LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE
Meeting to be held on 28th July 2021

PERFORMANCE MANAGEMENT INFORMATION FOR 4TH QUARTER 2020/21 (Appendix 1 refers)

Contact for further information:
Steve Healey, Deputy Chief Fire Officer (DCFO) – Tel No. 01772 866801

Executive Summary

This paper provides a clear measure of our progress against the Key Performance Indicators (KPI) detailed in the Integrated Risk Management Plan 2017-2022

Recommendation

The Performance Committee is asked to endorse the Quarter 4 Measuring Progress report, note the content of the 1 negative exception.

Information

As set out in the report.

Business Risk

High

Environmental Impact

High

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

Local Government (Access to Information) Act 1985
List of Background Papers

Paper	Date	Contact
Performance Management Information		Steve Healey (DCFO)
Reason for inclusion in Part 2, if appropriate: N/A		

Measuring Progress
Performance Report

January 2021 - March 2021

This page is intentionally left blank

Introduction

The following pages set out Lancashire Fire and Rescue Service's Performance Framework, an explanation of how our Key Performance Indicator's (KPI) are measured and how we are performing.

The document illustrates our performance across all our KPI's and where appropriate, by an analysis of the KPI's which are classified as being in exception, along with an analysis of the cause and actions being taken to improve performance.

Table of Contents	Page (s)
Introduction	3
Performance Framework	4
Explanation of Performance Measures	5
Index	6 - 7
Key Performance Indicators	9 - 34

Performance Framework

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 KPIs is scrutinised every quarter at the Performance Committee.

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

1 **Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.	1.1 Critical Fire Risk Map Score 1.2 Overall Activity 1.3 Accidental Dwelling Fires (ADF) 1.3.1 ADF – Extent of Damage (Fire Severity) 1.3.2 ADF – Number of incidents where occupants have received a Home Fire Safety Check 1.4 ADF Casualties 1.5 Accidental Building Fires 1.5.1 Accidental Building Fires – Extent of Damage (Fire Severity) 1.6.1 Deliberate Fires – Antisocial Behaviour (ASB) 1.6.2 Deliberate Fires – Dwellings 1.6.3 Deliberate Fires – Non Dwellings 1.7 High Risk HFSC 1.8 Road Safety Education 1.9 Fire Safety Enforcement

2 **Responding** to fire and other emergencies quickly and competently.	2.1.1 Critical Fire Response – 1st Fire Engine Attendance 2.1.2 Critical Fire Response – 2nd Fire Engine Attendance 2.2.1 Critical Special Service Response – 1st Fire Engine Attendance 2.3 Fire Engine Availability (Wholetime, Day Crewing & Day Crewing Plus) 2.4 Fire Engine Availability (On Call) 2.4.1 Fire Engine Availability (On Call) – Without wholetime detachments 2.5 Staff Accidents

3 **Delivering** value for money in how we use our resources.	3.1 Progress Against Savings Programme 3.2 Overall User Satisfaction

4 **Valuing** our people so that they can focus on making Lancashire safer.	4.2.1 Staff Absence (Excluding On Call) 4.2.2 Staff Absence (On Call)

Explanation of Performance Measures

KPI's are monitored either by using an XmR chart, comparing current performance against that achieved in the previous cumulative years activity, or against a pre-determined standard, for example, the response standard KPI's are measured against a range of set times.

The set times are dependent upon the risk rating given to each Super Output Area (SOA), which is presented as a percentage of occasions where the standard is met.

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

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

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

An exception report is generated if the XmR rules are breached.

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

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

Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (🔴) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (🟢) for meeting rule 2.
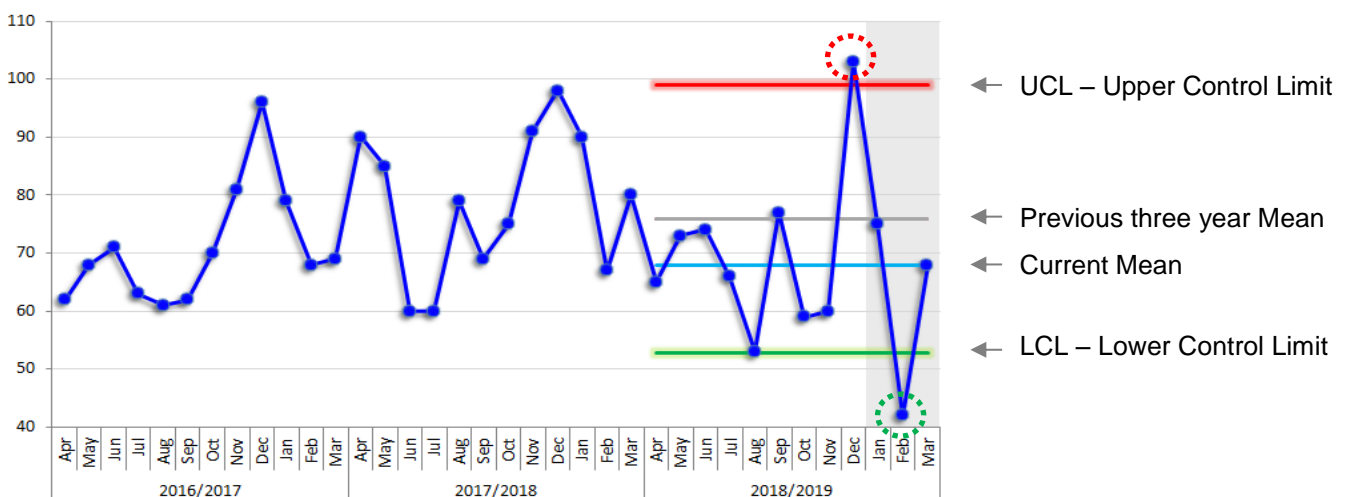
Key Performance Index and Indicator trends

This section 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 below and indicate the relative direction of travel and trends over the last four quarters; so the last point of the chart will always represent the most recent quarter. Sparkline's are simple indicative indicators and are not intended to have labelled points or axes.

The cell shading denotes whether the indicator is - within accepted limits:
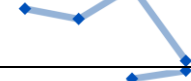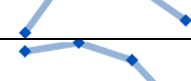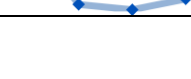
is in positive exception:
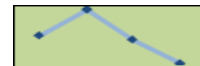
or is in negative exception:

KPI		Description	Progress	Page (s)
1		**Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.		
1.1		Risk Map Score		9
1.2		Overall Activity		10
1.3		Accidental Dwelling Fires (ADF)		12
1.3.1		ADF - Extent of Damage (Fire Severity)		13
1.3.2		ADF - Number of Incidents Where Occupants have Received a HFSC		14
1.4		Accidental Dwelling Fire Casualties		15
1.5		Accidental Building Fires (ABF) - Non Dwellings		16
1.5.1		ABF (Non Dwellings) - Extent of Damage (Fire Severity)		17
1.6.1		Deliberate Fires - Anti-Social Behaviour		18
1.6.2		Deliberate Fires - Dwellings		18
1.6.3		Deliberate Fires - Non Dwellings		18
1.7		High Risk Home Fire Safety Checks		19
1.8		Road Safety Education Evaluation		20
1.9		Fire Safety Enforcement		21

Key Performance Index and Indicator trends

KPI		Description	Progress	Page (s)
2		**Responding** to fire and other emergencies quickly and competently.		
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		22
2.1.2		Critical Fire Response - 2nd Fire Engine Attendance		23
2.2.1		Critical Special Service Response - 1st Fire Engine Attendance		24
2.3		Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		25
2.4		Fire Engine Availability - On-Call Duty System		26
2.4.1		Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	27
2.5		Staff Accidents		28
3		**Delivering** value for money in how we use our resources.		
3.1		Progress Against Savings Programme		29
3.2		Overall User Satisfaction		30
4		**Valuing** our people so that they can focus on making Lancashire safer.		
4.2.1		Staff Absence - Excluding On-Call Duty System		31
4.2.2		Staff Absence - On-Call Duty System		34

This page is intentionally left blank

1.1 Risk Map		Risk Score 32,448

This indicator measures the fire risk in each 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.
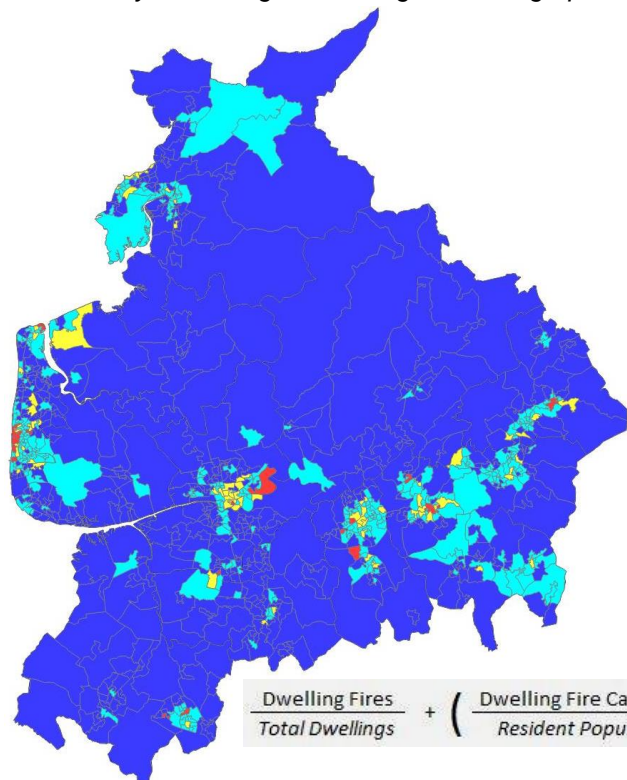
Specifically, the risk score for each SOA is calculated using the formula shown below.

Once an SOA has been assigned a score, it is then categorised by risk grade.

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

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

Current score 32,448, previous year score 31,816.

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

Score Category	Risk Grade	Score (15-18)	SOA Count (15-18)	Score (16-19)	SOA Count (16-19)	Score (17-20)	SOA Count (17-20)
Less than 36	L	12,012	524	12,528	542	12,058	520
Between 36 & 55	M	13,654	321	13,230	310	13,798	324
Between 56 & 75	H	4,598	74	4,306	68	4,718	74
Greater than 75	VH	1,850	22	1,752	21	1,871	23
Grand Total		32,114	941	31,816	941	32,448	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2019 count	21	68	310	542	31,816
2020 count	23	74	324	520	32,448
Change	↑ 10% Overall increase in Very High risk SOA's	↑ 9% Overall increase in High risk SOA's	↑ 5% Overall increase in Medium risk SOA's	↓ - 3% Overall decrease in Low risk SOA's	↑ 2% Overall increase in fire risk

1.2 Overall Activity		Quarter activity **3,725**

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 Police and gaining entry incidents at the request of the Ambulance Service.

