

**LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE**

Meeting to be held on 15th December 2021

**PERFORMANCE MANAGEMENT INFORMATION FOR 2ND QUARTER 2021/22
(Appendix 1 refers)**

Contact for further information:

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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 2 Measuring Progress report, note the contents of the 2 negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

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

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



Lancashire Fire
and Rescue Service

Measuring Progress Performance Report

July 2021 - September 2021

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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.

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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.

<p>1 Preventing fires and other emergencies from happening.</p> <p>Protecting people and property when fires happen.</p>	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	

<p>2 Responding to fire and other emergencies quickly and competently.</p>	2.1.1	Critical Fire Response – 1 st Fire Engine Attendance
	2.1.2	Critical Fire Response – 2 nd Fire Engine Attendance
	2.2.1	Critical Special Service Response – 1 st 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	

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

<p>4 Valuing our people so that they can focus on making Lancashire safer.</p>	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.

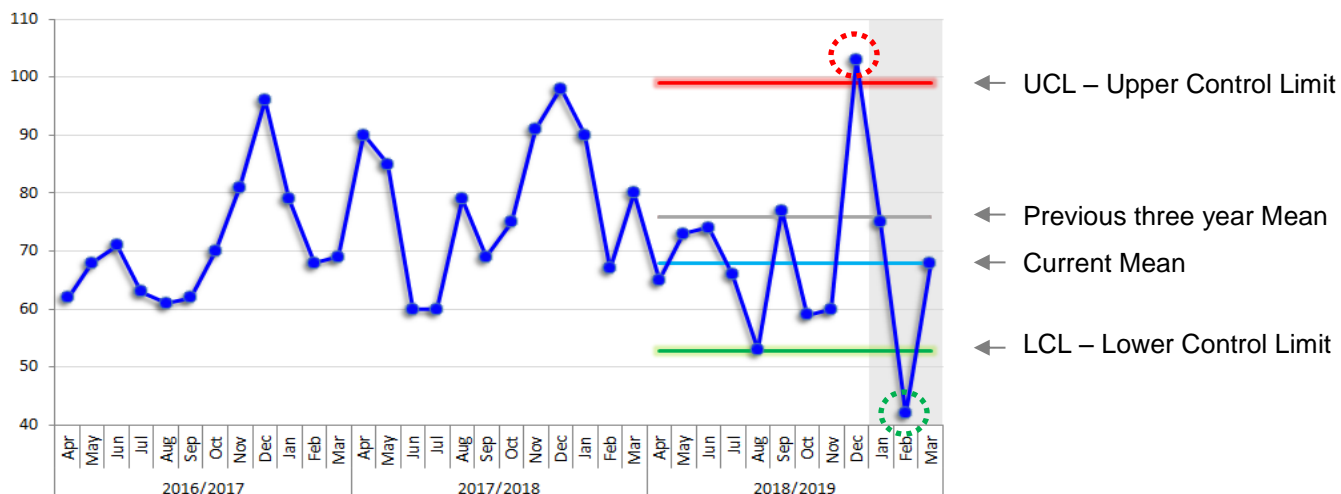
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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:

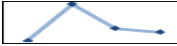
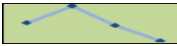

1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.






















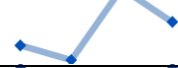










Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (●) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (○) for meeting rule 2.




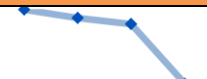

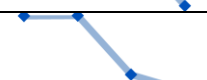





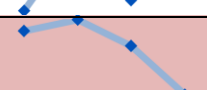











Key Performance Index and Indicator trends

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(a)	 Accidental Building Fires (Commercial Premises)		16
1.5(b)	 Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)		17
1.5.1(a)	 Accidental Building Fires (Commercial Premises) - Extent of Damage (Fire Severity)		18
1.5.1(b)	 Accidental Building Fires (Non-Commercial: Private Garages & Private Sheds) - Extent of Damage (Fire Severity)		19
1.6.1	 Deliberate Fires - Anti-Social Behaviour		20
1.6.2	 Deliberate Fires - Dwellings		20
1.6.3	 Deliberate Fires - Commercial Premises		20
1.7	 High Risk Home Fire Safety Checks		21
1.8	 Road Safety Education Evaluation		22
1.9	 Fire Safety Enforcement		23

Key Performance Index and Indicator trends

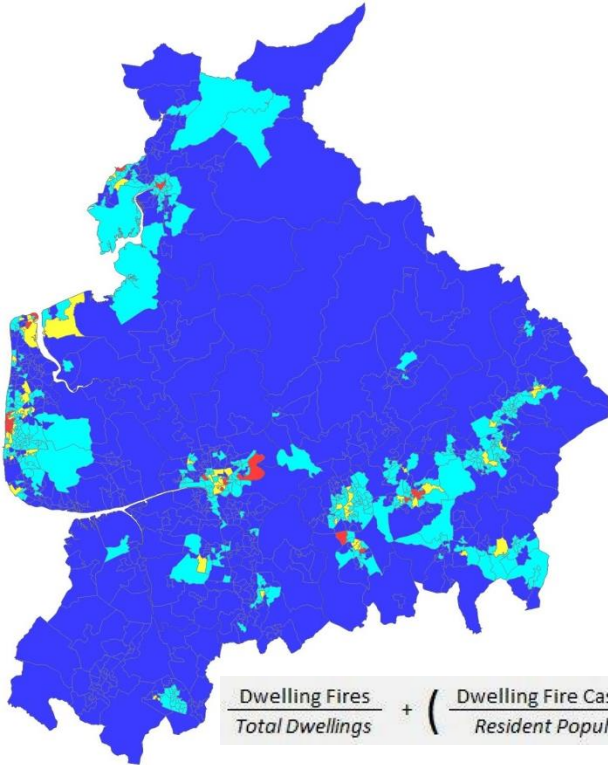
KPI	Description	Progress	Page (s)
2 Responding to fire and other emergencies quickly and competently.			
2.1.1	 Critical Fire Response - 1st Fire Engine Attendance		24
2.1.2	 Critical Fire Response - 2nd Fire Engine Attendance		25
2.2.1	 Critical Special Service Response - 1st Fire Engine Attendance		26
2.3	 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		27
2.4	 Fire Engine Availability - On-Call Duty System		28
2.4.1	 Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	30
2.5	 Staff Accidents		31
3 Delivering value for money in how we use our resources.			
3.1	 Progress Against Savings Programme		32
3.2	 Overall User Satisfaction		33
4 Valuing our people so that they can focus on making Lancashire safer.			
4.2.1	 Staff Absence - Excluding On-Call Duty System		34
4.2.2	 Staff Absence - On-Call Duty System		37

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1.1 Risk Map		Risk Score 31,862
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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

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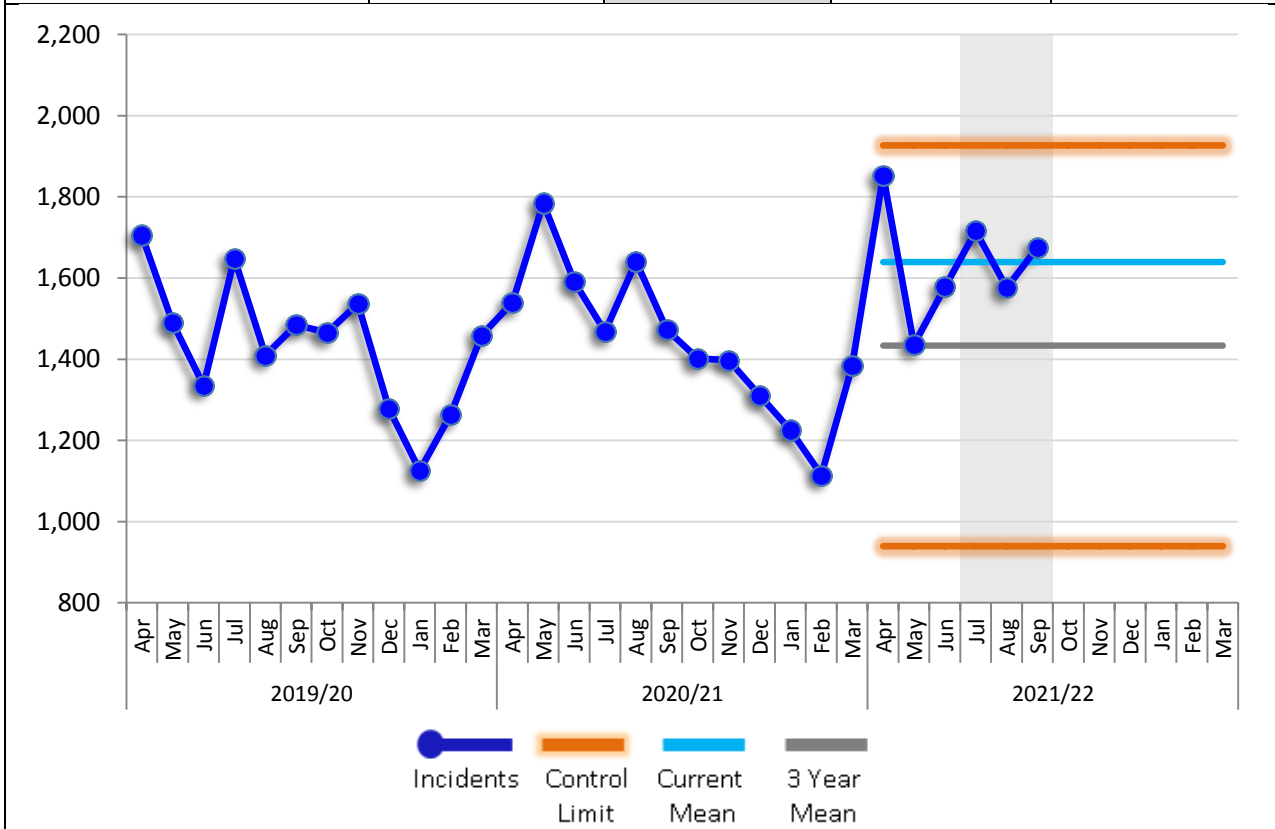
1.2 Overall Activity		Quarter activity 4,968
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The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, 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 increased 8.42% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
	9,853	4,968	9,498	4,582




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
1,639	1,433	1,445	1,434	1,422

