Appendix 1

Lancashire Fire and Rescue Service

Measuring Progress

Performance Report

April 2021 - June 2021

making Lancashire **safer**

2021-22 **Quarter 1**

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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.

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(a)	Accidental Building Fires (Commercial Premises)
	1.5(b)	Accidental Building Fires (Non-Commercial Premises)
	1.5.1(a)	ABF (Commercial Premises) – Extent of Damage (Fire Severity)
	1.5.1(b)	ABF (Non-Commercial Premises: Private Garages and Private Sheds) – Extent of Damage (Fire Severity)
	1.6.1	Deliberate Fires – Antisocial Behaviour (ASB)
	1.6.2	Deliberate Fires – Dwellings
	1.6.3	Deliberate Fires – Commercial Premises
	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.

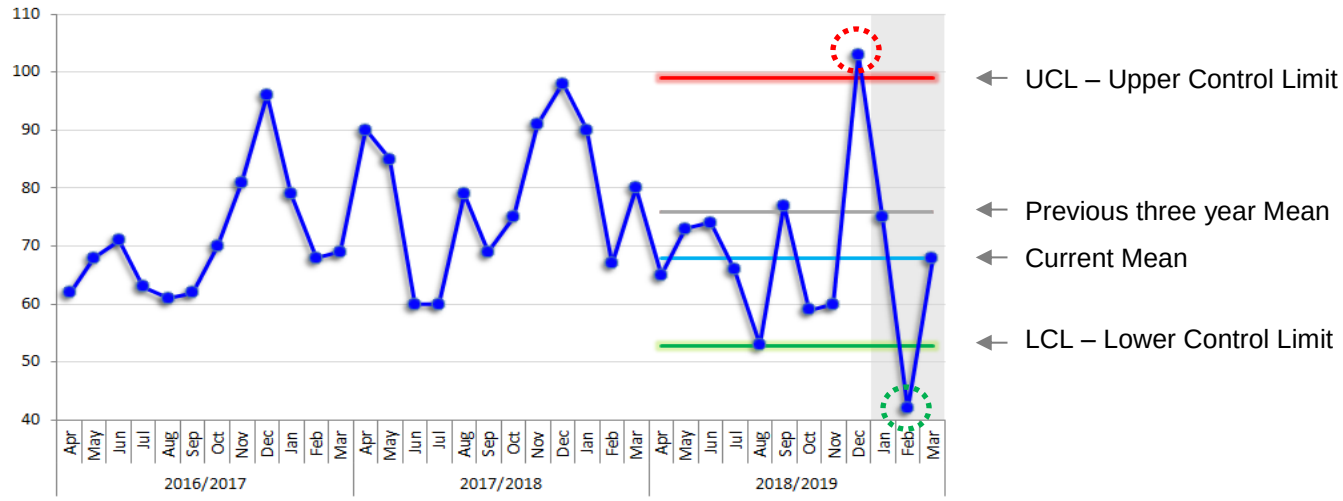
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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:

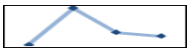
1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.

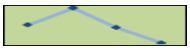
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (◌) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (◌) for meeting rule 2.



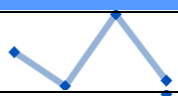
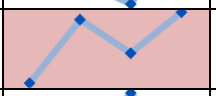
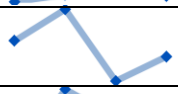
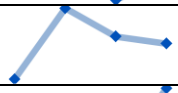
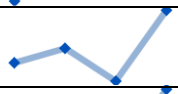
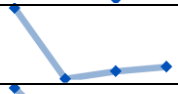
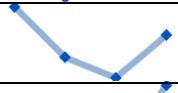
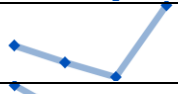
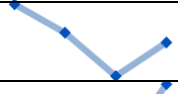
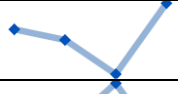
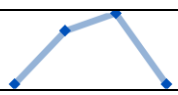
Key Performance Index and Indicator trends

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)		14
1.3.2		ADF - Number of Incidents Where Occupants have Received a HFSC		15
1.4		Accidental Dwelling Fire Casualties		16
1.5(a)		Accidental Building Fires (Commercial Premises)		17
1.5(b)		Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)		18
1.5.1(a)		Accidental Building Fires (Commercial Premises) - Extent of Damage (Fire Severity)		19
1.5.1(b)		Accidental Building Fires (Non-Commercial: Private Garages & Private Sheds) - Extent of Damage (Fire Severity)		20
1.6.1		Deliberate Fires - Anti-Social Behaviour		21
1.6.2		Deliberate Fires - Dwellings		21
1.6.3		Deliberate Fires - Commercial Premises		21
1.7		High Risk Home Fire Safety Checks		22
1.8		Road Safety Education Evaluation		23
1.9		Fire Safety Enforcement		24

Key Performance Index and Indicator trends

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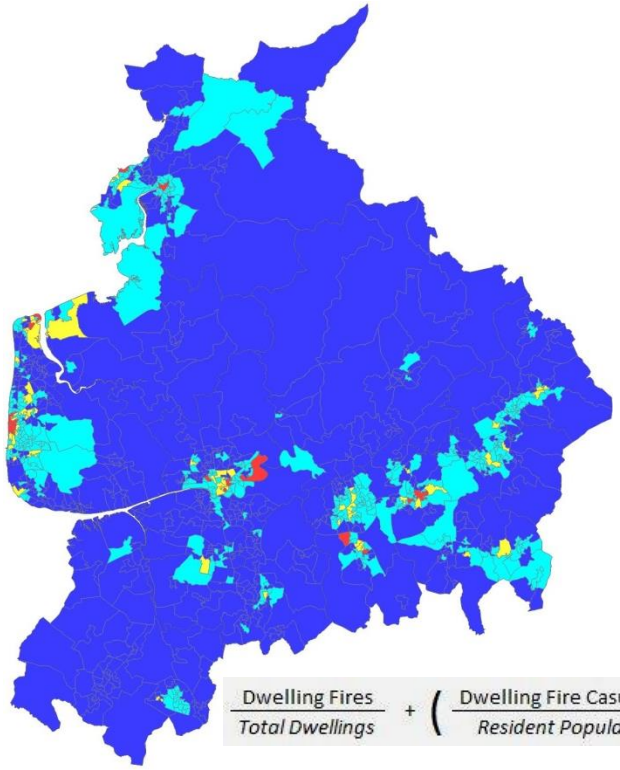
1.1 Risk Map

Risk Score
31,862

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.

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 31,862, previous year score 32,448.

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

Score Category	Risk Grade	Score (16-19)	SOA Count (16-19)	Score (17-20)	SOA Count (17-20)	Score (18-21)	SOA Count (18-21)
Less than 36	L	12,528	542	12,058	520	12,038	521
Between 36 & 55	M	13,230	310	13,798	324	14,190	338
Between 56 & 75	H	4,306	68	4,718	74	3,896	61
Greater than 75	VH	1,752	21	1,871	23	1,738	21
Total		31,816	941	32,448	941	31,862	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2020 count	23	74	324	520	32,448
2021 count	21	61	338	521	31,862
Change	-9% Overall decrease in Very High risk SOA's	-18% Overall decrease in High risk SOA's	4% Overall increase in Medium risk SOA's	0% Overall increase in Low risk SOA's	-2% Overall decrease in fire risk

1.2 Overall Activity

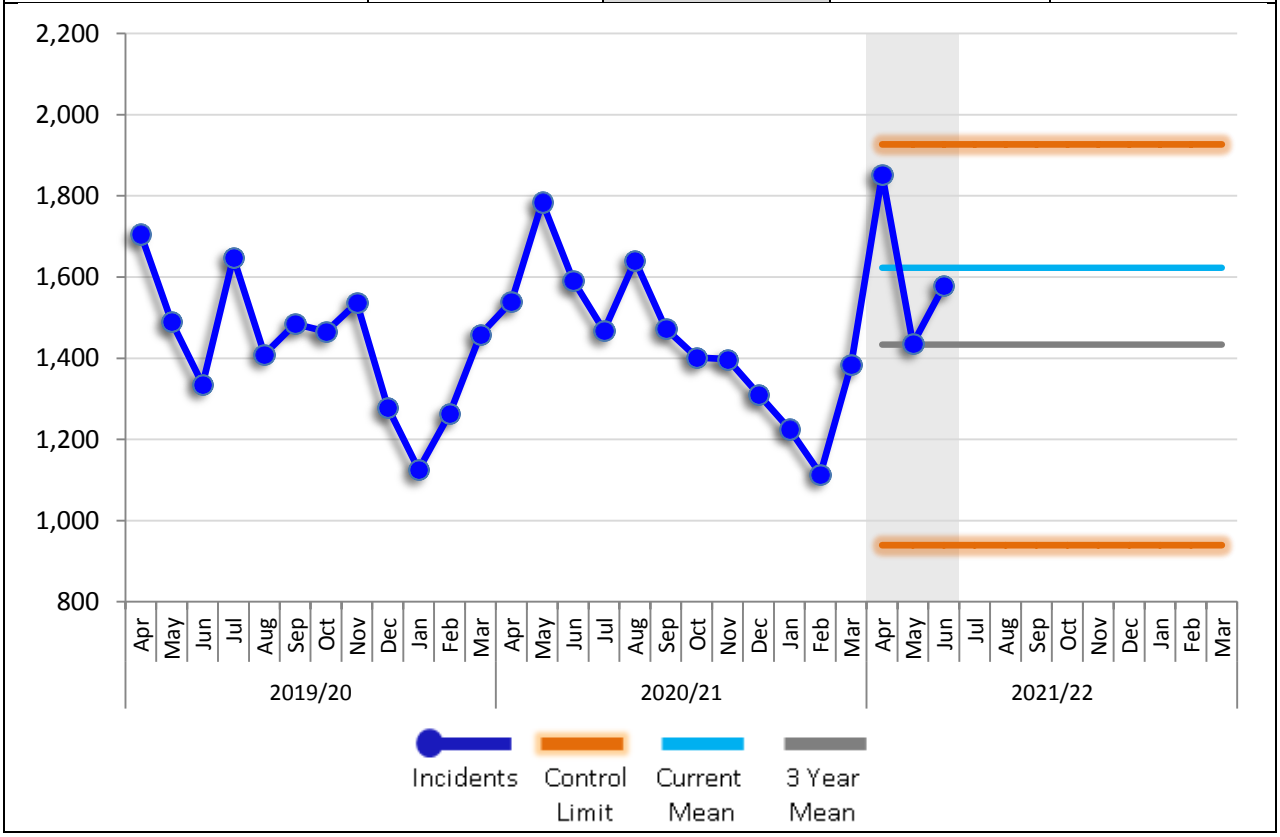
Quarter activity
4,867

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 1.00% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	4,867	**4,867**	4,916	4,916



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**		
		2020/21	**2019/20**	**2018/19**
1,622	1,433	1,445	1,434	1,422

