

LANCASHIRE COMBINED FIRE AUTHORITY

PERFORMANCE COMMITTEE

Thursday, 14 September 2017, at 10.00 am in the Main Conference Room, Service Headquarters, Fulwood.

MINUTES

PRESENT:

Councillors

S Holgate (Chairman)  
L Beavers  
S Clarke  
Z Khan  
D Smith  
M Tomlinson

In accordance with the resolution of the predecessor Performance Review Committee at its inaugural meeting on the 30<sup>th</sup> July 2004 (Minute No. 1/04 refers), representatives of the LFRS, the Unions and Audit had been invited to attend all Performance Committee meetings to participate in discussion and debate.

Officers

C Kenny, Chief Fire Officer (LFRS)  
D Russel, Assistant Chief Fire Officer (LFRS)  
J Charters, Knowledge Management and Strategic Planning (LFRS)  
N Taylor, Community Protection Manager (LFRS)  
D Brooks, Principal Member Services Officer (LFRS)  
J Keighley, Assistant Member Services Officer (LFRS)

In attendance

S Wilson, North West Fire Control  
G Basson, North West Fire Control  
K Wilkie, Fire Brigades Union

1/17 APOLOGIES FOR ABSENCE

Apologies were received from: County Councillors P Britcliffe, M Perks, D Stansfield and Councillor M Khan.

2/17 DISCLOSURE OF PECUNIARY AND NON-PECUNIARY INTERESTS

None received.

3/17 MINUTES OF PREVIOUS MEETING

RESOLVED: - That the Minutes of the last meeting held on the 16 March 2017 be confirmed as a correct record and signed by the Chairman.

4/17 SPRINGBOARD PROJECT UPDATE

At its meeting held September 2016, the Committee received a presentation from Group Manager Neil Taylor on the background to the Springboard project. For the benefit of new Members, GM Taylor explained that Lancashire Fire and Rescue Service had secured an Information Sharing Agreement with Lancashire County Council which complied with data protection regulations. The Agreement provided for the secure transfer and handling of adult social care data which enabled the Service to profile risk information and thereby target prevention resources towards individuals: aged over 65, who use a telecare system or who have mobility, sensory or cognitive impairments. These individuals were statistically likely to experience poorer outcomes in the event of a fire occurring in their property; therefore by utilising this strategic referral source and directing resources accordingly a reduction in fire related deaths and injuries was expected.

Due to the high percentage of adult social care in some areas the project had initially been piloted in Burnley, extended to Preston and following positive evaluation it had been rolled out on a phased basis across the Service. Progress included that Information Sharing Agreements had now also been secured with Blackpool Council and Blackburn with Darwen Council. Process mapping had been undertaken for each area and processes improved using technology to integrate information systems automatically. Following staff engagement / briefing and training sessions project 'Go-Live' was 3 April 2017.

Early key performance indicator for Accidental Dwelling Fires (KPI 1.3) showed an improved performance when compared with the previous year. KPI 1.7 for the provision of home fire safety check visits had increased by 3,793 to August 2017, when compared against the cumulative number of visits to August 2016.

It was noted that the project had been delivered against a back drop of austerity and the achievement in securing the Information Sharing Agreements was recognised. A number of lessons had been learned which included the value from horizon scanning and the engagement and feedback from staff which had resulted in positive changes to the delivery of the service.

Lancashire Fire and Rescue Service was the only Fire and Rescue Service using adult social care data to risk profile and deliver a more effective prevention service. Future steps would include: the opportunity to share this best practice, to ensure compliance with emerging legislation, monitor the impact on capacity and undertake a more detailed evaluation in 12 months to review the long term impact.

Members thanked GM Taylor for the presentation and for the work undertaken particularly to secure the data sharing agreements given the clear benefits being achieved as a consequence of this work.

In response to a question raised by Councillor Smith, GM Taylor advised that it was difficult to conclude that the percentage of people who refused a home fire safety / safe and well visit were of a higher risk or led more chaotic lifestyles.

In response to a question raised by Councillor Smith on whether it could be possible to make it a condition of social housing tenancy agreements that people could not refuse a visit, the Assistant Chief Fire Officer, David Russel advised that where there was a refusal this would be communicated back to the respective authority who would explore an alternative route to a visit.

