

Public Document Pack

Lancashire Combined Fire Authority Performance Committee

Wednesday, 3 September 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) 866720 and she will be pleased to assist.

Agenda

Part 1 (open to press and public)

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

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

1. **Apologies For Absence**
2. **Disclosure of Pecuniary and Non-Pecuniary Interests**

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

3. **Minutes of Previous Meeting (Pages 1 - 32)**
4. **Performance Management Information (Pages 33 - 80)**
5. **Wildfire Prevention Campaign Presentation**
6. **Date of Next Meeting**

The next scheduled meeting of the Committee has been agreed for 10:00 hours on **3 December 2025** in the Main Conference Room, at Lancashire Fire & Rescue Service Headquarters, Fulwood.

Further meetings are: scheduled for 11 March 2026
 proposed for 8 July 2026

7. **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 Chair 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, 2 July 2025, at 10.00 am in the Main Conference Room,
Service Headquarters, Fulwood.**

Minutes

Present:	
Councillors	
S Asghar	
M Clifford	
L Parker	
A Riggott	
S Sidat MBE	
J Tetlow (Vice-Chair)	
E Worthington (Chair)	

Officers
S Pink, Assistant Chief Fire Officer (LFRS) M Hamer, Area Manager, Prevention and Protection (LFRS) P Jones, Area Manager, Head of Service Delivery J Rossen, Area Manager, Head of Service Delivery (LFRS) C Burscough, Prevention Support Officer (LFRS) S Hunter, Member Services Manager (LFRS) L Barr, Member Services Officer (LFRS)
In attendance
K Matthews, North West Fire Control K Wilkie, Fire Brigades Union

1-25/26	Apologies For Absence
	Apologies were received from Councillor J Hugo and County Councillors G Mirfin, L Parkinson, and M Ritson. County Councillor L Parker was in attendance as substitute for County Councillor G Mirfin.
2-25/26	Disclosure of Pecuniary and Non-Pecuniary Interests
	None received.
3-25/26	Minutes of Previous Meeting
	Resolved: - That the Minutes of the last meeting held on the 5 March 2025 be

	confirmed as a correct record and signed by the Chair.
4-25/26	Performance Management Information Q4
	<p>The Assistant Chief Fire Officer presented a comprehensive report to the Performance Committee. This was the 4th quarterly report for 2024/25 as detailed in the Community Risk Management Plan 2022-2027.</p> <p>In quarter 4, one Key Performance Indicator (KPI), 2.9 Business Fire Safety Checks, was shown in positive exception and two KPIs were shown in negative exception. These were 1.2.1 Staff Absence Wholetime (WT) and 1.2.3 Staff Absence Greenbook.</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>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%).</p> <p>The resultant staff engagement index score of 79% was a 5% increase on the 2023 score.</p> <p>From January to March 2025, 17 station visits were carried out by Principal Officers and Area Managers as part of the 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.</p> <p>Thirty wellbeing interactions were undertaken ranging from workshops with crews to wellbeing support dog interactions.</p> <p>Seven online sessions were held to update all operational staff on the final stage of implementing the Service's 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 digitalisation of the incident ground attended by 33 people.</p> <p>The Service engaged with staff over several topics that related to the Service's fleet and equipment, and views were sought by survey and through 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.</p>

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

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

The engagement index was calculated based on five questions that measured pride, advocacy, attachment, inspiration, and motivation; factors that were understood to be important features shared by staff who were engaged with the organisation.

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

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

1.2.1 Staff Absence Wholetime

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

Annual Standard: Not more than 8 shifts lost.

Annual Shifts Lost ÷ 4 quarters = 2

Quarter shifts lost: 2.235

Cumulative total number of shifts lost: 8.284

The agreed target performance level was 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 was within the overall target.

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

The element of that section of the report referred to sickness absence rates for the period 01 April 2024 to March 2025.

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

A total of 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 quarter 4 as a result of the one case of long-term absence. This was in comparison to 158 shifts which were lost during the same quarter of 2023-24. That case accounted 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:

- | | |
|-------------------------------------|---------|
| • Musculo Skeletal | 8 cases |
| • Hospital/Post Operative Procedure | 8 cases |
| • Mental Health (Other 4 cases) | 4 cases |
| • Other absence types | 8 cases |

There were 64 shifts lost which related to Respiratory related absences including Coronavirus absence. This was compared to 154 shifts lost in the same quarter of 2023-24.

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.

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

In response to a question from County Councillor A Riggott in relation to the possibility of including a breakdown of the 'other absence types category', the ACFO confirmed that this could be considered ahead of the next meeting.

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, 1.27%.

1.2.3 Staff Absence Greenbook

The ACFO explained that Grey book referred to operational staff and Green book referred to support staff who were generally non-operational. There were some dual contract green book staff who provided on-call cover whilst fulfilling their green book role.

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: 2.123

Cumulative shifts lost: 7.221

The agreed target performance level was 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 was within the overall target.

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

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

During January – March 2025, absence statistics showed 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.

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

- Mental Health 5 cases
- Musculo Skeletal 2 cases
- Other absence types 3 cases

During the quarter, 188 shifts were lost as a result of the 10 cases of long-term absences, this was in comparison to 93 shifts lost during the previous quarter. These cases accounted for 0.73 shifts lost per person over the quarter.

Respiratory related absences accounted for 54 lost shifts, which included Coronavirus absence. This was compared to 28 shifts lost in the same quarter of 2023-24.

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 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.

County Councillor J Tetlow asked if the 'other absence types category' could be broken down for this section too, as suggested by County Councillor A Riggott in the earlier wholtime absences section.

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%(21%)	Male 77%(79%)	
Ethnicity:	BME 4%(4%)	White 91%(93%)	Not stated 5%(3%)
Sexual Orientation:	LGBT 5%(4%)	Heterosexual 61%(57%)	Not stated 34%(39%)
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 62%
	Male	Grey book 89%	Green book 38%
Ethnicity:	BME	Grey book 3%	Green book 6%
	White	Grey book 92%	Green book 85%
	Not stated	Grey book 5%	Green book 9%
Sexual Orientation:	LGBT	Grey book 5%	Green book 3%
	Heterosexual	Grey book 59%	Green book 65%
	Not stated	Grey book 36%	Green book 32%

Disability:	Disability	Grey book 3%	Green book 5%
	No disability	Grey book 95%	Green book 89%
	Not stated	Grey book 2%	Green book 6%

1.3.2 Workforce Diversity Recruited

This new indicator measured workforce diversity recruited as a percentage.

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

Gender:	Female 32%(32%)	Male 68%(68%)	
Ethnicity:	BME 4%(5%)	White 65%(90%)	Not Stated
	31%(5%)		
Sexual Orientation:	LGBT 6%(8%)	Heterosexual 78%(87%)	Not stated
	16%(5%)		
Disability:	Disability 5%(4%)	No disability 85%(94%)	Not stated
	10%(2%)		

During quarter 4, there were a total of 59 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.

County Councillor M Clifford asked if previous years comparison figures could be included within the report, the ACFO confirmed this could be included in future reports.

In response to a question from County Councillor L Parker, in relation to focusing on capability rather than diversity, the ACFO confirmed that this was a national requirement, and it was important for the service to reflect the community that it served. She added that the service would always appoint the best person for the job and there was no diversity quota to meet but diversity was important to the service.

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, 16 for quarter 4; year to date 61; previous year to date 70. Quarterly activity decreased 33.33% (8 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 J Tetlow asked if the risk map could be labelled to allow for easier identification of areas and County Councillor A Riggott asked if members could have a digital version. AM Matt Hamer advised that there were roughly 1000 areas contained within the map and due to this volume it may be difficult to see with labels, he therefore offered to share the spreadsheet that informed the map with members.

County Councillor M Clifford asked why the number of high risk areas identified had increased for the 2025 risk map, the ACFO advised that some ward areas had changed which could impact areas, she further advised that some contributory factors were out of the services control as areas of deprivation were taken into account. County Councillor A Riggott requested that members be given a summary of changes once the 2025 map had been finalised.

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 16,963; previous year to date 17,389. Quarterly activity increased 9.64% over the same quarter of the previous year, whilst the year to date activity decreased by 2.45%.

In quarter 4, the Service attended 4,027 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) – 1649,

41%

- Total Primary Fire Calls (accidental dwelling / building and deliberate dwelling / commercial fires and other primary fires) – 438, 11%
- Total Secondary Fire Calls (deliberate and accidental fires) – 704, 18%
- Total Special Service Calls (critical incidents, gaining entry, RTCs, Flooding and other critical incidents) – 1215, 30%

In response to a question from County Councillor J Tetlow in relation to weather related spikes during the summer period, the ACFO confirmed that these were often due to wildfires. AM Phil Jones added that as the temperature increased, lifestyles changed with more barbeques and outdoor activities. Additionally, the same practices were often carried out, such as burning weeds but additional dryness caused fires. The Chair asked if historical peaks were used to inform increased prevention activities, AM Phil Jones confirmed that weather warning messages were used to ensure the service could be proactive in its prevention activities. AM Matt Hamer added that every month a data and intelligence group broke down incidents to identify any trends and inform prevention activities.

County Councillor L Parker asked if prevention literature could be shared with Lancashire County Council (LCC) colleagues for distribution around communities, AM Matt Hamer confirmed that he would be happy to do this and any support would be gratefully received.

The ACFO explained that work was ongoing to reduce road travel to automatic fire alarm (AFA) detections, this included working with alarm handling companies and North West Fire Control (NWFC). The service would always attend calls where there was a sleeping risk and although the figures looked high they had been reduced. The ACFO added that malicious calls were very minimal and were continuously worked on.

In response to a question from County Councillor A Riggott in relation to how good intent false alarms were defined and how these could be reduced, AM Matt Hamer explained that there were three categories of false alarms. System and maintenance faults, where the service would work with businesses to educate them. Malicious calls which often originated from specific sites including mental health units and schools, who the service would work with to prevent future calls and calls of good intent where the caller had the right intention and the service needed to consider what the outcome could have been if the intent had been correct. To reduce the number of good intent false calls, North West Fire Control (NWFC) would challenge callers where appropriate and the service would provide education through schools and educate and communicate at key times throughout the year. AM Phil Jones added that any false alarms with good intent from sheltered housing accommodation would received a fire safety check and appropriate safeguarding, AM Matt Hamer added that these would be treated as near misses.

In response to a question from County Councillor M Clifford in relation to fire alarm faults caused by the building owner not maintaining alarms, AM Matt Hamer explained that most business owners worked collaboratively with the service but every month false activations in commercial properties were reviewed, the first step was engagement with business owners, should they not engage enforcement

would then be implemented before moving to prosecution if required. Most business owners complied with enforcement activity.

County Councillor A Riggott asked if the service published enforcement and prosecution activity in the same way that trading standards published the outcome of their test purchasing. AM Matt Hamer confirmed that any prosecution outcomes were published via the services Corporate Communications Team and any enforcement activity was recorded on a public register but not publicised as the service was promoting collaboration with enforcement notices. AM Matt Hamer added that every three months a protection fire safety newsletter was published including any learning and business safety advice which informed the services communication campaigns. Additionally, the Business Fire Safety Checks (BFSCs) included teaching and education. County Councillor A Riggott asked if anonymised enforcement activity could be shared and the Chair asked if the protection fire safety newsletter could be shared with members. AM Matt Hamer confirmed that the newsletter was moving to a new system but he would bring this to a future Performance Committee meeting, he also confirmed he would take away the idea of publicising anonymised information.

County Councillor J Tetlow asked if the service could fine businesses for repeated false alarms, the ACFO confirmed that the service would identify trends and work with businesses to reach a solution. AM Matt Hamer added that full cost recovery and fines could be implemented at court on successful prosecutions. County Councillor L Parker asked if national data could be brought to the next meeting.

Councillor S Sidat asked about the cost implications of an AFA detection, AM Matt Hamer explained that it could be difficult to quantify the cost of an AFA but national work was ongoing and a paper could be brought to future meetings. Councillor S Sidat asked if any fines would cover the cost to us. AM Matt Hamer confirmed that any prosecutions would result in full cost recovery and a fine in court. He explained that the service could also have an impact with enforcement activity which could include restricting use of areas of the business which would encourage compliance.

County Councillor J Tetlow asked if fines could be used for income generation and if this was done nationally, AM Matt Hamer explained that the fire safety act didn't allow this to be done but the service would be fully recompensed in court at prosecution stage.

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, 168 in quarter 4; year to date 686; previous year to date 705. Quarterly activity increased 10.53% over the same quarter of the previous year, with the cumulative to date decreasing by 2.70%.

2.3.1 ADF – Harm to people: Casualties

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

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

Fatal	0 in quarter 4; year to date 6; previous year to date 3
Injuries appear Serious	1 in quarter 4; year to date 7; previous year to date 12
Injuries appear Slight	8 in quarter 4; year to date 32; previous year to date 30

Quarterly activity increased 45% over the same quarter of the previous year.

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

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

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

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

Current quarter, combined percentage of 85% against same quarter of the previous year, combined percentage of 93%.

Combined quarterly percentage had therefore decreased 8.00% 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), 65 in quarter 4; year to date 253; previous year to date 235. Quarterly activity increased 30.00% over the same quarter of the previous year, and by 7.66% in the year to date.

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 76% against
- same quarter of the previous year, combined percentage of 68%.

Combined quarterly percentage had therefore increased 8.00% over the same quarter of the previous year, with whole building decreasing by 7.00%.

2.5 Accidental Building Fires (Non-Commercial Premises)

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

ABF (Non-Commercial Premises), 13 in quarter 4; year to date 71; previous year to date 72. Quarterly activity increased 30.00% over the same quarter of the previous year, whilst the year to date increased by 1.39%.

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 15% against
- same quarter of the previous year, combined percentage of 20%.

Combined quarterly activity had therefore decreased 5.00% 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 – 450 in quarter 4; year to date 1,928; previous year to date 1,811. Quarterly activity increased 48.51% over the same quarter of the previous year, and the year to date increased by 6.46%.

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 4, year to date 86; previous year to date 84. Quarterly activity increased 50.00% (7 incidents) over the same quarter of the previous year, and the year to date increased 2.38% (2 incidents).

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, 38 in quarter 4; year to date 140; previous year to date 145.

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

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 the Chair in relation to the driving force for fires within Crown premises, AM Matt Hamer explained that there was a prison working group to address fire safety within Crown premises. The service had no enforcement ability for Crown premises but had good working relationship with partners. He explained that the drivers were usually crime and weapon related or to engineer a move within the prison system. He also explained that e-cigarettes and vapes were involved in a number of prison fires. The service was providing prevention advice in prisons and working with the probation service. The chair asked a further question in relation to funding, AM Matt Hamer explained that funding for fire services within Crown establishments was funded by the crown services. He added that the number of fires in crown premises' was a national risk and figures were high nationally.

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, 391 in quarter 4; year to date 1,702; previous year to date 1,582. Quarterly activity increased 57.03% over the same quarter of the previous year, and the year to date increased by 7.59%.

2.7 Home Fire Safety Checks

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

An improvement was shown if:

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

HFSCs completed, 5,330 in quarter 4; year to date 23,533; previous year to date 23,300. Quarterly activity decreased 11.30% against the same quarter of the previous year.

HFSCs with high-risk outcomes, Quarter 4, 55%; previous year Quarter 4, 54%.

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

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

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

ChildSafe, 171 sessions delivered to 5,492 students;
RoadSense, 197 sessions delivered to 5,830 students;
SENDSafe, 5 sessions delivered to 97 students;
Wasted Lives, 22 sessions delivered to 3,461 students;
Biker Down, 4 sessions delivered to 38 attendees;
FIRES, 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), 22 sessions delivered to 111;

Specific Education packages – delivered Water Safety, BrightSparx, ASB, Deliberate Fire Setting etc (Covers key stages 2, 3 and 4). Planning undertaken for commencement of water safety campaign. Bright Sparx campaign report and evaluation completed.

Arson Threat Referrals – 193.

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, 887 in quarter 4; Cumulative 3,637; YTD target, 2,500; previous YTD 3,372.

Cumulative YTD BFSCs being satisfactory, 3,191. Top 5 completed satisfactory premise types (Shops 1173, Factories/Warehouses 429, Other Workplaces 382, Offices 359, Other Public Premises 253).

Cumulative YTD BFSCs being unsatisfactory, 446. Top 5 completed unsatisfactory premise types (Shops 208, Factories/Warehouses 62, Licensed Premises 41, Other Workplaces 36, Offices 28).

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.

In response to a question from Councillor S Sidat in relation to timescales for compliance, AM Matt Hamer explained that there were no timescales given in relation to education and advice, enforcement notices could be fast tracked to 28 days or they could be 3 to 6 months. He added that due to the scale of work and delays with materials and skills, cladding related enforcement could be years. He emphasised the need to give realistic timescales as unrealistic timescales could impact prosecutions. County Councillor S Sidat asked a further question relating to risk to life, AM Matt Hamer stated that any risk to life would be prioritised and the risk mitigated by working with the buildings responsible person.

County Councillor A Riggott remarked that he was surprised to see the number of shops with unsatisfactory BFSCs. He explained that town centres have teams supporting town centres where licensing inspections were discussed but not fire safety checks, he stated that shops and their sleeping arrangements fed into a wider town centre strategy. AM Matt Hamer explained that Fire Safety Managers worked closely with Community Safety Partnerships but he could look to share the risk information further. County Councillor A Riggott suggested that city centre shops could promote passing their BFSC which would push all businesses to achieve this.

In response to a question from the Chair in relation to inspection of asbestos, AM Matt Hamer explained that the service would record asbestos as present but would not provide advice and could share the information if requested. County Councillor

J Tetlow asked if asbestos provided a similar risk when involved in a fire to when broken apart, the ACFO confirmed that there would be a risk and anyone involved in an incident would decontaminate their kit, gloves and helmet and follow an established bagging procedure. She added that the service was careful with decontamination of all dust.