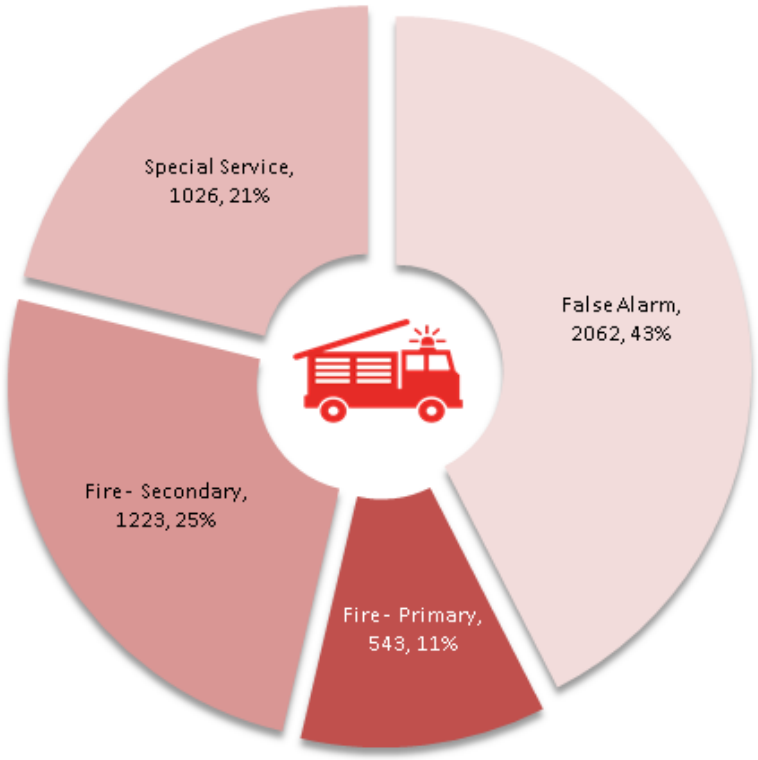
1.2 Overall Activity Breakdown

Quarter activity
4,867

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	60%
Good Intent false alarm	37%
Malicious False Alarm	3%
FIRE - PRIMARY:	
Accidental Dwelling Fires (1.3)	43%
Accidental Building Fires (1.5a)	15%
Accidental Building Fires (1.5b)	4%
Dwellings (1.6.2)	5%
Non Dwellings (1.6.3)	8%
Other Primary	25%
FIRE - SECONDARY:	
Anti-Social Behaviour (1.6.1)	45%
Accidental Fires	55%
SPECIAL SERVICE:	
Critical Incidents (KPI 2.2.1)	63%
*Gaining Entry	30%
*RTC	25%
*Flooding	7%
*Other Critical incident	38%



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 almost half of the Service's activity, with 60% being Fire alarm due to Apparatus incidents. Along with 37% recorded as Good Intent false alarm and the remaining 3% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 43% and are shown later in the report within KPI 1.3. Accidental Building Fires are split between commercial and non-commercial premises and are covered within KPI 1.5(a) and KPI 1.5(b). Deliberate fires within dwellings are covered in KPI 1.6.2 and other buildings in KPI 1.6.3.
	SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These mainly involve loose refuse; however, accidental fires increased during the Covid period, as such, 55% are recorded as having an accidental/unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, with 63% being defined as a critical incident and are captured within KPI 2.2.1. Of which, 30% resulted in the use of tools to gain entry to a property on behalf of the Ambulance Service, 25% are Road Traffic Collisions (RTC) and 7% are flooding related.

1.3 Accidental Dwelling Fires

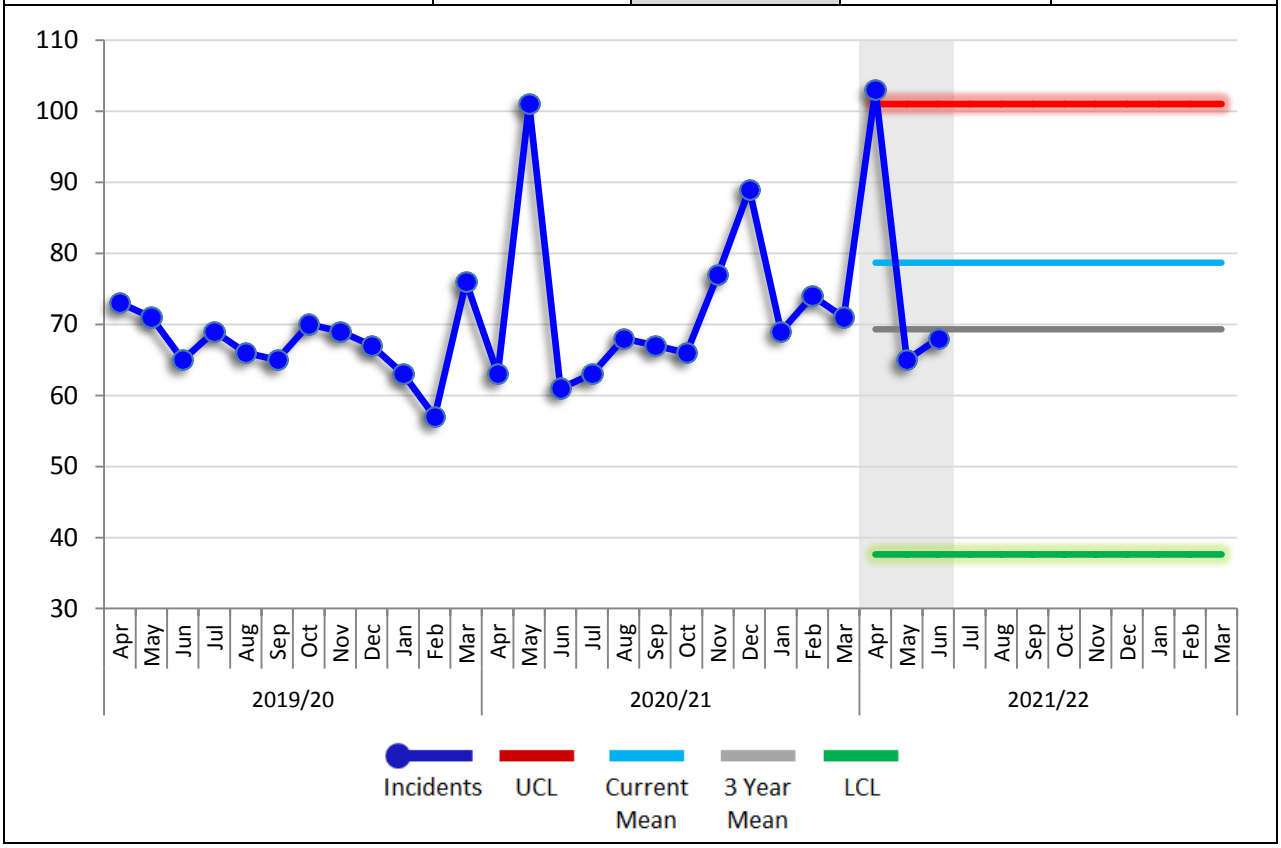
Quarter activity
236

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

A primary fire is one involving property (excluding derelict property) or any fires involving casualties, rescues, or any fire attended by five or more 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 4.89% over the same quarter of the previous year.

1.3 Accidental Dwelling Fires	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	236	**236**	225	225



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**		
		2020/21	**2019/20**	**2018/19**
79	69	72	68	68

What are the reasons for an Exception Report

This is a negative exception report due to the number of Accidental Dwelling Fires (ADF's) recorded during April 2021 being above the upper control limit.

Analysis

There were 103 ADF's during April 2021, against an upper control limit of 101. Although this is only 2 incidents above the standard, April's activity was 46% greater than the previous five year monthly average.

The start of April coincided with the half term school holidays and the lifting of England's Covid response 'stay at home' rule. Both are factors which interrupt the daily routine and could lead to distraction.

Ignition sources related to cooking appliances continue to account for the largest proportion of ADF incidents. During the month of April 48% of ADF incidents recorded a cooking appliance incident. This decreased during May and June to 38% and 40% respectively.

ADF activity during the following months of May and June have since decreased; with May recording 18% fewer incidents than the 5 year average and June's activity being just 3% greater.

Actions being taken to improve performance

Service and station social media accounts are being actively utilised to warn and inform / advise residents.

Community Safety teams continue to ensure they deliver post incident advice to all occupiers following an accidental dwelling fire, along with targeted engagement in identified sheltered accommodation and super output areas based upon ADF activity within similar property types and areas.

Operational crews have resumed face to face HFSC's, following a significant period of COVID restrictions. Crews will provide occupiers with advice primarily focusing on cooking safety and preventing secondary fires spreading to property.

And we are continuing to undertake thorough quality assurance of the Post Incident Action Log (PIAL) to ensure internal referrals are completed, along with continued auditing of the Service's Information Recording System (IRS) to ensure incidents are correctly reported.

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity: 96.2%

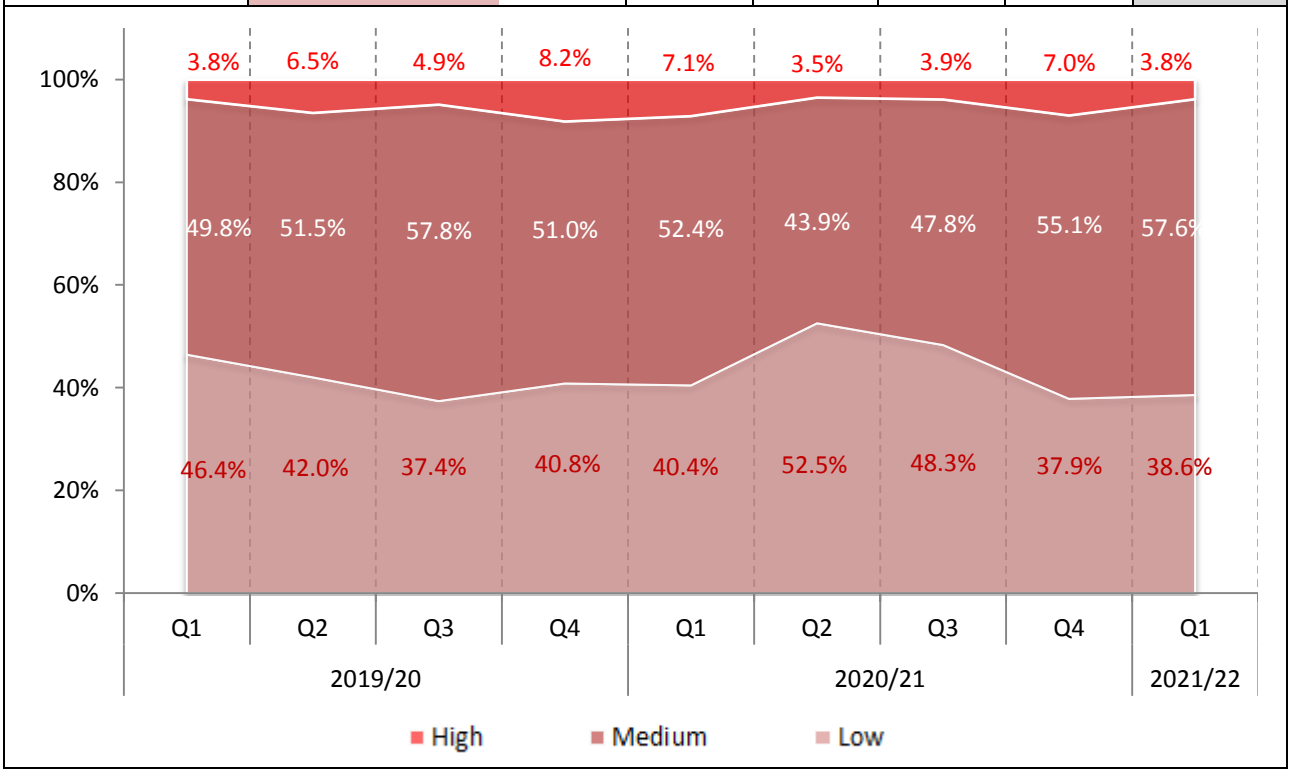
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

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 96.2%. This is an increase of 3.3% against the 92.9% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 1 (2021/22)**
			Quarter 1 (20/21)	*Quarter 2 (20/21)*	*Quarter 3 (20/21)*	*Quarter 4 (20/21)*	
1.3.1 ADF – Severity of Fire	High	⇩	*7.1%*	*3.5%*	*3.9%*	*7.0%*	**3.8%**
	Medium	⇧	*52.4%*	*43.9%*	*47.8%*	*55.1%*	**57.6%**
	Low	⇩	*40.4%*	*52.5%*	*48.3%*	*37.9%*	**38.6%**



1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 9%

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 12 months 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 3% against the total number of ADF's over the same quarter of the previous year.