RESOLVED: - That the report be noted.

## 5/17 NORTH WEST FIRE CONTROL UPDATE REPORT

For the benefit of new Members, Sarah Wilson, Head of North West Fire Control (NWFC) introduced herself and Ged Basson, Operations Manager, NWFC.

Mrs Wilson provided the following update including what had been done since the last meeting to try and improve workflow and speed of response.

- It was noted that Ged Basson was Lancashire's single point of contact. Work was ongoing to look at the differences between the different Fire and Rescue Services whose calls were handled by NWFC (namely, Lancashire, Greater Manchester, Cumbria and Cheshire);
- Some operational stages to mobilise including some pre-mobilising actions had now been removed;
- Research was currently being undertaken to determine whether the implementation of pre-alerting would improve response times (this enabled resources to be alerted as soon as a caller's location was known);
- Facilities for control room operators had been improved including changes to the intercom facility, the addition of a request for assistance function and amendments to call management prompts which enabled operators to pause mid-process to make mobilisation earlier;
- The address gazetteer was currently used by other agencies and contained a lot of address information not required (such as: fallow land, grazing land, orchards, ponds, advertising hoardings etc). The gazetteer was currently in the process of being updated. Once this was complete unwanted addresses would be filtered and removed;
- Mr Basson was also the line manager of 2 teams and there was a focus on individual staff performance. He was working on a computer programme that would look at: each fire and rescue service, incident type, staff performance and team performance to identify best practice and make improvements.

Mrs Wilson advised that at the end of September it would be possible to see if these improvements had had any effect.

In response to a question from County Councillor Holgate regarding staff turnover, Mrs Wilson confirmed that staff retention had been an issue. Five new control operators were starting on 25 September 2017. Currently staff in development who were working towards competency was at 60%. Retention was not however seen to

be problematic as new people brought new life experiences. Exit interviews were also conducted and reasons for leaving were valid. The majority of reasons were to pursue careers such as ambulance technicians and firefighters now these agencies were recruiting and feedback included that the experience of working at NWFC had enhanced their skills for interview.

In response to a question raised by County Councillor Clarke, Mrs Wilson confirmed she did not believe local knowledge had been lost with the move to NWFC. Not every operative who worked in Lancashire knew all the locations but the knowledge of how Lancashire operated was important. Teams were structured to include staff with different geographical knowledge, skills and experience. Mrs Wilson advised that in terms of location identification, NWFC now had an Enhanced Information Service for Emergency Calls (EISEC) which enhanced information for emergency calls by cross referencing the telephone number to an address in a database which enabled the operators to see on a map where the caller was ringing from which enabled the incident to be located more accurately. Previously Lancashire had a separate location system whereas NWFC used an ordinance survey gazetteer which could also be used to identify a location from land marks.

In response to a question raised by Councillor Smith regarding facilities to translate other languages, Mrs Wilson confirmed that Language Line was subscribed to. This was a facility whereby a caller could be transferred to an interpreter. NWFC also had a number of staff who could speak different languages.

In response to a question raised by County Councillor Tomlinson regarding whether the target was appropriate Assistant Chief Fire Officer Russel advised that when the control room was established 3 years ago LFRS had tried to use the same performance standards and had tried to compare data that was not comparable. Assistant Chief Fire Officer Russel had undertaken a review which he had been presented to the Planning Committee meeting held 17 July 2017 which aimed at providing a more simplified approach, specifically measuring the Service on its end-to-end performance; how quickly the Service mobilised fire engines to incidents set against its Emergency Response Standards. Revised Key Performance Indicators were approved for KPI 2, Responding to Emergencies, for the removal of KPI 1.7 High / Very High Risk Home Fire Safety Checks and a replacement of this with Home Fire Safety Checks (which would move to Safe and Well Visit's during performance year 2018/19). The details of these new KPIs were presented in the Performance Management Information later on the agenda.

RESOLVED: - That the report be noted.

## 6/17 PERFORMANCE MANAGEMENT INFORMATION

The Assistant Chief Fire Officer advised Members that this was the 1st quarterly report for 2017/18 as detailed in the Risk Management Plan 2017-2022.