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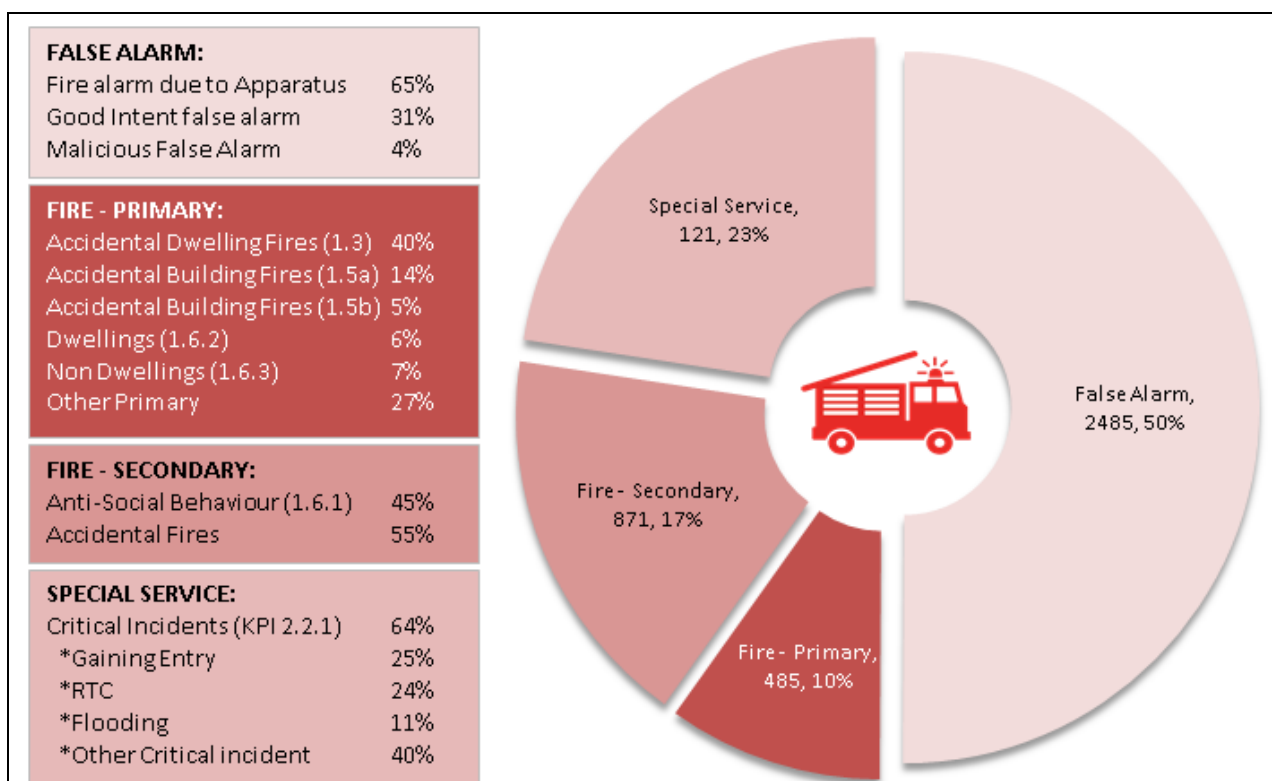
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1.2 Overall Activity Breakdown		Quarter activity 4,968
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Incidents attended by Lancashire Fire and Rescue Service consist of a myriad of different types. The breakdown below, whilst not an exhaustive 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.



*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, with 65% being Fire alarm due to Apparatus incidents. Along with 31% recorded as Good Intent false alarm and the remaining 4% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 40% 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 ongoing Covid pandemic, as such, 55% are recorded as having an accidental/unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, with 64% being defined as a critical incident and are captured within KPI 2.2.1. Of which, 25% resulted in the use of tools to gain entry to a property on behalf of the Ambulance Service, 24% are Road Traffic Collisions (RTC) and 11% are flooding related.

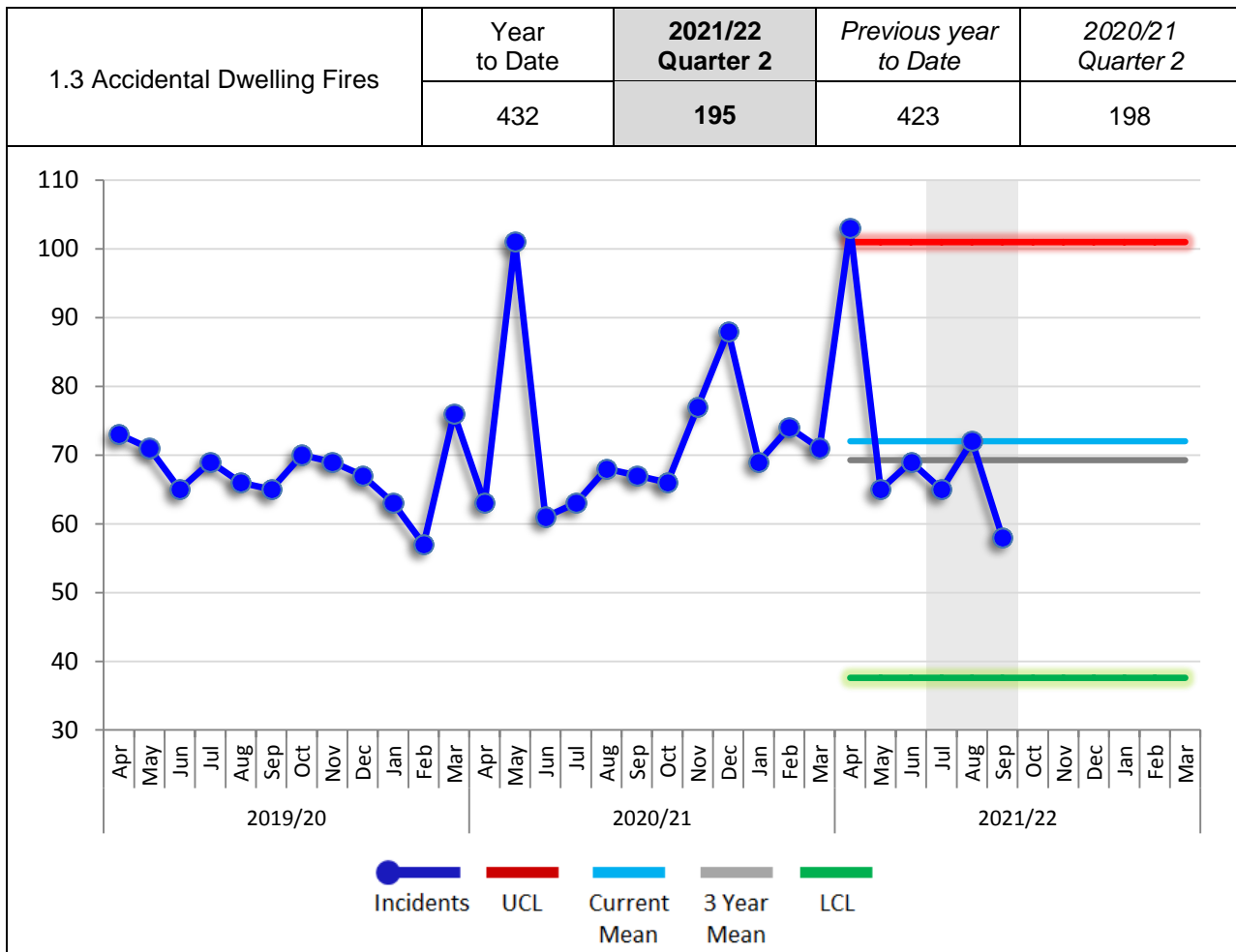
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1.3 Accidental Dwelling Fires		Quarter activity 195
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The number of primary fires where a dwelling has been affected and the cause of fire has been recorded as 'Accidental' or 'Not known'.

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 decreased 1.52% over the same quarter of the previous year.



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
72	69	72	68	68

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1.3.1 ADF - Extent of Damage (Fire Severity)		Quarter activity: 93.9%
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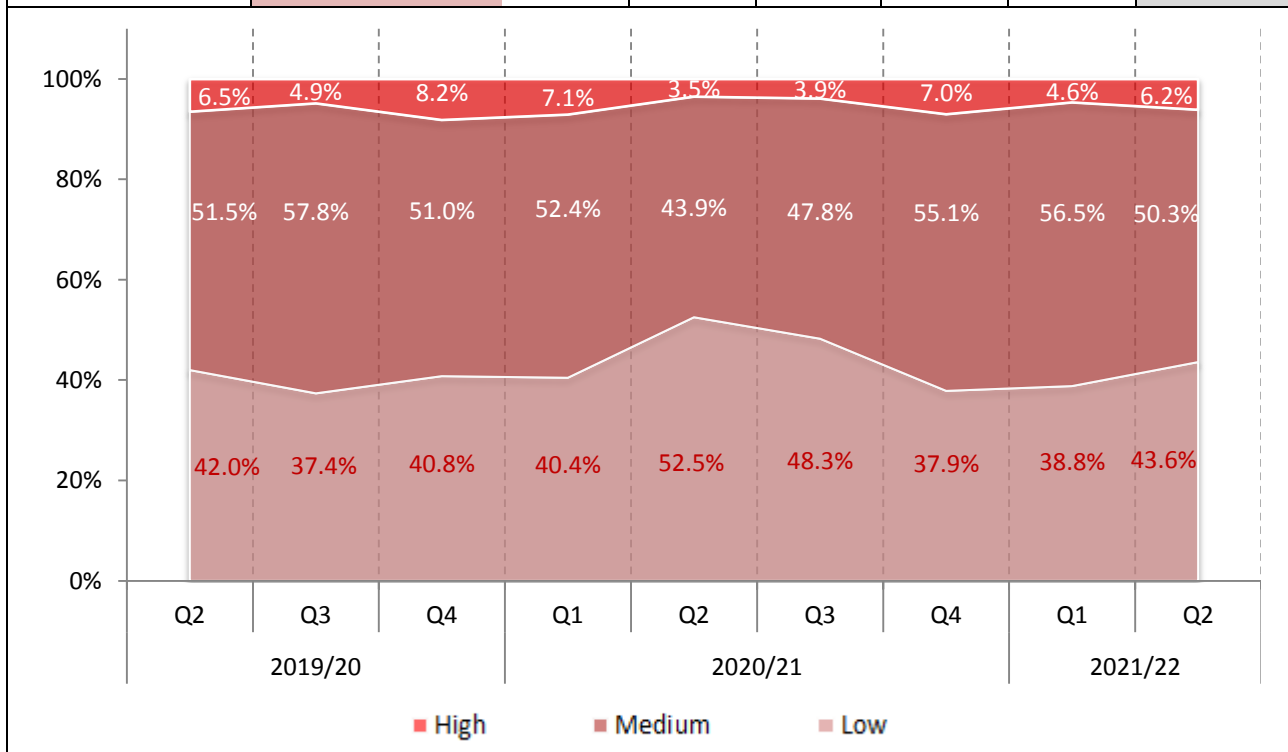
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.