	2021/22		⇧/⇩	*2020/21*	
	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*	21	9%	⇩	26	12%
Quarter 2			-	21	11%
Quarter 3			-	32	14%
Quarter 4			-	14	7%

*Quarter 1. The impact of COVID19 working guidelines during the previous 15 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

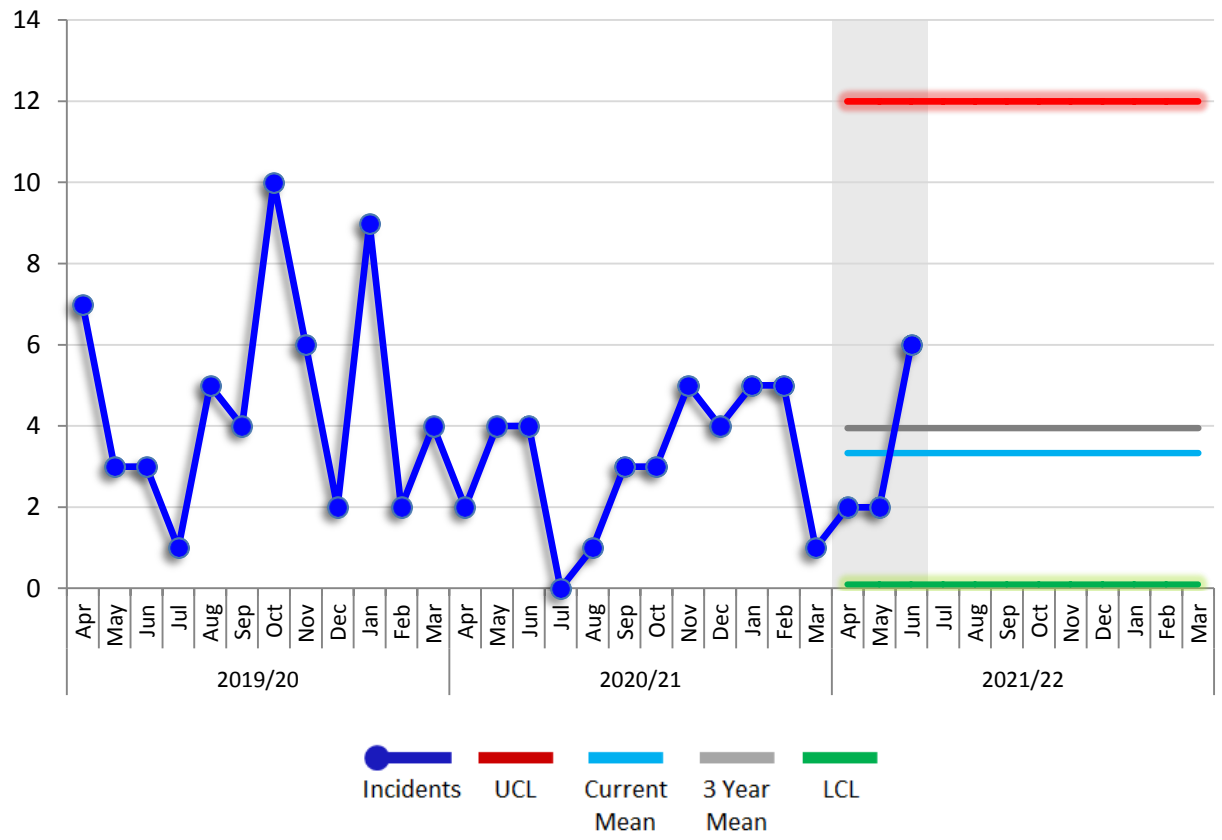
Quarter activity
10

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 6 slight. The same quarter of the previous year recorded no fatalities, 1 serious and 9 slight.

Casualty Status	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
Fatal	1	**1**	0	0
Victim went to hospital, injuries appear Serious	3	**3**	1	1
Victim went to hospital, injuries appear Slight	6	**6**	9	9
Total	10	**10**	10	10



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**		
		2020/21	**2019/20**	**2018/19**
3	4	3	5	4

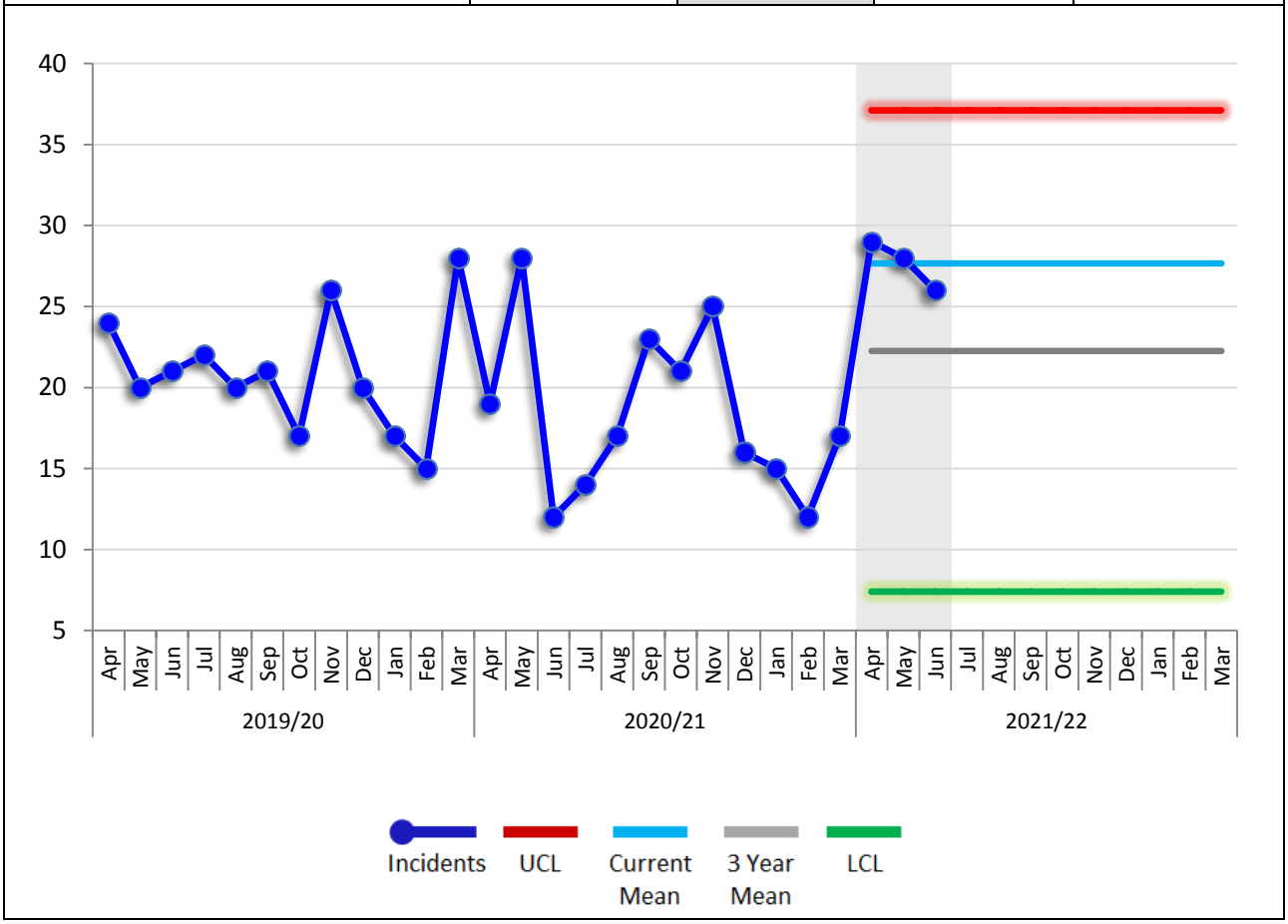
1.5(a) Accidental Building Fires (Commercial Premises)

Quarter activity
83

Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: Primary fires where the cause of fire has been recorded as 'Accidental' or 'Not known' and includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction of private garages and private sheds, which are often a single room, these are recorded separately in KPI 1.5(b).

Quarterly activity increased 40.68% over the same quarter of the previous year.

1.5(a) Accidental Building Fires (Commercial premises)	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	83	**83**	59	59



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**		
		2020/21	**2019/20**	**2018/19**
28	22	18	21	28