The report showed there were 2 negative KPI Exception Reports. An exception report was provided which detailed the reasons for the exception, analysis of the issue and actions being taken to improve performance.

Members focussed on the indicators where an exception report was presented and examined each indicator in turn as follows:-

#### 2.4 Fire Engine Availability – Retained Duty System

This indicator measured the availability of fire engines that were crewed by the retained duty system. It was measured as the percentage of time a fire engine was available to respond compared to the total time in the period.

The percentage of time that RDS crewed engines were available for quarter 1 was 89.17%, previous year quarter 1 was 91.96%, a worsening of 2.79%.

The previous quarter (January to March 2017) recorded 90.10%.  
Annual Standard: Above 95%

This was a negative exception report due to the cumulative RDS availability for the three months of quarter 1 being below the standard and outside of the two percent tolerance.

#### **Exception report provided.**

The Assistant Chief Fire Officer advised Members that quarter 1 had recorded the lowest level of availability for any quarter period over the last 5 years. To aid local level monitoring, additional analysis had been supplied at pump level, along with a new KPI 2.4.1 which measured RDS availability without wholetime staff imports to supplement RDS staff.

The number of RDS personnel who had been successful in obtaining wholetime positions had had an impact on available RDS hours. This was due to staff leaving the RDS service being able to commit fewer hours due to wholetime commitment or being unavailable due to their development (W/T recruit course).

With an ageing workforce, the loss of staff due to retirement also had an impact on the ability to fully crew an appliance and a number of retirements had occurred over the last 3 quarters, along with a number of resignations, albeit some temporarily which had also reduced coverage.

The Retained Duty System Recruitment and Improvement Group would be responsible for progressing areas for improvement. This would not be viewed as a project with start and finish dates but as a number of ongoing pieces of work which would strive to deliver incremental improvements in order to strengthen and support the Retained Duty System.

It was noted that the new recruits, who started in May 2017 would begin to show an improvement in RDS crew availability when the respective qualifications of Breathing Apparatus (BA) and BA Team Leader had been completed and staff had gained experience to start acting up to cover the Officer in Charge role. There was a minimum of 6 months before a Firefighter was BA qualified, and a further 6 month period of BA experience before acquiring BA Team Leader Skills. Therefore results in availability may only start to be realised during quarter 3. Similarly some stations had suffered from a lack of available driver however, this would start to show improvement when staff members continued to build driving hours in preparation for

their Emergency Fire Appliance Driving Course. There were stations where staff on dual contracts made up half of the RDS crew, with the inevitable impact on the RDS availability.

The Retained Support Officer (RSO) role would assist in some of these areas, in particular around recruitment and firefighter/officer development, and with the various strengthening and improving work streams, the Service should see a positive effect on availability over time.

The forthcoming WT recruitment campaign would also be an opportunity to promote RDS vacancies. RSO's were supporting the 'Have a Go' days and would collate information from potential applicants.

#### 2.4.1 Fire Engine Availability – Retained Duty System (without wholetime detachments)

Subset of KP1 2.4 and provided for information only

This indicator measured the availability of fire engines that were crewed by the retained duty system (RDS) when wholetime detachments were not used to support availability. It was measured by calculating the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were designated as unavailable (off-the-run) for the following reasons:

- Manager deficient
- Crew deficient
- Not enough BA wearers
- No driver

The percentage of time that RDS crewed engines were available for quarter 1 was 80.45%. This excluded the wholetime detachments shown in KPI 2.4  
Standard: As a subset of KPI 2.4 there was no standard attributable to this KPI.

In response to Member questions, the Assistant Chief Fire Officer confirmed that some geographical areas had worse availability than others. This was due to shifts in society ie: how people lived and worked creating challenges for us in finding a workforce. It was noted that for every station that ran at less than 80% availability an improvement action plan was agreed.

The Chief Fire Officer added that Lancashire's availability would be the envy of other Fire and Rescue Services and we aspired to be better. There were a number of pressures, these included: the changing factors in society, people were more mobile, the Service had not recruited until recently, as activity levels dropped it meant new recruits waited longer for their first call and with the move to North West Fire Control we had made a commitment to send the quickest pump and retained stations were historically slower to respond. In addition, most of the recruits into the wholetime would be on a dual-contract which also reduced the number of hours available.