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 93.9%. This is a decrease of 2.5% against the 96.4% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 2 (2021/22)
			Quarter 2 (20/21)	Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (20/21)	
1.3.1 ADF – Severity of Fire	High	↑	3.5%	3.9%	7.0%	4.6%	6.2%
	Medium	↑	43.9%	47.8%	55.1%	56.5%	50.3%
	Low	↓	52.5%	48.3%	37.9%	38.8%	43.6%



1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 7%
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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 4% 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*	19	8%	↓	26	12%
Quarter 2*	14	7%	↓	21	11%
Quarter 3			-	32	14%
Quarter 4			-	14	7%

*Quarter 1 and 2. The impact of COVID19 working guidelines during the previous 18 months had led to a reduction in the number of Home Fire Safety Checks (HFSC's) delivered - KPI 1.7, page 21. Although these are now increasing, this has led to a decrease in the percentage of ADF's with a recorded HFSC within the previous rolling 12 month period.

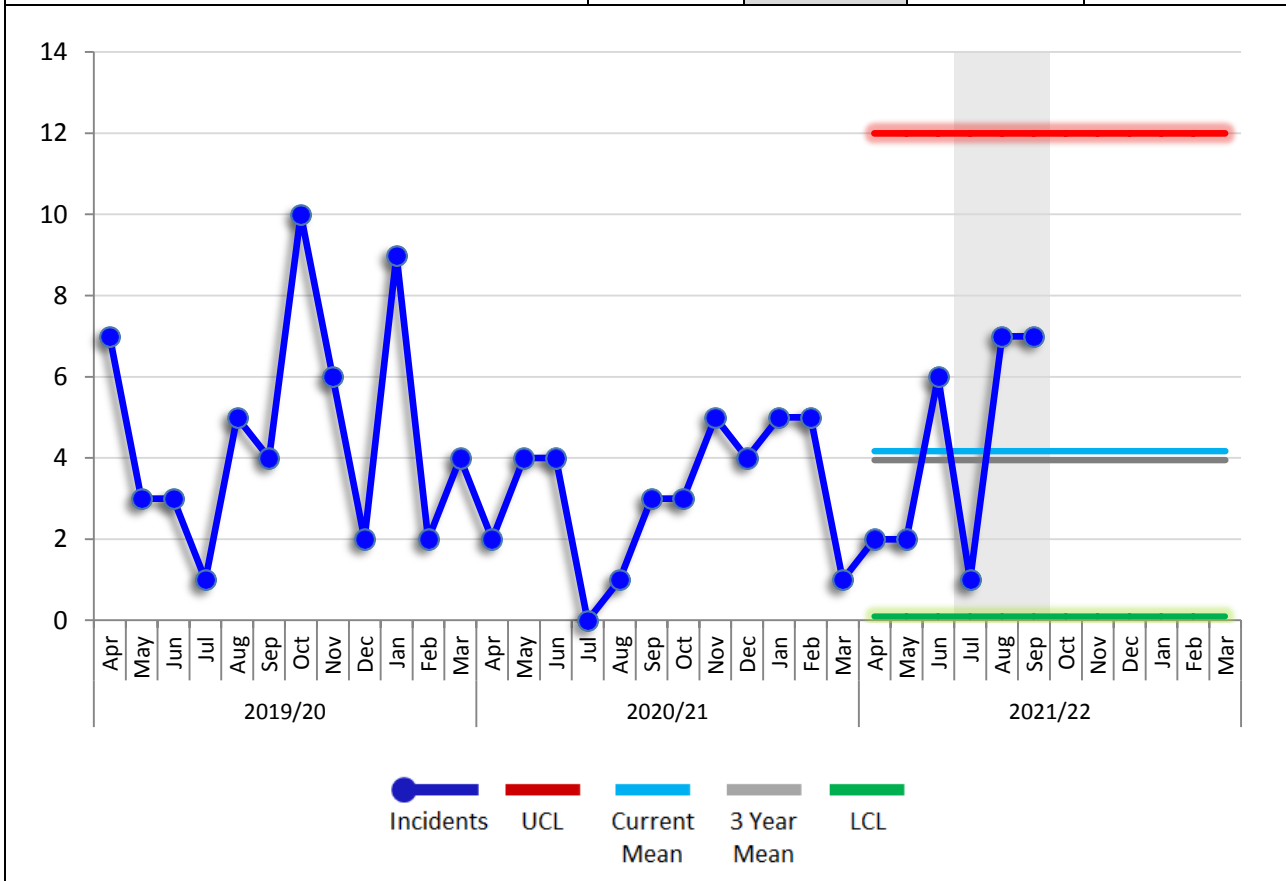
1.4 Accidental Dwelling Fire Casualties		Quarter activity 15
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ADF criteria as 1.3. The number of fire related fatalities, slight and serious injuries.

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. Two casualties are recorded as serious and 12 slight. The same quarter of the previous year recorded no fatalities, 1 serious and 3 slight.

Casualty Status	Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
Fatal	2	1	0	0
Victim went to hospital, injuries appear Serious	5	2	2	1
Victim went to hospital, injuries appear Slight	18	12	12	3
Total	25	15	14	4



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
4	4	3	5	4

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1.5(a) Accidental Building Fires (Commercial Premises)

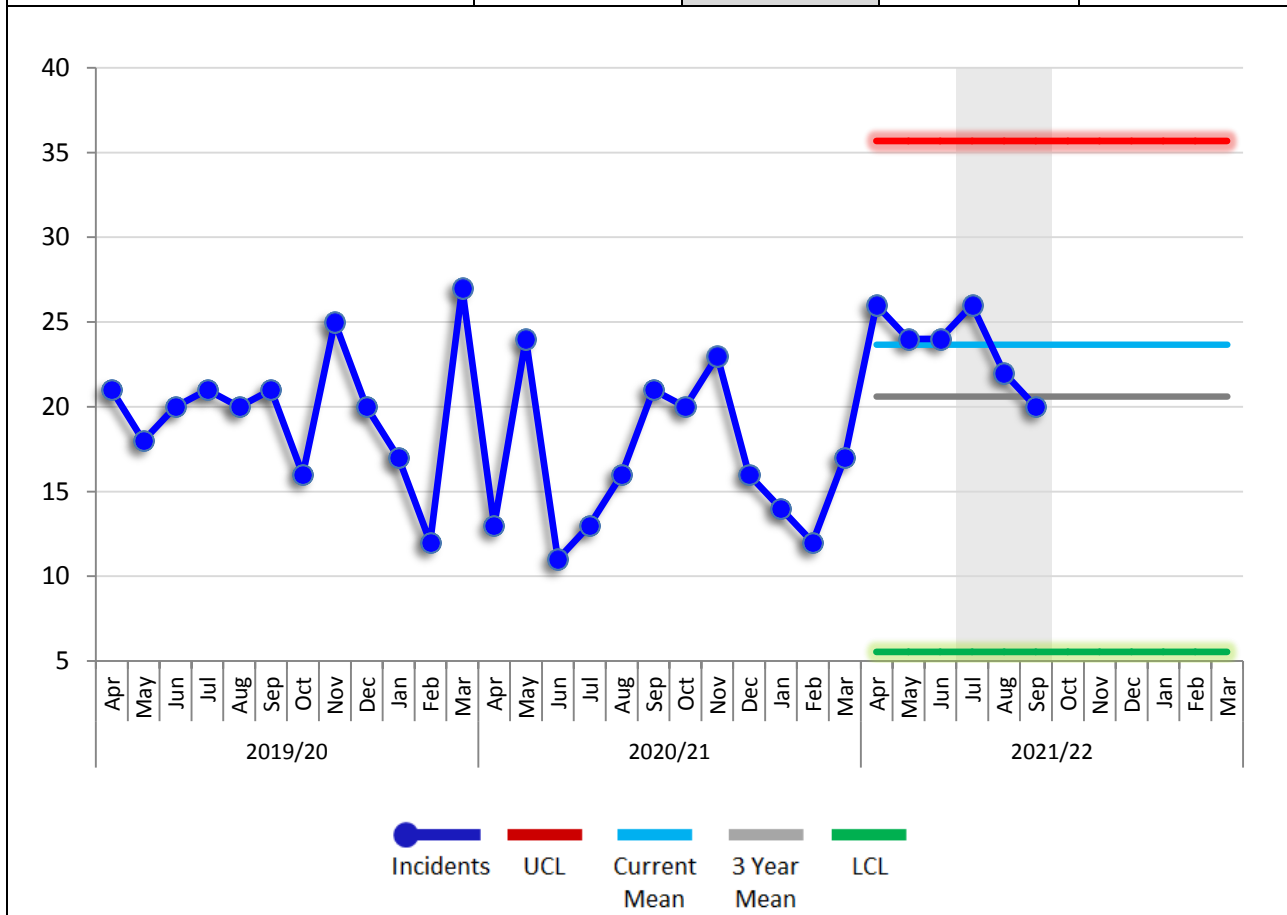


Quarter activity
68

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 36.0% over the same quarter of the previous year.

1.5(a) Accidental Building Fires (Commercial premises)	Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
	142	68	98	50



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
24	21	17	20	25

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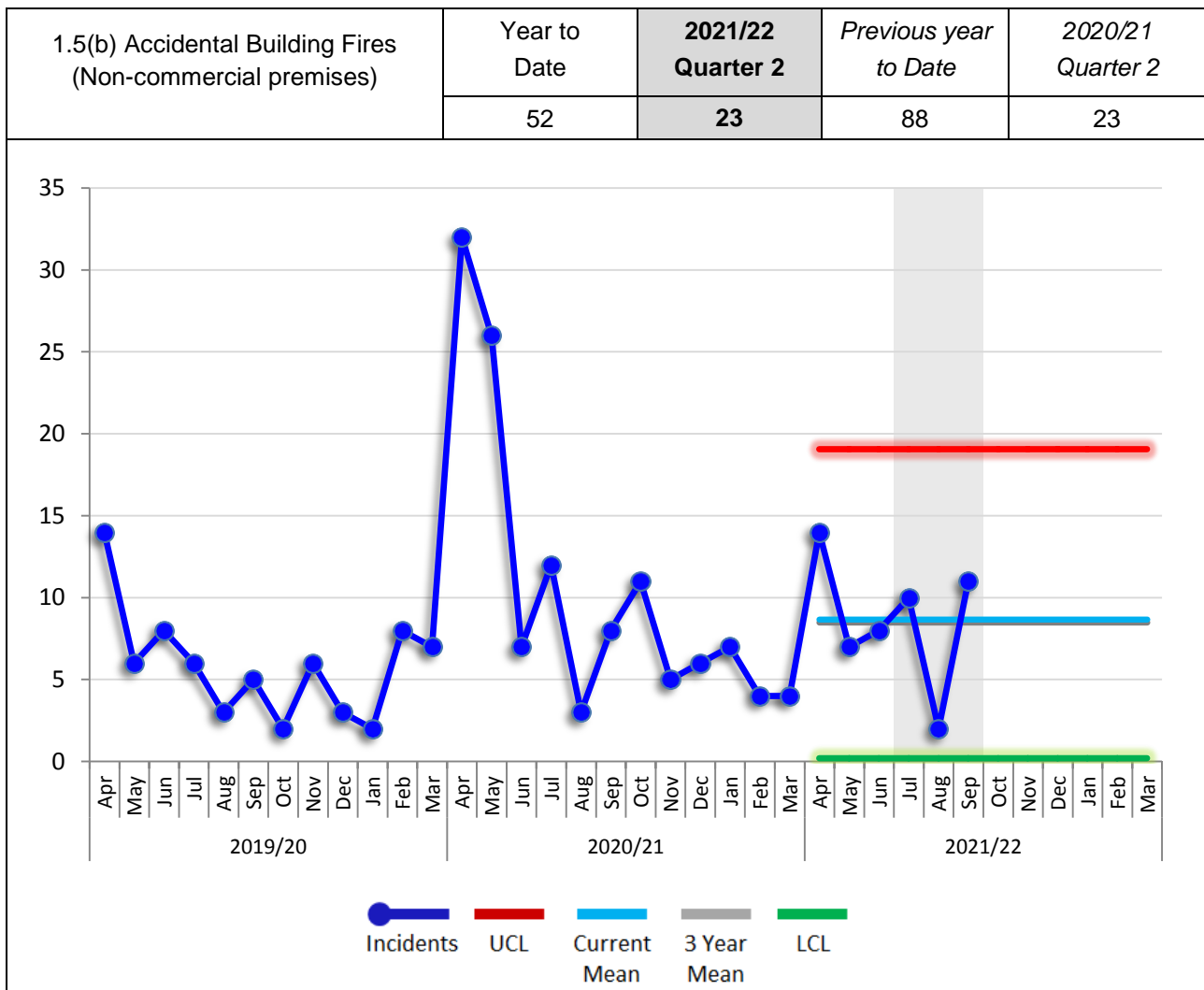
1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)