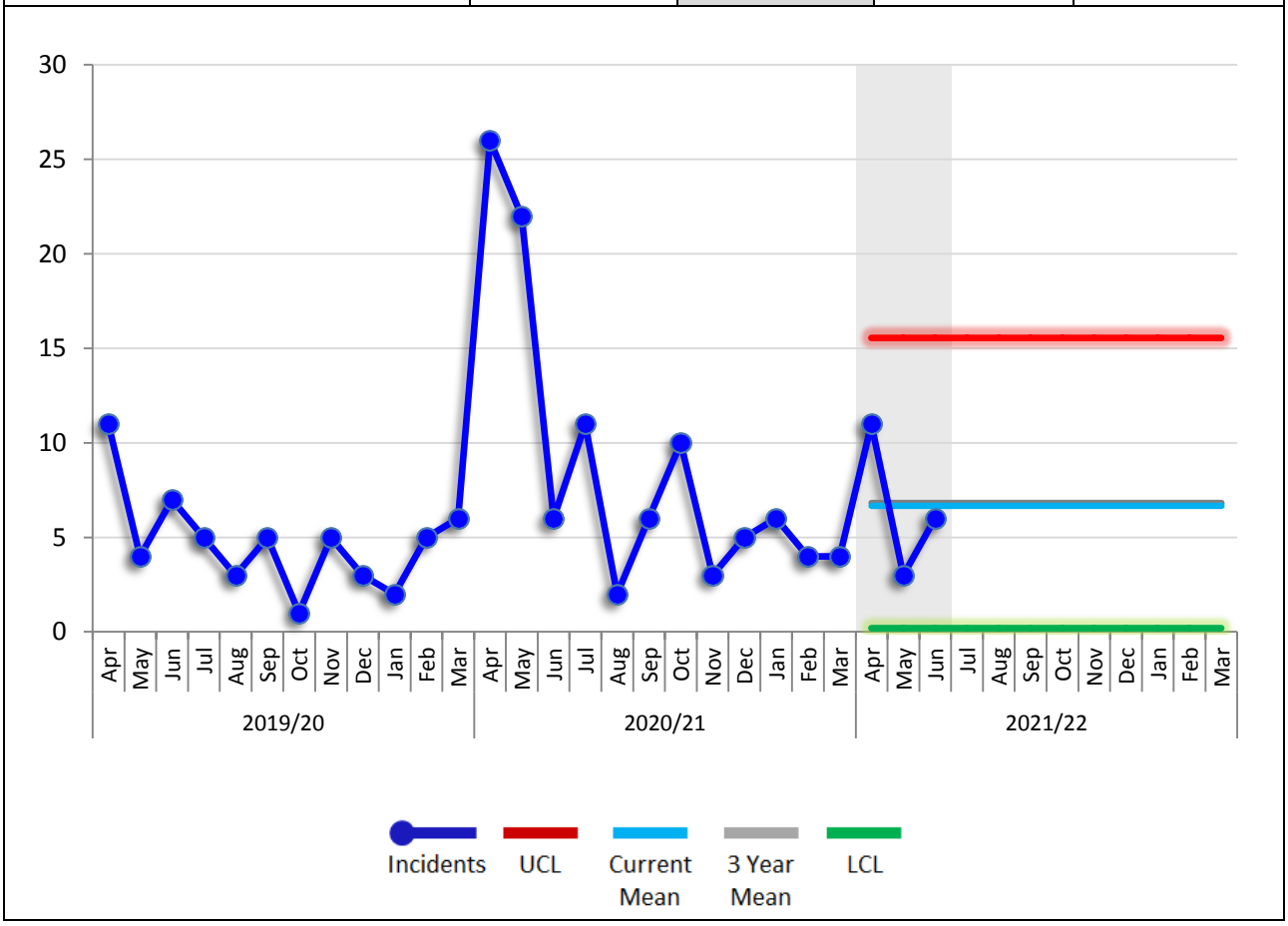
1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)

Quarter activity
20

Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: Primary fires where the cause of fire has been recorded as 'Accidental' or 'Not known' and includes non-commercial building types: private garage, private shed, private greenhouse and private summerhouse.

Quarterly activity decreased 62.96% over the same quarter of the previous year.

1.5(b) Accidental Building Fires (Non-commercial premises)	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	20	**20**	54	54



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**		
		2020/21	**2019/20**	**2018/19**
7	7	9	5	6

1.5.1(a) ABF (Commercial Premises) - Extent of Damage (Fire Severity)

Quarter activity: 75.0%

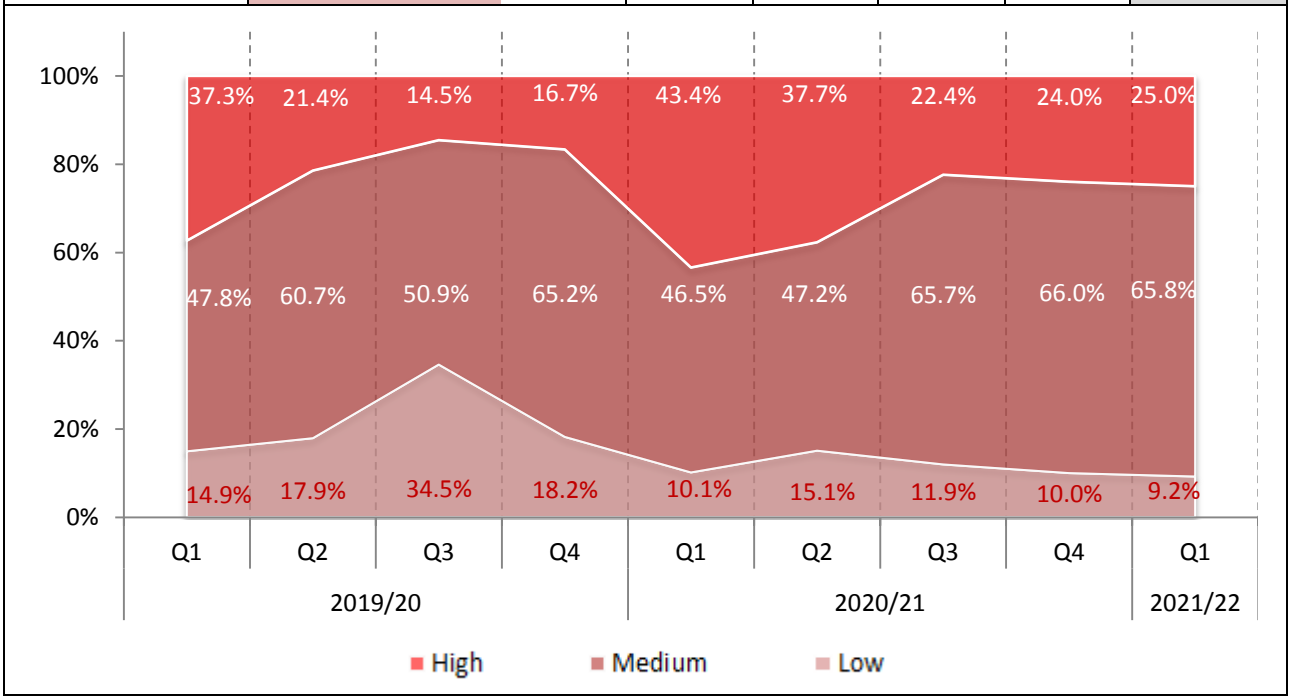
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. This KPI includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction of private garages and private sheds, which are often a single room, these are recorded separately in KPI 1.5.1(b).

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 75.0%. This is an increase of 18.4% against the combined severity of 56.6% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 1 (2021/22)**
			Quarter 1 (20/21)	*Quarter 2 (20/21)*	*Quarter 3 (20/21)*	*Quarter 4 (20/21)*	
1.5.1(a) ABF – Severity of Fire	High	⇩	*43.4%*	*37.7%*	*22.4%*	*24.0%*	**25.0%**
	Medium	⇧	*46.5%*	*47.2%*	*65.7%*	*66.0%*	**65.8%**
	Low	⇩	*10.1%*	*15.1%*	*11.9%*	*10.0%*	**9.2%**



1.5.1(b) ABF (Non-Commercial Premises: Private Garages and Private Sheds)- Extent of Damage (Fire Severity)

Quarter activity: 63.0%

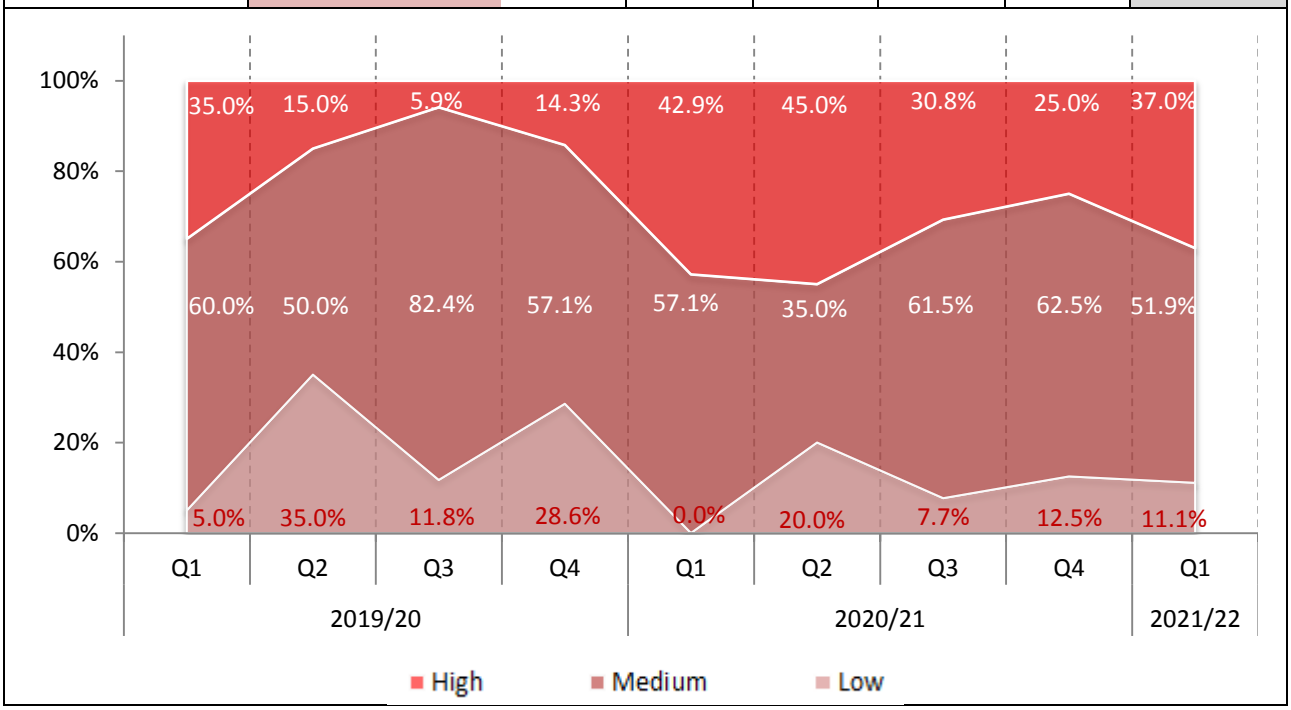
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are the property types: private garage, private shed, private greenhouse and private summerhouse; due to their single room construction, any damage 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 63.0%. This is an increase of 5.9% against the combined severity of 57.1% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 1 (2021/22)
			Quarter 1 (20/21)	*Quarter 2 (20/21)*	*Quarter 3 (20/21)*	*Quarter 4 (20/21)*	
1.5.1(b) ABF – Severity of Fire	High	⇩	*42.9%*	*45.0%*	*30.8%*	*25.0%*	**37.0%**
	Medium	⇩	*57.1%*	*35.0%*	*61.5%*	*62.5%*	**51.9%**
	Low	⇧	*0.0%*	*20.0%*	*7.7%*	*12.5%*	**11.1%**