Members requested that examples of actions being taken in the more challenging areas be reported to a future meeting.

#### 4.2.1 Staff Absence – Excluding Retained Duty System

This indicator measured the cumulative number of shifts (days) lost due to sickness for all wholetime, day crewing plus, day crewing and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost

Cumulative total number of monthly shifts lost 1.17

Quarter 1 results indicated the number of shifts lost through absence per employee being above the Service target for two month during quarter 1.

**Exception report provided.**

The Assistant Chief Fire Officer advised Members that during quarter 1 absence statistics showed below target within each month, which was due to a number of employees returning from long term sick (over 3 months) and ill health retirements. Shifts lost showed a steady monthly increase from April through to June both non-uniformed and uniformed, however still remaining within the Service target.

At the end of March the cumulative totals show that non-uniformed staff absence was below target at 1.18 shifts lost per employee, for wholetime staff absence was 1.17 shifts per employee.

Overall absence for all staff with the exception of RDS was 1.17 shifts lost which was below the Service target for this quarter of 1.25 lost shifts.

The Assistant Chief Fire Officer reassured Members that the absence management policy was robust and looked to support staff to return to work. Action taken included early intervention by the Occupational Health Unit and where appropriate, issues around capability due to health issues were reviewed and addressed. The Service was running leadership conferences to assist future managers to understand policy which included absence management. In addition, employees were encouraged to make use of the Employee Assistance Programme.

Members then examined each indicator in turn as follows:-

#### KPI 1 – Preventing and Protecting

##### 1.1 Risk Map Score

This indicator measured the risk level in each neighbourhood (Super Output Area) determined using fire activity over the previous three fiscal years along with a range of demographic data.

The County risk map score was updated annually, before the end of the first quarter. An improvement was shown by a year on year decreasing 'score' value.

Score for 2014-2017 – 32,398, previous year score 32,990.  
No exception report required.

The Assistant Chief Fire Officer was pleased to report that the county fire risk map was as good as it had ever been. Over the last 3 year period there had been an overall reduction in risks graded as very high risk, which had fallen by 22% and those graded as high risk, which had fallen by 3%.

## 1.2 Overall Activity

This indicator measured the number of incidents that the Service attended with one or more pumping appliances.

Quarter 1 activity 4,219 previous year quarter 1 activity 3,874, an increase of 8.91%.

Total number of incidents 2017/18 – Year to Date, 4,219

Included within this KPI was a new incident type of 'Gaining Entry'. This was where LFRS had attended on behalf of the North West Ambulance Service. During quarter 1 we attended on 129 occasions.

No exception report required.

## 1.3 Accidental Dwelling Fires

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'.

Quarter 1 activity 231, previous year quarter 1 activity 201, an increase of 15%.

Total number of Accidental Dwelling Fires – Year to Date, 231

No exception report required.

### 1.3.1 Accidental Dwelling Fires – Extent of Damage

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' presented as a percentage extent of fire and heat damage.

Extent of fire and heat damage was limited to: Item ignited first, limited to room of origin, limited to floor of origin and spread beyond floor of origin.

\*The ADF activity count was limited to only those ADF's which had an extent of damage shown above. An improvement was shown if the total percentage of 'Item first ignited' and 'Room of origin' was greater than the comparable quarter of the previous year.

Percentage of accidental dwelling fires limited to item 1st ignited in quarter one 23%, quarter one of previous year 19%. Percentage limited to room of origin in quarter one 59%, quarter one previous year 63%, limited to floor of origin in quarter one 11%, quarter one previous year 13% and spread beyond floor 7%, previous year 6%.

No exception report required.



### 1.3.2 Accidental Dwelling Fires – Number of Incidents where occupants have received a Home Fire Safety Check

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' by the extent of the fire and heat damage. The HFSC must be a completed job (i.e. not a refusal) carried out by LFRS personnel or partner agency. The HFSC must have been carried out within 12 months prior of the fire occurring.

	2017/18		2016/17	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Q1	18	8%	15	7%

No exception report required.