Councillor S Sidat asked if places of worship were visited, AM Matt Hamer confirmed that places of worship did receive a BFSC and were offered specific advice. The ACFO added that a Hindu Temple had recently been visited and provided advice to use battery operated candles during Diwali to mitigate the risk that traditional candles presented. Councillor S Sidat asked if the buildings surrounding places of worship were also considered, AM Matt Hamer confirmed that they were and the service would also advise on refurbishment or changes within the building with a view to making them more compliant.

2.9.1 Fire Safety Activity (including Business Fire Safety Checks)

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

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

Total Fire Safety Enforcement Inspections, Quarter 4, 424;
Formal Activity in Quarter 4, 8%, same quarter of the previous year 7%.
Quarterly activity increased 1% against the same quarter of the previous year.

Members noted the cumulative number of Fire Safety inspections undertaken for 2024/25 was 1,984.

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

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

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

In Quarter 4, Building Regulation Consultations received 247, of which 235 were completed within the timeframe (LFRS should make comments in writing within 15 working days of receiving a BRC).

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.

Q4 overall 07:31 min. Year to date overall 07:38 min. Previous year to date overall 07:30 min.

In response to a question from County Councillor J Tetlow in relation to whether the impact of the Haweswater Aqueduct Resilience Programme (HARP) which may require road closures had been considered, AM Phil Jones confirmed that the service was notified of road closures by highways and would usually be involved in larger projects. He added that the service had not been made aware of this project yet.

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, 09:14 min in quarter 4; year to date 08:46 min; previous year to date 08:31 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, 89.57% in quarter 4; year to date 87.97%; previous year to date 88.66%.

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

A progress update was provided up to the end of quarter 4.

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 the year was £74.5 million. £0.6 million savings was 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 would slip into the 2025/26 year. Extended lead times and a resourcing shortfall ensued the slippage.

Quarter 4 variance -0.80% (Revenue budget variance).

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.

The following were examples of partnership working from a number of departments across the Service. The aim was to increase efficiency and effectiveness of working practices whether this related to equipment, technology, appliances, or training.

- North West Fire Control (NWFC) Mobilising System replacement – following a successful procurement phase, the implementation phase had 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 had been initiated and would ensure new and improved BA sets were procured and successfully rolled out to relevant staff. The procurement exercise would include regional Fire and Rescue Services and would 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 would deliver improved facilities on the incident ground for LFRS staff, it was currently in the scoping phase and discussions were ongoing with LanCon as to whether they wanted 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 enabled Fire and Rescue Services to collaborate across authority boundaries to ensure continuity of service and mutual support. An updated regional agreement had 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 the Leadership and Development Centre. The Service 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 had transferred to Lancashire Constabulary until 2026. Terms of Reference for both boards had been updated. The Strategic board had agreed changes to reduce the collaboration subgroups to 4 groups. The Estates subgroup now included Fleet and Kit – this is with a view to issues such as electric vehicles and charging, where all services faced similar challenges and it was useful to work together on potential efficiencies, good practice, or learning from one another. An on-going example of a Fleet collaboration was a new welfare vehicle that LFRS were procuring, and there were possibilities to be explored with a memorandum of understanding and a financial contribution

	<p>from other agencies if required.</p> <p>County Councillor J Tetlow asked for confirmation of what the 13/16 agreement referred to, the ACFO explained that 13/16 was part of the fire safety act and referred to collaboration across borders and providing mutual aid to other fire and Rescue Services.</p> <p>AM John Rossen explained that a focus of the Blue Light Collaboration Board was Community First Responders and LFRS had responded to over 200 cardiac arrests. County Councillor J Tetlow asked if operational staff carried defibrillators, AM John Rossen confirmed that all fire engines, flexi duty officers (FDOs) and community first responders carried defibrillators.</p> <p>4.3 Overall User Satisfaction</p> <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 4, 100 people had been surveyed and the number satisfied with the service was 97. The running number of people surveyed for the year was 3,871 with 3,820 of those people being satisfied with the Service; 98.68% against a standard of 97.50%; a variance of 1.18%.</p> <p>Resolved: - That the Performance Committee noted and endorsed the Quarter 4 Measuring Progress report, including one positive and two negative exceptions.</p>
5-25/26	<p>Annual Report on Road Safety Intervention Activity 2024/25</p> <p>Area Manager (AM) Matt Hamer and Prevention Support Officer Clare Burscough presented the annual report regarding Road Safety Intervention Activity which explained the Service's core prevention offer and also the challenges on Lancashire's roads.</p> <p>Members noted that, through the Prevention Strategy 2022-2027, prevention and protection services and the structure for delivery were reviewed to ensure that the Service was delivering appropriate services in line with the changing operating environment. As a result, working practices had changed with a strategic focus on the quality of the services that continued to be delivered. The services were delivered around key themes: helping people to start safe, live safe, age safe, be safe on Lancashire's roads, and be safe in and around water, with a focus on working collaboratively with other organisations. To ensure constant improvement in all parts of prevention delivery, the Service had dedicated thematic groups whose priorities aligned to the more recent Community Risk Management Plan (CRMP) 2022-2027 and Strategic Assessment of Risk alongside District Plans.</p> <p>Road Safe Thematic Group</p>

The Thematic Road Safety Group continued to meet every quarter during 2024-2025 with an option of in-person and virtual meetings. Membership of the group came from all areas of the county and was a mix of Community Safety and Operational Staff.

An annual plan aligned to the terms of reference had been developed alongside a priority work programme which supported the Lancashire Road Safety Partnership (LRSP) 'Towards Zero' strategy. An ambition of the group was to improve communication between strategic and practitioner levels and also to send clear messages out to Service Areas with key road safety priorities. The Service sought to deliver focused activities in areas identified as having issues and evaluate effectiveness.

The Service continued to offer a variety of delivery methods for the community, improving reach and efficacy. The offer of virtual delivery remained part of the service's plan and continued to be selected by schools as a delivery method across the county for campaigns such as Road Safety Week and Elective Home Education Sessions. The group was responsible for ensuring all road safety packages were kept up to date and continuous evaluation of the feedback received was considered and steered change where appropriate.

Lancashire Road Safety Partnership (LRSP)

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

LFRS played an active role on the Children and Young People workstream (as Chair) and the Powered 2 Wheelers / Ebike and Escooter Working Group and Senior Road Users Workstream. The Delivery Group brought partners together to look at what was currently delivered, what worked well and where the gaps were so that resources could be pooled to work effectively and without duplication. At each meeting, Lancashire County Council (LCC) shared up to date statistics which enabled the group to quickly identify any emerging issues and formulate an appropriate response.

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

LFRS Road Safety Core Prevention Offer

1. Road Sense

2. Wasted Lives – Young Driver Road Safety Education Programme
- 2.1 The Crashed Car
3. Biker Down
4. Alive to Drive Events
5. Road Safety Week 2024

1. Road Sense

Road Sense was the name given to the road safety education programme delivered to Year 6 pupils. The session was mixed and started with a 20-minute fire safety recap followed by 40 minutes of road safety input. It provided the opportunity to draw on a previous session the pupils would have received in Year 2 and explored the consequences of hoax calls and deliberate fires. During the current reporting period, information was added about Ebikes and Escooters, to cover both the fire safety and road safety issues.

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

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

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

Evaluation of the package provided positive feedback from schools with 97% of teachers selecting that they 'strongly agreed' the session was age appropriate. Out of the teachers that responded, 98% said they 'strongly agreed or agreed' the session would positively affect pupils' behaviour. Utilising the QR code allowed the teachers to give more honest feedback and improved the efficiency of the process. Any feedback received could be dealt with in a timely manner as there was no reliance on paper forms being returned. This feedback had enabled the Road Safe Thematic Group to update all the delivery slides. Whilst the key messages remained, the package had 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 had been made clearer for the delivery at appropriate points of the presentation. The breakout activities assisted children of that age group to learn from their peers, a recognised learning method which they regularly utilised at school.

The following feedback had been 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 continued to be popular, with the inclusion of a QR Code for the pupils to fill in following a session to assist the Service to better evaluate the behaviour change effectiveness of the session as the pupils filled 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 were 6 questions on the form and the correct responses ranged between 83% and 99% of answers. It was extremely positive that the pupils retained such a high percentage of the information they had received as the feedback was not always submitted on the day the session took place. During the reporting period, 19,303 Year 6 pupils had received the input, with 603 sessions delivered.

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

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

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

A suite of assembly session had been developed which could be adapted in length to fit in with schools’ timetables. As the Service had developed different ways of working, it now offered a short 15-minute virtual version of Wasted Lives during Road Safety Week. Schools had 3 delivery options and with the Service being more flexible in what it could deliver and how, more young people could be reached. Whilst the focus was primarily on delivery in high schools, there had been an increase in the number of requests for delivery to apprentice groups and colleges following the removal of Safe Drive Stay Alive through LRSP. Due to this and with LFRS Prevention Support Officer for Road Safety leading the Young Driver Group for LRSP a trial had been taking place with a number of colleges to formulate a delivery plan for the 25 – 26 Academic year.

The delivery would 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 (NWS), Lancashire County Council (LCC) and Tyre Safe Charity. This would 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 continued 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 included Speeding, Drugs, Alcohol, Mobile Phones and Seatbelts.

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

This was a Lancashire Road Safety Partnership supported event with Lancashire County Council (LCC) 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 was very impactful. Following on from this input, the soldiers watched a clip from the Master Driver which complemented the Fatal 5 and went on to focus on fatigue, a common contributing factor in collisions involving military personnel.

The Chair asked who was the best point of contact to provide inputs for schools, as she was providing support on a case with children aged two and upwards. Clare Burscough confirmed that this age group would be covered by the Safer Travel Team at LCC. AM Matt Hamer added that if he was appraised of the details he could also share information with the relevant partnership groups.

In response to a question from County Councillor J Tetlow in relation to accessing roads that are inaccessible due to the type of road and the way vehicles have been parked, AM Matt Hamer advised that the public response was strong in response to blue lights and vehicles would often move out of the way to allow access. He added that LFRS work with schools to ensure parking around school start and finish times still allowed access to emergency service and schools were proactive in this area.

County Councillor J Tetlow asked a further question in relation to passing red lights to allow emergency vehicles access. AM Phil Jones confirmed that this was an offence and as such LFRS staff were trained to wait at red lights so members of the public did not pass red lights. AM Matt Hamer added that LFRS vehicles responding to an emergency would use their exemptions and anticipate the roads ahead to ensure they arrived at incidents safely.

In response to a question from County Councillor M Clifford in relation to offering the course to larger employers. Clare Burscough confirmed that the course was delivered to BAE apprenticeships. AM Phil Jones added that the delivery of courses was risk driven and once a risk was identified the prevention team would approach as appropriate. AM Matt Hamer added that delivery of the course was a benefit for big employers as employees would often have access to pool cars. AM Matt Hamer added that members were welcome to attend a course and this could be facilitated through the prevention team.

2.1 The Crashed Car

The Wasted Lives package also had the option of being complemented by a 'crashed car', which was a vehicle from a real incident where, tragically, there had been a fatality. Alternatively, the car could be used as a standalone resource at a community event. The Service now completed a full year with Corey Hudson's vehicle where the circumstances of the collision were solely speed related. He had no alcohol or drugs in his system, and he made a wrong decision to speed which cost him his life. Corey's story had been well received by communities across the county as most drivers recognised at some point in their driving career, they had made similar mistakes. There were 2 passengers in the vehicle who were not wearing seatbelts and both sustained serious, life changing injuries during the Road Traffic Collision (RTC). Due to their own decisions not to put their seatbelts on, they had not received substantial payouts from Corey's insurance. This strengthened the seatbelt message as it was a real example of the lifelong implications that poor decision making had. Whilst all the vehicles LFRS had in the past had 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. This vehicle was to be decommissioned and work was ongoing with the Road Policing Team to identify a replacement.

In the 12-month reporting period, the crashed car had increased in use at Mosques during Friday Prayers. In Central, Eastern and Pennine areas, staff had worked alongside the Imam to deliver key messages prior to prayers and then deliver bespoke sessions to young people at the Madrassas. This activity had been increased around Ramadan on the run up to Eid where commonly high-powered vehicles were 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 had been secured. This formed part of a wider piece of work to increase engagement with ethnic minority communities across the county. Previously, we struggled to engage with some members of the community about the dangers of speed, but this engagement was 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 was a course that was aimed at motorcyclists and pillions of all ages and experience. The free 3-hour course offered members of the public a chance to learn practical skills which could be put into practice anywhere at any time.

The 3 modules covered were:

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

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

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

During the reporting period, there had been 144 motorists killed or seriously injured (KSI). This was 14% of the total KSI figure. Lancashire's statistics showed that someone was 72 times more likely to die on a motorcycle than in a car on the road, higher than the national average of 60. These statistics were very concerning as motorists made up less than 1% of Lancashire's total road user population.

There had been 309 attendees at 18 Biker Down sessions.

Appetite for the courses continued to be apparent with the Facebook page reaching over 1,200 likes and the reach of posts sometimes exceeding 1500 people.

All attendees took part in a practical element of the course which included helmet removal and CPR. These were really important skills which might be needed should they be faced with a road traffic collision involving a motorcyclist. Feedback from attendees mirrored how important this part of the course was and how

valuable they felt it was.

Feedback included:

"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 maintained very positive feedback about the behaviour change impacts of the session. One of the questions the attendees were asked was around their confidence to remove a motorcycle helmet following a road traffic collision. The scale they used was 1-5 (1 not confident – 5 very confident). Prior to the session, the average rating was 2.9 but increased 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 and 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 was flexible so courses could be hosted for individual motorcycle clubs or advertised using an online booking platform for members of the public to book on independently. The Biker Down team aim to run 12 courses per year but currently far exceeded that aspiration due to such a high demand for courses.

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

4. Alive to Drive Events

Alive to Drive was a long-standing road safety event initiative. The event initially started as a partnership between LFRS and Institute of Advanced Motorists (IAM) in Chorley 16 years ago. Since its inception, the event had grown from strength to strength and the partners who attended had grown. During the reporting period, 4 events took place in South Ribble, Preston, Blackpool, and Blackburn. These events were free to members of the public and allowed them an insight as to what happened at an RTC. There was an RTC demo at each event which involved LFRS, Police, North West Ambulance Service (NWAS) and National Highways. One of the key messages that was pushed throughout the day was that when roads were closed for long periods it was for the safety of staff working at the scene and to ensure the best possible casualty care for those involved. Whilst people got frustrated they were encouraged to be glad they were not involved in the incident itself.

As well as looking to educate members of the public of all ages and road user

types, there was particular emphasis based on signing young drivers (17-25yrs) up to the Institute of Advanced Motorists (IAM) Course at a reduced rate, partly funded by LRSP. The plan for these events next year was to run one per geographical area due to the success and high attendance. The partners involved included Police, LCC, NWS, 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 was organised by BRAKE, a charity who supported families who were 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 delivered 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 were well paid, they often drove 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 was 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 explored 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

The 12-month period had been a really positive period for Road Safety Education and the Service's ability to engage with the communities of Lancashire. The Service continued to adapt its offerings and, with increased use of technology and

	<p>innovative ideas by members of the Road Safety Thematic Group, this meant that road safety education had been delivered to around 32,500 people.</p> <p>The Service continued to be an active member of the LRSP and, building on the review, looked forward to continuing to be involved in a collaborative approach. This would have an emphasis on the strengths that the Lancashire Fire and Rescue Service brand could bring to the partnership working to deliver the collective ambition of a safer road system.</p> <p>Focusing on the Service's priorities for 2024/25, some notable progression and successful outcomes had been achieved, engaging with pupils in primary, secondary and higher education and adapting our delivery model to reach groups who were not in these education establishments. Our action plan for the forthcoming year built on this. The figures had maintained a high level, and we would continue to build on this year on year. We had identified that young road user KSIs were on the increase and our efforts would be focused on how we could reduce this over the coming months. This would 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.</p> <p>Over the next 12 months, the Service would be focusing on further evaluation of Road Safety initiatives, campaigns, and educational packages. The evaluation would look at 4 distinct areas; Is our targeting correct and appropriate, are we delivering according to end user expectations, are we influencing a positive behaviour change, and are we delivering value for money (i.e. for every £1 spent on prevention, what does that save in terms of prevention of an incident).</p> <p>Each road death costed society £2.3 million so every life saved would save a large amount of public money. However, behind each death was, more importantly, a bereaved family whose lives were changed forever, often as the result of a poor decision. Staff were well placed to educate the community to come together and recognise that road safety was everyone's responsibility.</p> <p>All the Service's Road Safety Delivery was focused on the risks identified in Lancashire and a continuous check of this at LRSP meetings ensured focus on engagement of vulnerable or at-risk groups.</p> <p>Resolved: - That the Committee noted and endorsed the Annual Road Safety Intervention report.</p>
6-25/26	<p>Annual Review of KPI 3.3 - 1st Pump Availability of Wholetime and On-Call Fire Engines</p>
	<p>The Assistant Chief Fire Officer presented the report on the annual review of the Fire Engine Availability Key Performance Indicator (KPI) 3.3.</p> <p>At a resolution of the Planning Committee of 17 July 2023 (08/23), the decision was taken to adjust the Key Performance Indicator (KPI) relating to overall fire engine availability, to report against how effectively fire cover was provided across the 39 fire stations (risk areas) of the county.</p>

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

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

At national level, on-call availability remained 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, were focused on addressing those key issues. Within the Service, considerable initiatives were 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 introduction of the Dynamic Cover Tool at North West Fire Control had mitigated Service risk by aiding the deployment of resources more efficiently.

The total availability over 2024/25 was 89.97% which was slightly below the 90% target. Each quarter was below the standard with 86.91% availability reported in quarter 1, 86.14% in quarter 2, 89.30% in quarter 3, and 89.57% in quarter 4.

The months of June, July, and August 2024 were below the lower control limit which meant 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 appeared to provide an appropriate balance of oversight and ambition for fire engines crewed by both Wholetime and On-Call firefighters. The 90% availability performance standard was supplemented by further internal KPIs for use by local managers to drive contractual performance and ensure value for money.