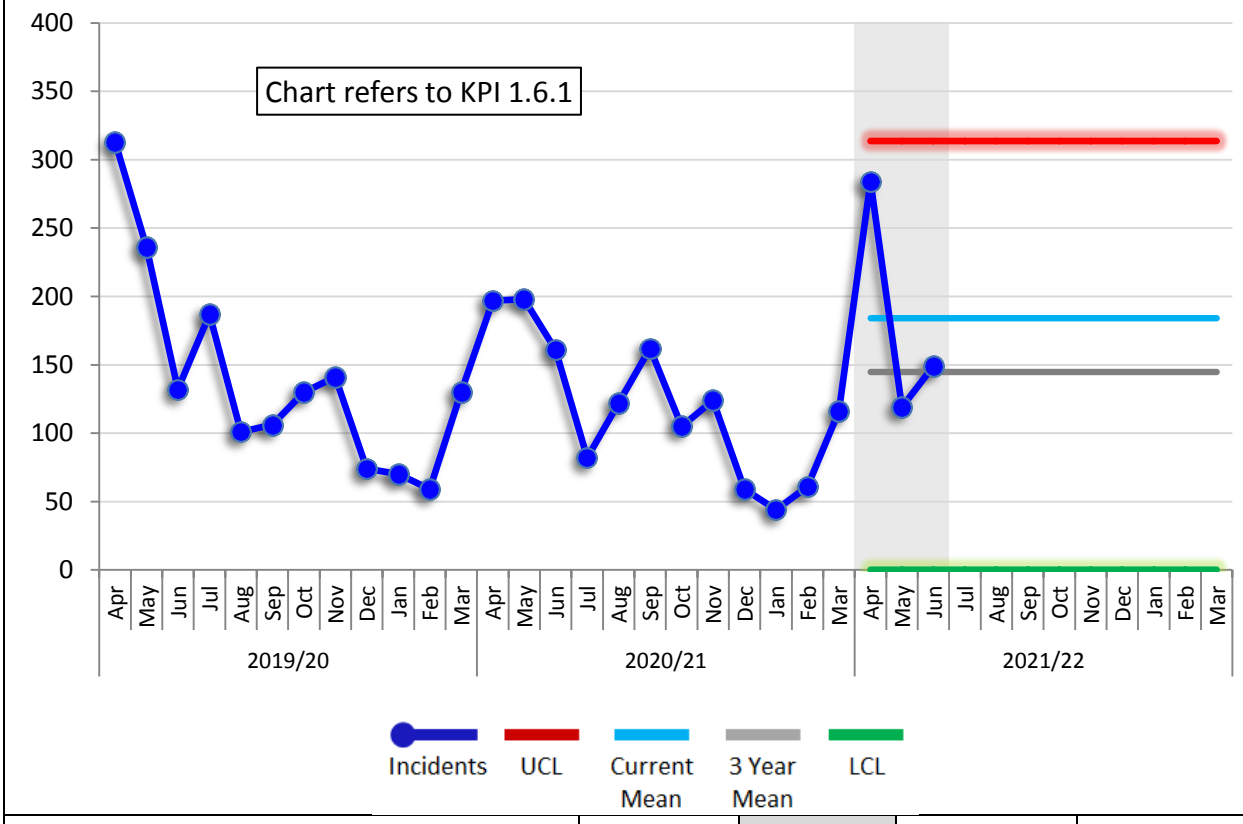


1.6 Deliberate Fires

Quarter activity *(1.6.1 only): 552

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	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	552	**552**	556	556



Deliberate Fire Type		**Year to Date**	**2021/22 Quarter 1**	***Previous year to Date***	***2020/21 Quarter 1***
	1.6.1 Deliberate Fires - ASB	552	**552**	556	556
	1.6.2 Deliberate Fires - Dwellings	28	**28**	18	18
	1.6.3 Deliberate Fires - Commercial Premises	41	**41**	29	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**		
		2020/21	**2019/20**	**2018/19**
184	145	119	140	175

1.7 Home Fire Safety Checks	HFSC	Quarter outcome 66%

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.

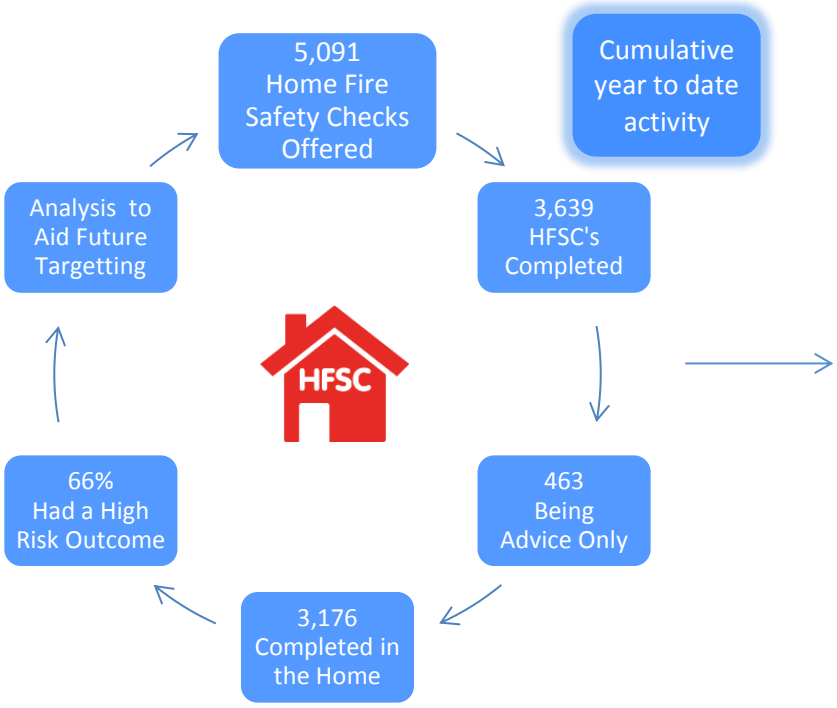
An improvement is shown if:

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.

As we move out of the Covid 19 pandemic the numbers of completed HFSC's have increased 61% over the same quarter of the previous year. Although there are still challenges presented by pandemic, our modified HFSC process enables us to deliver HFSC's to the most vulnerable.

	2021/22		⬆/⇩	2020/21	
	HFSC completed	**% of High HFSC outcomes**	**Progress**	***HFSC completed***	**% of High HFSC outcomes**
Quarter 1	3,638	66%	⬆/⇩	2,260	71%
Quarter 2			-	3,302	72%
Quarter 3			-	3,505	69%
Quarter 4			-	2,836	74%



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 **8** 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.

During quarter 1, there have been 3 Wasted Lives sessions, involving 25 attendees; along with 2 sessions which trialled the new virtual delivery package. This was presented to 2 full year groups of 360 pupils.

Five Road Sense sessions were delivered to 125 students that missed the course due to the Covid 19 pandemic.

To ensure our road safety messages continue to be available, we continue to engage with people via our social media platforms: with road safety videos on our 'Biker down' page, and engagements via Twitter and Facebook.

We have also used this time to update the packages ready for September and trial a new virtual delivery pack that we will continue to offer to schools into the new academic year.

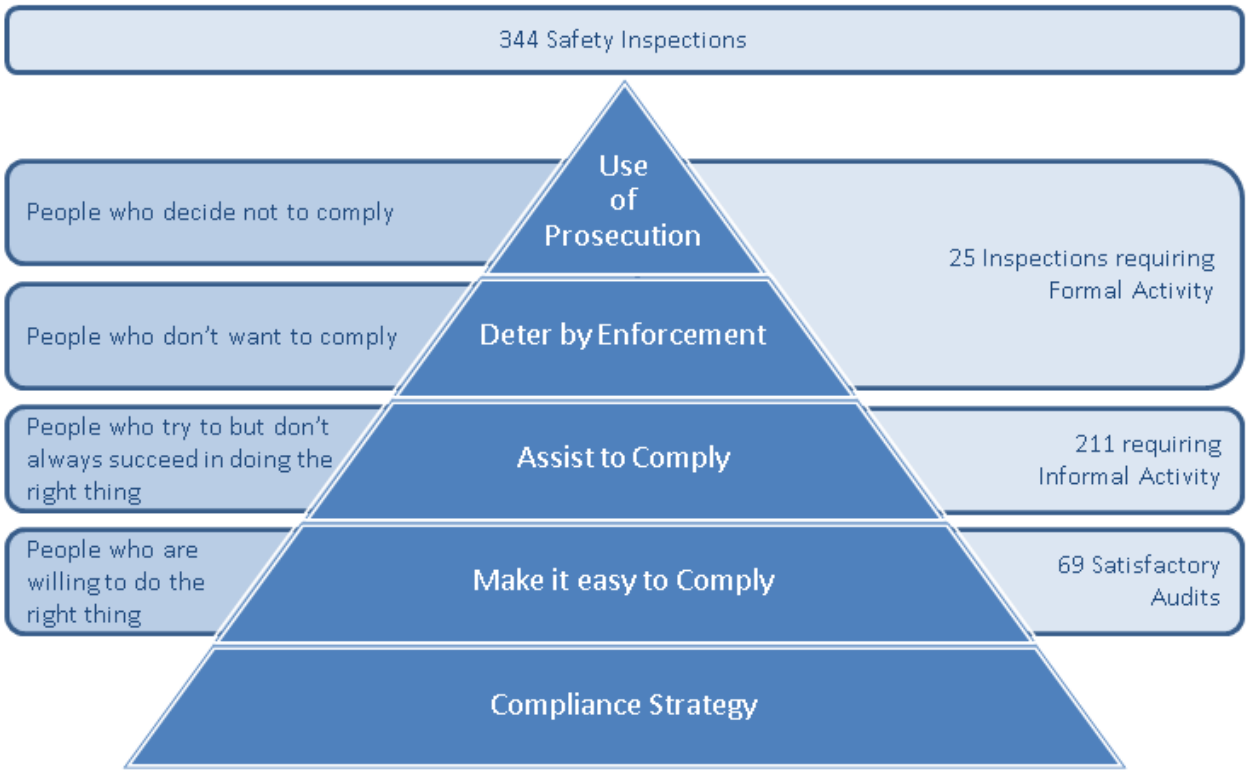
1.9 Fire Safety Enforcement		Quarter activity 7%

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.

	2021/22						⬆/⇩	2020/21
QTR	Number of Inspections	Requiring		Satisfactory Audit	*Business Safety Advice	Percentage requiring Formal Activity	Progress	***Percentage requiring Formal Activity***
		Formal Activity	Informal Activity					
1	344	25	211	69	39	7%	⬆	4%
2							-	7%
3							-	10%
4							-	11%

**Includes business safety advice, advice to other enforcement authorities, or not previously captured.*



2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance

Quarter response
89.17%

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.