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

Quarterly activity decreased 3.22% over the same quarter of the previous year.
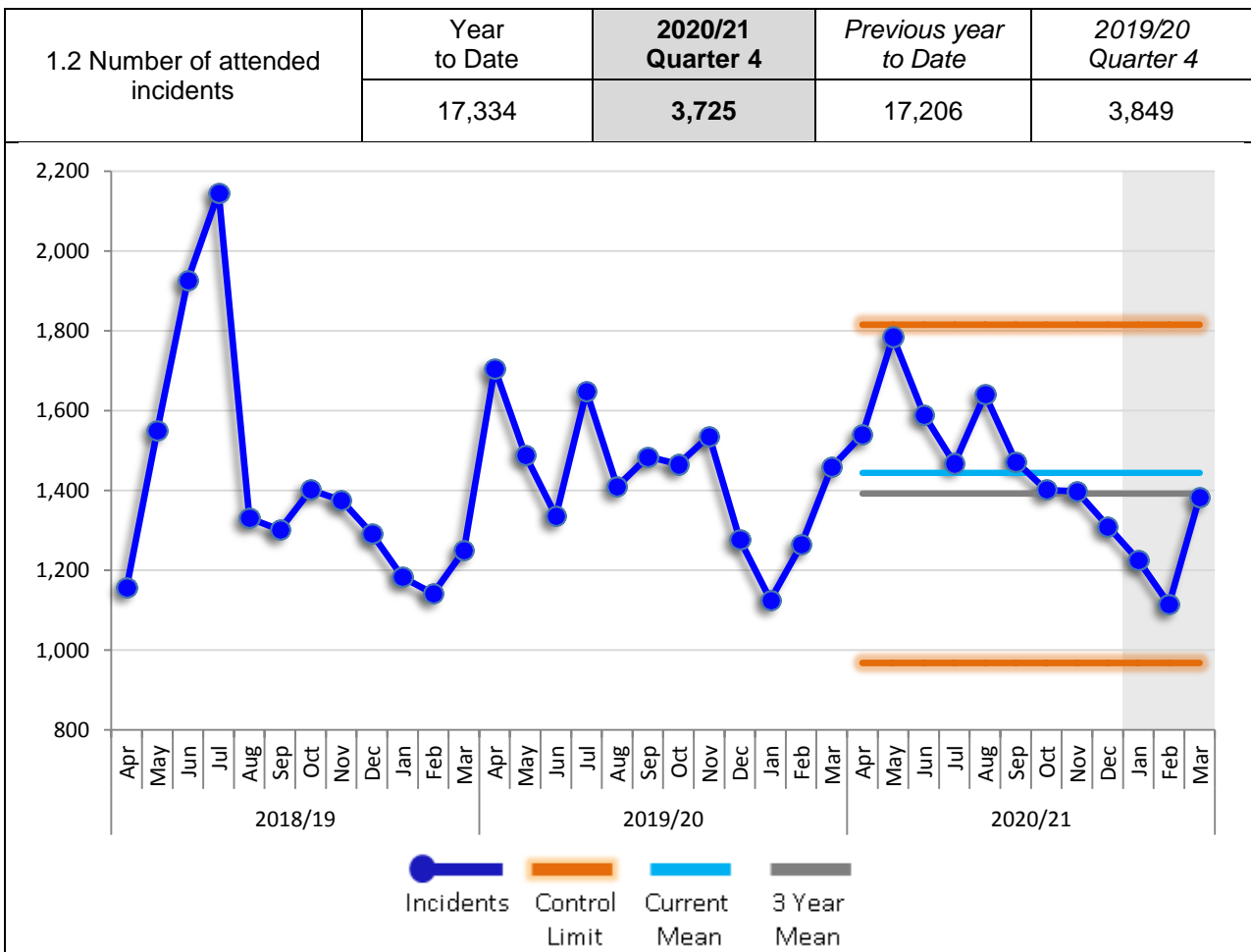
1.2 Number of attended incidents	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	17,334	**3,725**	17,206	3,849

	Current Mean	**3 year Mean**	**Monthly Mean**		
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.			**2019/20**	**2018/19**	**2017/18**
	1,445	1,392	1,434	1,422	1,320

1.2 Overall Activity Breakdown		Quarter activity 3,725

Incidents attended by Lancashire Fire and Rescue Service consist of a myriad of different types. The breakdown below, whilst not an exhaustive list, aims to illustrate how activity captured within KPI 1.2 Overall Activity is split by the different types of incidents.

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

FALSE ALARM:
Fire alarm due to Apparatus	62%
Good Intent false alarm	35%
Malicious False Alarm	3%

SPECIAL SERVICE:
Critical Incidents (KPI 2.2.1)	64%
*Gaining Entry	24%
*RTC	12%
*Flooding	8%

FIRE - SECONDARY:
Anti-Social Behaviour (1.6.1)	45%
Accidental Fires	55%

FIRE - PRIMARY:
Accidental Dwelling Fires (1.3)	50%
Accidental Building Fires (1.5)	14%
Dwellings (1.6.2)	5%
Non Dwellings (1.6.3)	3%
Other Primary	28%

Pie chart: Special Service, 830, 22%; False Alarm, 1917, 52%; Fire - Secondary, 515, 14%; Fire - Primary, 426, 12%

Chimney fires only contribute a small proportion and are not shown in the above chart. *Included within KPI 2.2.1

	FALSE ALARM incidents make up half of the Service's activity. During quarter 4 false alarms consisted of: 62% Fire alarm due to Apparatus, 35% Good Intent false alarm and 3% Malicious False Alarm.
	SPECIAL SERVICE incidents are made up of a number of different activities, of which, 528 have been defined as critical incidents and are captured within KPI 2.2.1. On behalf of the Ambulance Service we were asked to gain entry to a property on 400 occasions, of which, 199 (50%) resulted in the use of tools to gain entry to a property. Also, 12% of special service incidents are Road Traffic Collisions (RTC) and 8% are flooding related.
	SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These mainly involve loose refuse. However; accidental fires increased during the lockdown periods, as such, 55% are recorded as having an accidental/unknown cause.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 50% and are shown later in the report as KPI 1.3. Accidental Building Fires contribute 14% and again are covered within its own KPI 1.5.

1.3 Accidental Dwelling Fires

Quarter activity
214

The number of primary fires where a dwelling has been affected <u>and</u> the cause of fire has been recorded as 'Accidental' or 'Not known'.

A primary fire is one involving property (excluding derelict property) <u>or</u> any fires involving casualties, rescues, <u>or</u> any fire attended by five <u>or</u> more appliances. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire.

Quarterly activity increased 9.18% over the same quarter of the previous year.
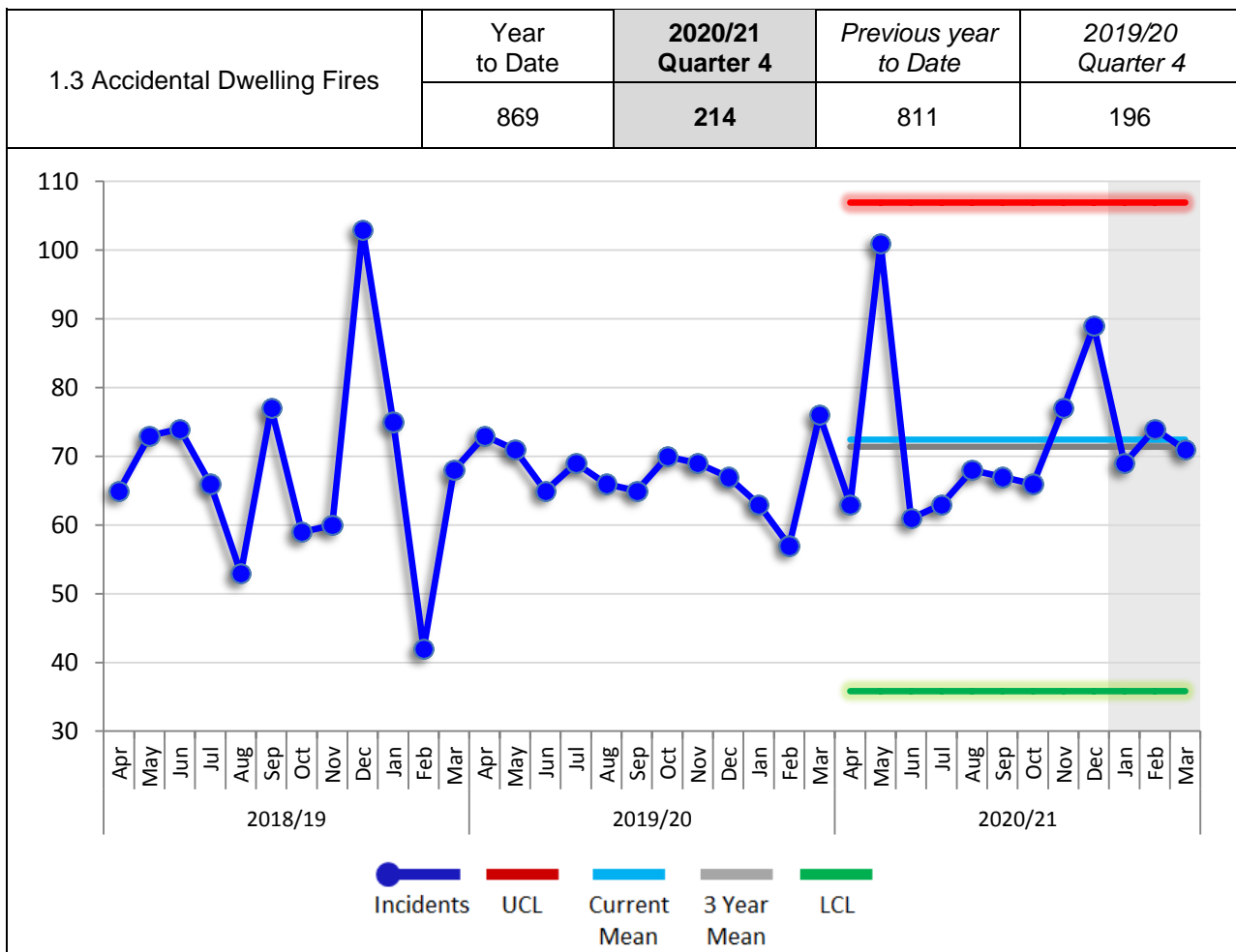
1.3 Accidental Dwelling Fires	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	869	**214**	811	196

| | | Incidents | UCL | Current Mean | 3 Year Mean | LCL |

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	**3 year Mean**	**Monthly Mean**		
		2019/20	**2018/19**	**2017/18**
72	71	68	68	79