Area Manager (AM) John Rossen added that there had been improvements in on-call availability through the on-call improvement projects and that the 90% first pump availability standard continued to be an appropriate target.

The Service recommended that Members maintained the combined 90% first pump availability target across the 39 fire stations in Lancashire.

Resolved: - That the Performance Committee endorsed and maintained no changes to KPI 3.3 further to the year-end review of the standard of 90% first pump

	availability target across the 39 fire stations in Lancashire.
7-25/26	Date of Next Meeting
	<p>The Chair thanked members for attending the first Performance Meeting of the municipal year.</p> <p>The next meeting of the Committee would be held on 03 September 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 December 2025 and agreed for 11 March 2026.</p> <p>County Councillor L Parker remarked that there was a big opportunity for collaboration with councillors to distribute LFRS communications throughout the county, including prevention and awareness messages. The Chair added that this could include weekly or monthly bitesize pieces of information. The Assistant Chief Fire Officer (ACFO) advised that the Service used the In the Know system to communicate a lot of information, members could sign up for this system and encourage members of the community to sign up allowing them to receive frequent messages on key themes including prevention.</p> <p>The ACFO added that the service had recently advertised water safety messaging at all EG Garages across the North West. In response to a question from County Councillor L Parker in relation to how this had been achieved, the ACFO confirmed that the agreement was reached through good working relationships. County Councillor L Parker asked if there was opportunity to identify other businesses to work with. The ACFO confirmed that the service would welcome any suggestions for collaborative working.</p> <p>County Councillor M Clifford added that all members could follow LFRS social media pages and share this information to their own pages and in relevant groups. Area Manager (AM) Matt Hamer confirmed that he would share his email address and review ways to collaborate with members to communicate key messages.</p>

**LFRS HQ
Fulwood**

**M Nolan
Clerk to CFA**

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 3 September 2025

Performance Management Information for quarter 1, 2025/26

(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 1 Measuring Progress report, including three positive, and three 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 1: April 2025 – June 2025

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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2.3 Accidental Dwelling Fires (ADF)	23
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3.3 Fire Engine Availability	44
4.1 Progress Against Allocated Budget	45
4.2 Partnership Collaboration	46
4.3 Overall User Satisfaction	47

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.

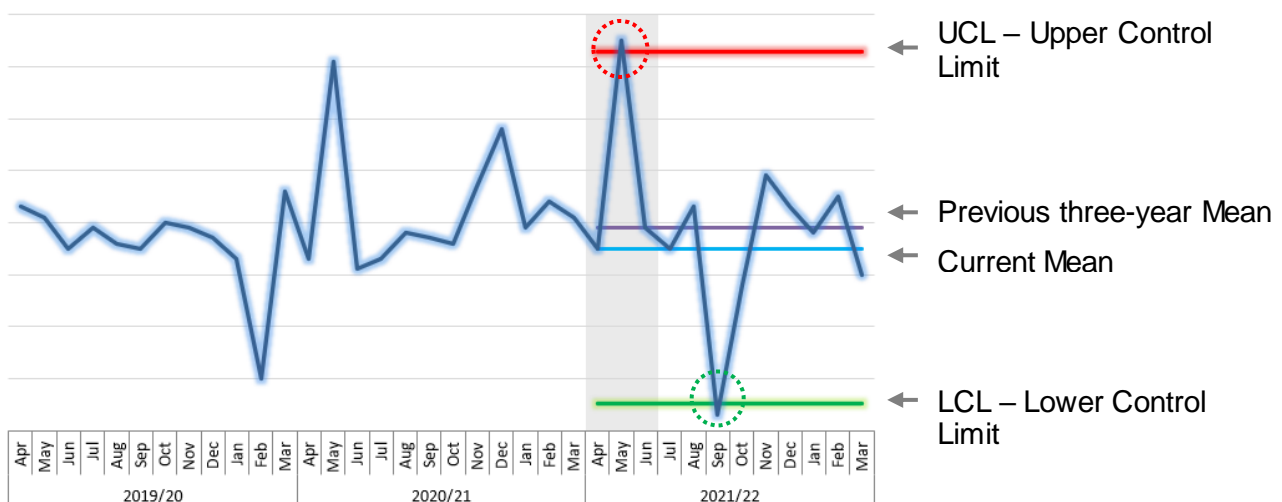
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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).



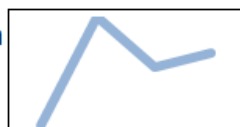
Performance Framework and indicator trends

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.

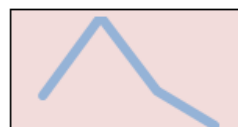
The cell shading within the Progress column denotes whether the indicator is:



within accepted limits



in positive exception
















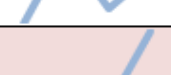































in negative exception



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
2.3.2	 ADF – Harm to Property: Extent of Damage (Fire Severity)		25
2.4	 Accidental Building Fires (Commercial Premises)		26
2.4.1	 ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		27
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)		30
2.6	 Deliberate Fires Total: Specific performance measure of deliberate fires		31
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2.6.3	 Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		34
2.7	 HFSC		36
2.8	 Numbers of other prevention activities delivered		37
2.9	 Business Fire Safety Checks		38
2.9.1	 Fire Safety Activity		40
2.10	 Building Regulation Consultations (BRC) (number and completed on time)		41

KPI	Description		Progress	Page (s)
3	Responding to fire and other emergencies quickly.			
3.1		Critical Fire Response – 1st Fire Engine Attendance		42
3.2		Critical Special Service Response – 1st Fire Engine Attendance		43
3.3		Fire Engine Availability		44
4	Delivering value for money in how we use our resources.			
4.1		Progress Against Allocated Budget		45
4.2		Partnership Collaboration		46
4.3		Overall User Satisfaction		47

1.1 Overall Staff Engagement



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

Scope and definition:

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

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

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:

Between April and June 2025, 15 station visits were carried out by principal officers and area managers as part of our service-wide engagement programme. In addition, two online events were held with flexi duty officers on the financial outlook.

Forty-seven wellbeing interactions were undertaken ranging from workshops with crews to wellbeing support dog engagements.

Four 'On the Menu' digital sessions were held on the following topics: development opportunities for operational and service support staff; supporting staff with neurodiversity; and using social media.

Surveys were conducted in relation to social media use and a new operational welfare unit.

Four in-person workshops were held at Service headquarters on how to use different apps and tools in Microsoft 365.

The Service engaged with staff over several topics relating to our fleet and equipment including duty rig uniform, body worn cameras, and new water tower appliances. Staff engagement over the redevelopment of the Service's staff newsletter also took place.

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)

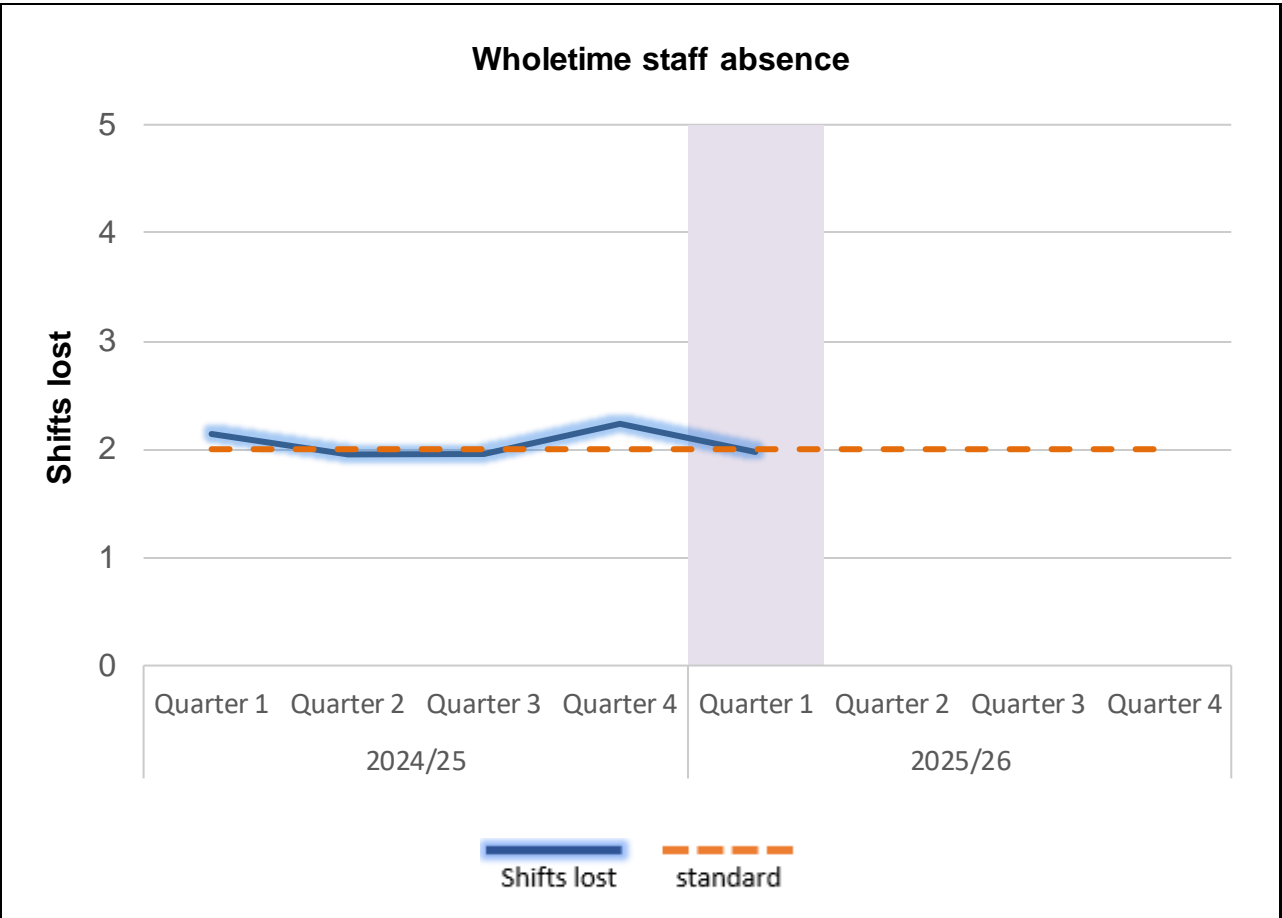


Quarter shifts lost
1.982

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.

This is represented on the chart as annual shifts lost divided by 4 quarters, which equates to a quarterly standard of two.



Cumulative total number of shifts lost:

1.982

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

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

The agreed target performance level is 2 shifts lost per employee per year for wholetime staff. The actual shifts lost for the period for this group of staff is 1.98, which is 0.02 shifts below target. During the same period the previous year, 2.14 shifts were lost which is a reduction of 0.16 shifts lost per wholetime employee compared to the same period last year.

Analysis

1,243 wholetime absence shifts lost = 1.98 against a target of 2.00

The number of cases of long-term absence which spanned over the total of the 3 months increased from 1 case in Q4 of 2024-25 to 4 cases in Q1. The absence reasons being:

Reason	Case/s
Mental Health	2
Other absence types	2

179 shifts were lost during the quarter as a result of the case of long-term absence, this is in comparison to 80 shifts were lost during the same quarter of 2024-25. These cases account for 0.29 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
Hospital/Post Operative Procedure	9
Musculo Skeletal	8
Mental Health	5
Unknown causes, not specified	2
Other absence types	3

61 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 117 shifts lost in the same quarter of 2024-25.

Measures the Service takes to manage absence

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

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

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

Where an employee does not return to work in a timely 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)

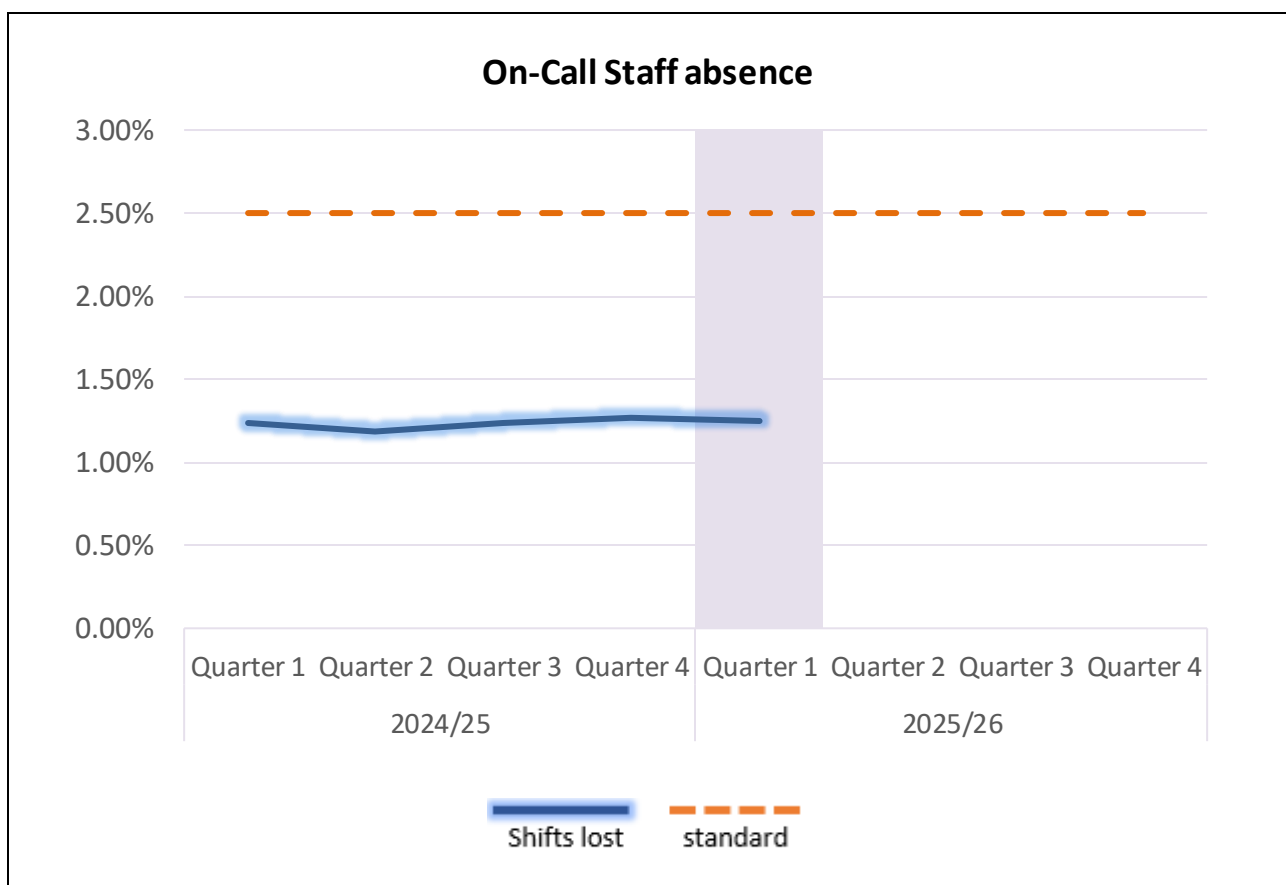


Cumulative Absence
1.24%

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, 1.24%.



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

1.24%

1.2.3 Staff Absence Green Book

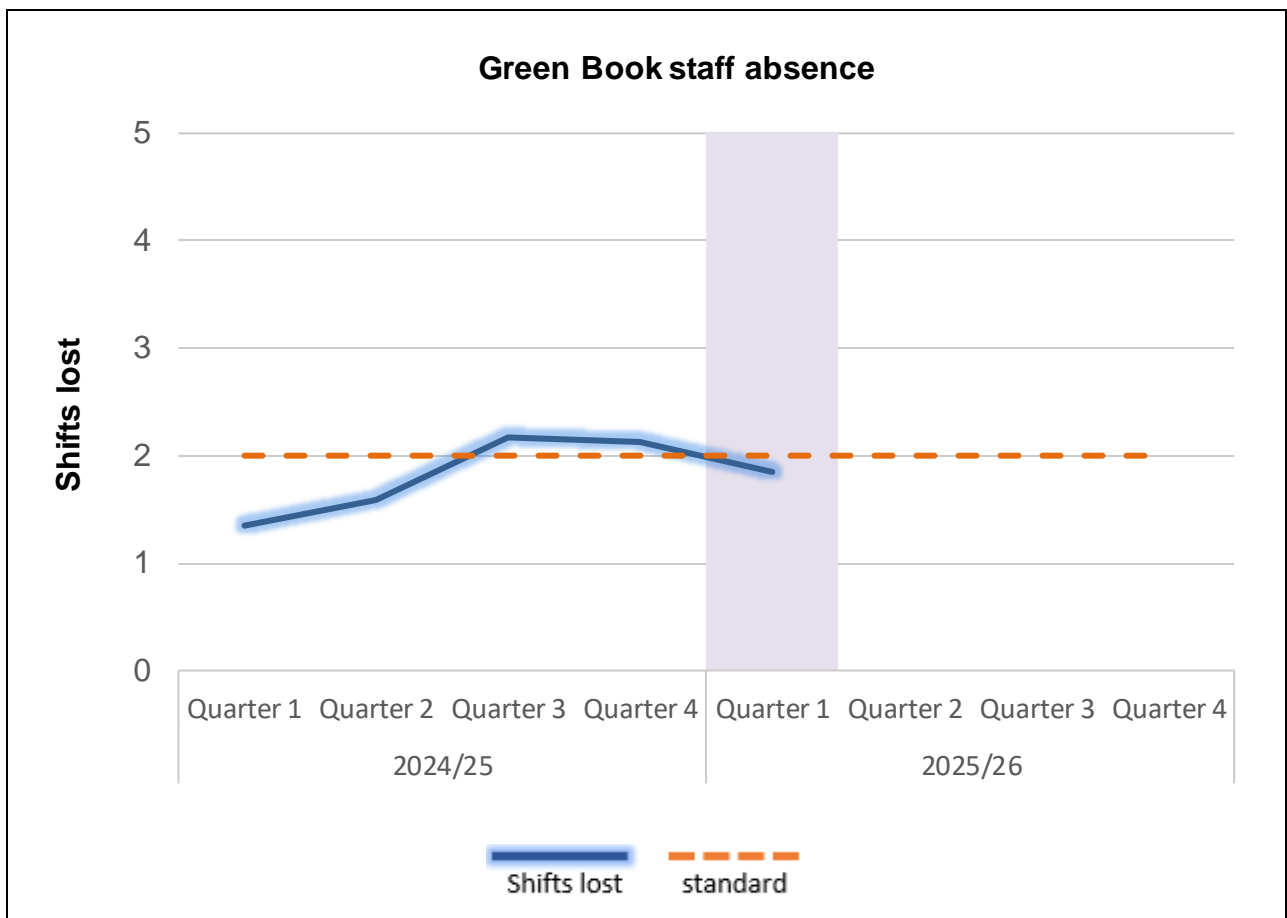


Quarter shifts lost
1.848

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.