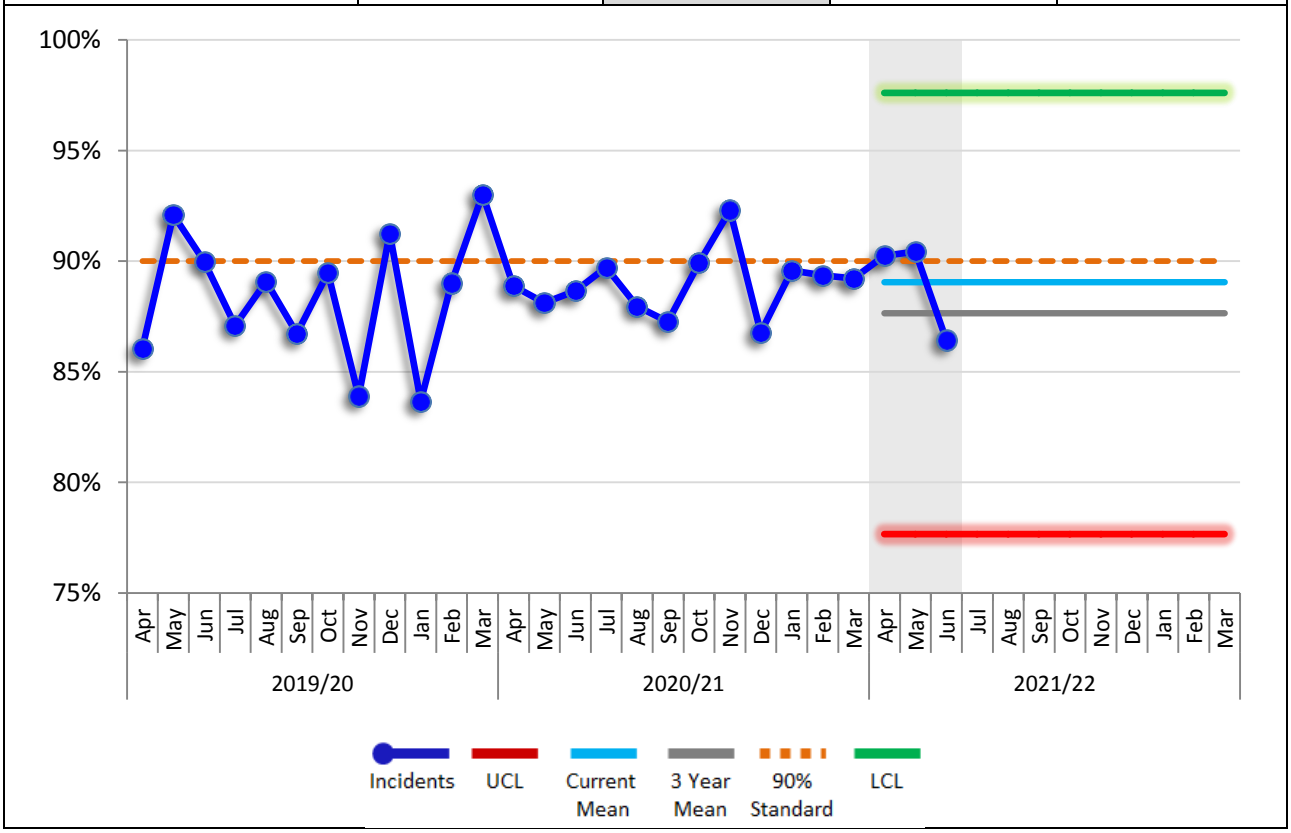
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- *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 0.67% of total first fire engine attendances over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	89.17%	**89.17%**	88.50%	88.50%



2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance

Quarter response
83.48%

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.

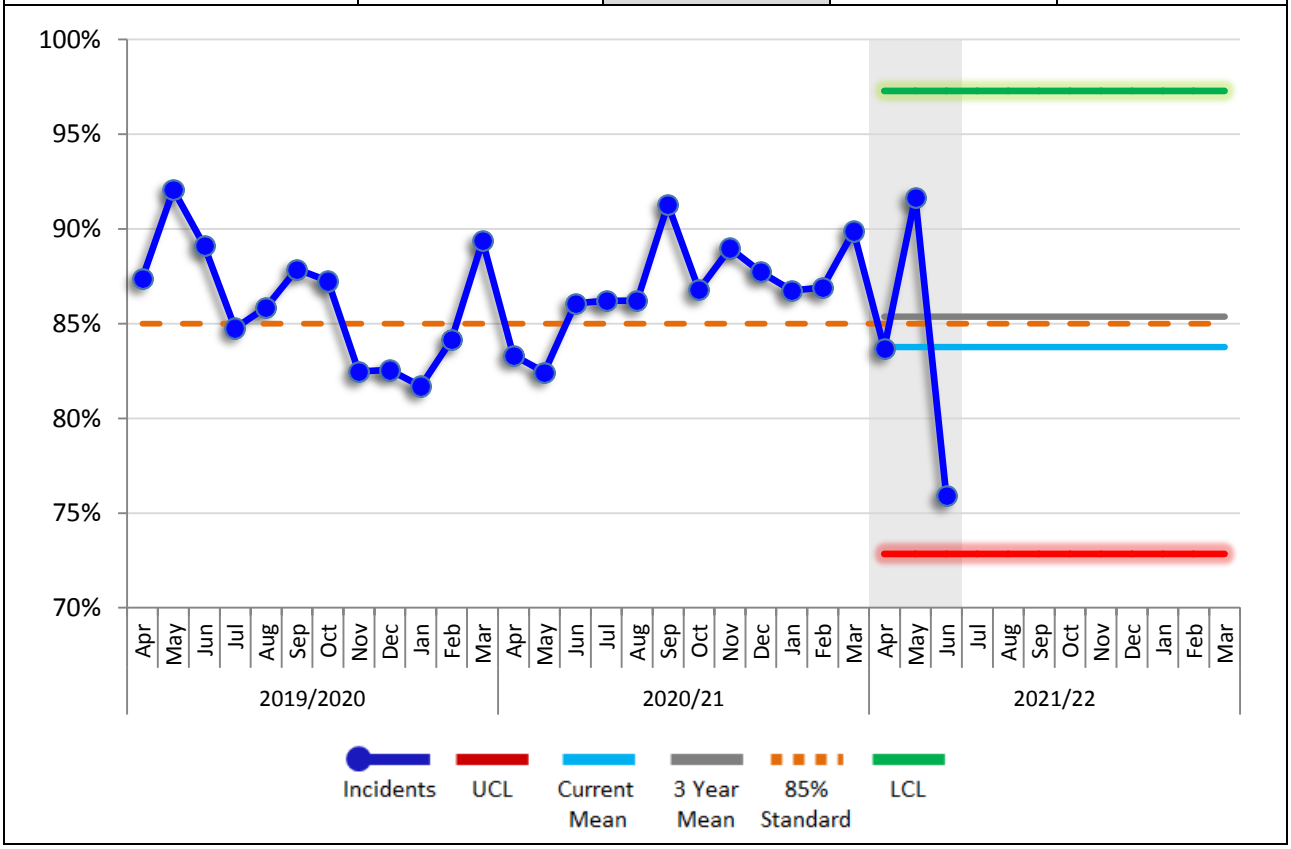
The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

- *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 decreased 0.17% of total second pump attendances over the same quarter of the previous year.

2nd pump attendance standard	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	83.48%	**83.48%**	83.65%	83.65%



2.2.1 Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance

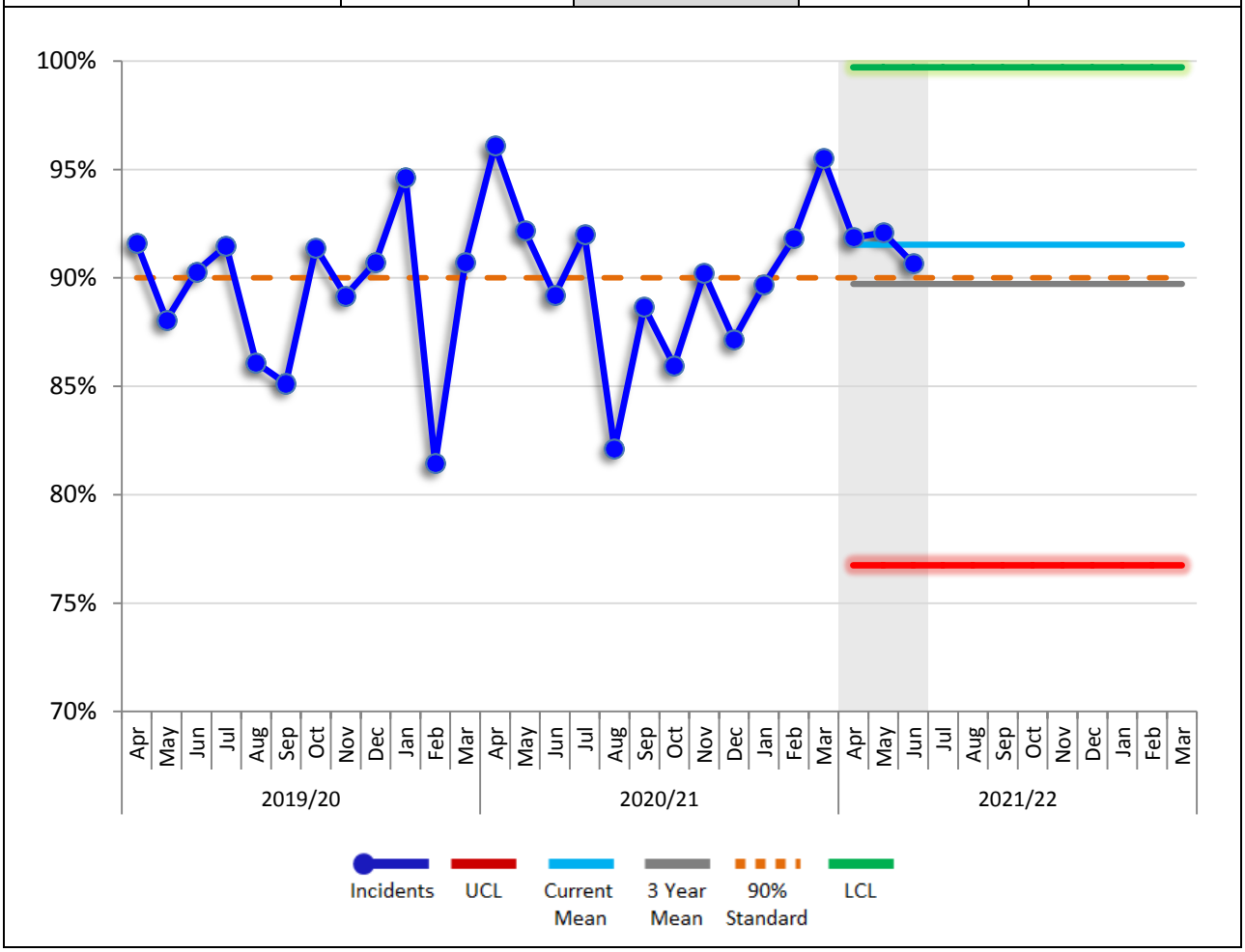
Quarter response
91.53%

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 decreased 0.54% of the total responses over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	91.53%	**91.53%**	92.07%	92.07%



2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus

Quarter availbility 99.19%

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.