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity:
92.5%

ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

The chart below shows a rolling quarterly severity of Accidental Dwelling Fire over the previous two years. Each quarter is broken down in to high, medium & low and is calculated using the Cheshire Fire Severity Index for Accidental Dwelling Fires.
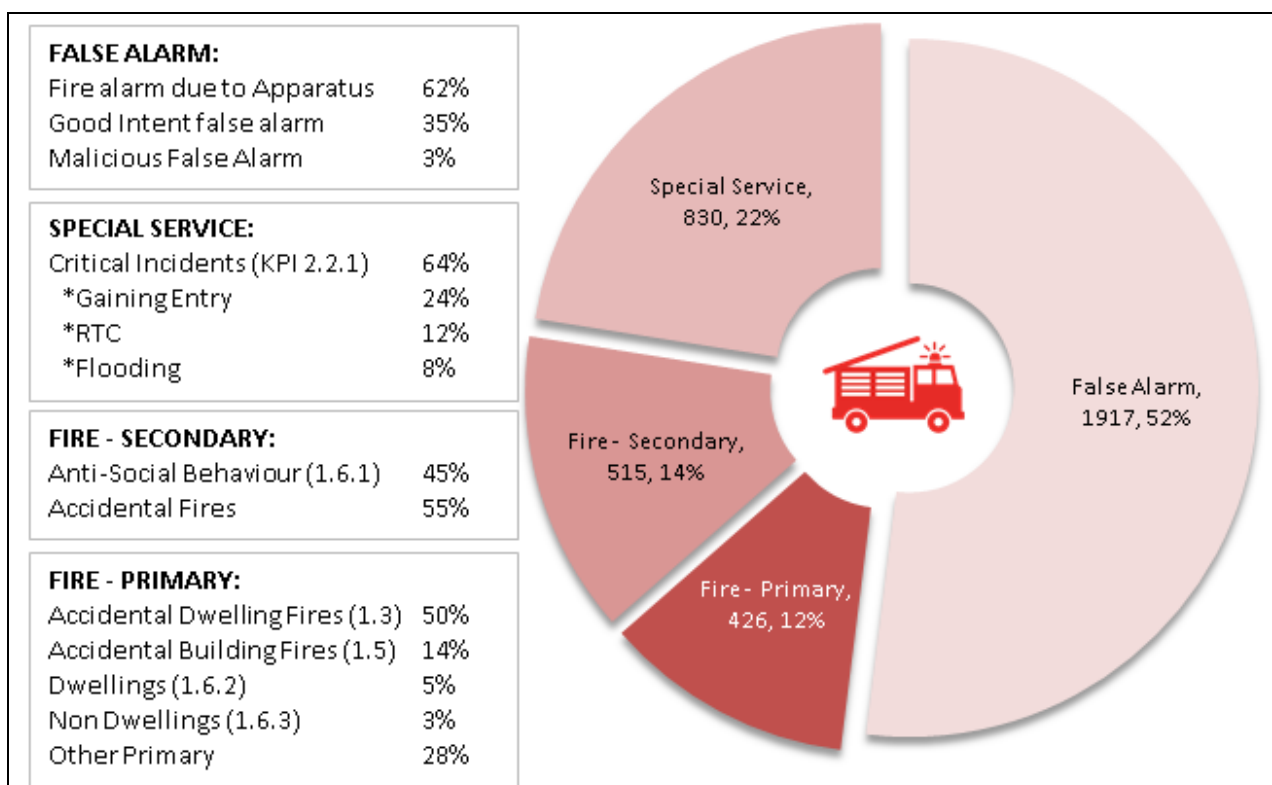
Each quarter includes the percentage out of 100% that each severity type represents of the total, with an indicator to illustrate the direction against the same quarter of the previous year.

The latest quarter recorded a combined 'low' and 'medium' severity of 92.5%. This is an increase of 0.7% against the 91.8% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 4**
			Quarter 4	*Quarter 1*	*Quarter 2*	*Quarter 3*	
1.3.1 ADF – Severity of Fire	High	⇩	8.2%	7.1%	3.5%	3.9%	**7.5%**
	Medium	⬆	51.0%	52.4%	43.9%	47.8%	**54.7%**
	Low	⇩	40.8%	40.4%	52.5%	48.3%	**37.9%**

1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC **7%**

ADF criteria as 1.3. 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 <u>12 months</u> prior of the fire occurring.

An improvement is shown if the percentage of '% of ADF's with previous HFSC' is greater than the comparable quarter of the previous year. This indicates that the correct households are being targeted with prevention activities.

Over the latest quarter, Accidental Dwelling Fires with a previous HFSC decreased 7% against the total number of ADF's over the same quarter of the previous year.

	2020/21		⬆/⬇	2019/20	
	ADF's with previous HFSC	**% of ADF's with previous HFSC**	**Progress**	*ADF's with previous HFSC*	*% of ADF's with previous HFSC*
Quarter 1	26	12%	⬆	23	11%
Quarter 2	21	11%	⬇	26	13%
Quarter 3	32	14%	⬇	31	15%
Quarter 4*	14	7%	⬇	27	14%

*Quarter 4. The impact of COVID19 working guidelines during the previous 12 months has led to a reduction in the number of Home Fire Safety Checks (HFSC's) delivered - KPI 1.7 page 17. This has led to a decrease in the percentage of ADF's with a recorded HFSC within the previous rolling 12 month period.

1.4 Accidental Dwelling Fire Casualties

Quarter activity
13

ADF criteria as 1.3. 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.

There was 1 fatality during the latest quarterly period. Three casualties are recorded as serious and 9 slight. The same quarter of the previous year recorded 2 fatalities, 4 serious and 9 slight.

Casualty Status	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
Fatal	2	**1**	5	2
Victim went to hospital, injuries appear Serious	6	**3**	22	4
Victim went to hospital, injuries appear Slight	31	**9**	29	9
Total	39	**13**	56	15

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	**3 year Mean**	**Monthly Mean**		
		2019/20	**2018/19**	**2017/18**
3	4	5	4	4

1.5 Accidental Building Fires (Non Dwellings)	Quarter activity 58

Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: Primary fires where; the property type is 'Building' and the property sub type does not equal 'Dwelling' and the cause of fire has been recorded as 'Accidental' or 'Not known'.

Quarterly activity decreased 20.55% over the same quarter of the previous year.

1.5 Accidental Building Fires	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	324	**58**	308	73

	Current Mean	**3 year Mean**	**Monthly Mean**		
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.			**2019/20**	**2018/19**	**2017/18**
	27	30	26	34	31

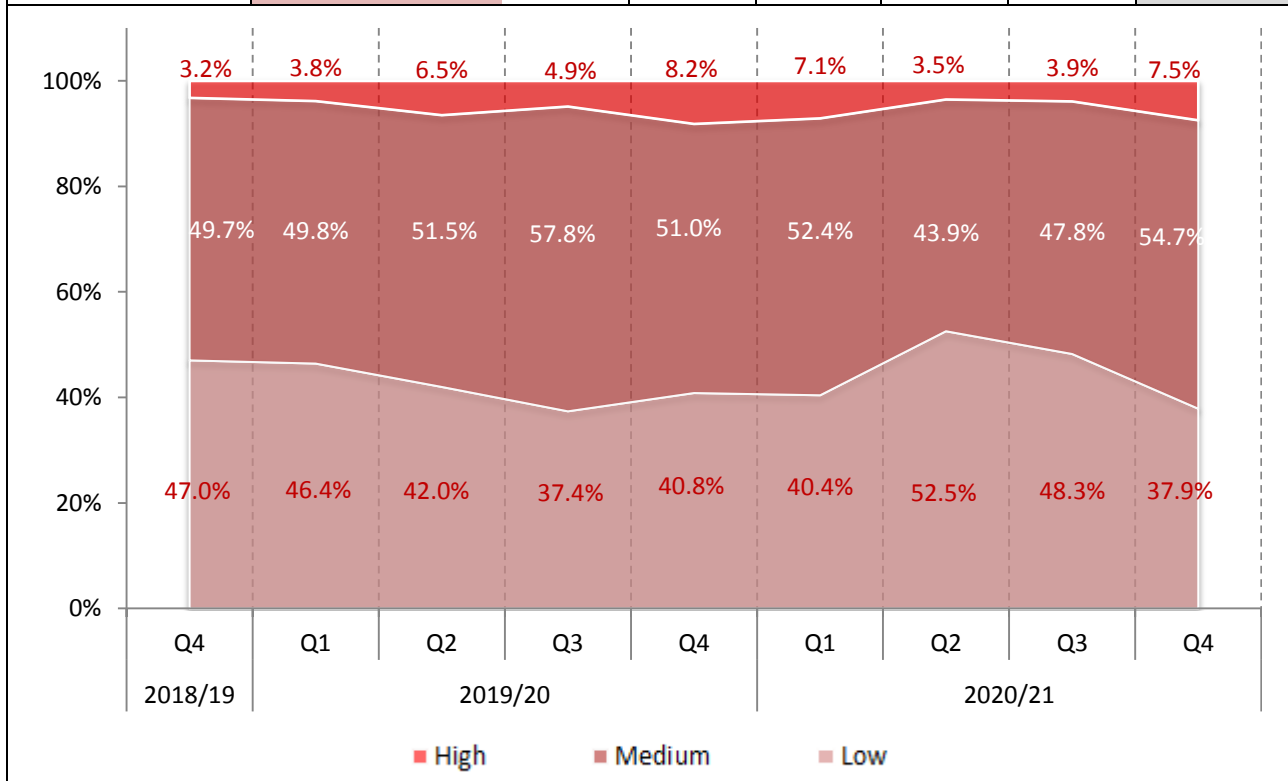## 1.5.1 ABF (Non Dwellings) - Extent of Damage (Fire Severity)

Quarter activity:
63.6%

ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are property types of private garages and private sheds; due to their single room construction, any damage is often classified as 'whole building', which will have the effect of increasing their severity category outcome.

The chart below shows a rolling quarterly severity of ABF over the previous two years. Each quarter is broken down in to high, medium & low and is calculated using the Cheshire Fire Severity Index for Accidental Dwelling Fires methodology, applied to Accidental Building Fires.

Each quarter includes the percentage out of 100% that each severity type represents of the total, with an indicator to illustrate the direction against the same quarter of the previous year.