Quarter activity
23

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, private summerhouse and other private non-residential building.

Quarterly activity remained static over the same quarter of the previous year.



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
9	8	10	6	9

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1.5.1(a) ABF (Commercial Premises) - Extent of Damage (Fire Severity)		Quarter activity: 82.3%
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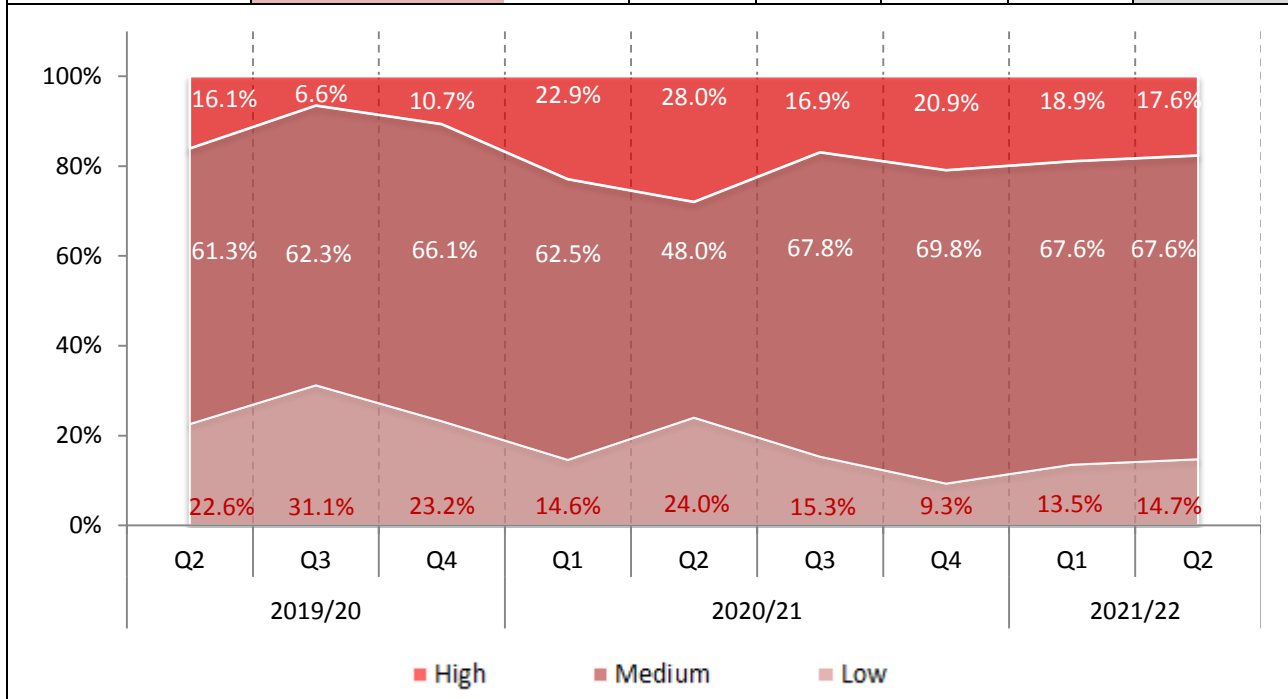
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. This KPI includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction 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 82.3%. This is an increase of 10.3% against the combined severity of 72.0% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 2 (2021/22)
			Quarter 2 (20/21)	Quarter 3 (20/21)	Quarter 4 (20/21)	Quarter 1 (21/22)	
1.5.1(a) ABF – Severity of Fire	High	↓	28.0%	16.9%	20.9%	18.9%	17.6%
	Medium	↑	48.0%	67.8%	69.8%	67.6%	67.6%
	Low	↓	24.0%	15.3%	9.3%	13.5%	14.7%



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



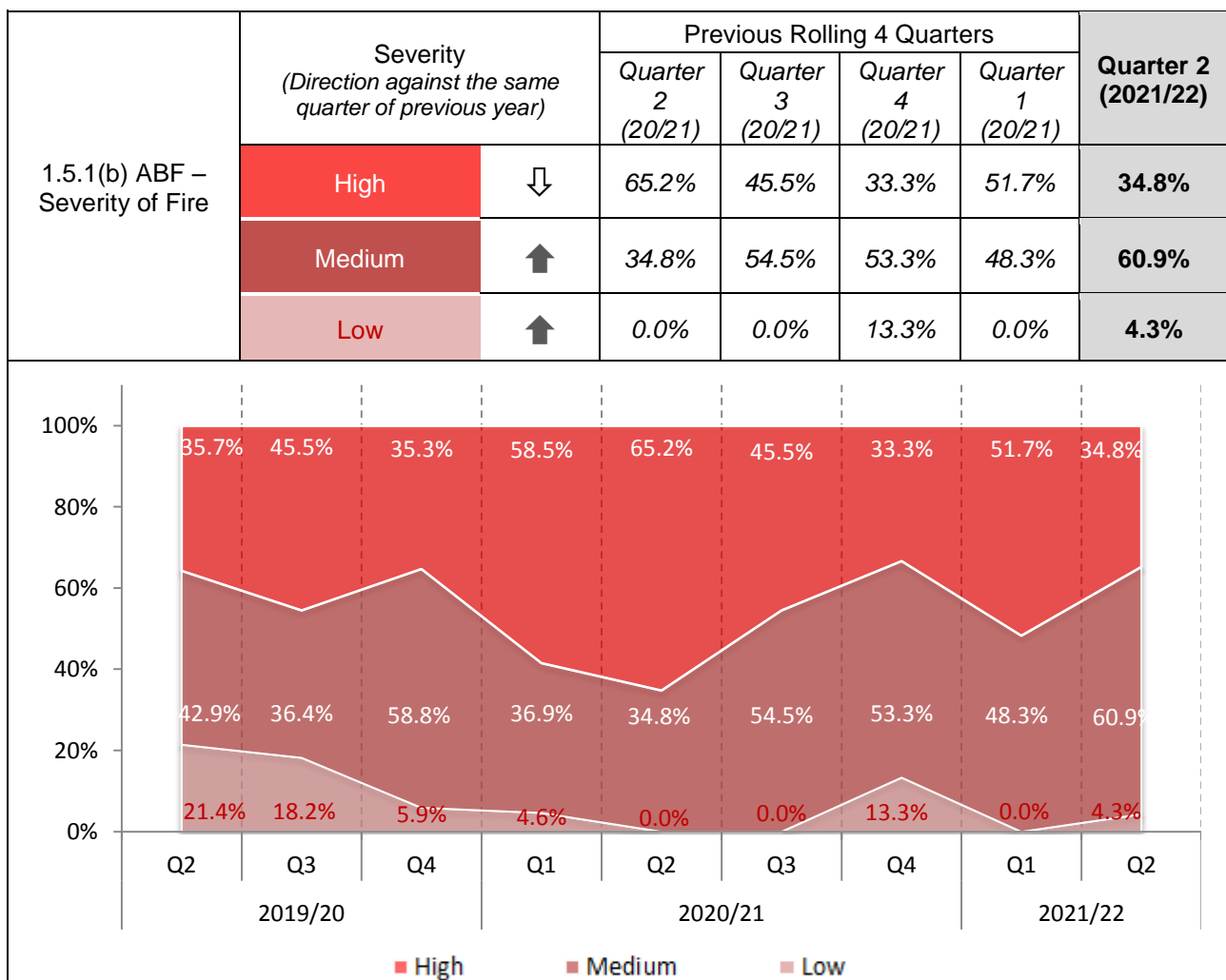
Quarter activity:
65.2%

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, private summerhouse and other private non-residential building; 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 65.2%. This is an increase of 30.4% against the combined severity of 34.8% recorded in the same quarter of the previous year.