This is represented on the chart as annual shifts lost divided by 4 quarters, which equates to a quarterly standard of two.



Cumulative total number of shifts lost:

1.848

What are the reasons for an Exception report

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

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 1.85, which is 0.15 below target. During the same period the previous year, 1.35 shifts were lost which is an increase of 0.50 shifts lost per green book employee compared to the same period last year.

Analysis

During the period, April - June 2025, absence statistics show non-uniformed personnel absence below target for the quarter, with 1.85 shifts lost in the quarter against a target of 2.00 shifts lost.

425 non-uniformed absence shifts lost = 1.85 against a target of 2.00 during the quarter 1. There was one case of long-term absence which spanned over the total of the 3 months, this related to Mental Health – Stress.

The number of long-term absence cases recorded in the quarter reduced from 10 in Q4 of 2024-25 to 8 in Q1:

Reason	Case/s
Mental Health	2
Heart, Cardiac and Circulatory problems	2
Other absence types	4

245 shifts were lost during the quarter as a result of the above 8 cases of long-term absences, this is in comparison to 206 shifts lost during the same quarter of 2024-25. These cases account for 1.07 shifts lost per person over the quarter.

27 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 38 shifts lost in the same quarter of 2024-25.

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.

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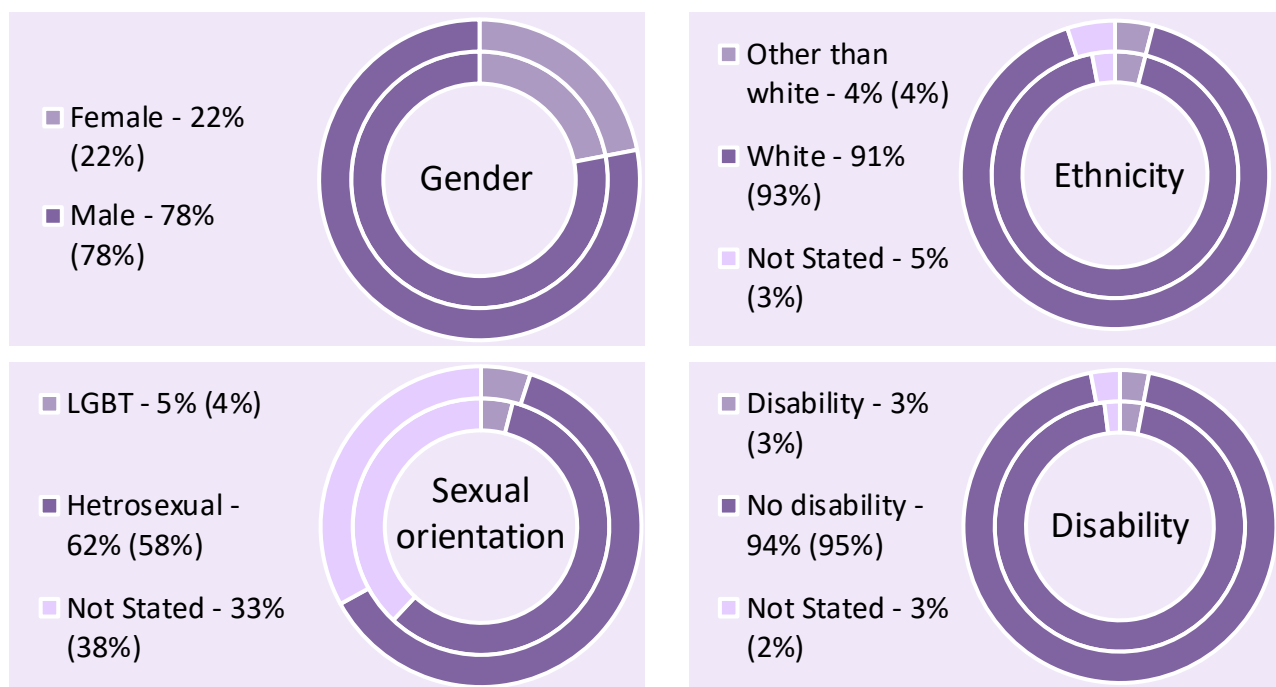
1.3.1 Workforce Diversity



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	61%
	Male		89%		39%
Ethnicity	Other than white	Grey	3%	Green	5%
	White		92%		85%
	Not stated		5%		10%
Sexual orientation	LGBT	Grey	5%	Green	3%
	Heterosexual		60%		67%
	Not stated		35%		30%
Disability	Disability	Grey	3%	Green	5%
	No disability		94%		88%
	Not stated		3%		7%

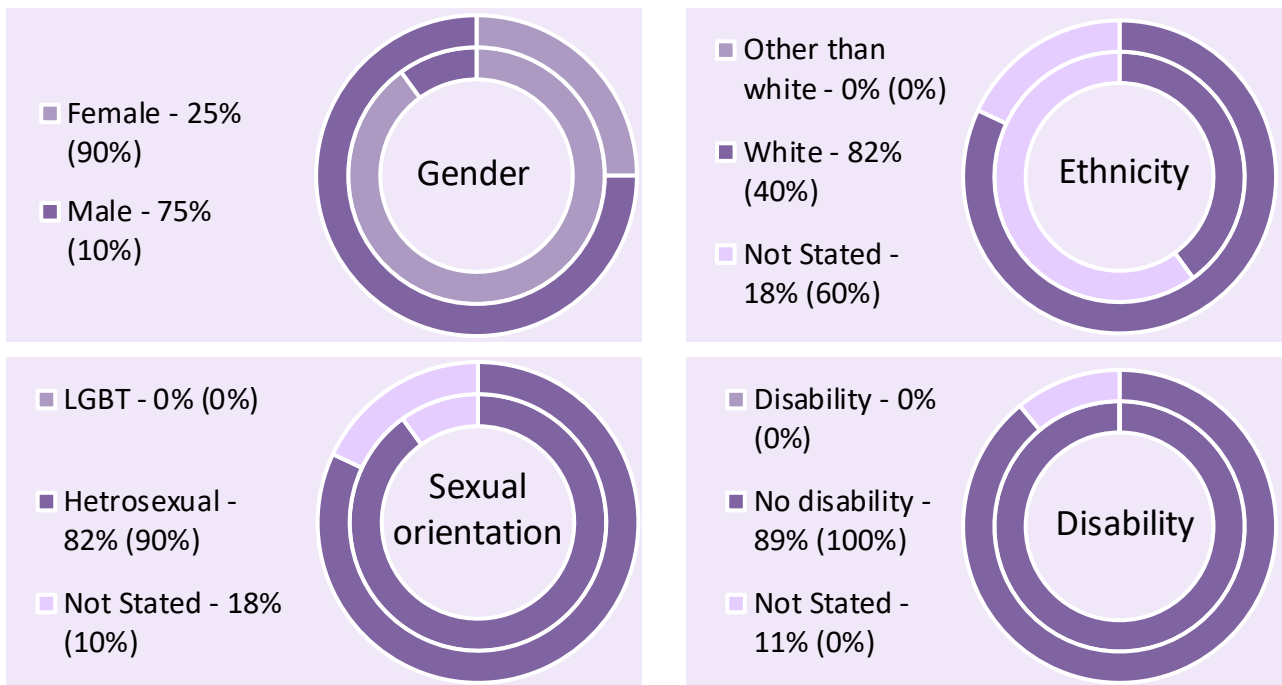
1.3.2 Workforce Diversity Recruited



Diversity Percentage
(Refer to charts)

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

Combined cumulative diversity percentage of Grey Book staff and Green Book staff. Outer circle represents the current period, with the inner circle illustrating the same period of the previous year.



During quarter 1, there were a total of 28 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



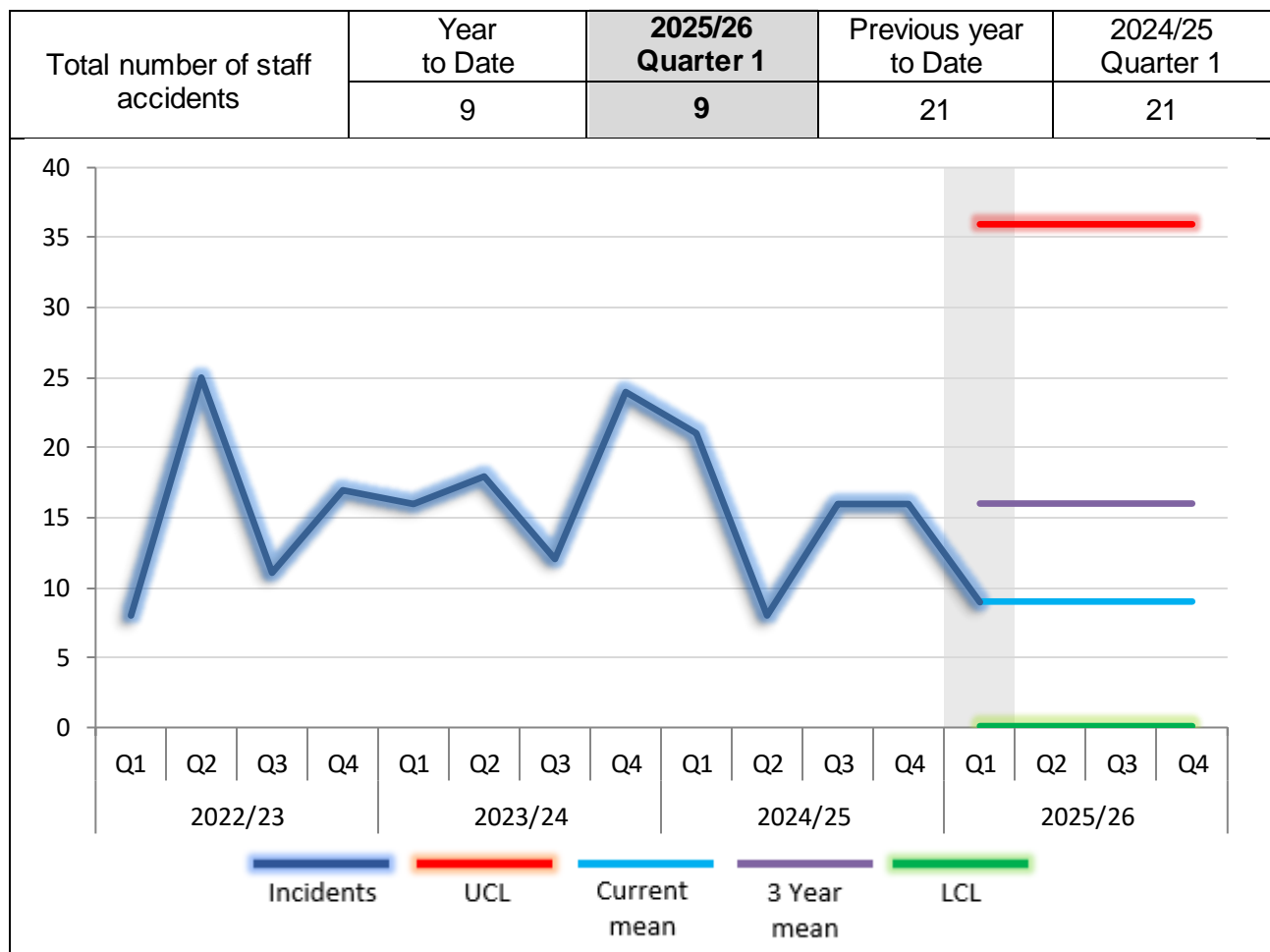
Activity
9

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 57.14% (12 incidents) over the same quarter of the previous year.



2.1 Risk Map

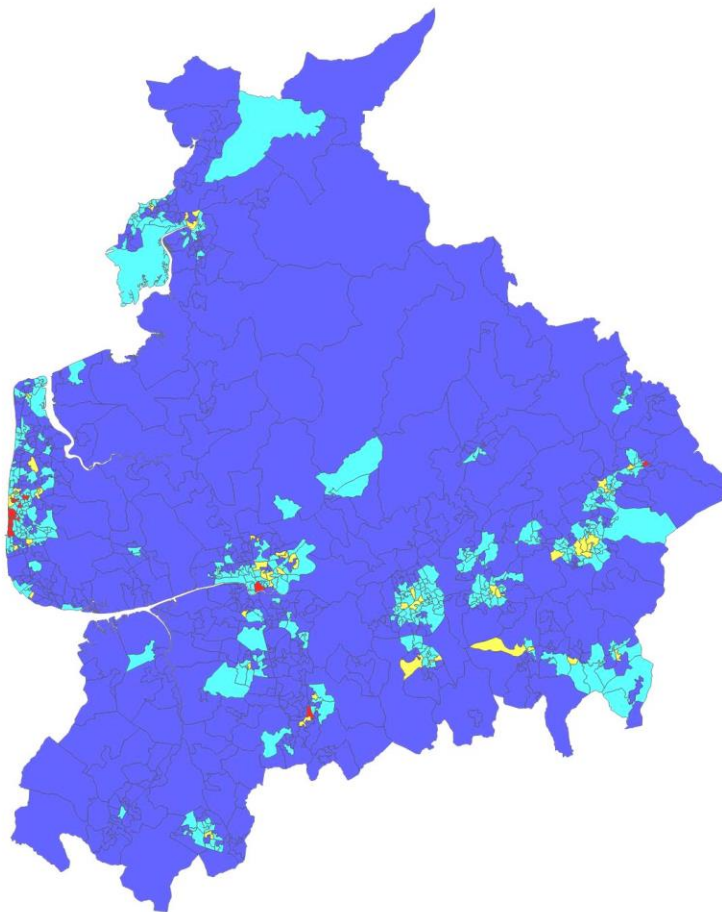


Risk Score
30,532

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.

2025 score: **30,532**

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2025 count	12	51	333	545	30,532
2024 count	11	54	340	536	30,750
Direction / % Change	9%	6%	2%	2%	1%

2.2 Overall Activity

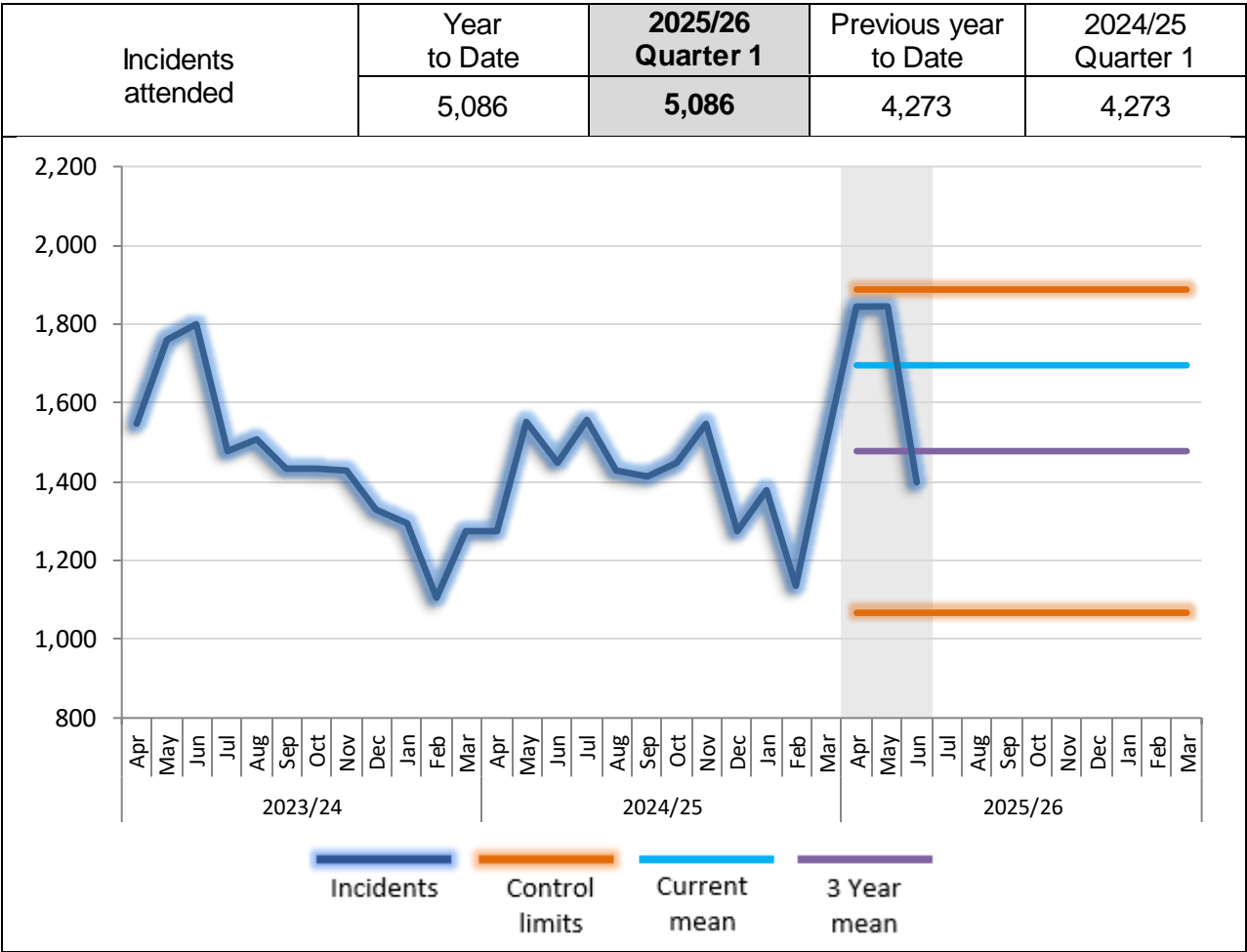


Quarter Activity
5,086

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

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

Quarterly activity increased 19.03% over the same quarter of the previous year.