### 1.4 Accidental Dwelling Fire 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.

Casualty Status	2017/18 Quarter 1	2016/17 Quarter 1
Fatal	2	0
Victim went to hospital visit, injuries appeared Serious	3	6
Victim went to hospital visit, injuries appeared Slight	8	6
TOTAL	13	12

No exception report required.

### 1.5 Accidental Building Fires (Non-Dwellings)

This indicator reported number of primary fires where the property type was 'Building' and the property sub type did not equal 'Dwelling' and the cause of fire had been recorded as 'Accidental' or 'Not known'.

Total number of incidents	2017/18 Quarter 1	2016/17 Quarter 1
	107	92

No exception report required.

### 1.5.1 Accidental Building Fires (Non-Dwellings) – Extent of Damage

This indicator reported the number of primary fires where the property type was a building and the property sub-type was not a dwelling and the cause of fire had been recorded as 'Accidental or Not known' presented as a percentage extent of fire and heat damage.

This indicator showed the total number of Accidental Building Fires where damage was limited to room of origin, limited to floor of origin and spread beyond floor of origin.

\*The ABF activity count was limited to only those ABF's which had an extent of damage shown above.

An improvement was shown if the total percentage of 'Item first ignited' and 'Room of origin' was greater than the comparable quarter of the previous year.

Quarter 1 Accidental Building Fires activity, 95: -

	2017/18					2016/17			
	ADF activity	Item 1 <sup>st</sup> ignited	Room of origin	Floor of origin	Spread beyond floor of origin	Item 1 <sup>st</sup> ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Q1	95	21%	31%	16%	33%	11%	41%	17%	31%

No exception report required.

### 1.6 Deliberate Fires

This indicator reported the number of primary and secondary fires where the cause of fire had been recorded as 'Deliberate'. Secondary fires were the majority of outdoor fires including grassland and refuse fires unless they involved casualties or rescues, property loss or more appliances attended. They included fires in single derelict buildings.

Deliberate Fire Type	2017/18 Quarter 1	2016/17 Quarter 1
1.6.1 Deliberate Fires – Anti-Social Behaviour	725	564
1.6.2 Deliberate Fires – Dwellings	18	19
1.6.3 Deliberate Fires – Non-Dwellings	49	42

No exception report required.

### 1.7 High / Very High Risk 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 either high or very high.

	2017/18	2016/17
	% of High and Very High HFSC outcomes	% of High and Very High HFSC outcomes
Q1	68%	79%

No exception report required.

### 1.8 Road Safety Education Evaluation

This indicator reported the percentage of participants of the Wasted Lives and Childsafe Plus education packages that showed a positive change to less risky behaviour following the programme; based on comparing the overall responses to an evaluation question before and after the course.

	2017/18 (cumulative)		2016/17 (cumulative)	
	Total participants	% positive influence on participants' behaviour	Total participants	% positive influence on participants' behaviour
Q1	1441	85%	1832	87%

No exception report required.

### 1.9.1 Fire Safety Enforcement – Known Risk

This indicator reported on the percentage of premises that have had a Fire Safety Audit as a percentage of the number of all known premises in Lancashire to which The Regulatory Reform (Fire Safety) Order 2005 applied.

Number of premises	Number of premises audited to date	% of all premises audited Year end: 2017/18	% of all premises audited Year end: 2016/17
31296	17421	56%	56%

No exception report required.

### 1.9.2 Fire Safety Enforcement – Risk Reduction

This indicator reported the percentage of Fire Safety Audits carried out within the period resulting in enforcement action. Enforcement action was defined as one or more of the following: notification of deficiencies, action plan, enforcement notice, alterations notice or prohibition notice.

Period	Satisfactory audits 2017/18	Requiring formal activity – 2017/18	Requiring informal activity – 2017/18
Q1	25%	7%	66%

No exception report required.

## KPI 2 – Responding to Emergencies

### 2.1.1 Critical Fire Response – 1<sup>st</sup> 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, these are 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.

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

Quarter 1 – 1<sup>st</sup> pump response 90.66%, previous year quarter 1 was 84.50%  
No exception report required.

### 2.1.2 Critical Fire Response – 2<sup>nd</sup> Fire Engine Attendance

This indicator reported the time taken for the second fire engine to attend a critical fire incident measured from the time between the second fire engine arriving and the time it was sent to the incident. The target is determined by the risk map score and subsequent risk grade for the location of the fire.