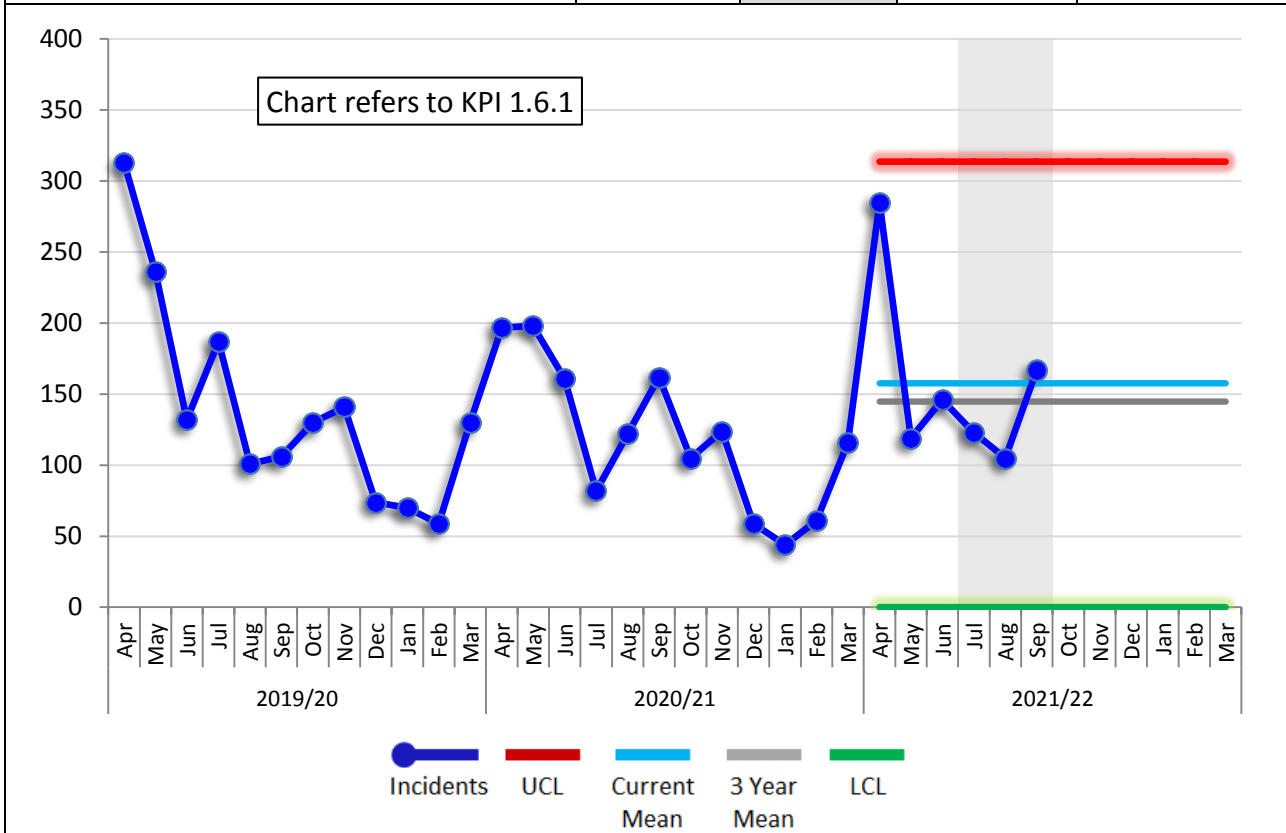





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1.6 Deliberate Fires		Quarter activity *(1.6.1 only) 395
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The number of primary and secondary fires where; the cause of fire has been recorded as 'Deliberate'. Secondary fires are the majority of 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 2	Previous year to Date	2020/21 Quarter 2
	945	395	922	366



Deliberate Fire Type		Year to Date	2021/22 Quarter 2	Previous year to Date	2020/21 Quarter 2
	1.6.1 Deliberate Fires - ASB	945	395	922	366
	1.6.2 Deliberate Fires - Dwellings	57	30	54	36
	1.6.3 Deliberate Fires - Commercial Premises	78	36	60	31

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
158	145	119	140	175

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1.7 Home Fire Safety Checks		Quarter outcome 68%
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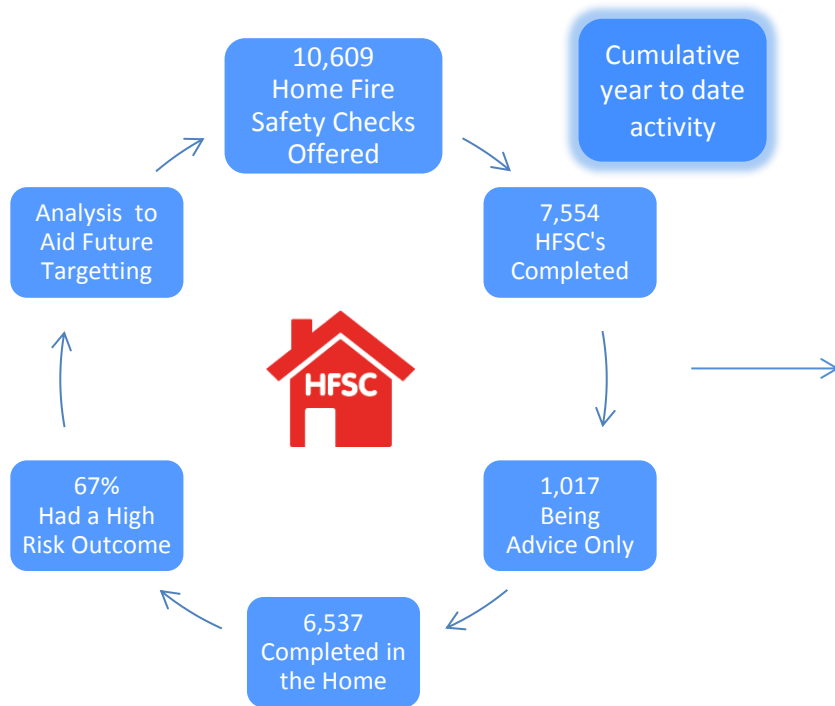
The percentage of completed HFSC's (KPI 1.7.1), excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.


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 18% over the same quarter of the previous year, with the cumulative year to date HFSC's increasing by 36% against the same period of 2020/21.


	2021/22		↑/↓	2020/21	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Quarter 1	3,646	66%	↑/↓	2,260	71%
Quarter 2	3,908	68%	↑/↓	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 did not take up our offer of a HFSC, but subsequently, suffered an Accidental Dwelling Fire.

7

During this quarter Properties recorded an ADF after the offer of a HFSC was not accepted during the previous rolling 12 months

1.8 Road Safety Education Evaluation		Quarter activity n/a
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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.

To align with the start of the academic year, LFRS staff have been delivering Road Sense in schools across Lancashire. As part of the delivery we request feedback from the teacher, to enable us to evaluate how effective both our package and delivery is.


When the teachers were asked whether they thought that the session will have positively influenced the behaviour of children regarding road safety, 77% recorded that they felt the package and delivery was outstanding in achieving this with the remaining 23% recording good.

We will continue to monitor and evaluate throughout the remainder of the academic year.

Wasted Lives has had a fresh launch to coincide with Road Safety Week in November and further evaluation will be collected in relation to this specific Road Safety prevention offering.

- During quarter 2, there have been 5 Wasted Lives sessions, involving 224 attendees.
- Biker Down was delivered to 11 attendees in 1 session.

We also 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.

1.9 Fire Safety Enforcement		Quarter activity 5%
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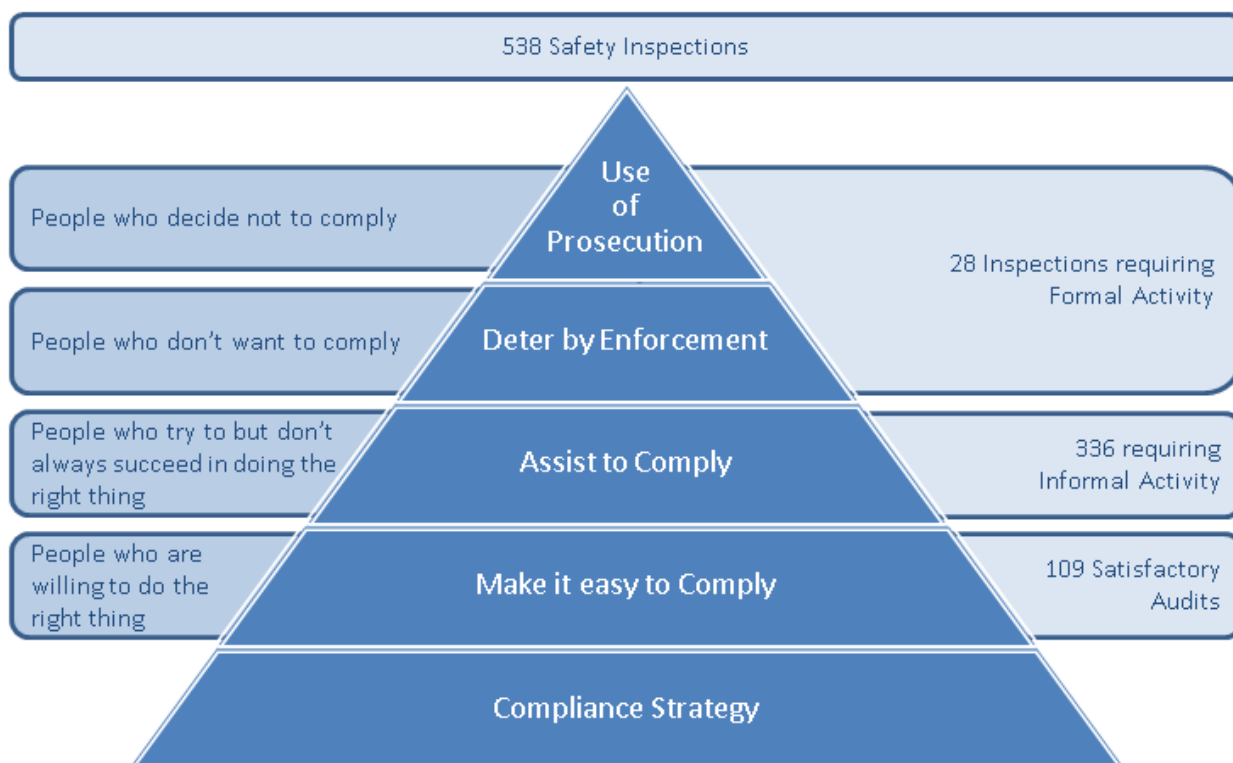
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more 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.

Quarter 2 recorded there an increase of 56% on the previous quarter’s inspections.

Quarter	2021/22							↑/↓ Progress	2020/21	
	Number of Inspections	Requiring		Satisfactory Audit	*Business Safety Advice	% requiring			% requiring	
		Formal Activity	Informal Activity			Formal Activity	Informal Activity		Formal Activity	Informal Activity
1	344	25	211	69	39	8%	62%	↑	4%	8%
2	538	28	336	109	65	5%	62%	↓	7%	31%
3								-	10%	56%
4								-	11%	47%