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
1,695	1,477	1,413	1,449	1,570

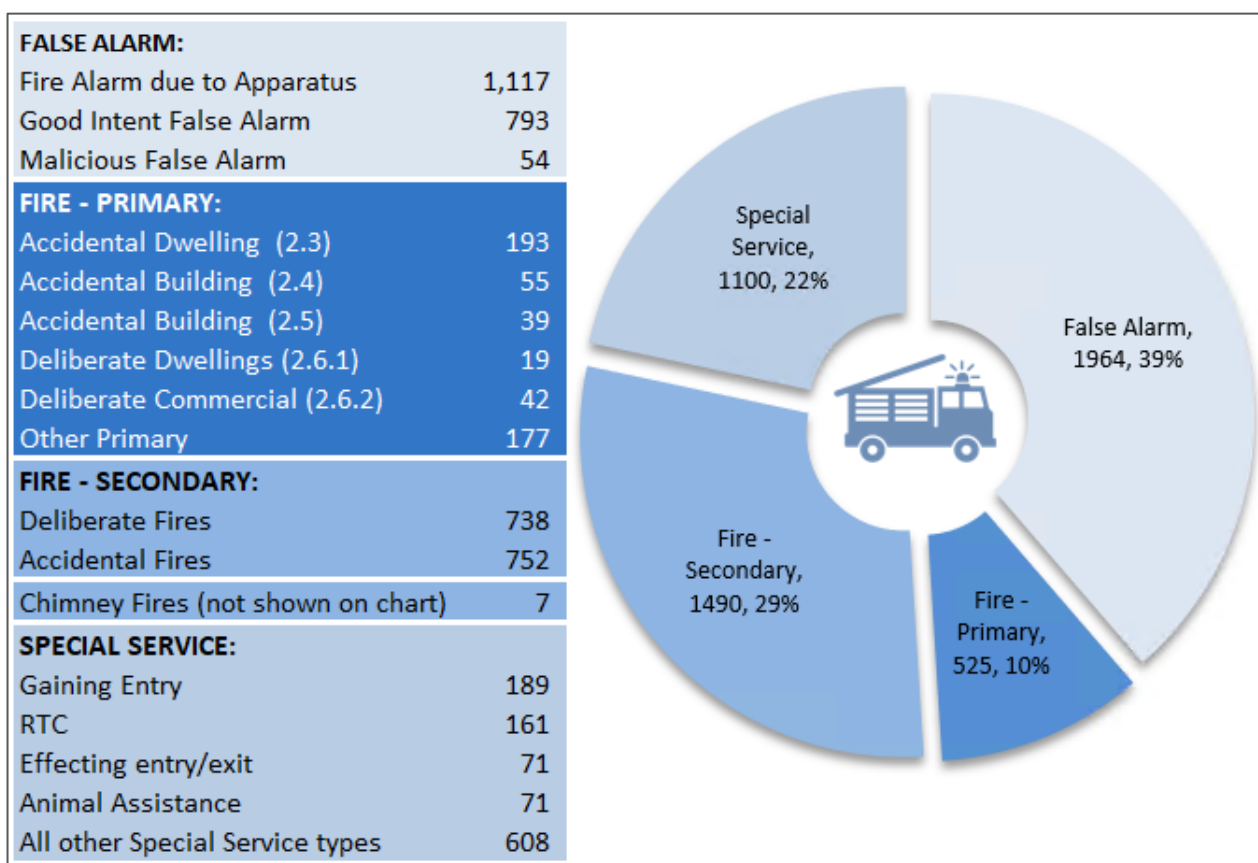
2.2 Overall Activity Breakdown



Quarter Activity
5,086

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 39% of activity, with 57% being Fire alarm due to Apparatus incidents, 40% good intent false alarm and malicious false alarms accounting for 3%.
	FIRE PRIMARY incidents encompass Accidental Dwelling Fires, which account for 37% 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 50% of secondary fires, with 50% being an accidental or not known cause.
	SPECIAL SERVICE incidents are made up of many different activities, so only a selection of types, such as Gaining entry to a domestic property on behalf of NWAS and Road Traffic Collisions (RTC), effecting entry, and animal assistance incidents can be shown. Other types can range from hazardous materials incidents, to spill and leaks or advice only.

2.3 Accidental Dwelling Fires (ADF)

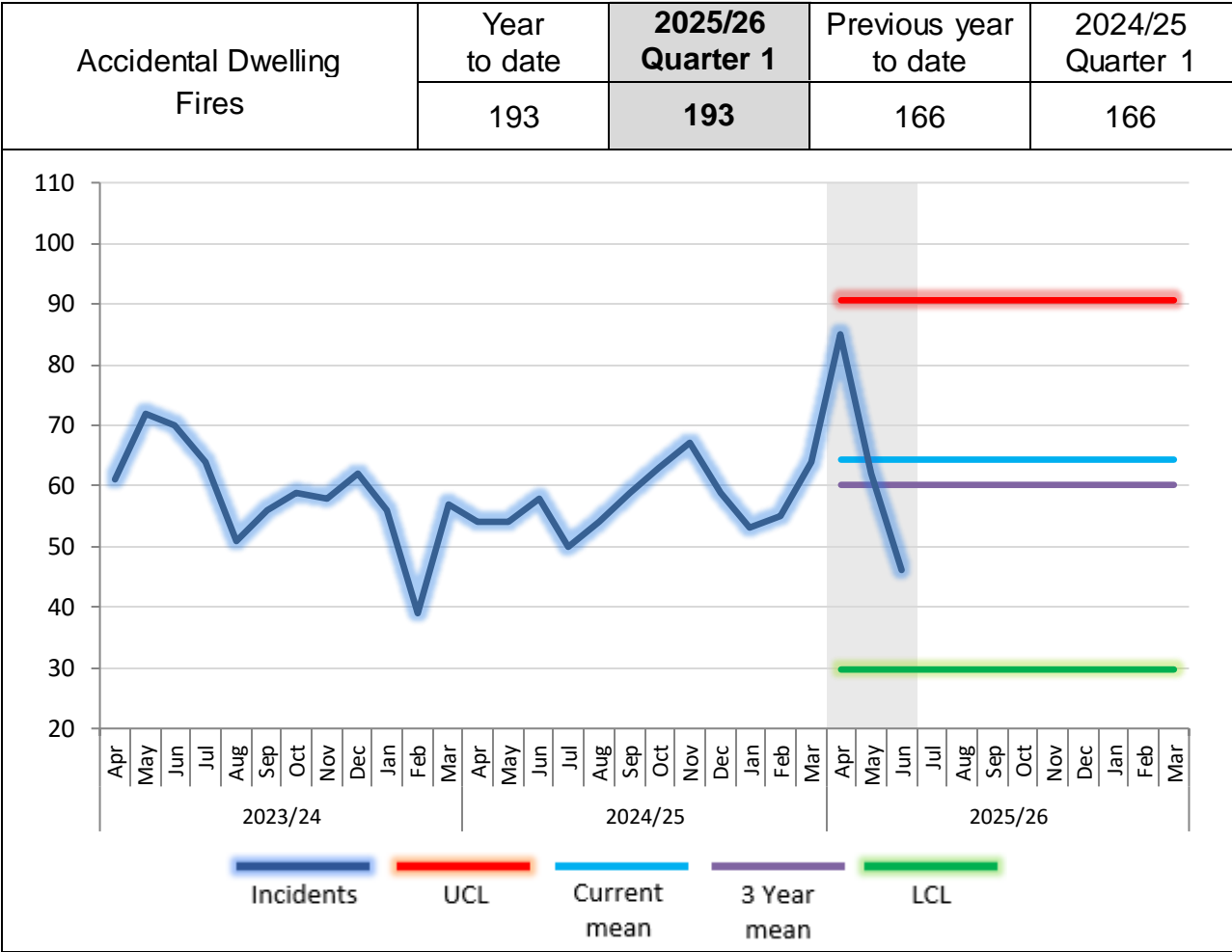


Quarter Activity
193

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 16.27% over the same quarter of the previous year.



Current mean activity and the monthly mean activity over the previous 3 years.	Current mean	3 Year mean	2024/25	2023/24	2022/23
	64	60	58	59	64

2.3.1 ADF – Harm to people: Casualties

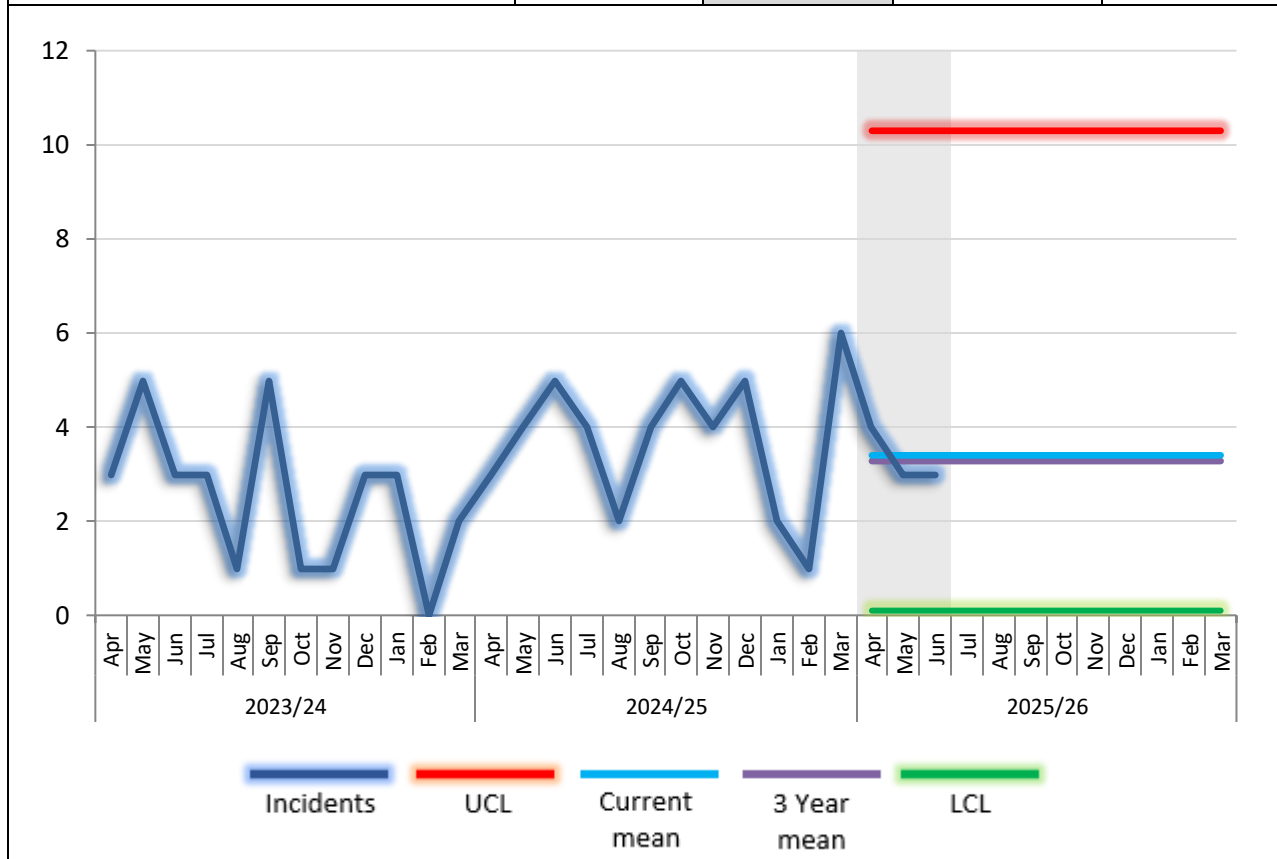


Quarter Activity
10

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	2025/26 Quarter 1	Previous year to Date	2024/25 Quarter 1
Fatal	1	1	2	2
Injuries appear Serious	1	1	0	0
Injuries appear Slight	8	8	10	10
Total	10	10	12	12



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
3	3	4	3	3

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



Quarter Percentage
86%

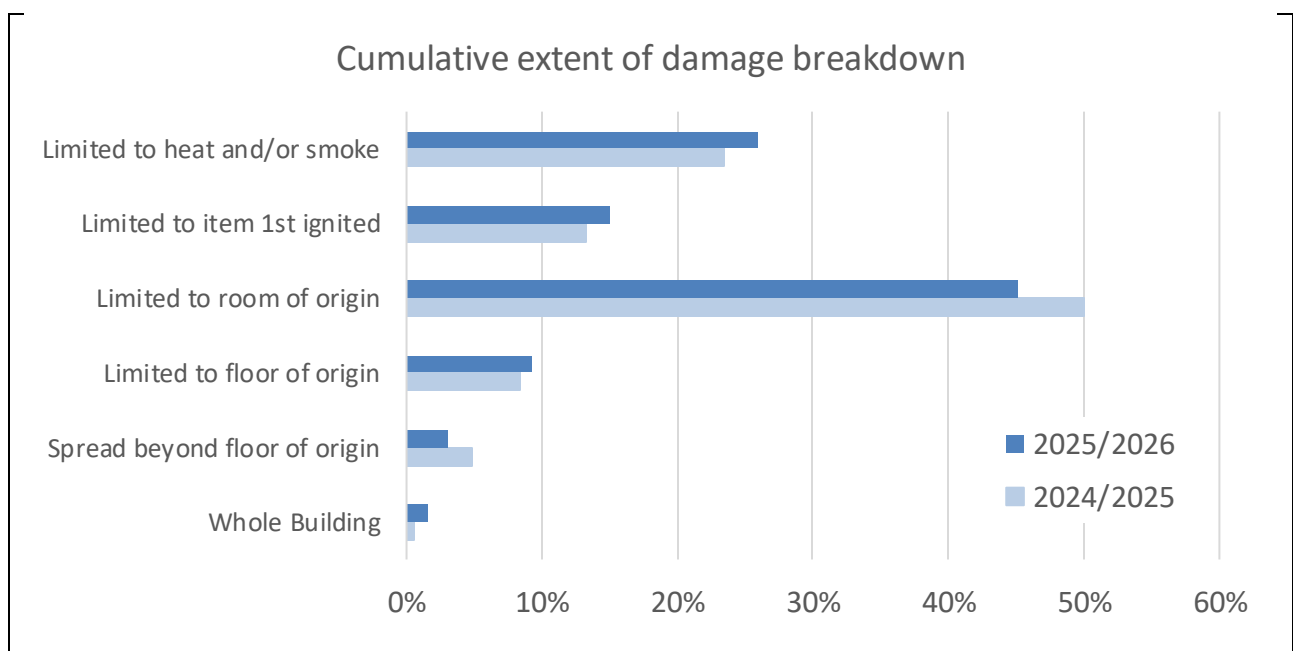
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 remained static over the same quarter of the previous year.

Fire severity	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4	↑/↓	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Limited to heat and/or smoke	26%	-	-	-	↑	23%	22%	24%	22%
Limited to item 1st ignited	15%	-	-	-	↑	13%	16%	14%	22%
Limited to room of origin	45%	-	-	-	↓	50%	47%	48%	41%
Limited to floor of origin	9%	-	-	-	↑	8%	7%	8%	11%
Spread beyond floor of origin	3%	-	-	-	↓	5%	6%	4%	3%
Whole Building	2%	-	-	-	↑	1%	2%	2%	1%
Combined percentage	86%	-	-	-	↔	86%	85%	86%	85%



2.4 Accidental Building Fires (ABF) - Commercial Premises

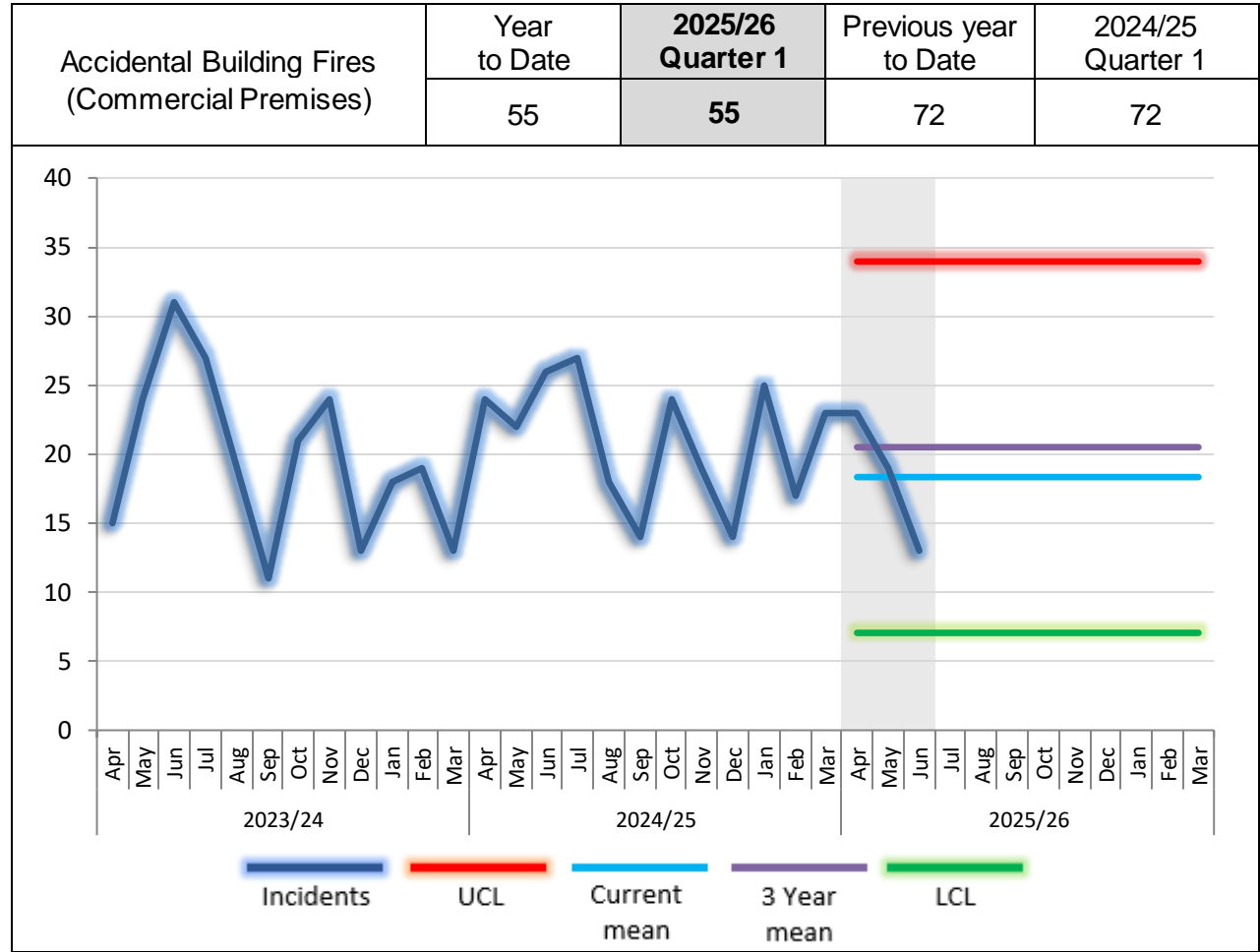


Quarter Activity
55

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 decreased 23.61% over the same quarter of the previous year.