The latest quarter recorded a combined 'low' and 'medium' severity of 63.6%. This is a decrease of 20.0% against the combined severity of 83.6% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 4
			Quarter 4	*Quarter 1*	*Quarter 2*	*Quarter 3*	**Quarter 4**
1.5.1 ABF – Severity of Fire	High	⬆	*16.4%*	*43.4%*	*39.7%*	*23.8%*	**36.4%**
	Medium	⬇	*64.4%*	*47.8%*	*43.8%*	*65.0%*	**54.5%**
	Low	⬇	*19.2%*	*8.8%*	*16.4%*	*11.3%*	**9.1%**
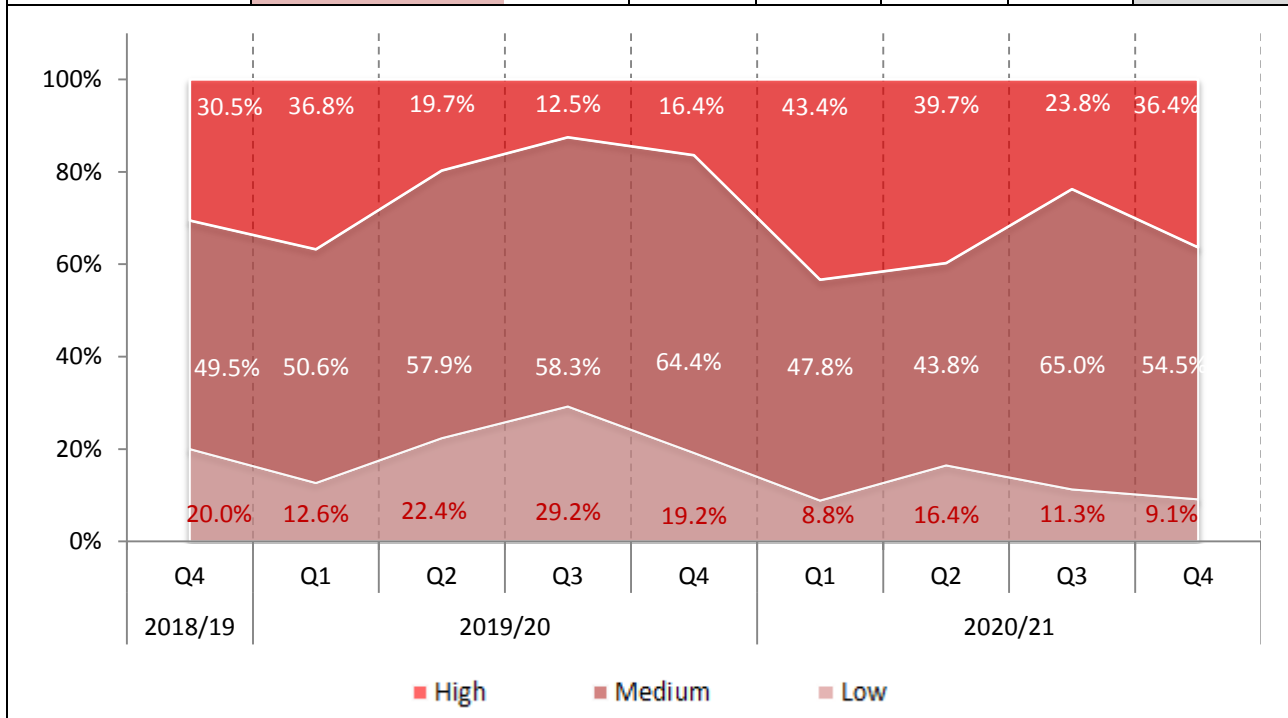
1.6 Deliberate Fires

	Quarter activity *(1.6.1 only)
	231

The number of primary and secondary fires where; the cause of fire has been recorded as 'Deliberate'. Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or 5 or more appliances attend; includes fires in single derelict buildings.

*1.6.1 Deliberate ASB Fires	Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
	1,441	231	1,679	259

Chart refers to KPI 1.6.1
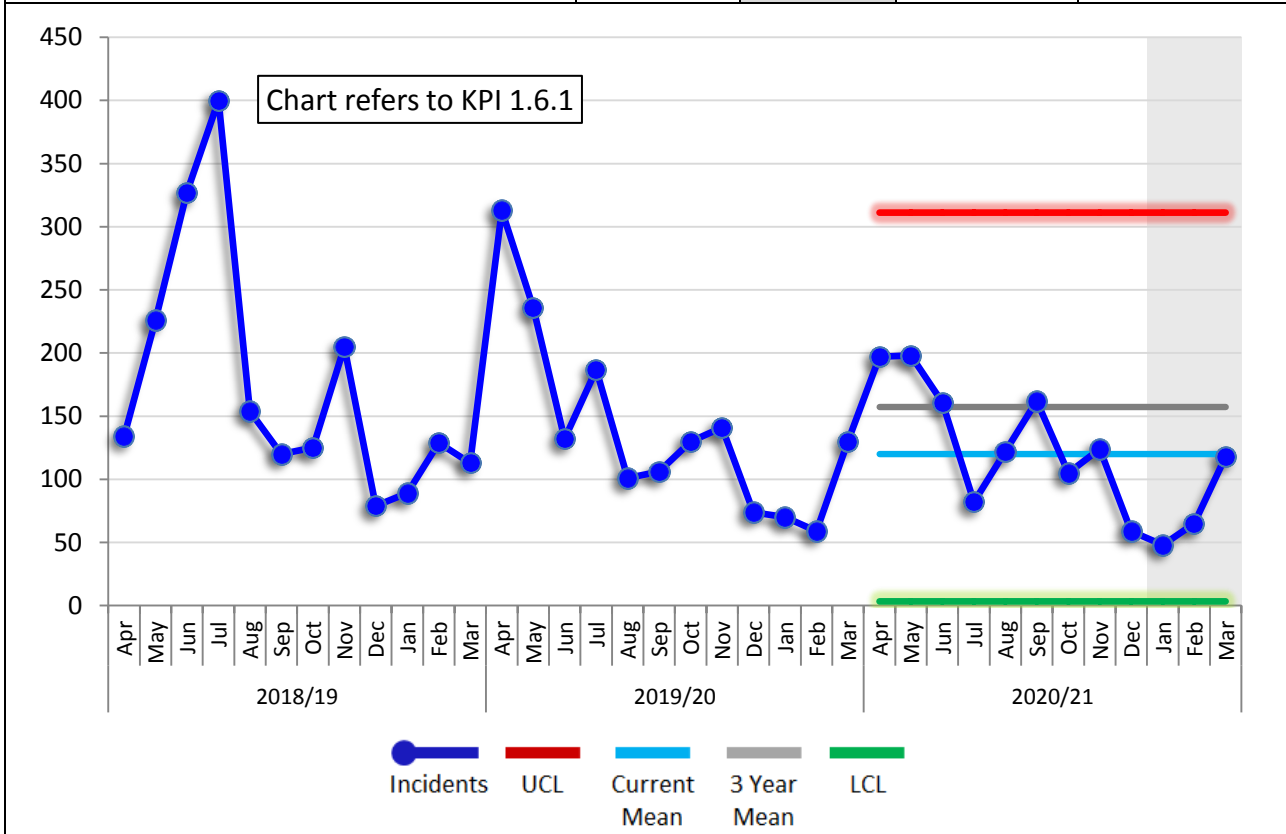
Deliberate Fire Type	Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
1.6.1 Deliberate Fires - ASB	1,441	231	1,679	259
1.6.2 Deliberate Fires - Dwellings	105	21	124	30
1.6.3 Deliberate Fires - Non Dwellings	101	14	142	29

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.
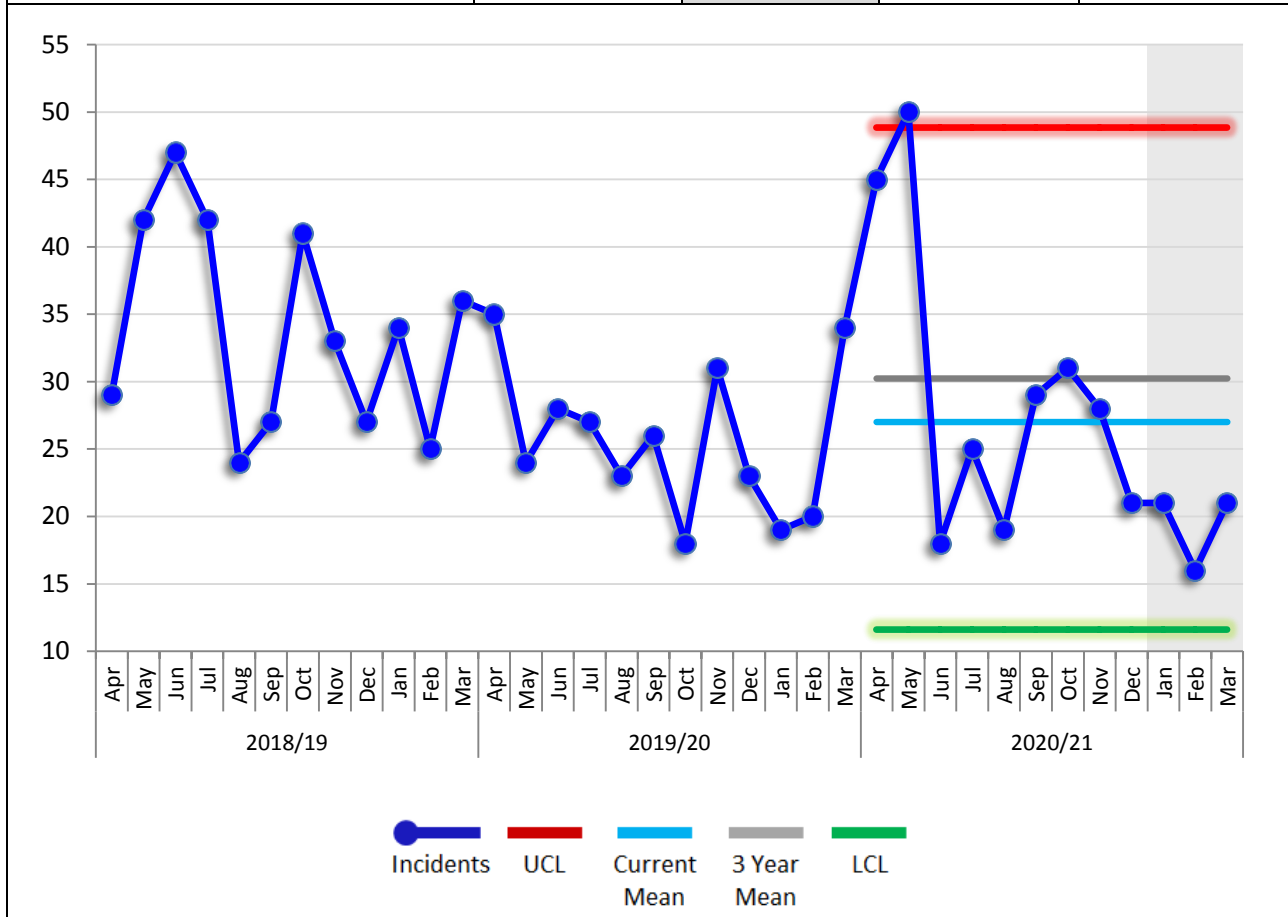
Current Mean	3 year Mean	Monthly Mean		
		2019/20	2018/19	2017/18
120	157	140	175	157

1.7 Home Fire Safety Checks	HFSC	Quarter outcome 74%

The percentage of completed HFSC's (KPI 1.7.1), excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.

An improvement is shown if:

1) the total number of HFSC's completed is greater than the comparable quarter of the previous year and,

2) the percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

The number of completed HFSC's decreased 30% over the same quarter of the previous year; this is due to the challenges presented by the Covid 19 pandemic. However, through a modified HFSC process we have still been able to deliver HFSC's, engaging with the most vulnerable which has resulted in a 13% increase of those with a high risk outcome.