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



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2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance		Quarter response 87.39%
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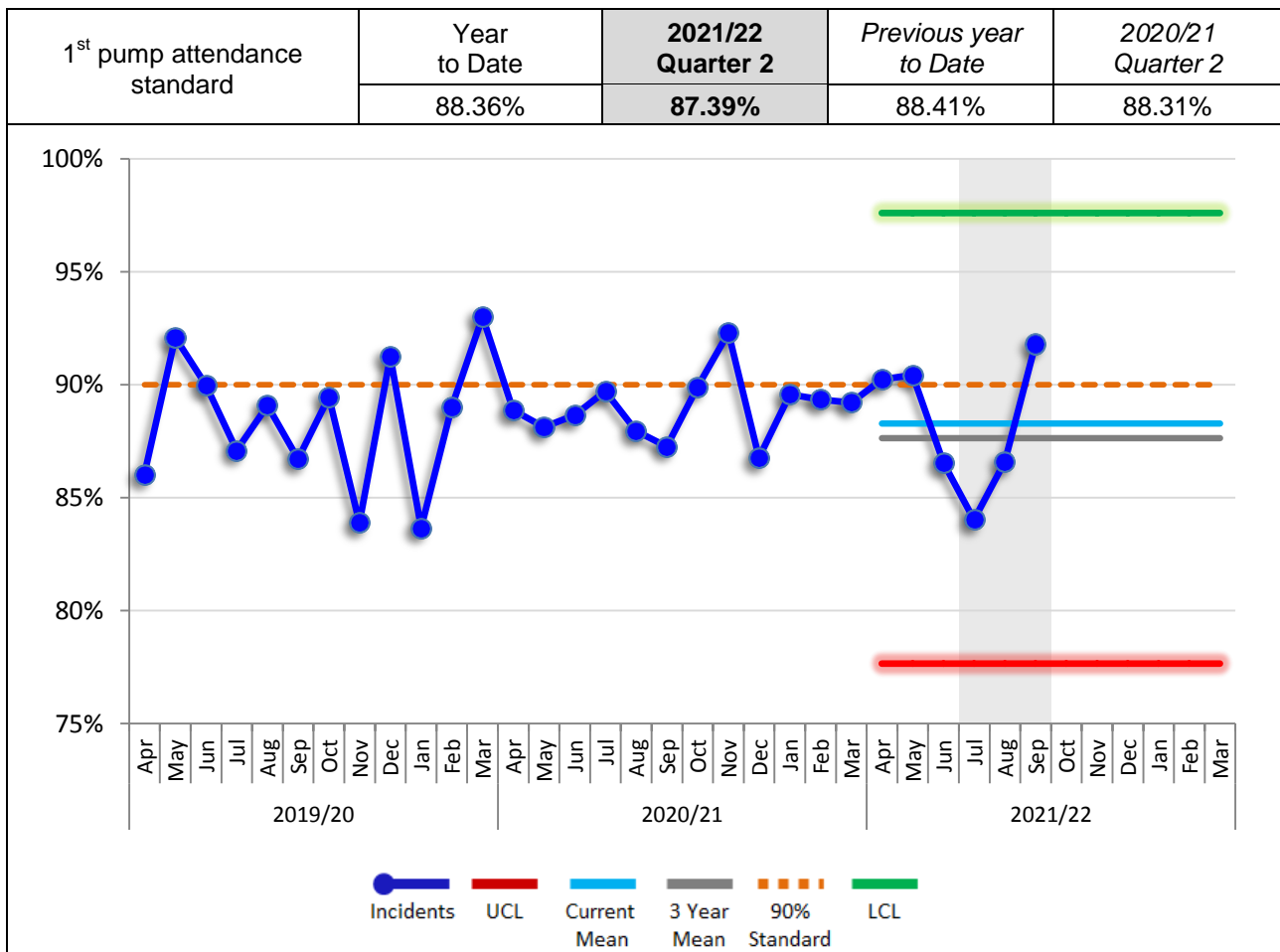
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 decreased 0.92% of total first fire engine attendances over the same quarter of the previous year.



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2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance		Quarter response 82.35%
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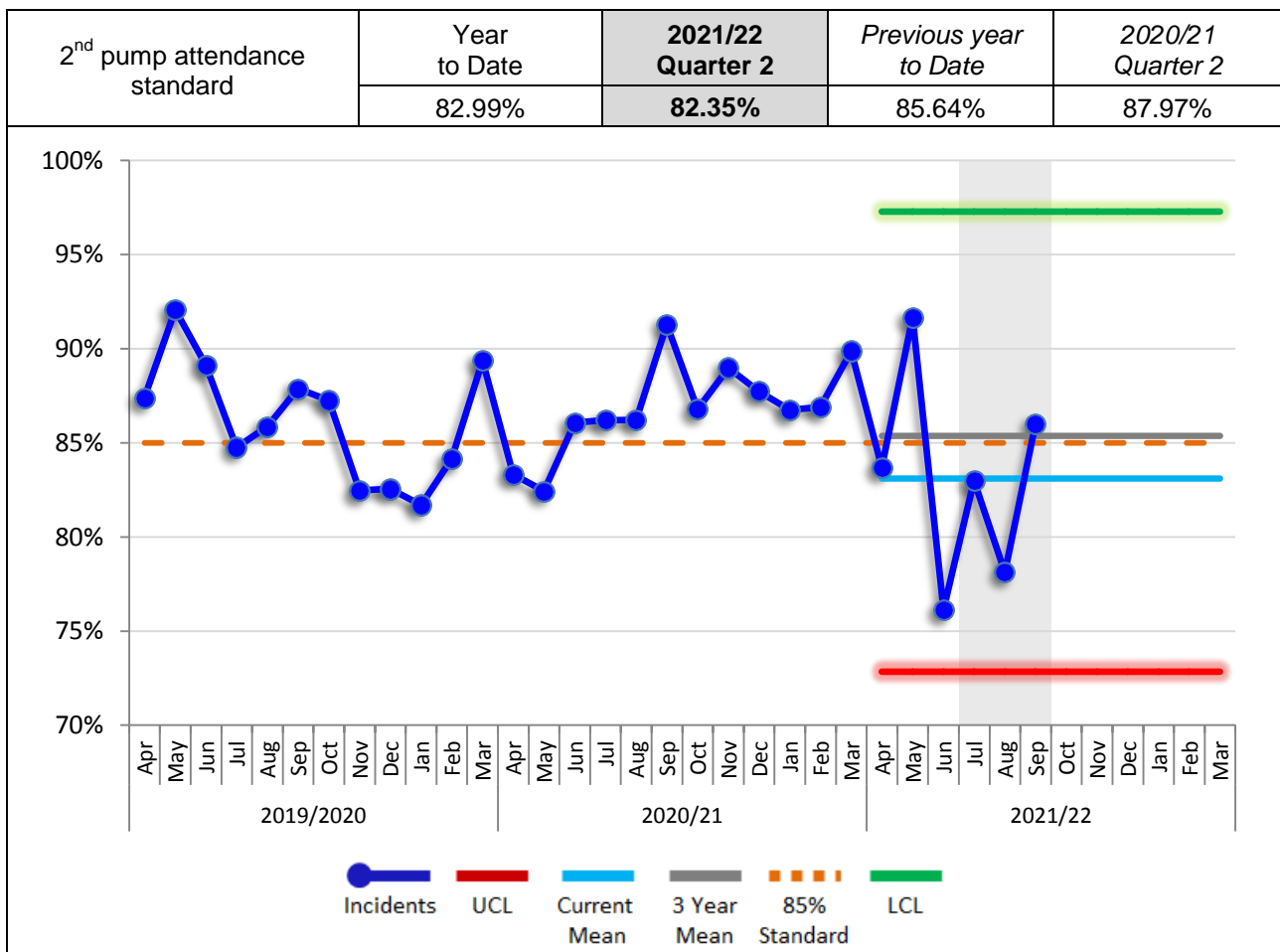
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 5.62% of total second pump attendances over the same quarter of the previous year.



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

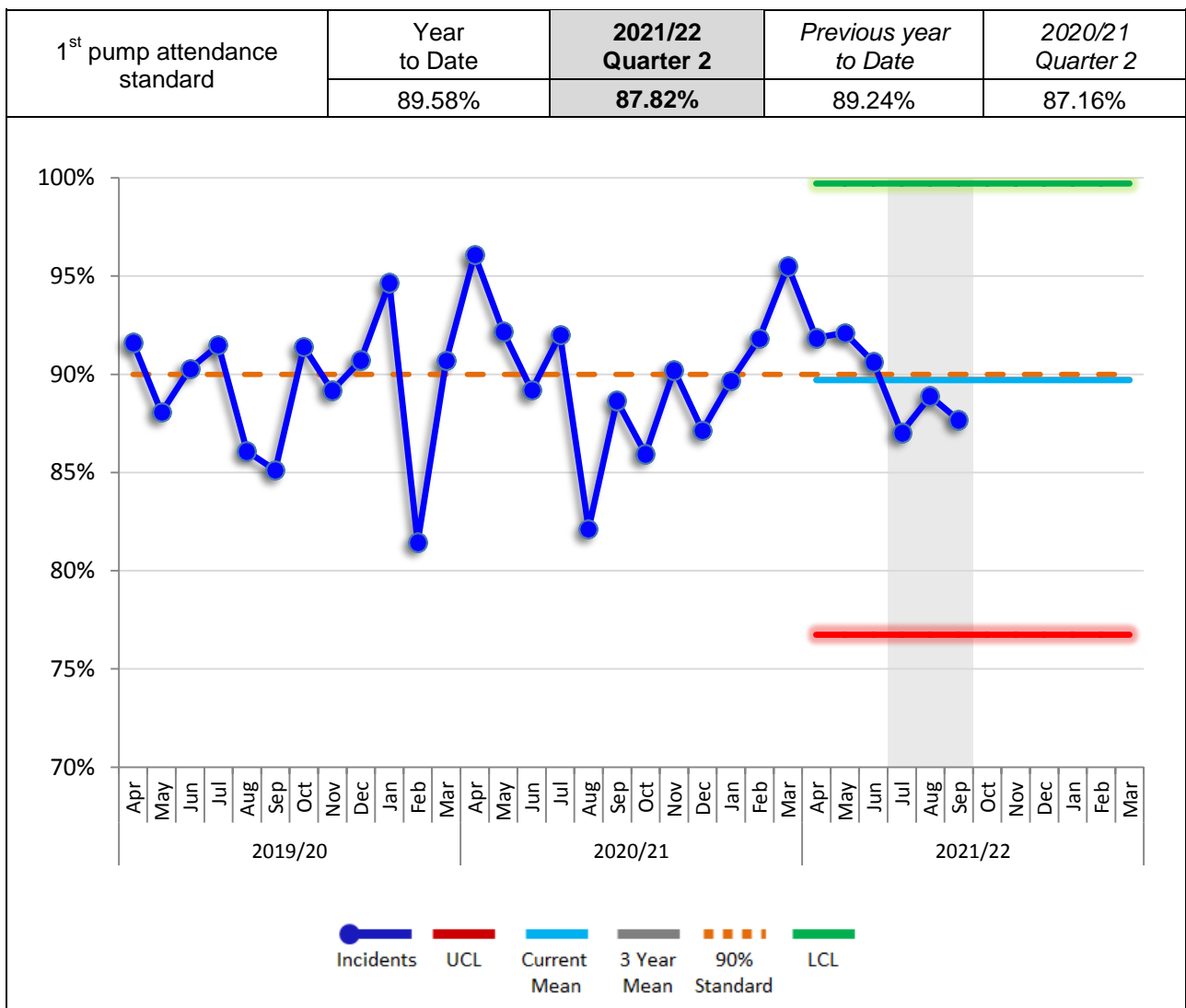


Quarter response
87.82%

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 0.66% of the total responses over the same quarter of the previous year.