Standard: to be in attendance within response standard target on 85% of occasions.

Quarter 1 – 2<sup>nd</sup> pump response 85.24%, previous year quarter 1 was 83.86%  
No exception report required.

### 2.2.1 Critical Special Service Response – 1<sup>st</sup> Fire Engine Attendance

This indicator measured how long it took the first fire engine to respond to critical non-fire incidents such as road traffic collisions, rescues and hazardous materials incidents. For these incidents there was a single response standard which measured call handling and fire engine response time. The response standard for the first fire engine attending a critical special call was 13 minutes.

Standard: To be met on 90% of occasions

Quarter 1 results 90% achieved against a target of 90%, previous year quarter 1, 86.98%, an improvement of 3.02%.  
No exception report required.

In response to a query raised by the Chairman CC Holgate regarding the change to KPIs, the Assistant Chief Fire Officer confirmed that the Service had received no queries from the Media.

### 2.3 Fire Engine Availability – Wholetime, Day Crewing and Day Crewing Plus

This indicator measured the availability of fire engines that were crewed by Wholetime, day crewing and day crewing plus shifts. It was measured as the percentage of time a fire engine was available to respond compared to the total time in the period.

Fire engines were designated as unavailable for the following reasons:

- Mechanical
  - Crew deficient
  - Engineer working on station
  - Alternate crew
  - Appliances change over
  - Debrief
  - Lack of equipment
  - Miscellaneous
  - Unavailable
  - Welfare
- Annual Standard: Above 99.5%

Quarter 1 availability 99.42%, previous year quarter 1 - 99.53%  
No exception report required.

### 2.5 Staff Accidents

This indicator measured the number of staff accidents.  
Total number of staff accidents 2017/18 – Year to Date, 16  
Quarter 1 results indicate percentage pass within standard  
No exception report required.

### KPI 3 – Delivering Value for Money

#### 3.1 Progress Against Savings Programme

Annual budget for 2017/18 - £53.9m  
Budget to end of quarter 1 - £14.7m  
Spend for the period to date was £14.5m  
Underspend for the period £0.2m  
Variance -0.37%  
No exception report required.

#### 3.2 Overall User Satisfaction

Total responses 1610; number satisfied 1596  
% satisfied 99.13% against a standard of 97.5%  
Variance 1.67%

There have been 1610 people surveyed since April 2012.

In quarter 1 of 2017/18 – 48 people were surveyed. 47 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.  
No exception report required.

#### KPI 4 – Engaging With Our Staff

##### 4.1 Overall Staff Engagement

This indicator measured overall staff engagement. The engagement index score was derived from the answers given by staff that related to how engaged they felt with the Service.

Three times a year all staff were asked the same questions in an online survey to gauge engagement. Period 1 encompassed the period of April to July, with the results reported at the end of quarter 2.

Period	2017/18		2016/17	
	Number of Replies	Engagement Index	Number of Replies	Engagement Index
1	-	-	220	62%

##### 4.2.2 Staff Absence – Retained Duty System

This indicator measured the percentage of contracted hours lost due to sickness for all retained duty staff.

Annual Standard: Not more than 2.5% lost as % of available hours of cover  
Quarter 1 results indicate percentage pass within standard  
Cumulative retained absence (as % of available hours cover) 1.25%  
No exception report required.

RESOLVED:- That the Committee:

i) Endorsed the report and noted the contents of the 2 negative KPI exception reports.

#### 7/17 DATE OF NEXT MEETING

The next meeting of the Committee would be held on Thursday 30 November 2017 at 1000 hours in the Main Conference Room at Lancashire Fire and Rescue Service Headquarters, Fulwood.

Further meeting dates were noted for 15 March 2018 and 7 June 2018 and agreed for 13 September 2018.

8/17 EXCLUSION OF PRESS AND PUBLIC

RESOLVED: - That the press and members of the public be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act 1972, indicated under the heading to the item.

9/17 COMPARATIVE PERFORMANCE

It was noted that arrangements were in place within the old Best Value (BV) Family Group 4 to compile comparative data in respect of the two (now withdrawn) National Fire Indicators that related specifically to fire authorities.