	2020/21		⬆/⬇	2019/20	
	HFSC completed	% of High HFSC outcomes	**Progress**	*HFSC completed*	% of High HFSC outcomes
Quarter 1	2,260	71%	⬇/⬆	4,401	65%
Quarter 2	3,302	72%	⬇/⬆	4,770	61%
Quarter 3	3,505	69%	⬇/⬆	4,364	60%
Quarter 4	2,836	74%	⬇/⬆	4,028	61%

Cumulative year to date activity

14,923 Home Fire Safety Checks Offered

Analysis to Aid Future Targetting

11,903 HFSC's Completed

71% Had a High Risk Outcome

1,606 Being Advice Only

10,297 Completed in the Home
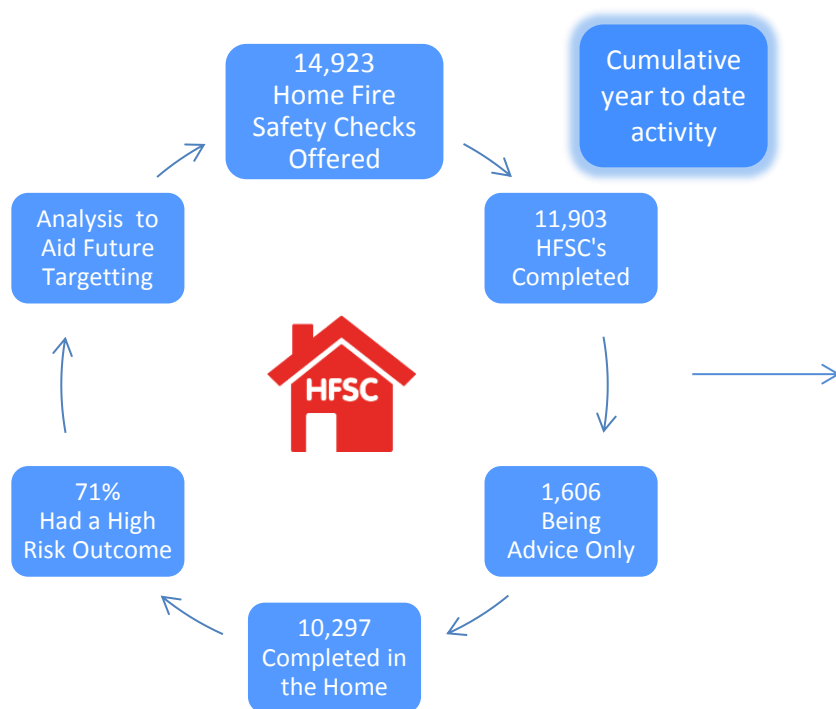
To help illustrate the importance of the Home Fire Safety Check service; we continue to monitor properties that have refused a HFSC, but subsequently, suffered an Accidental Dwelling Fire.

During this quarter **5** Properties recorded an ADF after refusing a HFSC during the previous rolling 12 month period.

1.8 Road Safety Education Evaluation

Quarter activity	n/a

The percentage of participants of the Wasted Lives and RoadSense education packages that show a positive change to less risky behaviour following the programme. This is based on comparing the overall responses to an evaluation question pre and post-delivery of the course.

Total participants are a combination of those engaged with at Wasted Lives and Road Sense events.

An improvement is shown if the percentage positive influence on participants behaviour is greater than the comparable quarter of the previous year.

The total number of participants and those with a percentage of positive influence [1] on participant's behaviour are not available due to the ongoing pandemic. Please refer to the below narrative.

	2020/21 (Cumulative)		⬆/⬇	2019/20 (Cumulative)	
	Total participants	**% positive influence on participants behaviour[1]**	**Progress**	***Total participants***	***% positive influence on participants behaviour[1]***
Quarter 1	Please refer to the narrative below.		-/-	4,354	85%
Quarter 2			-/-	8,158	85%[2]
Quarter 3			-/-	16,417	85%[2]
Quarter 4			-/-	21,516	85%[2]

[1] *From a sample.* [2] *Estimate*

During quarter 4, there have been 6 Wasted Lives sessions, involving 59 attendees; along with 79 Road Sense sessions to 163 schools, with 5,832 pupils in attendance. We also received 3,066 engagements on our Facebook post.

To ensure our road safety messages continue to be available, we continue to engage with people via our social media platforms, where we have created 5 short road safety videos on our 'Biker down' page, which have reached over 28,000 people.

We also recorded 574 engagements via Twitter, and a further 17,093 people on Facebook.

1.9 Fire Safety Enforcement		Quarter activity 16%

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.

		2020/21					⬆/⇩	2019/20
QTR	Number of Inspections	Requiring		Satisfactory Audit	*Business Safety Advice	Percentage requiring Formal Activity	Progress	*Percentage requiring Formal Activity*
		Formal Activity	Informal Activity					
1	18	5	7	4	2	28%	⬆	9%
2	48	7	29	9	3	15%	⬆	9%
3	83	12	59	4	8	14%	⬆	10%
4	117	19	73	21	4	16%	⬆	13%

*Includes business safety advice and advice to other enforcement authorities.
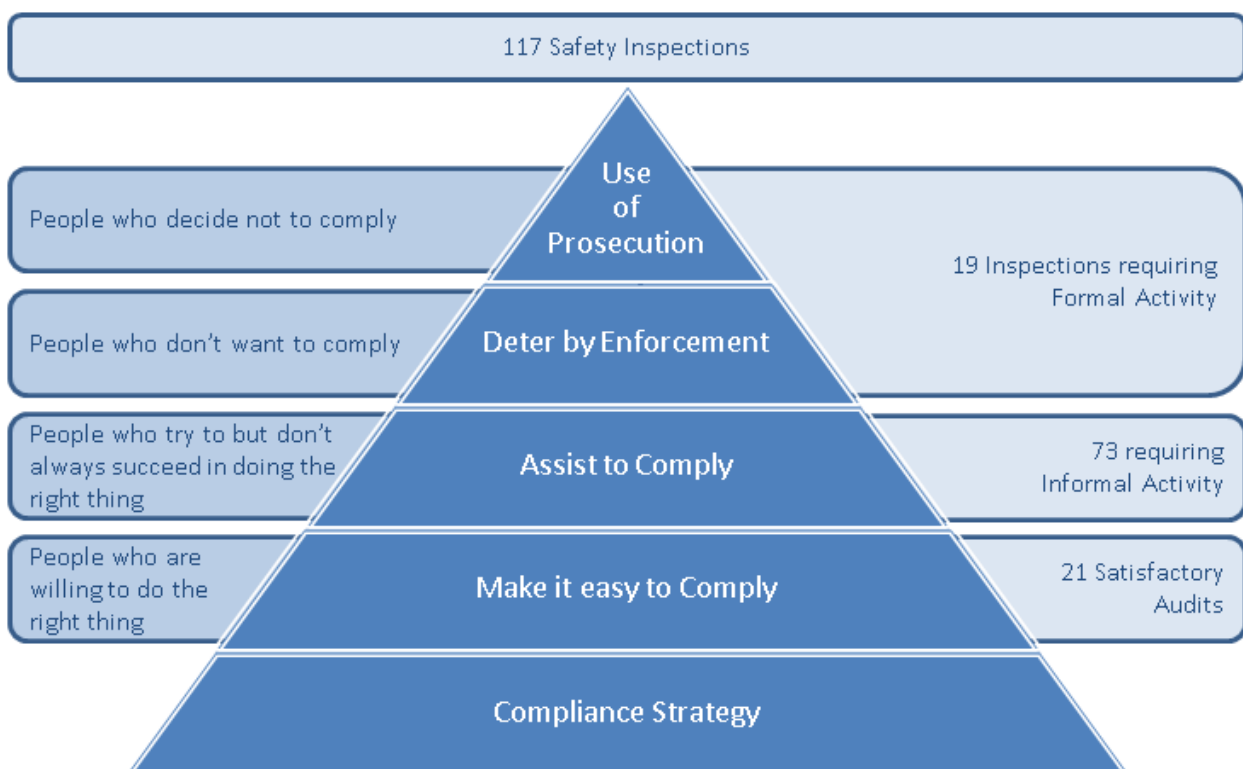
2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance		Quarter response 89.38%

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 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

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

- *Very high risk area = 6 minutes*
- *High risk area = 8 minutes*

- *Medium risk area = 10 minutes*
- *Low risk area = 12 minutes*

*We have achieved our **90% standard** when the time between the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident is less than the relevant response standard.*

The latest quarter 1st pump response increased 0.21% of total first fire engine attendances over the same quarter of the previous year.
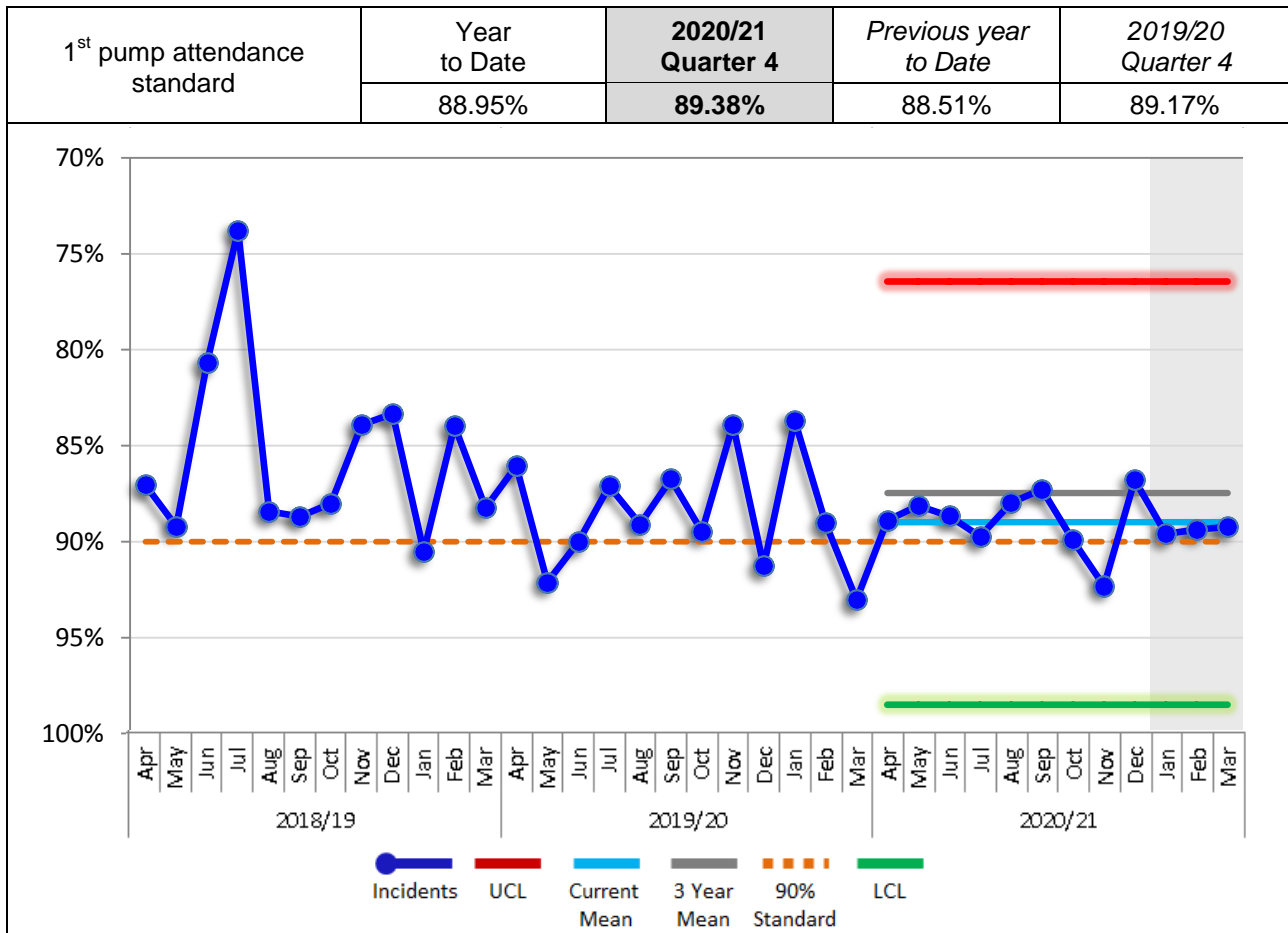
1st pump attendance standard	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	88.95%	**89.38%**	88.51%	89.17%