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
18	21	21	20	21

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



Quarter Percentage
65%

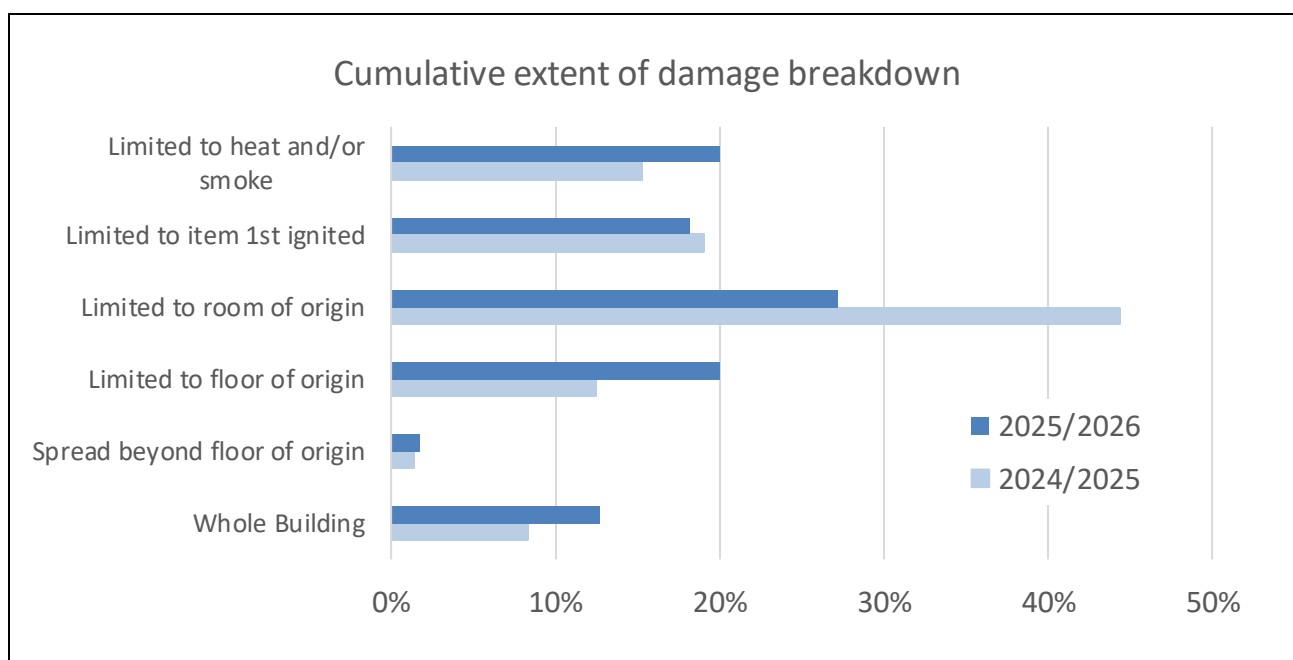
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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

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

Combined quarterly percentage decreased 12.32% over the same quarter of the previous year.

Fire severity	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4	↑/↓	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Limited to heat and/or smoke	20%	-	-	-	↑	15%	27%	16%	23%
Limited to item 1st ignited	18%	-	-	-	↓	19%	17%	21%	18%
Limited to room of origin	27%	-	-	-	↓	44%	38%	33%	35%
Limited to floor of origin	20%	-	-	-	↑	13%	13%	12%	17%
Spread beyond floor of origin	2%	-	-	-	↑	1%	2%	9%	2%
Whole Building	13%	-	-	-	↑	8%	3%	9%	5%
Combined percentage	65%	-	-	-	↓	78%	82%	70%	76%



2.5 Accidental Building Fires (Non-Commercial Premises)

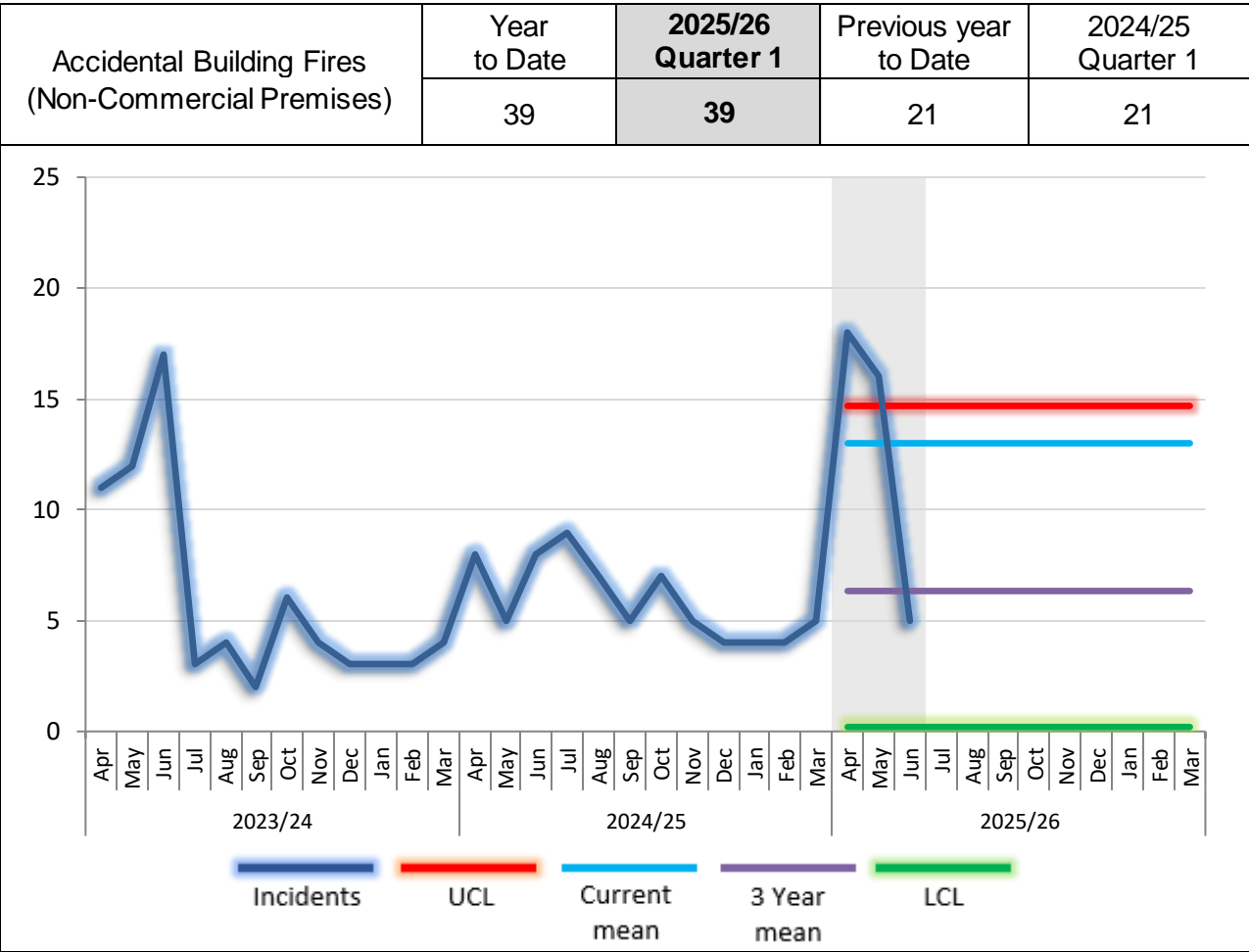


Quarter Activity
39

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 85.71% over the same quarter of the previous year.



Current mean activity and the monthly mean activity over the previous 3 years.	Current mean	3 Year mean	2024/25	2023/24	2022/23
	13	6	6	6	7

What are the reasons for an Exception report

This is a negative exception report due to the number of accidental non-commercial building fires being above the upper control limit during April and May of quarter one.

Analysis

A high number of accidental fires involving private garden sheds were responsible for breaching the upper control limits in April and May, with each month recording 10 garden shed fires, however, there was only one garden shed fire in the following month of June.

This totalled 21 incidents over the three-month period and equals the 21 garden shed fires over the whole of the previous 2024/25 year.

Due to the nature of the construction, the majority of the sheds resulted in the extent of damage affecting the whole building.

The most common cause of ignition was spread from a secondary fire due to the burning of garden or household waste.

Activity levels in June have now returned to below the previous three year average.

Actions being taken to improve performance

Due to the prolonged period of dry weather in the first 2 months of quarter 1 (Met Office indicate that April 2025 was the sunniest on record), we have seen a large increase in domestic accidental building fires, primarily sheds.

The main reason for this is the lifestyle changes during periods of hot weather, such as spending more time outdoors, with activities using hot processes, such as barbeques, along with burning away if weeds and having fires to discard of garden waste and other waste.

The key actions taken across all districts seeing an increase:

- Utilising the virtual library to provide leaflets for Home Fire Safety Checks (HFSC), warning of the dangers of garden fires and barbeques.
- Social Media posts by the service and individual service accounts.
- Post fire activity and leaflet drops in areas of accidental building fire activity.

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



Quarter Percentage
28%

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.

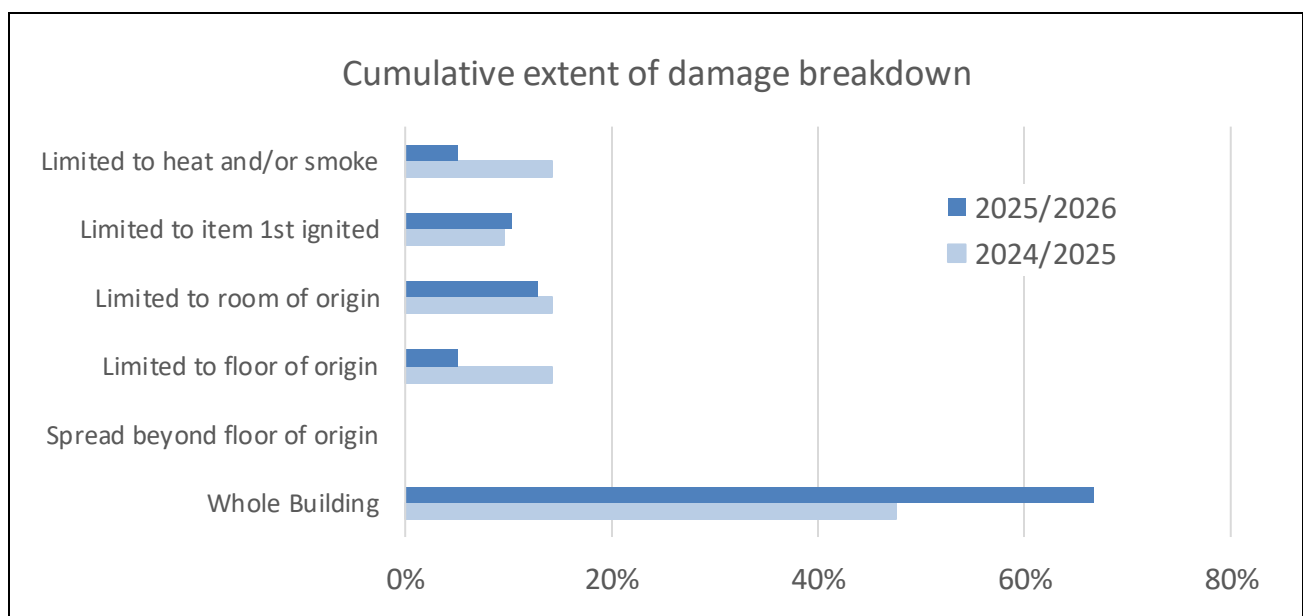
The table below shows a breakdown of fire severity at ABF's, with a direction indicator comparing the current quarter to the same quarter of the previous year.

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 9.89% over the same quarter of the previous year.

Fire severity	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4	↑/↓	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Limited to heat and/or smoke	5%	-	-	-	↓	14%	0%	12%	0%
Limited to item 1st ignited	10%	-	-	-	↔	10%	5%	6%	0%
Limited to room of origin	13%	-	-	-	↓	14%	5%	19%	15%
Limited to floor of origin	5%	-	-	-	↓	14%	19%	19%	8%
Spread beyond floor of origin	0%	-	-	-	↔	0%	0%	0%	0%
Whole Building	67%	-	-	-	↑	48%	71%	44%	77%
Combined percentage	28%	-	-	-	↓	38%	10%	37%	15%



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires



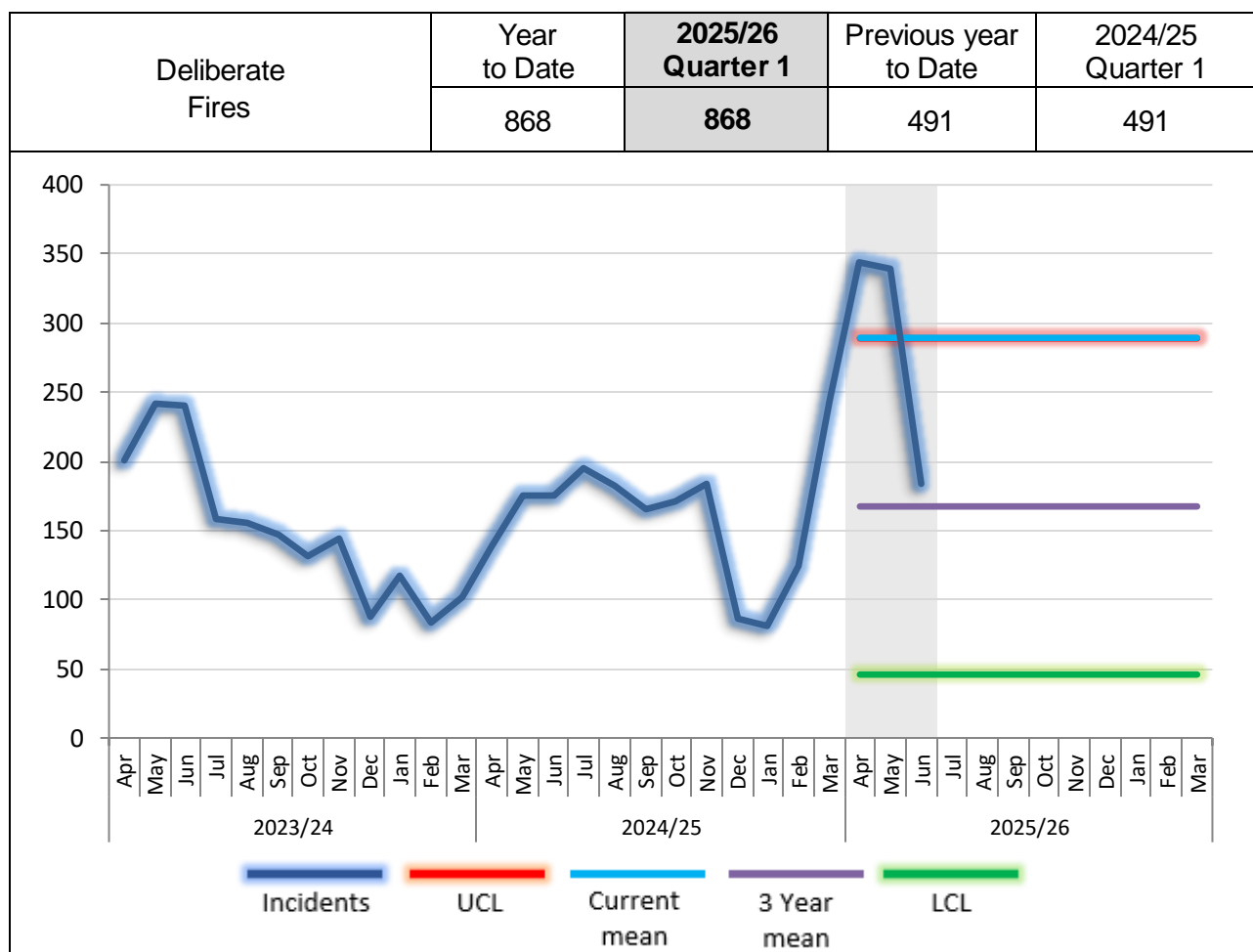
Quarter Activity
868

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 76.78% over the same quarter of the previous year.