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2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		Quarter availability 99.34%
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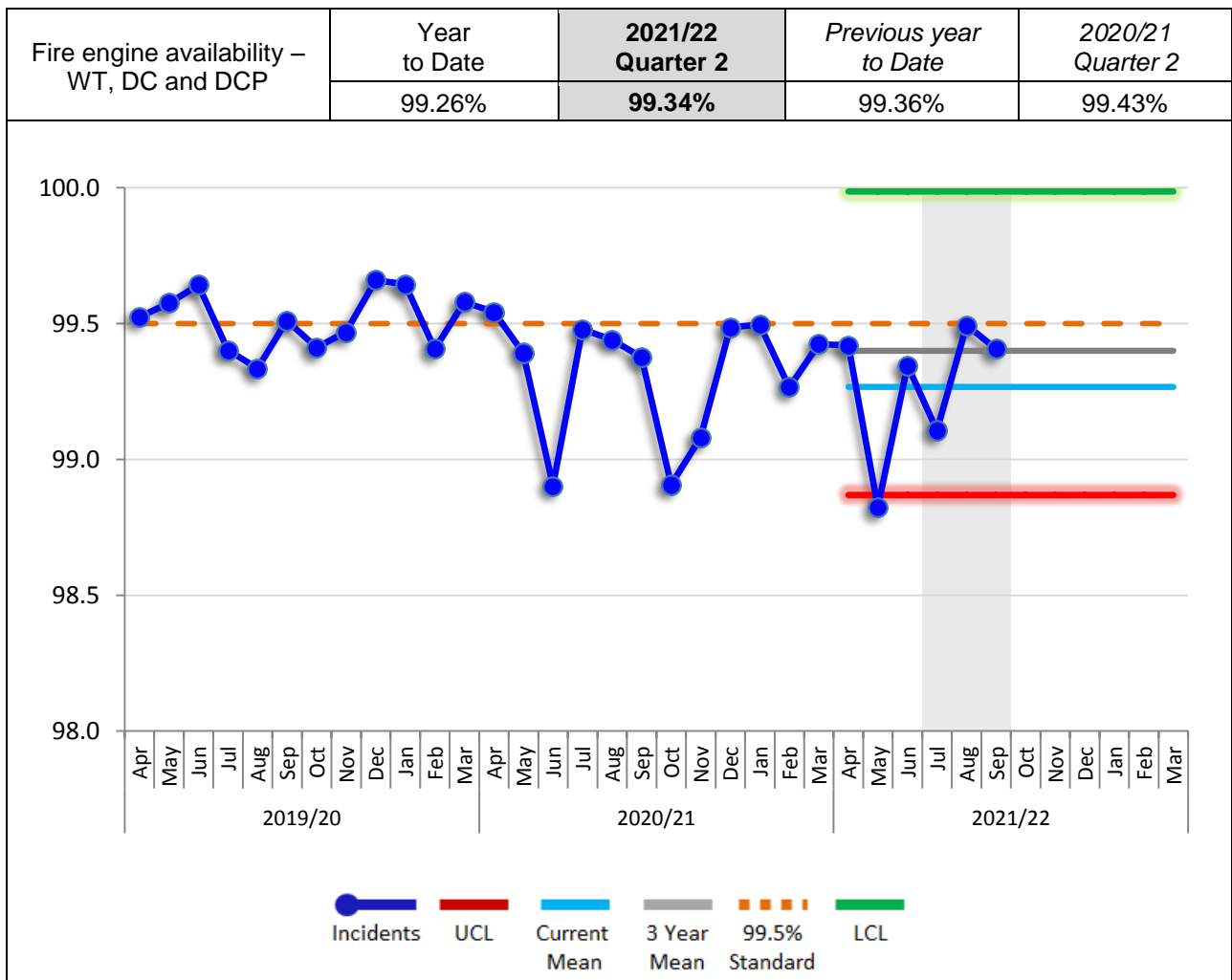
This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable for the following reasons:


- Mechanical
- Lack of equipment
- Appliance change over
- Crew deficient
- Miscellaneous
- Debrief
- Engineer working on station
- Unavailable
- Welfare

Standard: 99.5%

Year to date availability of 99.26% is a decrease of 0.10% over the same period of the previous year.



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2.4 Fire Engine Availability – On-Call Duty System		Quarter availability 75.74%
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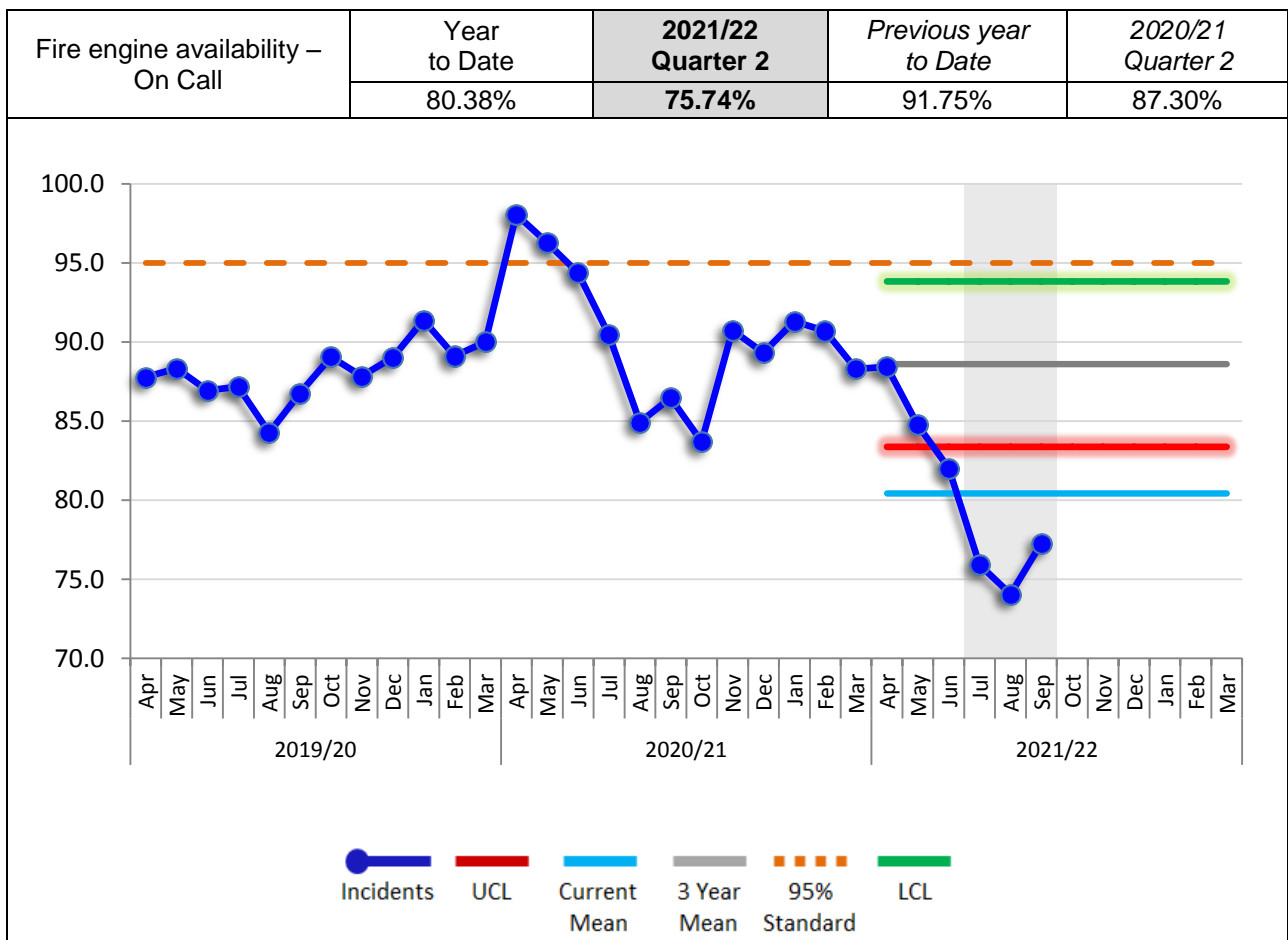
This indicator measures the availability of fire engines that are crewed by the On-Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.

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 57%
- Not enough BA wearers 69%
- Crew deficient 81%
- No driver 38%

Standard: Aspirational Standard 95%

Year to date availability 80.38%, an 11.37% decrease against the previous year to date total availability of 91.75%.



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 3 months of quarter 2.

Analysis

Availability of OC pumps during the quarter was recorded at 75.74%, with each month being outside the 83.38% control limit, and below the Service's 95% aspirational standard.

The primary contributing factor was the loss of staff; recording 35 fewer staff in quarter 2 compared with the previous quarter. This equates to 2,328 fewer hours, meaning On-Call establishment was running below its optimal hours.

There was no one notable reason to account for the OC leavers, with a variety of different reasons cited: moving out of area, pursuing other career options, family commitments, retirements and commitment becoming too demanding.


Staffing is predicted to improve over the next 12 months as On-Call recruit's courses have now returned to pre pandemic numbers of 24 recruits per course, at the peak of pandemic there were 12 recruits per course.

A lack of Officers and Drivers on certain stations are also still a contributing factor, along with sickness and isolation periods on stations, due to the continuing Covid pandemic.

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-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 availability 73.55%
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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 73.55%. This excludes the wholetime detachments shown in KPI 2.4