2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance		Quarter response 87.89%

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 1.1) 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 second fire engine attending a critical fire, and are as follows:

- *Very high risk area = 9 minutes*
- *High risk area = 11 minutes*
- *Medium risk area = 13 minutes*
- *Low risk area = 15 minutes*

*We have achieved our **85% standard** when the time between the 'Time of Call' and 'Time in Attendance' of second fire engine arriving at the incident is less than the relevant response standard.*

The latest quarter 2nd pump response increased 1.76% of total second pump attendances over the same quarter of the previous year.
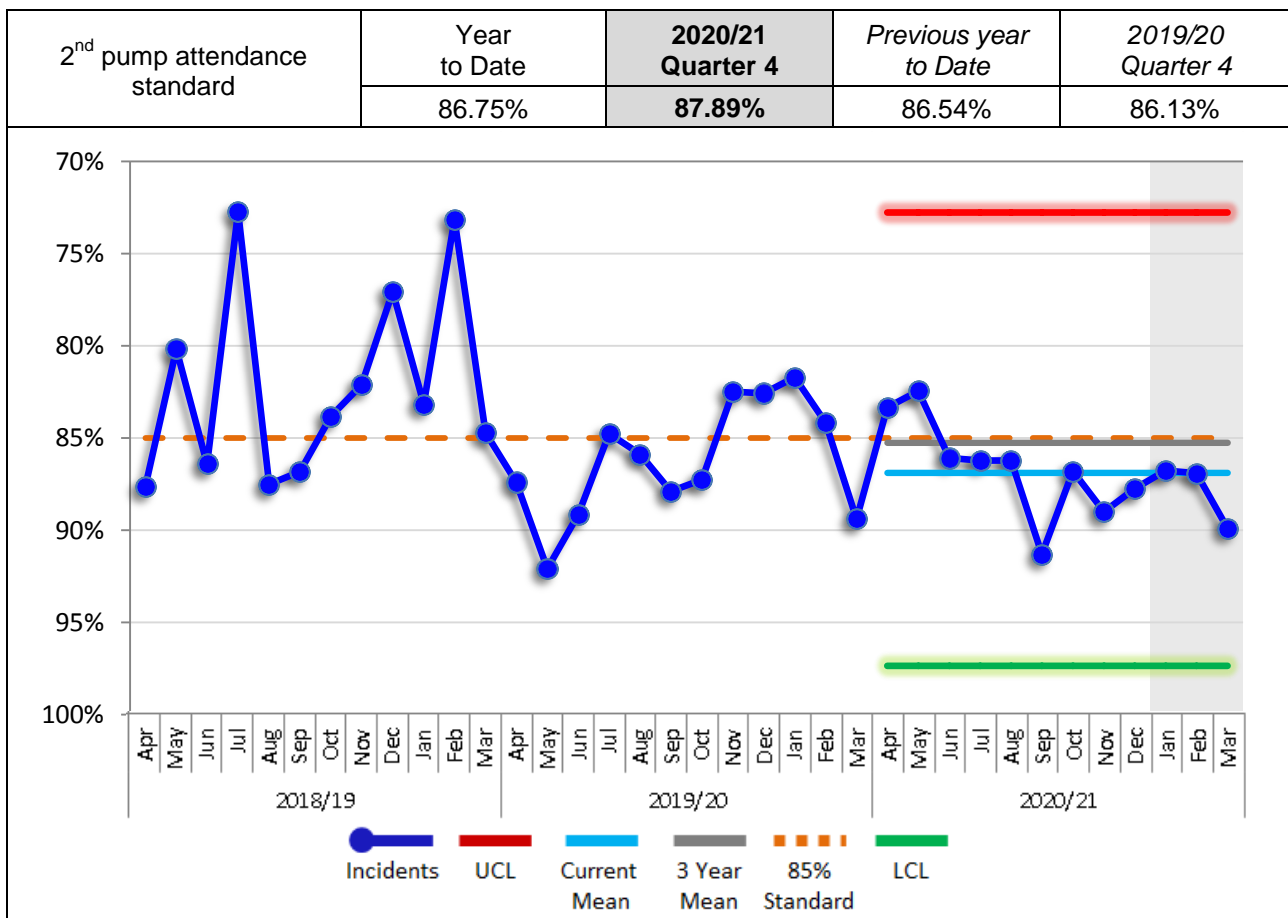
2nd pump attendance standard	Year to Date	2020/21 Quarter 4	Previous year to Date	2019/20 Quarter 4
	86.75%	87.89%	86.54%	86.13%

2.2.1 Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance		Quarter response 91.40%

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 is 13 minutes.

*We have achieved our **90% standard** when the time between the 'Time of Call' and 'Time in Attendance' of first fire engine arriving at the incident is less than the response standard.*

The latest quarter 1st pump response increased 3.58% of the total responses over the same quarter of the previous year.
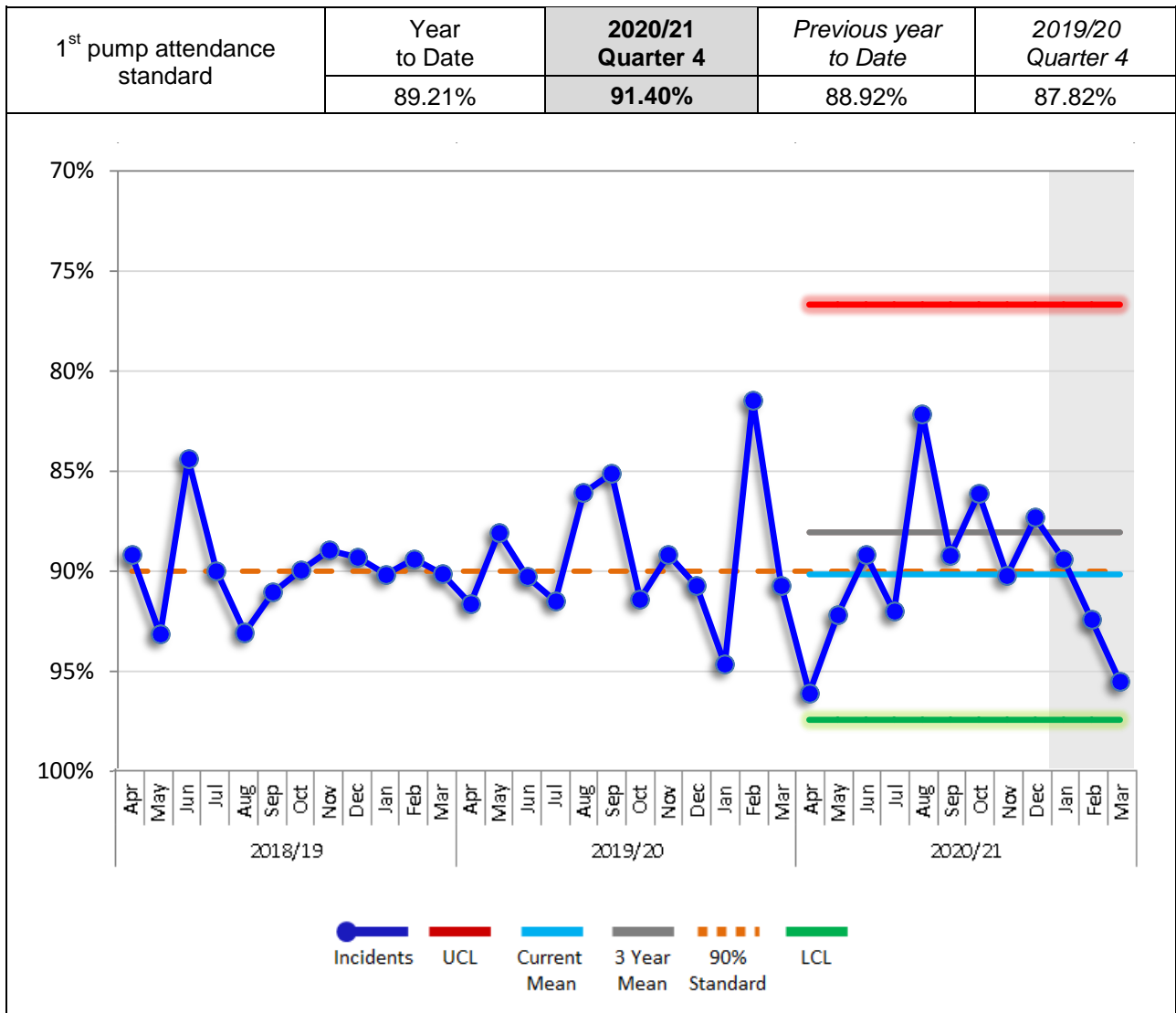
1st pump attendance standard	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	89.21%	**91.40%**	88.92%	87.82%

2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		Quarter availbility 99.40%

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

Fire engines are designated as unavailable for the following reasons:

- *Mechanical*
- *Crew deficient*
- *Engineer working on station*

- *Lack of equipment*
- *Miscellaneous*
- *Unavailable*

- *Appliance change over*
- *Debrief*
- *Welfare*

Standard: 99.5%

Year to date availability of 99.32% is a decrease of 0.20% over the same period of the previous year.
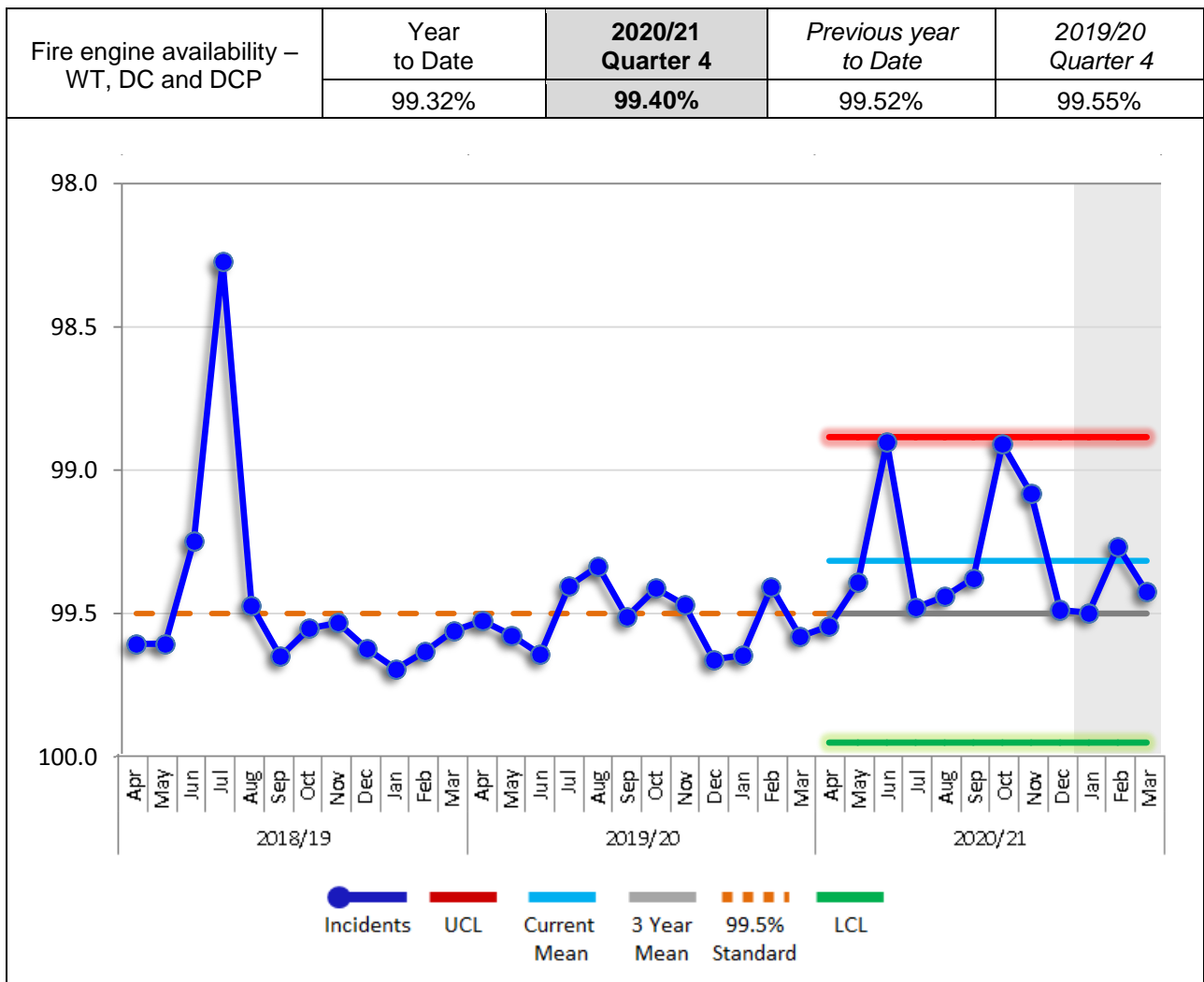
Fire engine availability – WT, DC and DCP	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	99.32%	**99.40%**	99.52%	99.55%

2.4 Fire Engine Availability – On-Call Duty System		Quarter availbility **90.09%**

This indicator measures the availability of fire engines that are crewed by the On Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.

Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually, rather than as a proportion of the total:

- *Manager deficient*   64%
- *Crew deficient*   65%

- *Not enough BA wearers*   57%
- *No driver*   39%

Standard: Above 95%

Year to date availability 90.37%, a 2.88% increase against the previous year to date total availability of 87.49%.

Fire engine availability – On Call	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	90.37%	**90.09%**	87.49%	90.20%

2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).	ON-CALL	Quarter availbility 88.35%

Performance indicator: 2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).

Subset of KPI 2.4 and provided for information only.

This indicator measures the availability of fire engines that are crewed by the On-Call duty system (OC) when wholetime detachments are not used to support availability. It is measured by calculating the percentage of time a fire engine is available to respond compared to the total time in the period.
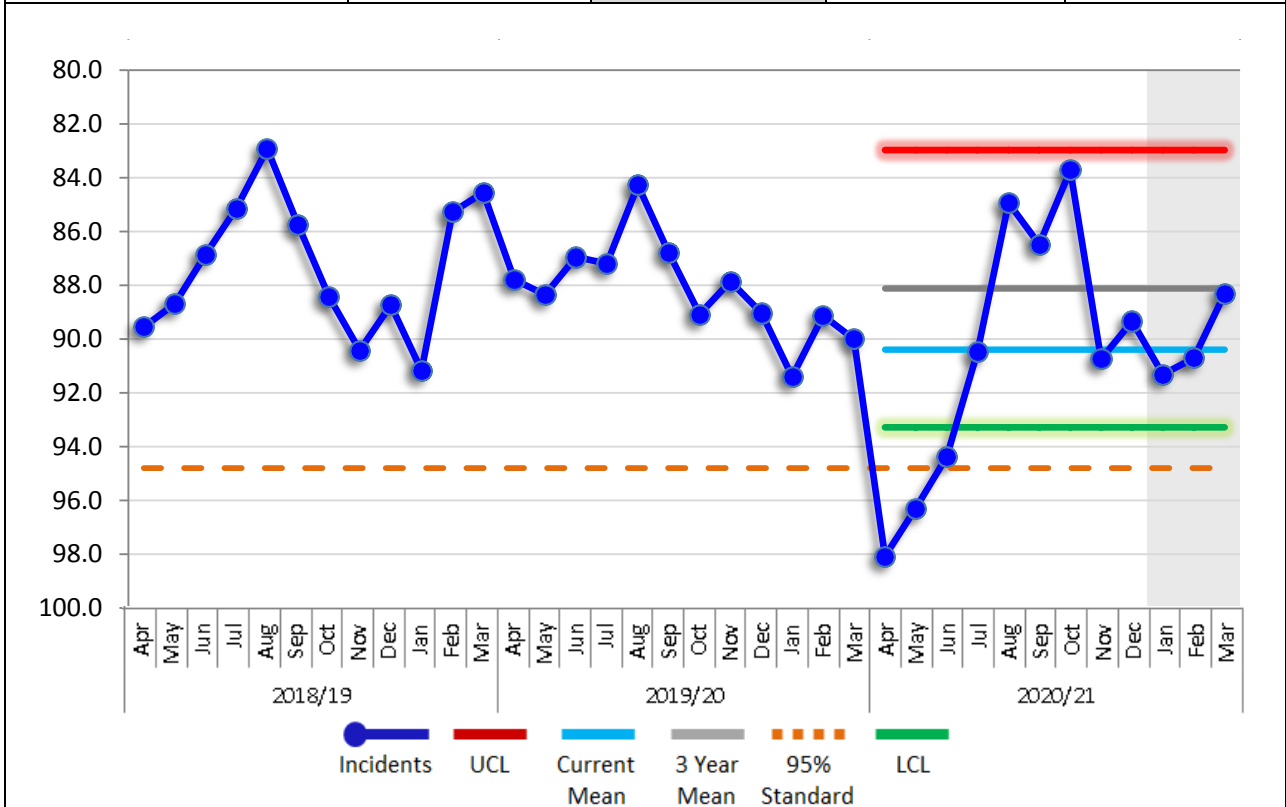
Fire engines are designated as unavailable (off-the-run) for the following reasons:

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

Standard: As a subset of KPI 2.4 there is no standard attributable to this KPI.

The percentage of time that On-Call crewed engines were available for the most recent quarter was 88.35%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents		Quarter activity 6

The number of staff accidents.

An improvement is shown if the average number of staff accidents per quarter is lower than the mean of the previous three years.

The number of staff accidents during the latest quarter decreased by 45.45% against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2020/21 Quarter 4**	*Previous year to Date*	*2019/20 Quarter 4*
	56	**6**	73	**11**
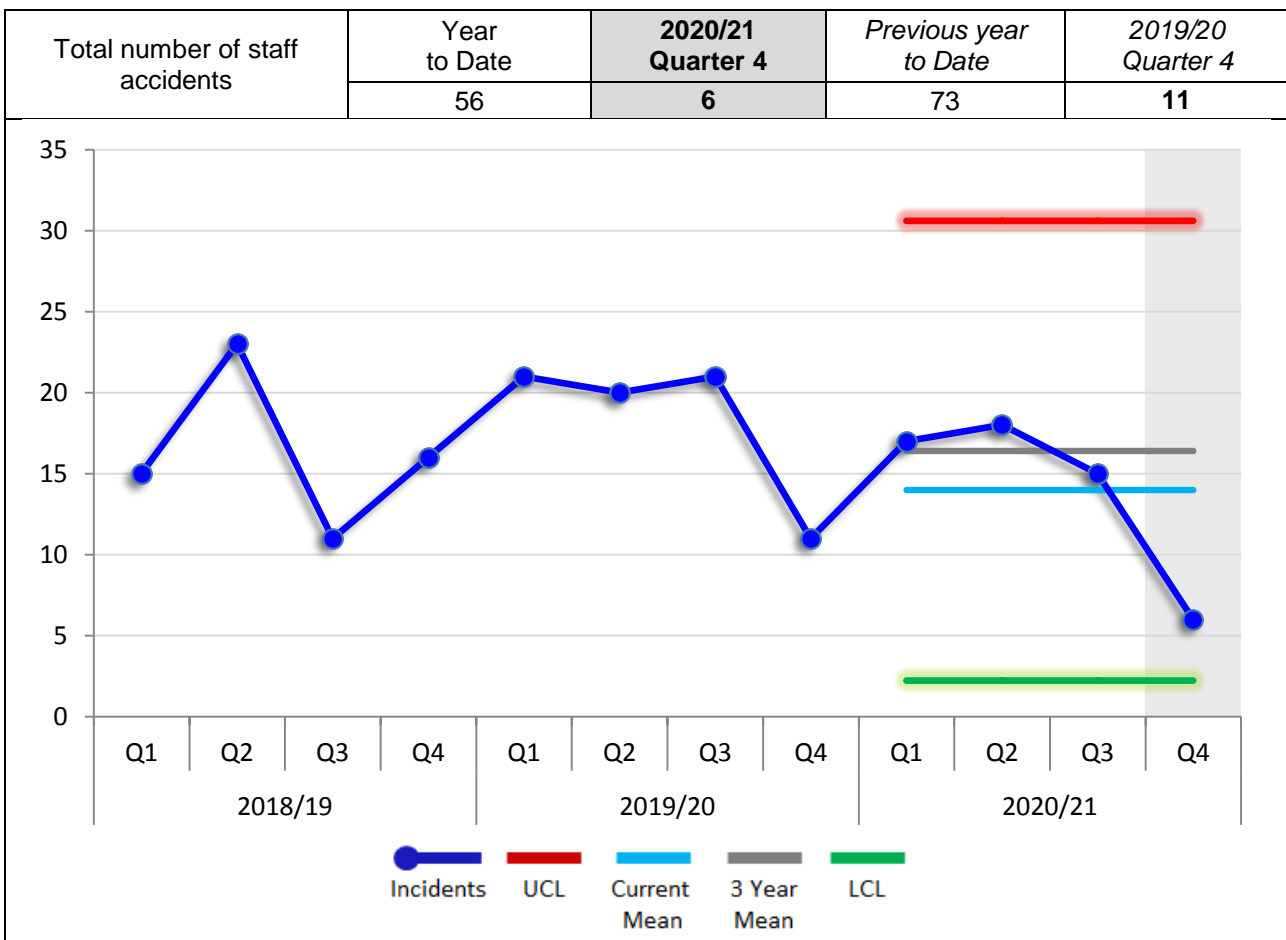
The grey line on the XmR chart denotes the mean quarterly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	**3 year Mean**	**Quarterly Mean**		
		2019/20	**2018/19**	**2017/18**
14	16	18	16	15

3.1 Progress against Savings Programme		Quarter variance -0.70%

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

Budget to end of March 2021 £57.3 million. The spend for the same period was £56.9 million.