Refer to KPI 2.6.3 for exception report.



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
289	167	160	151	191

2.6.1 Deliberate Fires – Dwellings

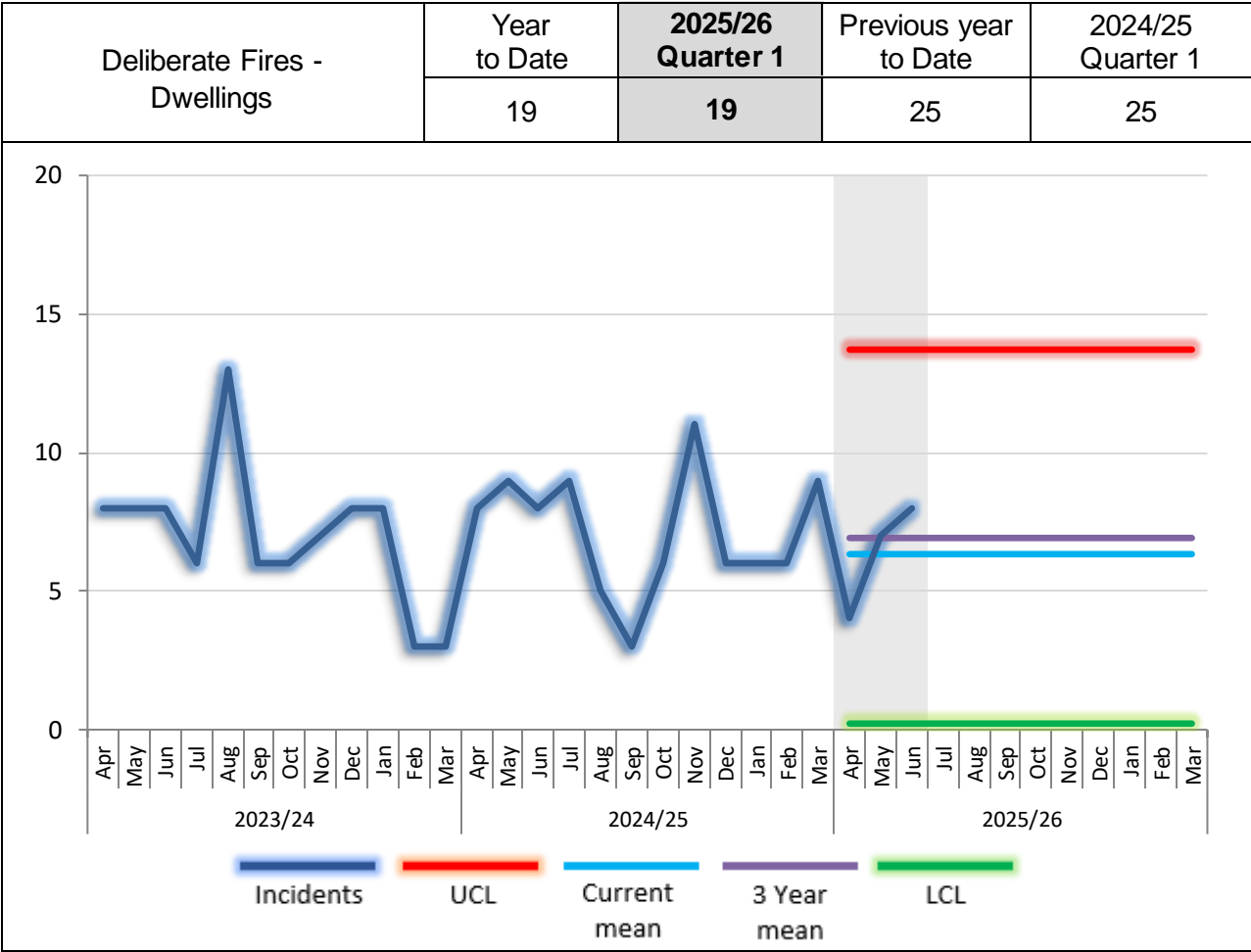


Quarter Activity
19

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 decreased 24.00% over the same quarter of the previous year.



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
6	7	7	7	7

April 2025 – June 2025

2.6.2 Deliberate Fires – Commercial Premises



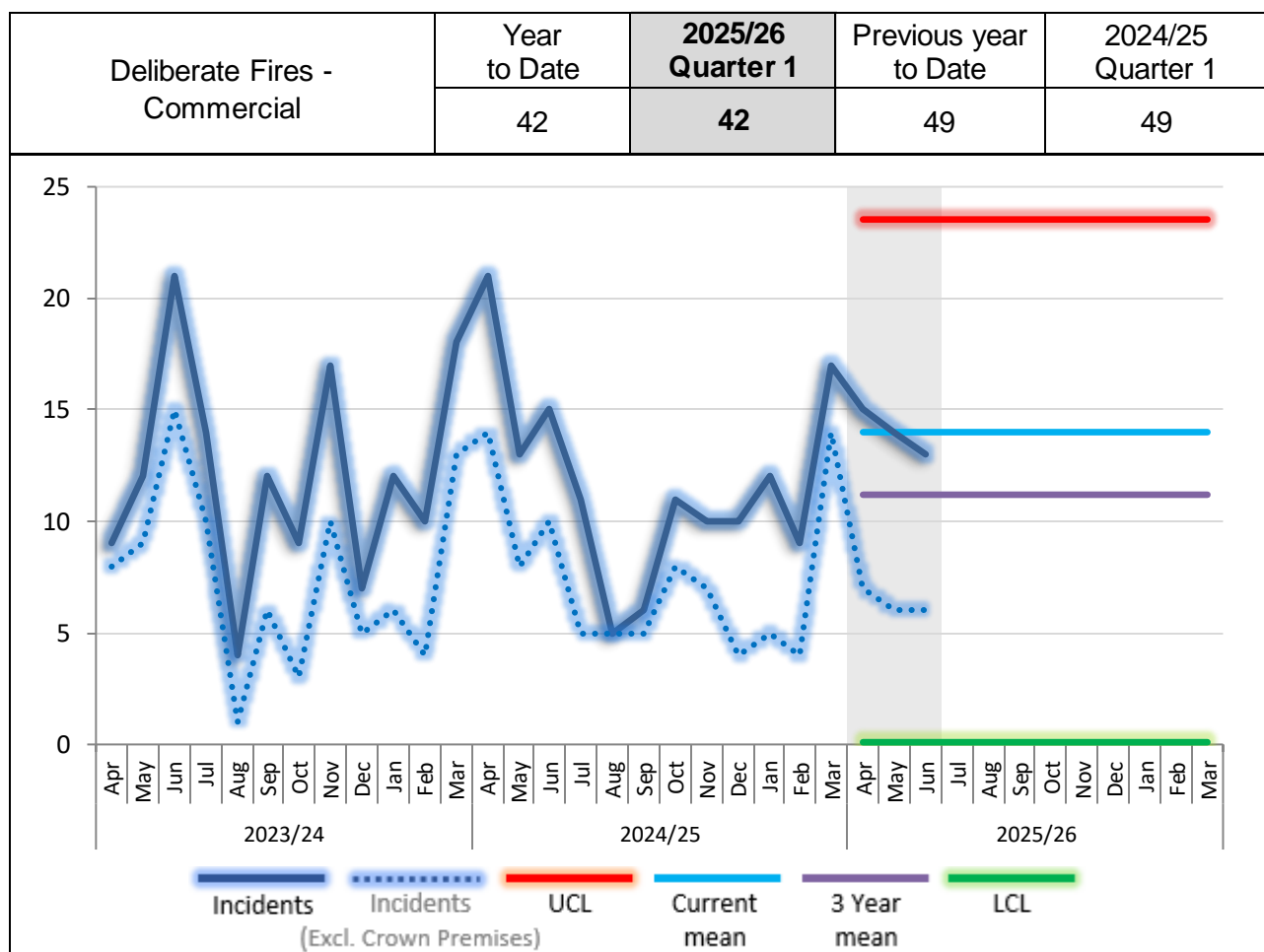
Quarter Activity
42

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 14.29% over the same quarter of the previous year.



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
14	11	12	12	10

April 2025 – June 2025

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



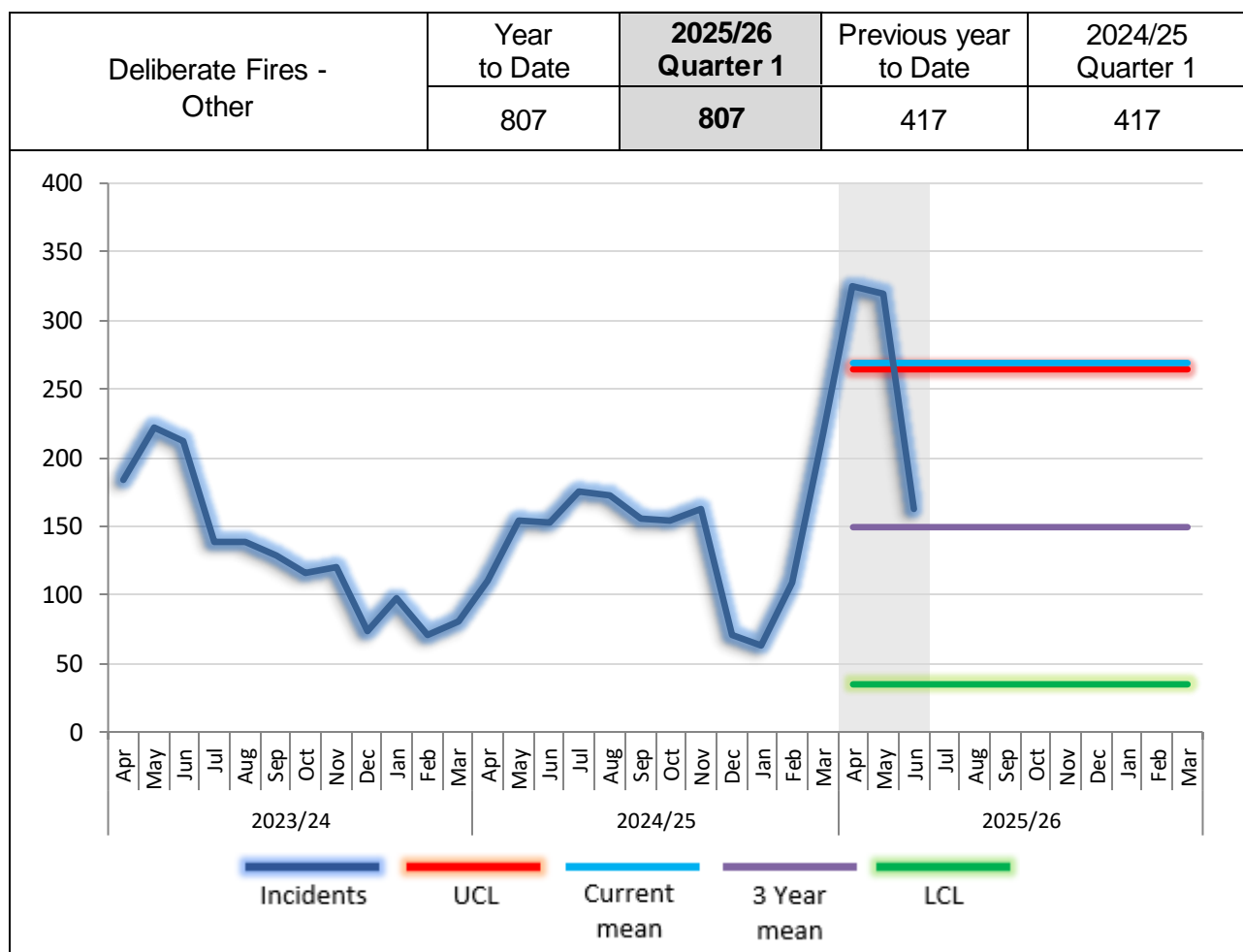
Quarter Activity
807

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 93.53% over the same quarter of the previous year.



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
269	149	141	132	175

What are the reasons for an Exception report

This is a negative exception report due to the total number of deliberate secondary fires being above the upper control limit during April and May of quarter one.

Analysis

April and May recorded an almost equal number of fires at 325 and 319 respectively, with both months recording a notable increase over the previous five year April and May average.

Whilst a large number of property types are captured within this KPI, the largest increase was seen in the property type of loose refuse (incl. garden waste), which recorded 362 incidents in the quarter, compared to 151 in the same months of the previous year.

Tree scrub recorded 52 fires, against 12 in the previous year's quarter one, and grassland, pasture, grazing etc. 41 incidents against last year's 7.

Activity levels in June have since returned to near the previous three-year average.

Fires of this nature are often seasonal, and follow periods of warm, dry weather.

Actions being taken to improve performance

Due to the prolonged period of dry weather in the first 2 months of quarter 1 (Met Office indicate that April 2025 was the sunniest on record), we have seen a large increase in deliberate fires primarily loose refuse, garden waste, tree/scrub and grassland.

This increase is extremely sharp when compared to the same period in 2024 where April was the 6th wettest since 1836.

Again, the warm protracted weather brings more people into the outdoors and the environment is extremely dry.

Key actions:

- Increase In Environmental Visual Audits (EVA) and the reporting of waste.
- Increase in the reporting of insecure empty buildings.
- Targeting of businesses in the area of high Anti-social activity (ASB) fire activity with Business Fire Safety Checks (BFSC).
- Targeting of homes and businesses within the identified rural/urban interface for Home Fire safety Checks (HFSC) and BFSC.
- Social media post and reminders of the Public Space Protection Order (PSPO) in high-risk wildfire locations within Blackburn with Darwen.
- Proactive patrols from wildfire units and crews in high wildfire risk areas.
- Engagement with rural wildfire watch groups and Lancashire Fire Operations Group (LFOG) partners.

2.7 Home Fire Safety Checks (HFSC)



Quarter Activity
52%

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

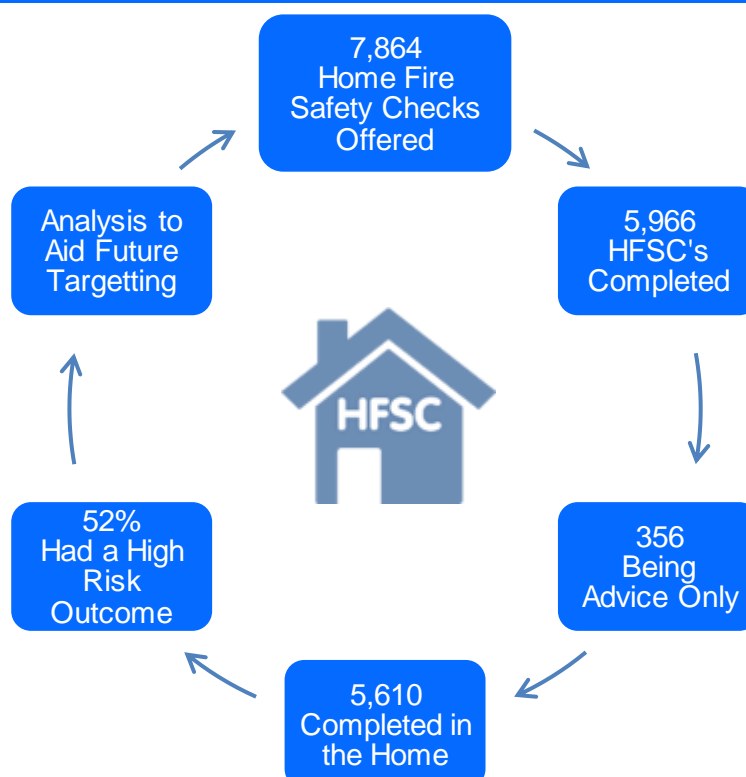
An improvement is shown if:

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

Quarterly activity increased 1.5% against the same quarter of the previous year, whilst the high risk outcomes decreased 1%.