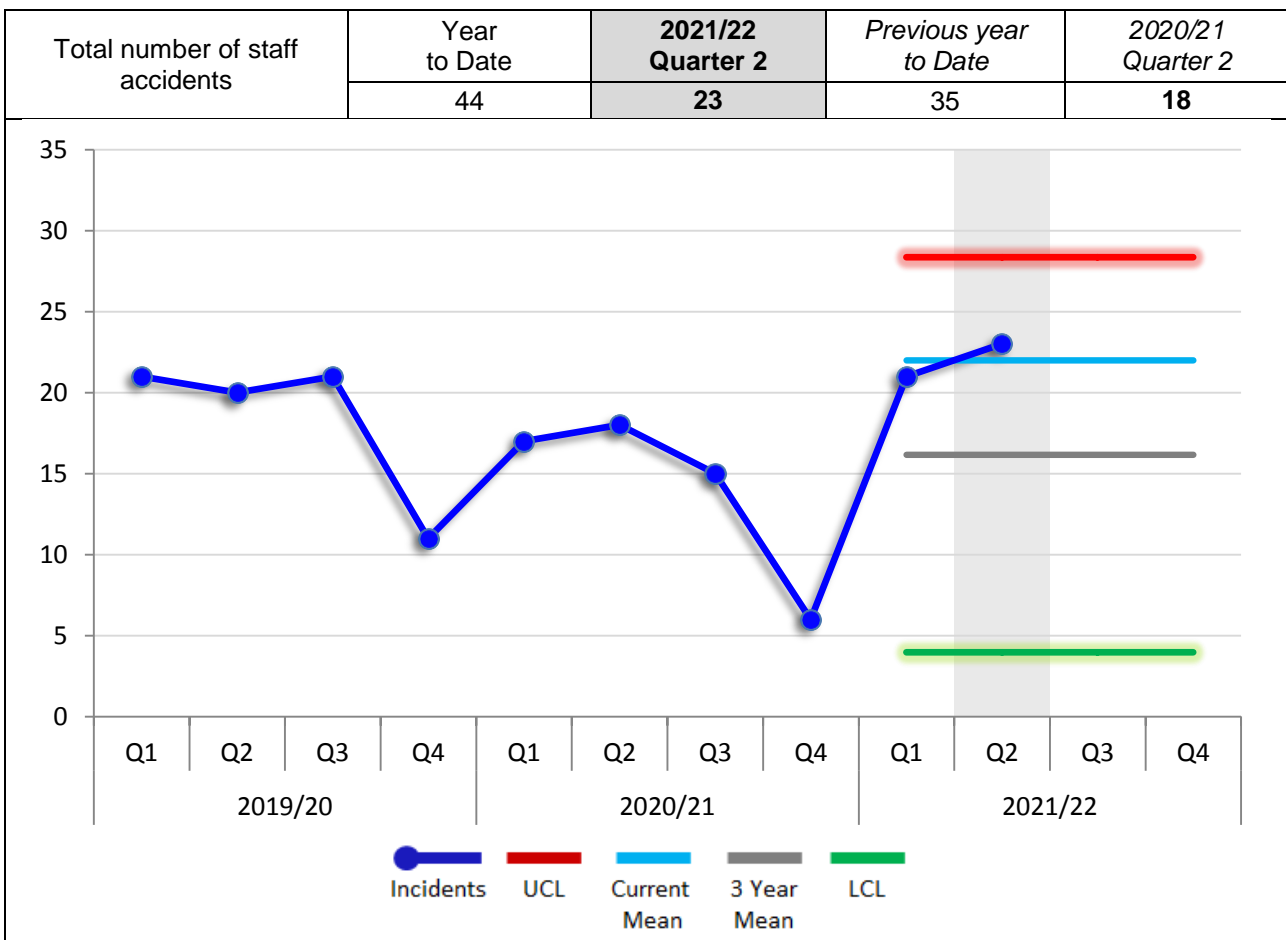
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2.5 Staff Accidents		Quarter activity 23
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The number of staff accidents.

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 5 incidents against the same quarter of the previous year.



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
22	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 September 2021 £28.7 million. The spend for the same period was £28.5 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 September of £28.7 million. The spend for the same period was £28.5 million, which gives an under spend for the period of £0.2 million. The current anticipated year end outturn is an underspend of £0.3m, however this will be updated over the coming months and will be reported to Resources Committee.

Variance:

-0.34%

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3.2 Overall User Satisfaction		Percentage satisfied 99%
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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.

98 people were surveyed; 96 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything in to account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	2,824	2,792	98.87%	97.50%	1.40%

There have been 2,824 people surveyed since April 2012.

During the latest quarter - 98 people were surveyed and 96 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

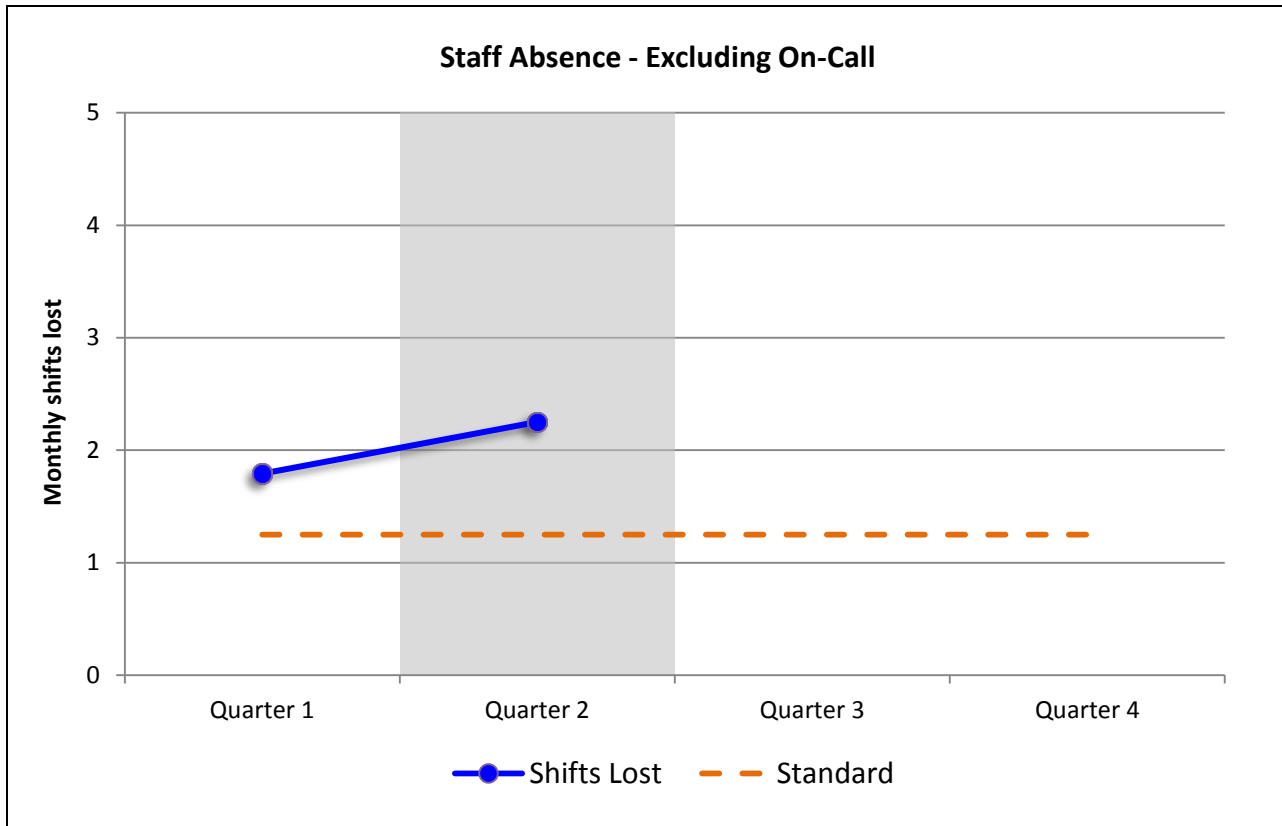
4.2.1 Staff Absence - Excluding On-Call Duty System



Shifts lost
4.068

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 ÷ 4 quarters)



Cumulative total number of quarterly shifts lost:

4.068

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What are the reasons for an Exception report

This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target for quarter 2.

Analysis

During quarter one July 2021 – September 2021, absence statistics show above target for the quarter.

Whole-time personnel and for Non-uniformed personnel were both above the target.

Non-uniform - 467 shifts lost = 2.31

Wholetime - 1,384 shifts lost = 2.23

There were 4 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
Neurological	1

Grey Book	
Reason	Case/s
Covid	1
Mental health	1

There were 36 other cases of long-term absence which were also recorded within the 3 months:

Grey Book - 32 cases

Green Book - 4 cases

Overall (including the 4 cases of long-term absence which span over the total of the 3 months):

Reason	Case/s
Covid	10
Mental health (other)	10
Musculo skeletal	7
Hospital operation	5
Neurological	2

Injury – non work related	2
Back and spinal disorder	1
Cancer	1
Gastrointestinal	1
Mental health (work)	1

During the quarter, 28 of the 40 employees returned to duty.

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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.

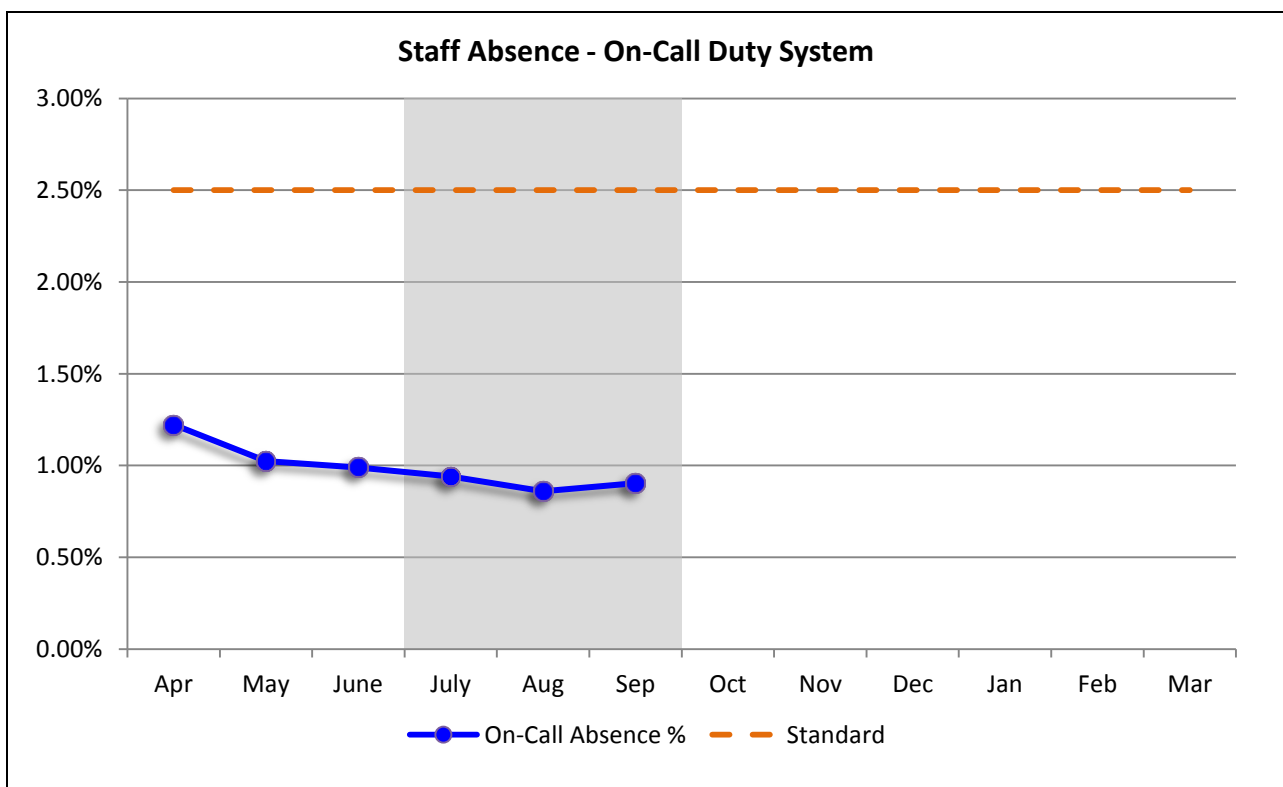
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4.2.2 Staff Absence – On-Call Duty System		Absence 0.90%
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The percentage of contracted hours lost due to sickness for all On-Call contracted staff. An individual's sickness hours are only counted 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, 0.90%

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



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

0.90%