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

The annual budget for 2020/21 was set at £57.3 million. The spend for the year is currently £56.9 million, giving an underspend of £0.4m, although the closure of the accounts process during May and June (including year-end accounting adjustments in respect of items such as provisions and reserves transfers and capital accounting) has yet to be finalised. Following completion of the year end process, this is expected to remain in a broadly similar position, which will be reported to Resources Committee in due course.

Variance:	-0.70%

3.2 Overall User Satisfaction		Percentage satisfied 99%

The percentage of people who were satisfied with the service received as a percentage of 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 standard.

122 people were surveyed; 120 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everthing in to account, are you satisfied, dissatistfied, or neither with the service you received from Lancashire Fire and Rescue Service?	2,674	2,645	98.92%	97.50%	1.40%

There have been 2,674 people surveyed since April 2012.

During the latest quarter - 122 people were surveyed and 120 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

4.2.1 Staff Absence - Excluding On-Call Duty System		Shifts lost 7.372

The cumulative number of shifts (days) lost due to sickness for all wholetime, DCP, DC and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost.
(Represented on the chart as annual shifts lost ÷ 12 months)

Staff Absence - Excluding On-Call
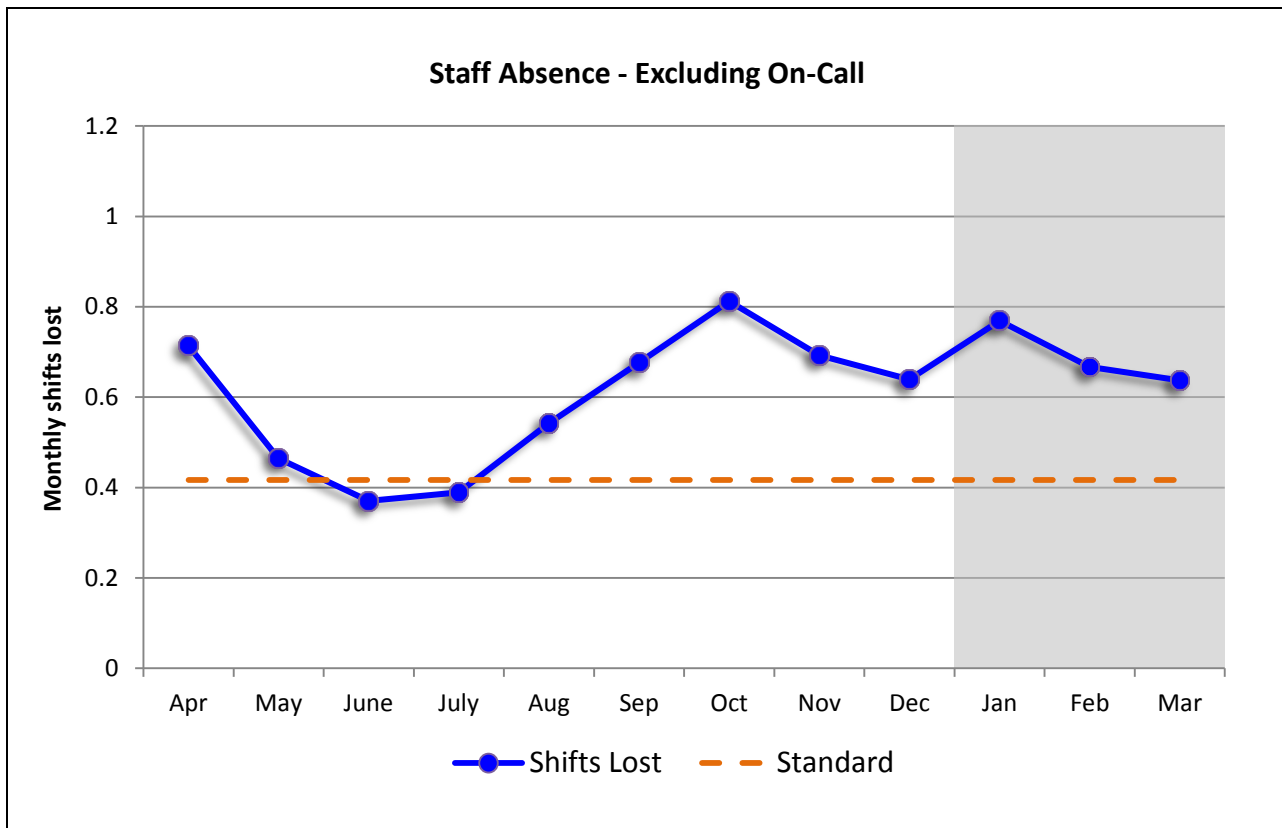
Cumulative total number of monthly shifts lost:	7.372

What are the reasons for an Exception Report

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

Analysis

During quarter four January 2021 – March 2021, absence statistics show above target for all three months for both Whole-time personnel and Non-uniformed personnel.

There were 7 cases of long-term absence which span over the total of the 3 months, the reasons being:

Green Book	
Reason	Case/s
Mental health	1

Grey Book	
Reason	Case/s
Mental Health	2
Muscular skeletal	1
Cancer	1
Neurological	1
Coronavirus/Self isolation	1

There were 22 other cases of long-term absence which were also recorded within the 3 months:

Green Book	
Reason	Case/s
Mental Health	2
Coronavirus/Self isolation	1

Grey Book	
Reason	Case/s
Mental health	7
Muscular skeletal	7
Coronavirus	2
Coronavirus/Self isolation	1
Cardiac	1
Hospital/post-operative	1

During the quarter there were 10 of the 29 employees who returned to duty.

At the end of March 2021, the cumulative totals show that non-uniformed staff absence was above target at 8.58 shifts lost per employee, for whole-time uniformed staff absence was also above target at 6.99 shifts lost per employee. Overall absence for all staff (except On Call staff) was 7.37 shifts lost which is above the Service target of 5.00 shifts lost for the year.

This cumulative figures in this period includes employees absent due to coronavirus and those required to self-isolate as a result of coronavirus since 1st September 2020.

Actions being taken to improve performance

The Service aims to continue with:

- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.

- Human Resources (HR) supporting managers in following the Absence Management Policy, ensuring the appropriate management of individual long-term cases, signposting to support, addressing review periods/triggers in a timely manner.

- Signposting to the Employee Assistance Programme, Health Assured who offer support to deal with practical and emotional challenges people may face and confidential support services.

- Delivering leadership development events to those in a leadership role focusing on strengthening resilience, employee engagement, health, and wellbeing.

- Signposting and encouraging employees to make use of other forms of support including the Firefighters Charity and other forms of support for those who have challenges with their mental health.

- Undertaking Stress Risk Assessments ensuring the causation of stress are identified and the measures and controls to mitigate stress are implemented.

- Provision of fitness advice via the Service Fitness Advisor and Personal Training Instructors (PTI's).

- Provision of dietary advice through Occupational Health.

- Provision of physiotherapy and muscular health advice and guidance.

- Promotion of health, fitness and wellbeing information via the Routine Bulletin and the Engine House.

- Building resilience programme on the Health and Wellbeing pages on the Engine House.

- Health and Wellbeing talks.

- Health and Wellbeing campaign.

- TRiM (Trauma Risk Management) assessments.

- Ageing Workforce Task and Finish Group.

4.2.2 Staff Absence – On-Call Duty System		Absence 1.01%

The percentage of contracted hours lost due to sickness for all On-Call contracted staff. An individual's sickness hours are only counted as absent where they overlap with their contracted hours.

Cumulative On-Call absence, as a percentage of available hours of cover at end of the quarter, 1.01%

Annual Standard: No more than 2.5% lost as % of available hours of cover.
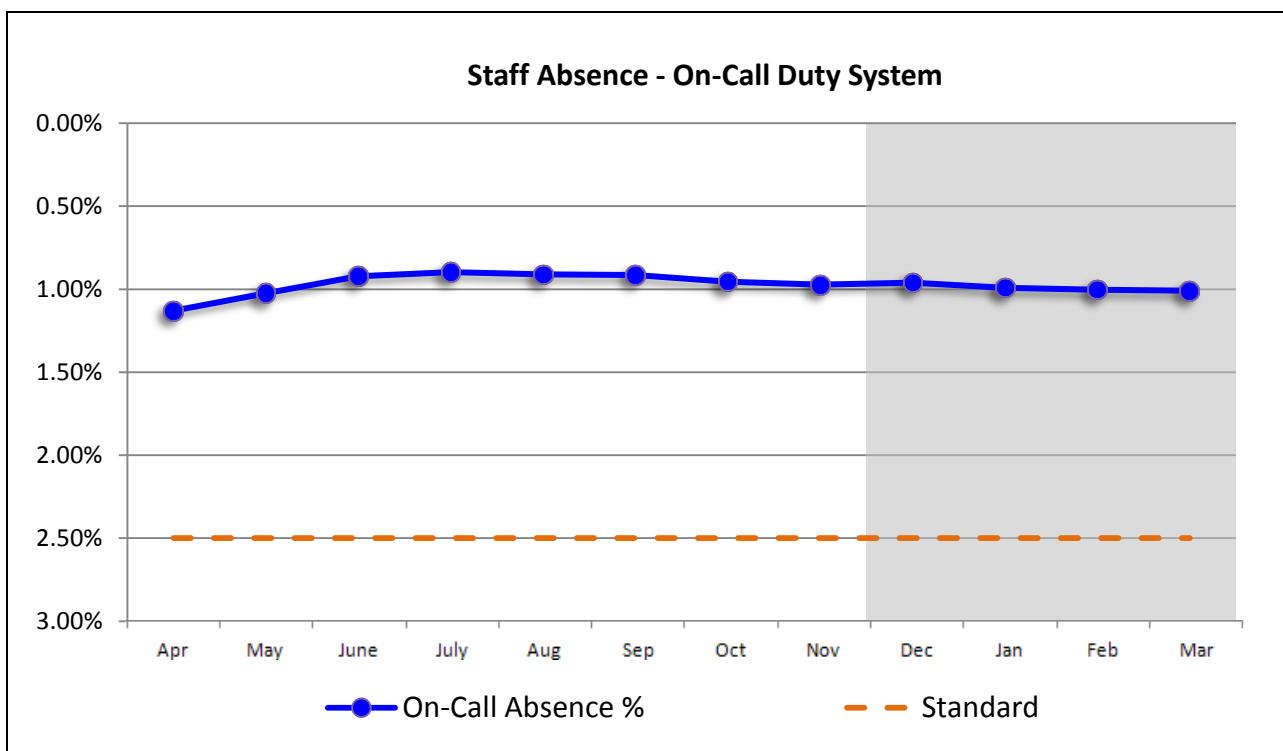
Cumulative On-Call absence (as % of available hours of cover):	1.01%