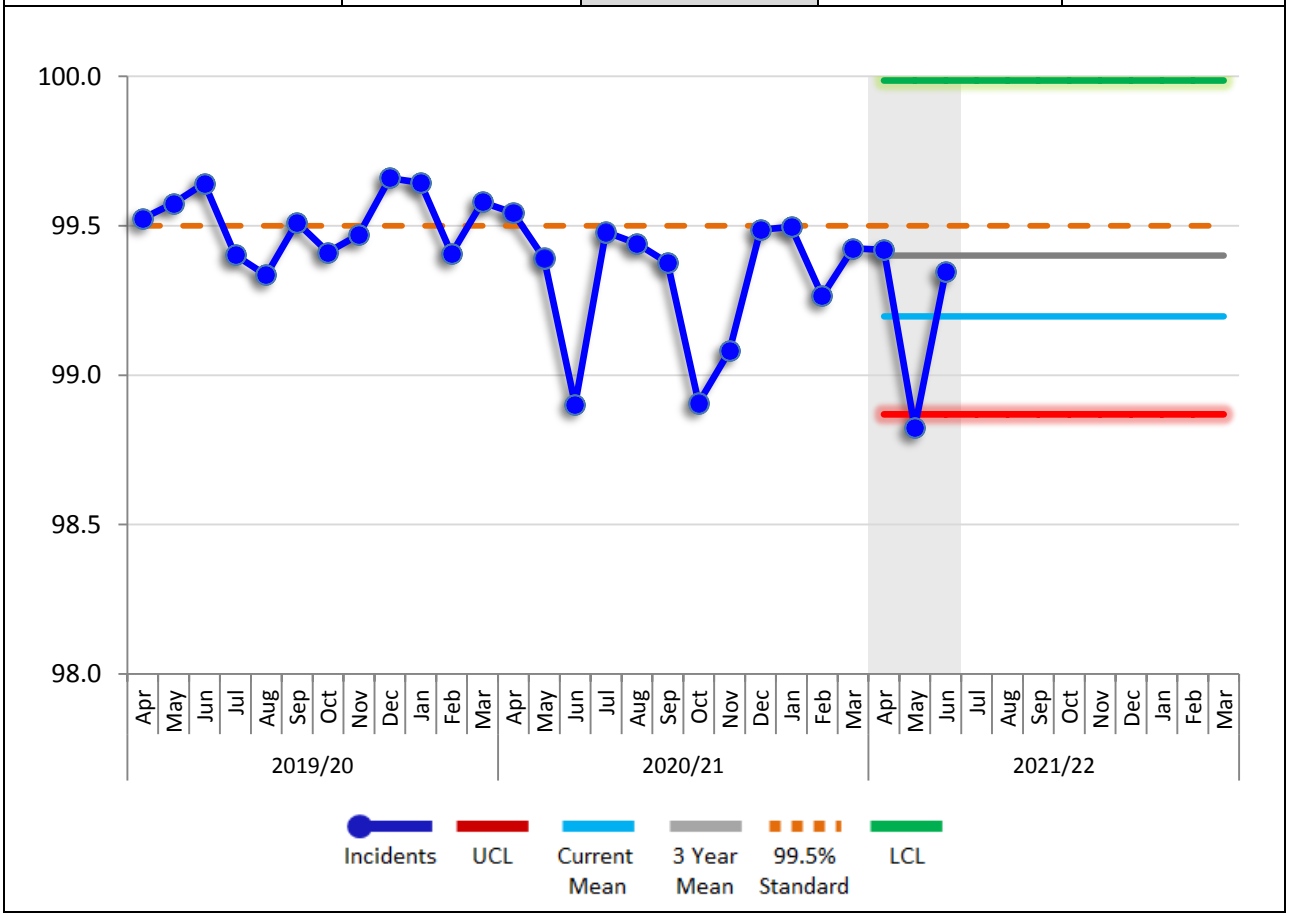
Fire engines are designated as unavailable for the following reasons:

- *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 99.19% is a decrease of 0.09% over the same period of the previous year.

Fire engine availability – WT, DC and DCP	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	99.19%	**99.19%**	99.28%	99.28%



What are the reasons for an Exception Report

This is a negative exception report due to the percentage of wholetime (WT) pumps being available to respond to emergencies being below the lower control limit during the month of May.

Analysis

The availability of WT pumps during May was recorded at 98.82%. This is 0.05% outside the 98.87% control limit, and below of the Service's 99.5% standard.

Just two appliances accounted for 41% of the off the run hours during this month: The Day crewing plus pump (DCP) L54P1 at Chorley, accounted for 23% of the hours; along with L53P1 (DCP) at Bamber bridge, with 18%.

A significant proportion of the time these two pumps had recorded as being off the run was attributed to crew welfare, due to recovery following a protracted gas explosion incident at Heysham.

The Urban Search and Rescue (USAR) function is shared between the Chorley and Bamber Bridge stations.

Actions being taken to improve performance

As the likelihood of the USAR function of both stations being deployed at the same incident for such a prolonged period of time are quite rare, this scenario of the appliances being off the run due to extended welfare may rarely reoccur.

However, we will continue to monitor for such occurrences in the future.

Additionally, during the welfare recovery periods, the On-Call pumps also based at the Chorley and Bamber Bridge stations continued to provide cover for the surrounding areas.

2.4 Fire Engine Availability – On-Call Duty System

Quarter availbility
85.07%

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.

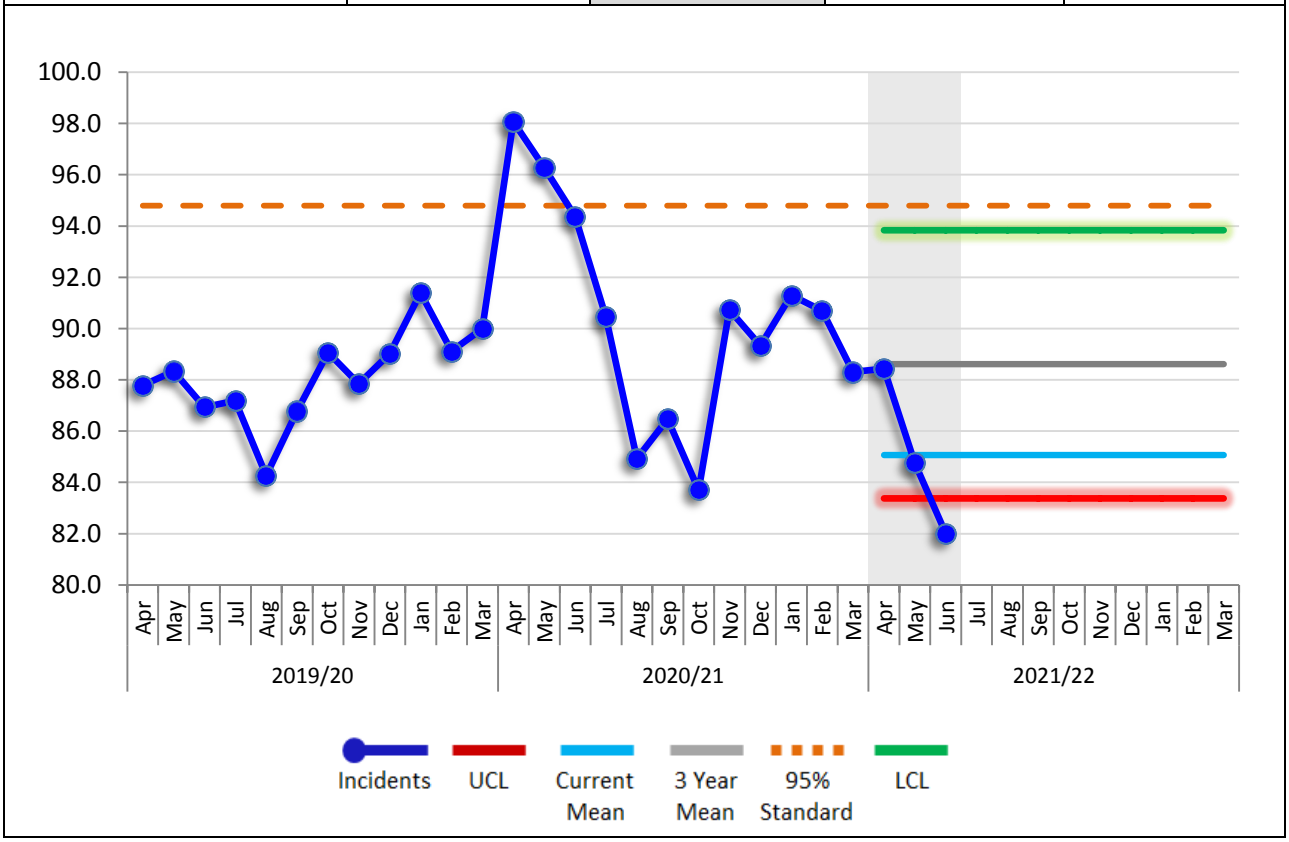
Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually,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

- *Manager deficient* 59%
- *Crew deficient* 79%
- *Not enough BA wearers* 67%
- *No driver* 36%

Standard: Aspirational Standard 95%

Year to date availability 85.07%, an 11.18% decrease against the previous year to date total availability of 96.25%.

Fire engine availability – On Call	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	85.07%	**85.07%**	96.25%	96.25%



What are the reasons for an Exception Report

This is a negative exception report due to the percentage of On-Call (OC) pumps available to respond to emergencies being below the lower control limit during the month of June.

Analysis

The availability of OC pumps during June was recorded at 82.02%. This is 1.36% outside the 83.38% control limit, and below the Service's 95% aspirational standard.

Changes due to the national lockdown ending and the effect on OC crew's primary employment may also have been a contributing factor.

Two stations within Western area were running below their optimum establishment: Lytham station had seen a number of staff losses; with a Firefighter transferring to another station and the resignation of a watch manager.

St Annes were also running significantly below their establishment due to having lost three Firefighters during the quarter.

Availability shortfalls are being managed by staff working above their contracted hours, existing staff are increasing their skill qualifications to cover vacant posts, and the latest recruitment campaign has seen 22 applicants across both stations.

Actions being taken to improve performance

- Continue with a driven recruitment strategy, utilising a targeted approach to stations that are in exception.
- A focused look at existing contract alignment while ensuring staff are fulfilling existing contracts when under contracted hours.
- Lack of Light Goods Vehicle (LGV) and Officers in Charge (OIC) continue to be an issue on stations.
- On-Call Support Officer's (OCSOs) and unit managers to support Firefighter development to assist with future OIC/LGV development.
- Support national On-Call campaigns and utilise their recruitment literature and designs.
- Invest in On-Call through recruitment material and resources.
- Fill OCSO Team vacancies to ensure all units receive support required.

Local action plans for stations with availability of less than 85% should continue to be produced in conjunction with Station District Managers, Unit Managers and OCSOs to tailor the support required to each unit.

2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).		Quarter availbility 82.95%

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 82.95%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents

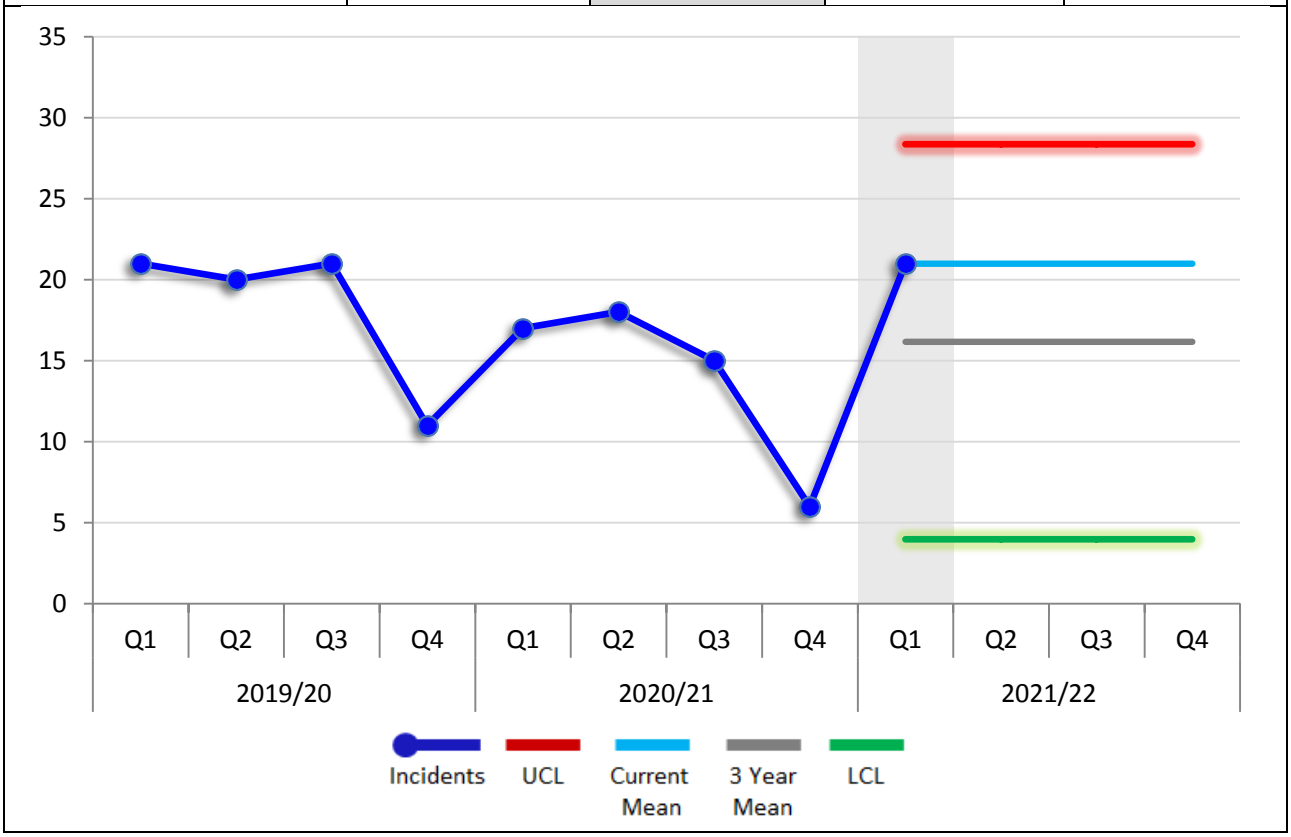
Quarter activity: 21

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 increased by 4 incidents against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2021/22 Quarter 1**	*Previous year to Date*	*2020/21 Quarter 1*
	21	**21**	17	**17**



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**		
		2020/21	**2019/20**	**2018/19**
21	16	14	18	16

3.1 Progress against Savings Programme		Quarter variance -0.34%

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

Budget to end of June 2021 £15.4 million. The spend for the same period was £15.2 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 2021/22 was set at £58.2 million, with a budget to 30 June of £15.4 million. The spend for the same period was £15.2 million. This gives an under spend for the period of £0.2 million.

Variance:	-0.34%

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.

52 people were surveyed; 51 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?	2,726	2,696	98.90%	97.50%	1.44%

There have been 2,726 people surveyed since April 2012.

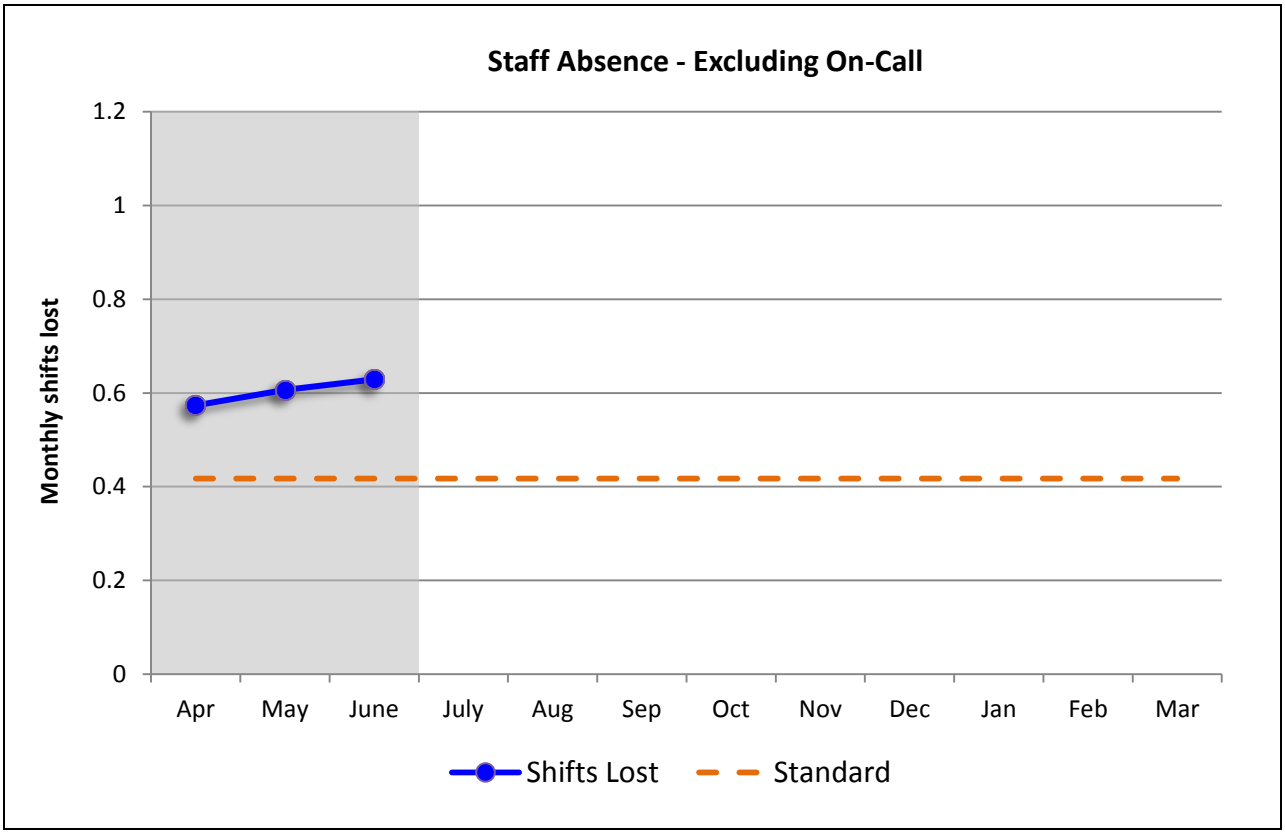
During the latest quarter - 52 people were surveyed and 51 responded that they were ‘very satisfied’ or ‘fairly satisfied’ with the service they received.

4.2.1 Staff Absence - Excluding On-Call Duty System

Shifts lost
1.809

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)



Cumulative total number of monthly shifts lost:	1.809

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 1.

Analysis

During quarter one April 2021 – June 2021, absence statistics show above target for all three months for Whole-time personnel and for Non-uniformed personnel during May and June.

There were 2 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
Cancer	1*

**This employee has now retired on the grounds of ill-health*

In addition to the above there were 28 other cases of long-term absence which were also recorded within the 3 months:

Green Book	
Reason	Case/s
Mental Health	1
Neurological	1

Grey Book	
Reason	Case/s
Muscular skeletal	8
Mental Health	7
Hospital/post-operative	5
Coronavirus	3
Blood disorder	1
Cardiac	1
Neurological	1

During the quarter, 18 of the 30 employees returned to duty.

At the end of June 2021, the cumulative totals show that non-uniformed staff absence was above target at 0.526 shifts lost per employee, for whole-time uniformed staff absence was also above target at 1.88 shifts lost per employee. Overall absence for all staff (except On Call staff) was 1.809 shifts lost which is above the Service target of 1.25 shifts lost for this quarter.

The cumulative figures in this period include employees absent due to coronavirus but do not include those required to self-isolate as a result of coronavirus.

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 managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due to health issues.
- To be included again within the leadership conference to assist future managers understanding and interpretation of the policy.
- Encouraging employees to make use of our Employee Assistance Programme provider Health Assured and The Firefighters Charity.
- HR to be in attendance at Stress Risk Assessment meetings, to support managers and to offer appropriate support to the employee along with signposting.
- OHU to organise health checks for individuals on a voluntary basis.
- Support from Service Fitness Advisor/Personal Training Instructors (PTI's).
- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance programme.

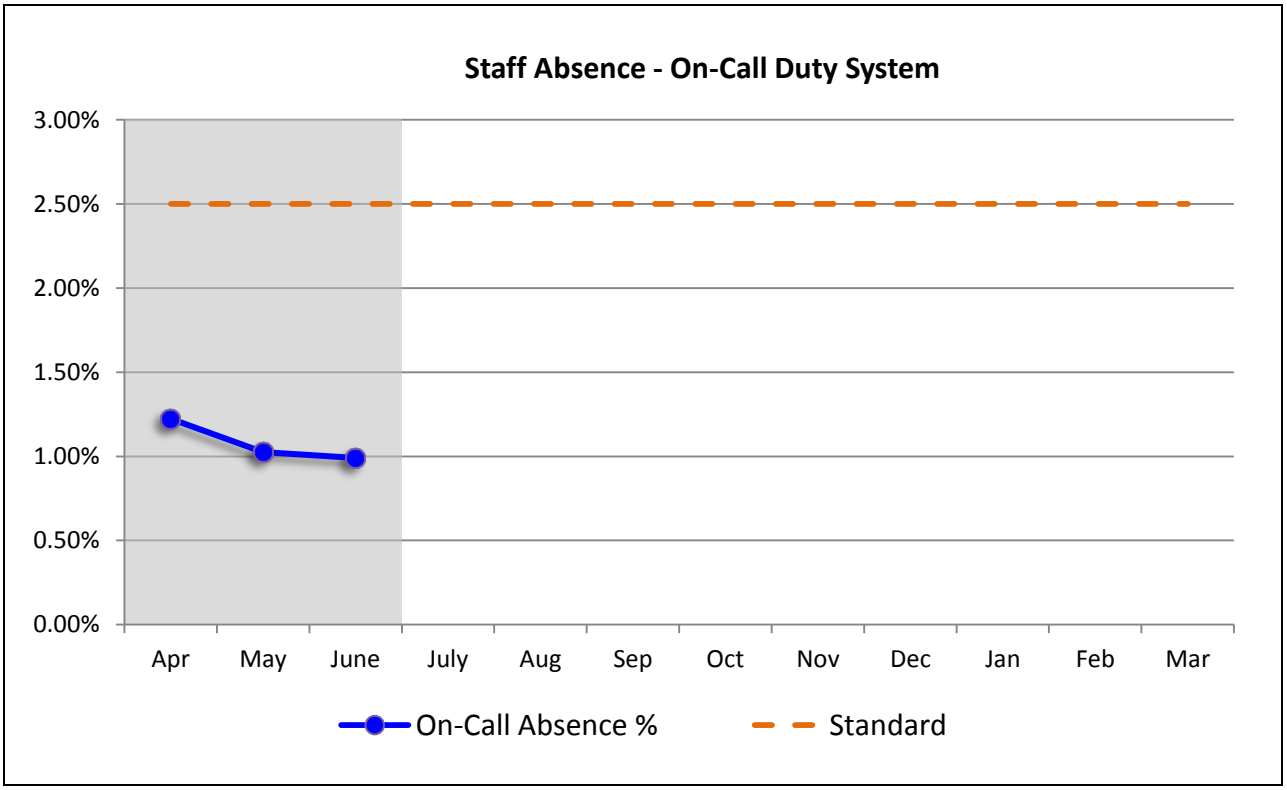
4.2.2 Staff Absence – On-Call Duty System

Absence
0.99%

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, 0.99%

Annual Standard: No more than 2.5% lost as % of available hours of cover.



Cumulative On-Call absence (as % of available hours of cover):	0.99%