment, training, retention, and

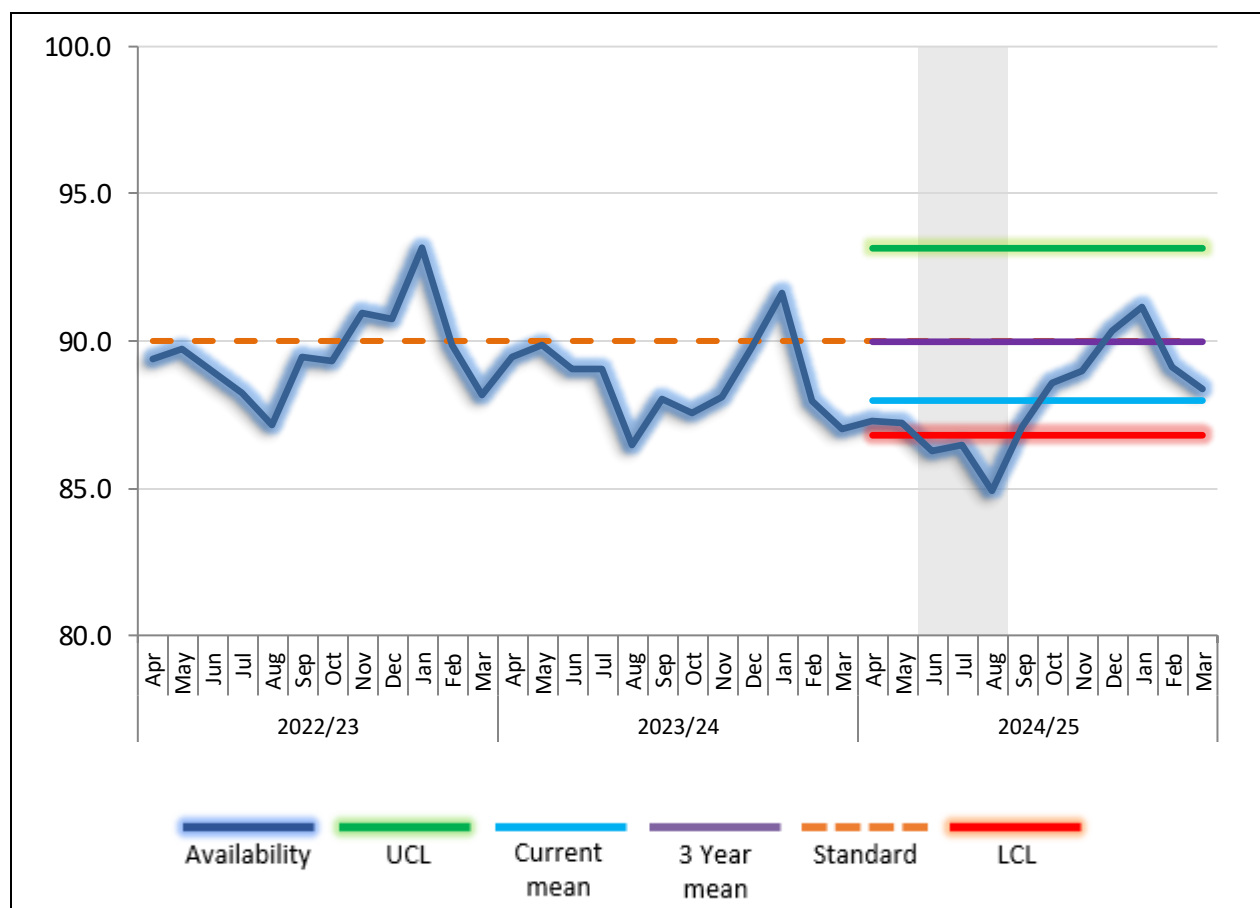
the wider use of on-call personnel, all while maintaining realistic role expectations given the limited training hours available each week.

The table below shows the availability achieved in each quarter over 2024/25. The total availability over 2024/25 was 89.97%, slightly below the 90% target, with each quarter below the standard.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2024/25
86.91%	86.14%	89.30%	89.57%	87.97%

The chart below shows the months of June, July, and August 2024 were below the lower control limit (highlighted shading), meaning that an exception report was published for Q1 and Q2.

However, in Q3 and Q4 availability increased, with December 2024 achieving 90.35% (0.35% above the 90% availability standard), and January 2025 achieving 91.19% (1.19% above the 90% standard).



The Service KPI change appears to provide an appropriate balance of oversight and ambition for fire engines crewed by both WT and OC firefighters. The 90% availability performance standard is supplemented by further internal KPIs for use by local managers to drive contractual performance and ensure value for money.

Recommendations

Members are recommended to maintain the combined 90% first pump availability target across the 39 fire stations in Lancashire.

Business risk

Low – the Service is currently below the target for availability, however, the availability standard of 90% ensures that fire cover distribution can be appropriately measured and reported, using KPI's that are specific, measurable and achievable, and tailored towards managing the risk the exists across the county.

Furthermore, the current approach is consistent with the measurement of 1st pump response times to incidents and the Dynamic Cover Tool system which is based upon covering 39 risk areas within Lancashire.

Local and national work is underway to address OC challenges, and the introduction of the Dynamic Cover Tool at North West Fire Control has mitigated Service risk by aiding the deployment of resources more efficiently.

Sustainability or Environmental Impact

Negligible – overall appliance numbers remain, hence little environmental impacts, positive or negative arise from this availability KPI.

Equality and Diversity Implications

None

Data Protection (GDPR)

None

HR implications

None

Financial implications

None

Local Government (Access to Information) Act 1985

List of background papers

Paper: Planning Committee Agenda Item: Measuring Progress - Fire Engine Availability
- KPI Review

Date: 17 July 2023

Contact:

Reason for inclusion in Part 2 if appropriate:

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