	2025/26		↑/↓	2024/25	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Q 1	5,966	52%	↑/↓	5,880	53%
Q 2	-	-	-	6,353	52%
Q 3	-	-	-	6,035	51%
Q 4	-	-	-	5,365	55%

Cumulative year to date activity



2.8 Prevention activities delivered



Activity	Description	Targets for delivery	Data for quarter 1 2025/26
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	71 sessions delivered to 2,201 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	88 sessions delivered to 3,271 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	5 sessions delivered to 175 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	17 sessions delivered to 1,389 students.
Biker Down	3 hour course aimed at Powered 2 Wheel riders covering incident management, first aid and the science of being seen	Deliver a minimum of 12 sessions per year	6 sessions 162 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	53 referrals opened prior to Q1 and carried over. 66 referrals received in Q1. 31 referrals closed in Q1. 79 referrals carried to 2025-26, Q2
Partner Training (including care providers)	LFRS deliver a 'train the trainer' package to organisations/agencies within health and social care. There are currently 190 preferred partners, and 73 standard partners registered with LFRS. Partnerships are reviewed and RAG rated quarterly	Increase the number of partners rated green on the RAG report and continue to review partnerships and provide training	8 sessions delivered to 66 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	62 in-school water safety sessions delivered to 11,393 students. And 8 Virtual sessions delivered to 9,135 pupils.
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	209 completed

2.9 Business Fire Safety Checks



Quarter Activity
769

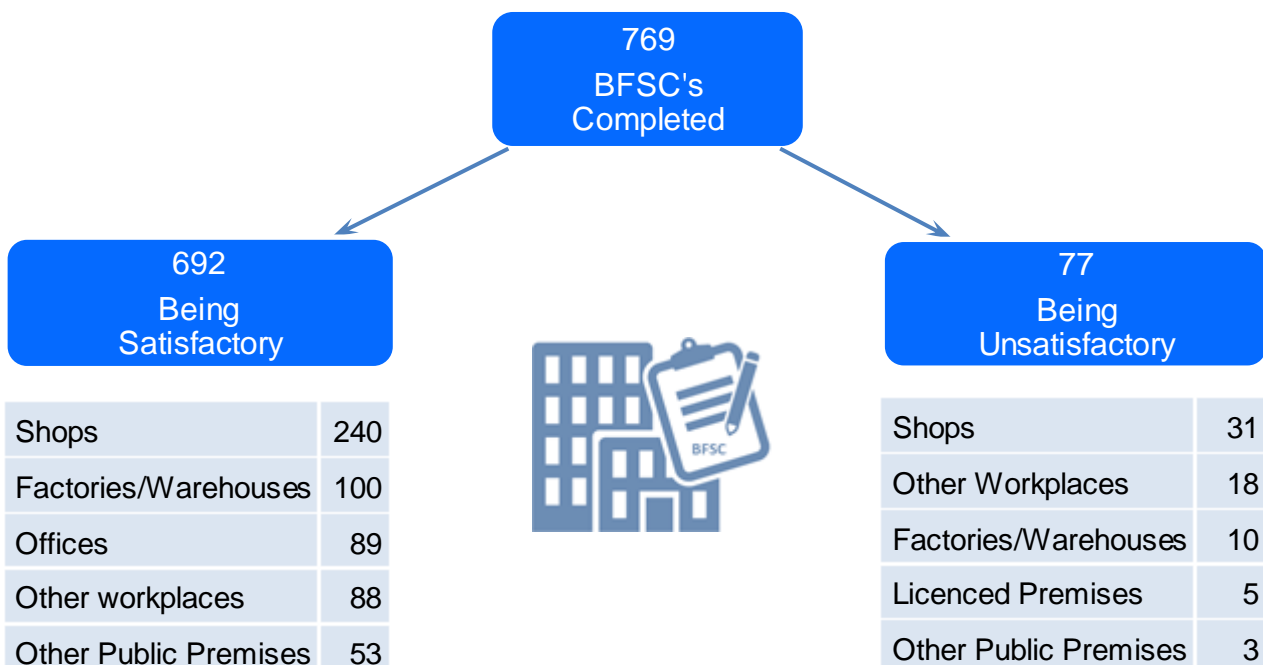
Business Fire Safety Checks (BFSC) are interventions which look at different aspects of fire safety compliance, including risk assessments, fire alarms, escape routes and fire doors. If the result of a BFSC is unsatisfactory, fire safety advice will be provided to help the business comply with The Regulatory 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.

	2025/26				↑/↓	2024/25	
	BFSC completed	Quarter Target	BFSC Cumulative	YTD Target	Progress	BFSC complete	Quarter Target
Q 1	769	625	769	625	↓	924	625
Q 2	-	625	-	1,250	-	943	625
Q 3	-	625	-	1,875	-	883	625
Q 4	-	625	-	2,500	-	887	625

Cumulative year to date activity



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

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



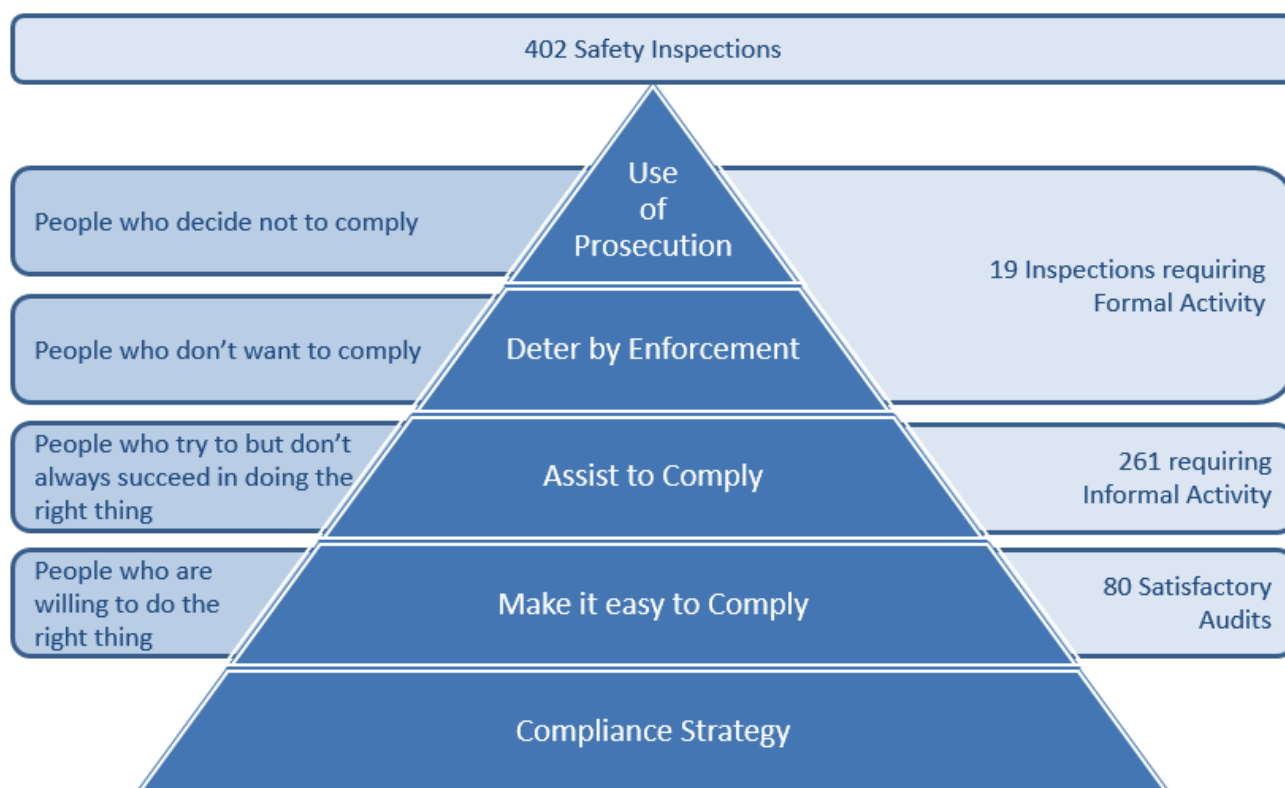
Quarter Activity
5%

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

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

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

	2025/26										2024/25	
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	402	19	5%	261	65%	80	20%	42	10%	↓	6%	80%
2	-	-	-	-	-	-	-	-	-	-	6%	73%
3	-	-	-	-	-	-	-	-	-	-	8%	66%
4	-	-	-	-	-	-	-	-	-	-	8%	63%



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	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4
Received	104	-	-	-
Completed within timeframe ^[1]	103	-	-	-
% Completed within timeframe	99.0%	-	-	-

^[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
07:40

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.

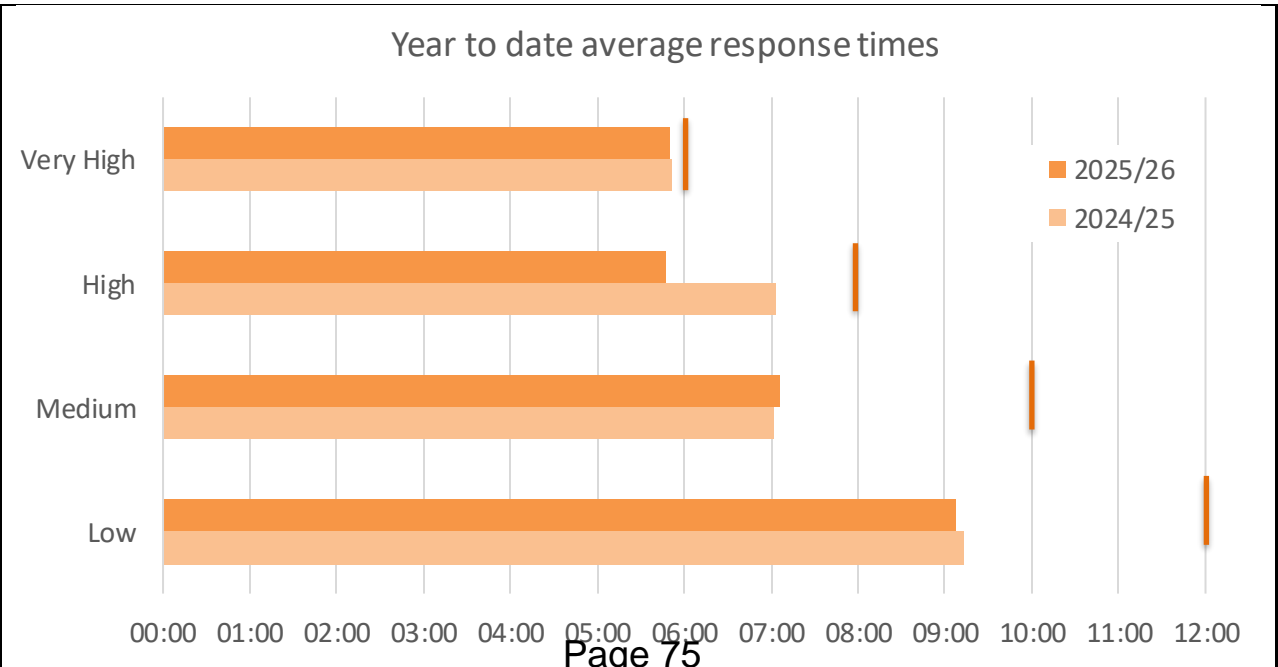
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- | | |
|-----------------------------------|---------------------------------|
| • 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)	05:50	-	-	-	05:50	05:52
High (8 min)	05:47	-	-	-	05:47	07:04
Medium (10 min)	07:05	-	-	-	07:05	07:01
Low (12 min)	09:08	-	-	-	09:08	09:13
Overall	07:40	-	-	-	07:40	07:47

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



3.2 Critical Special Service Response – 1st Fire Engine Attendance



Quarter Response
08:43

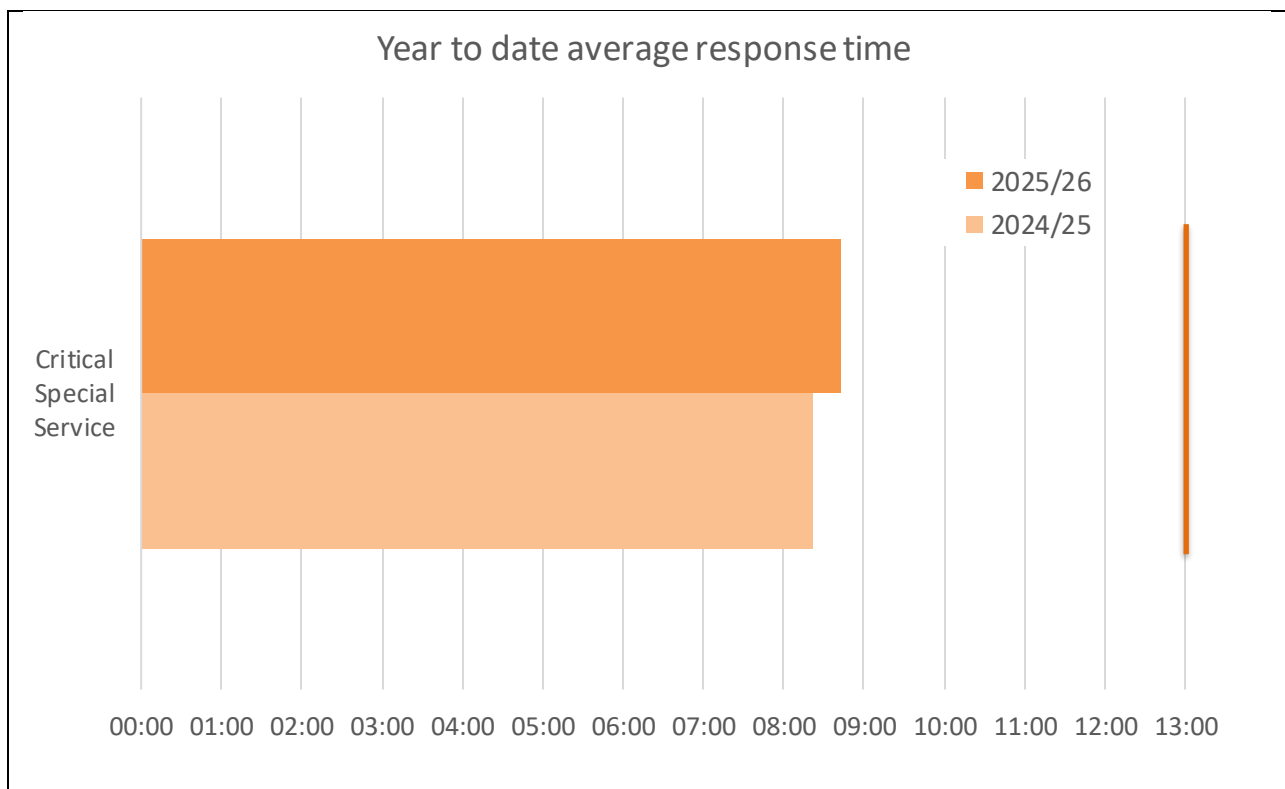
Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time.

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)	08:43	-	-	-	08:43	08:22

[Failures are expressed within square brackets]



3.3 Fire Engine Availability

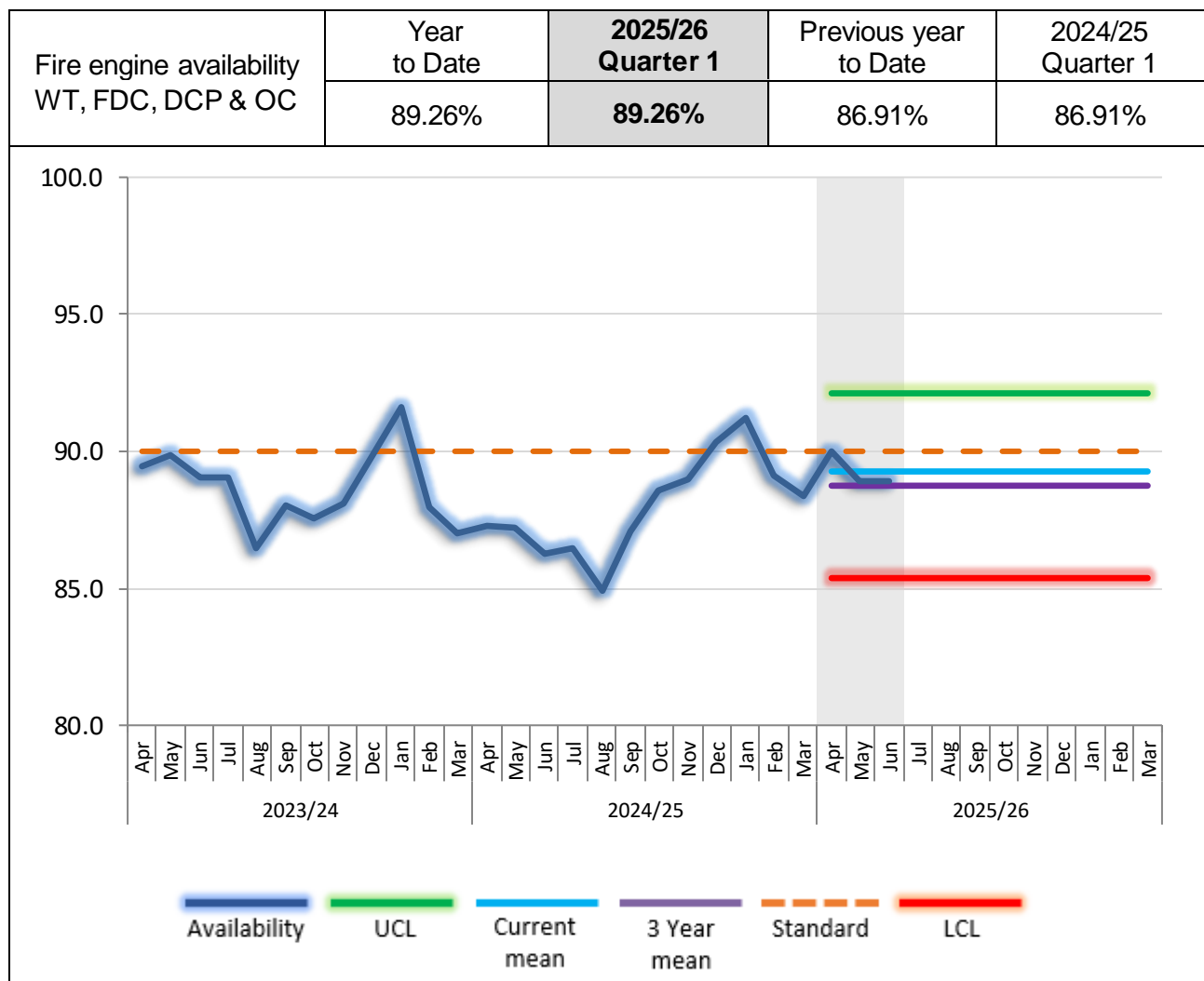


Quarter Availability
89.26%

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 2.35% over the same quarter of the previous year.



4.1 Progress Against Allocated Budget



Quarter variance
0.0%*

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 2025/26 is £77.5million. The spend of £18.2 million is broadly in line with allocated budget at the end of the first quarter with a small overspend on pay offset by similar underspend on non-pay. Looking ahead, there are some risks around inflation being higher than budgeted, and £0.5m savings are required within the year.

The annual revised capital budget for 2025/26 is £13.9 million and the spend at the end of June was £1.2 million. To date no slippage to 2026/27 has been identified.

*Revenue budget variance:

0.0%

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.

- The chair of both the Strategic and Tactical Blue Light Collaboration Boards has transferred to Lancashire Constabulary until 2026. Several workstreams are ongoing with subgroups for Leadership, Wellbeing Mental Health and Welfare, Estates, and Recruitment.

4.3 Overall User Satisfaction



Percentage satisfied
98.66%

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, 75 people were surveyed; 73 responded that they were very or fairly satisfied.

Question	Running Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything in to account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	3,946	3,893	98.66%	97.50%	1.16%