Data was provided for the six components that made up the two National Indicators in respect of: the position of each Fire and Rescue Service within the Family Group, 2015/16 – 2016/17 comparative progress/decline; percentage change in terms of actual numbers; the position of each F&RS within the comparative group for the respective indicator and a summary overview in graphical form.

Members examined each indicator in turn and noted Lancashire’s position.

**National Indicator 33 – Number of deliberate (i) primary and (ii) secondary fires per 10,000 population.**

NI 33 – Arson Incidents (deliberate fires) per 10,000 population

Position in Family Group 4th Quarter YTD 2016/17		BV – 4th Quarter YTD Comparison 2015/16 – 2016/17		Actuals – 4th Quarter YTD Comparison 2015/16 – 2016/17		
Position	2015/16	2016/17	% +/-	2015/16	2016/17	% +/-
5	17.5	16.0	-8.96	2591	2359	-8.96

NI 33i Deliberate primary fires per 10,000 population

Position in Family Group 4th Quarter YTD 2016/17		BV – 4th Quarter YTD Comparison 2015/16 – 2016/17		Actuals – 4th Quarter YTD Comparison 2015/16 – 2016/17		
Position	2015/16	2016/17	% +/-	2015/16	2016/17	% +/-
6	3.6	3.7	3.05	534	550	3.05

NI 33ii Deliberate secondary fires per 10,000 population

Position in Family Group 4th Quarter YTD 2016/17		BV – 4th Quarter YTD Comparison 2015/16 – 2016/17		Actuals – 4th Quarter YTD Comparison 2015/16 – 2016/17		
Position	2015/16	2016/17	% +/-	2015/16	2016/17	% +/-
6	13.9	12.2	-12.07	2058	1809	-12.07

**National Indicator 49 – Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checkups) per 100,000 population.**

NI 49i Number of primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2016/17		BV – 4th Quarter YTD Comparison 2015/16 – 2016/17		Actuals – 4th Quarter YTD Comparison 2015/16 – 2016/17		
Position	2015/16	2016/17	% +/-	2015/16	2016/17	% +/-
4	147.4	142.8	-3.12	2179	2111	-3.12

NI49ii Number of fatalities in primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2016/17		BV – 4th Quarter YTD Comparison 2015/16 – 2016/17		Actuals – 4th Quarter YTD Comparison 2015/16 – 2016/17		
Position	2015/16	2016/17	% +/-	2015/16	2016/17	% +/-
4	0.6	0.4	-32.79	9	6	-32.79

NI49iii Number of non-fatal casualties in primary fires per 100,000 population

Position in Family Group 4th Quarter YTD 2016/17		BV – 4th Quarter YTD Comparison 2015/16 – 2016/17		Actuals – 4th Quarter YTD Comparison 2015/16 – 2016/17		
Position	2015/16	2016/17	% +/-	2015/16	2016/17	% +/-
12	4.5	4.8	5.96	67	71	5.96

The Assistant Chief Fire Officer tabled the Response Improvement Performance Report for April 2015 to March 2016 which recorded the Service response times against our Fire Rescue Service’s family group. Members were advised that the data for 2016/17 should be available to Members later in the year.

Average Response Times for Primary Fires (Minutes)

Position in Family Group YTD 2015/16			
Position	2014/15	2015/16	% +/-
2	8.1	8.2	1.66

Average Response Times for Dwelling Fires

Position in Family Group 2015/16			
Position	2014/15	2015/16	% +/-
2	7.4	7.3	-1.19



Average Response Times for Other Building Fires

Position in Family Group 2015/16			
Position	2014/15	2015/16	% +/-
3	8.1	8.4	3.59

Average Response Times for Road Vehicle Fires

Position in Family Group 4th Quarter YTD 2015/16			
Position	2014/15	2015/16	% +/-
4	9.0	9.1	1.43

Average Response Times for Other Outdoor Fires

Position in Family Group 4th Quarter YTD 2015/16			
Position	2014/15	2015/16	% +/-
4	9.7	10.9	12.31

RESOLVED:- That the Committee note the content of the report and the comparative outcomes.

M NOLAN  
Clerk to CFA

LFRS HQ  
Fulwood