LANCASHIRE COMBINED FIRE AUTHORITY
PERFORMANCE COMMITTEE
Meeting to be held on 16th March 2022

PERFORMANCE MANAGEMENT INFORMATION FOR 3RD QUARTER 2021/22 (Appendix 1 refers)

Contact for further information:
Jon Charters, Assistant Chief Fire Officer (ACFO) – Tel No. 01772 866801

Executive Summary

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

Recommendation

The Performance Committee is asked to endorse the Quarter 3 Measuring Progress report, note the contents of the 3 negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

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

Paper	Date	Contact
Performance Management Information		Jon Charters (ACFO)
Reason for inclusion in Part 2, if appropriate: N/A		

Lancashire Fire and Rescue Service

Measuring Progress

Performance Report

October 2021 - December 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.

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.

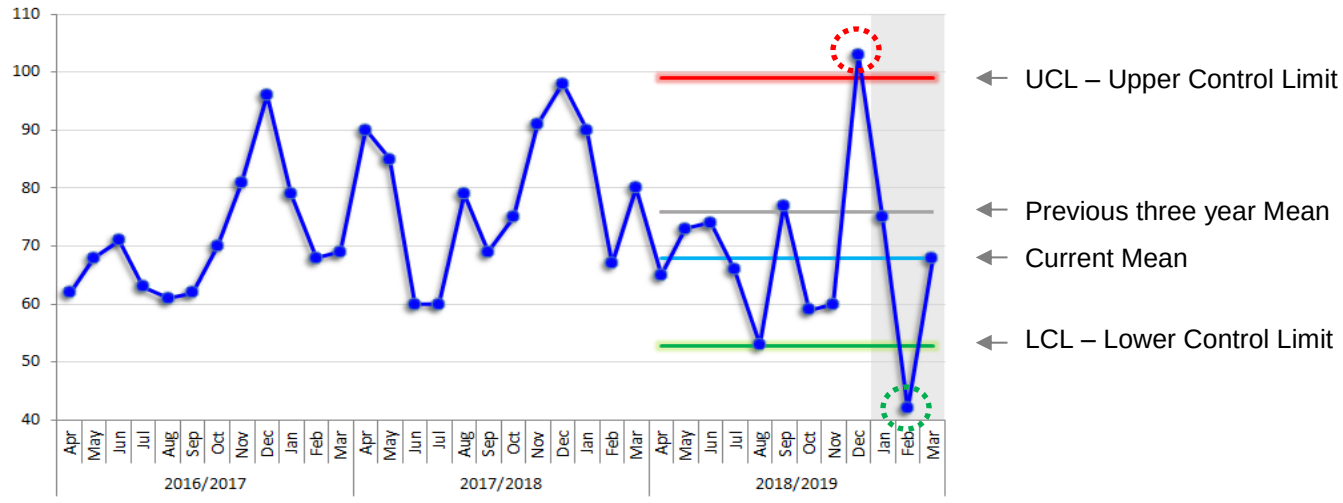
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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:

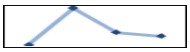
1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.

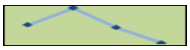
Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (◌) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (◌) for meeting rule 2.



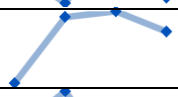
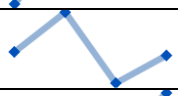
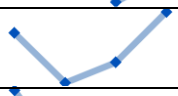
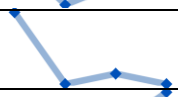
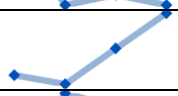
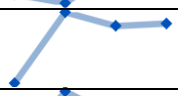
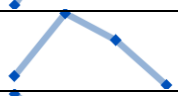
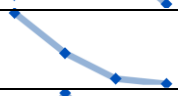
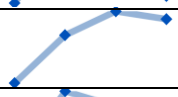
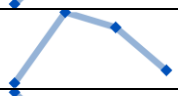
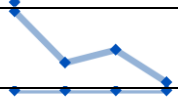
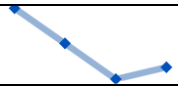
Key Performance Index and Indicator trends

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.

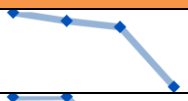
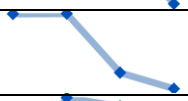
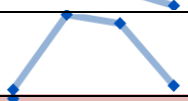
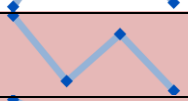
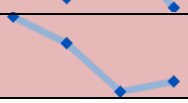
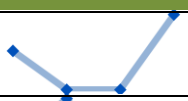
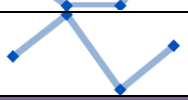
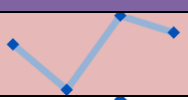
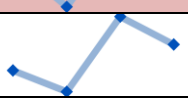
The cell shading denotes whether the indicator is - within accepted limits: 

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)		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		29
2.4.1	Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	31
2.5	Staff Accidents		32
3	**Delivering** value for money in how we use our resources.		
3.1	Progress Against Savings Programme		33
3.2	Overall User Satisfaction		34
4	**Valuing** our people so that they can focus on making Lancashire safer.		
4.2.1	Staff Absence - Excluding On-Call Duty System		35
4.2.2	Staff Absence - On-Call Duty System		38

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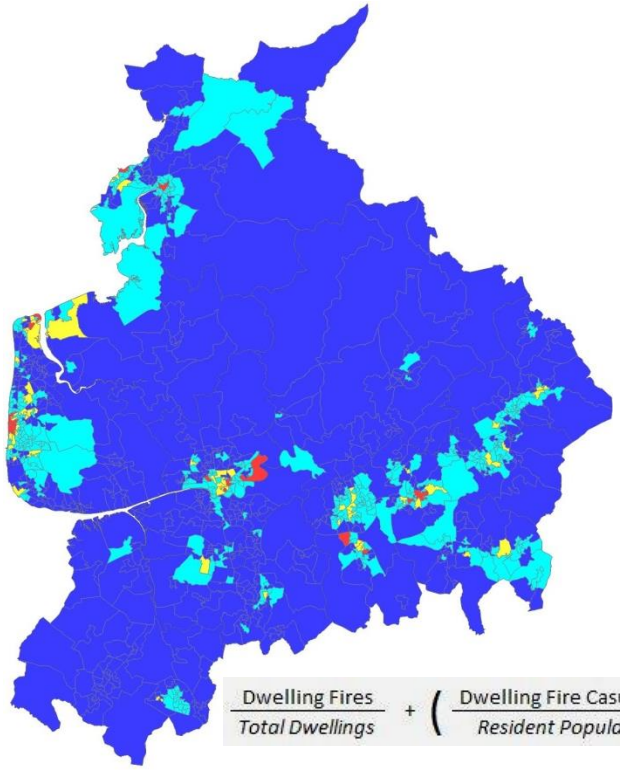
1.1 Risk Map

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

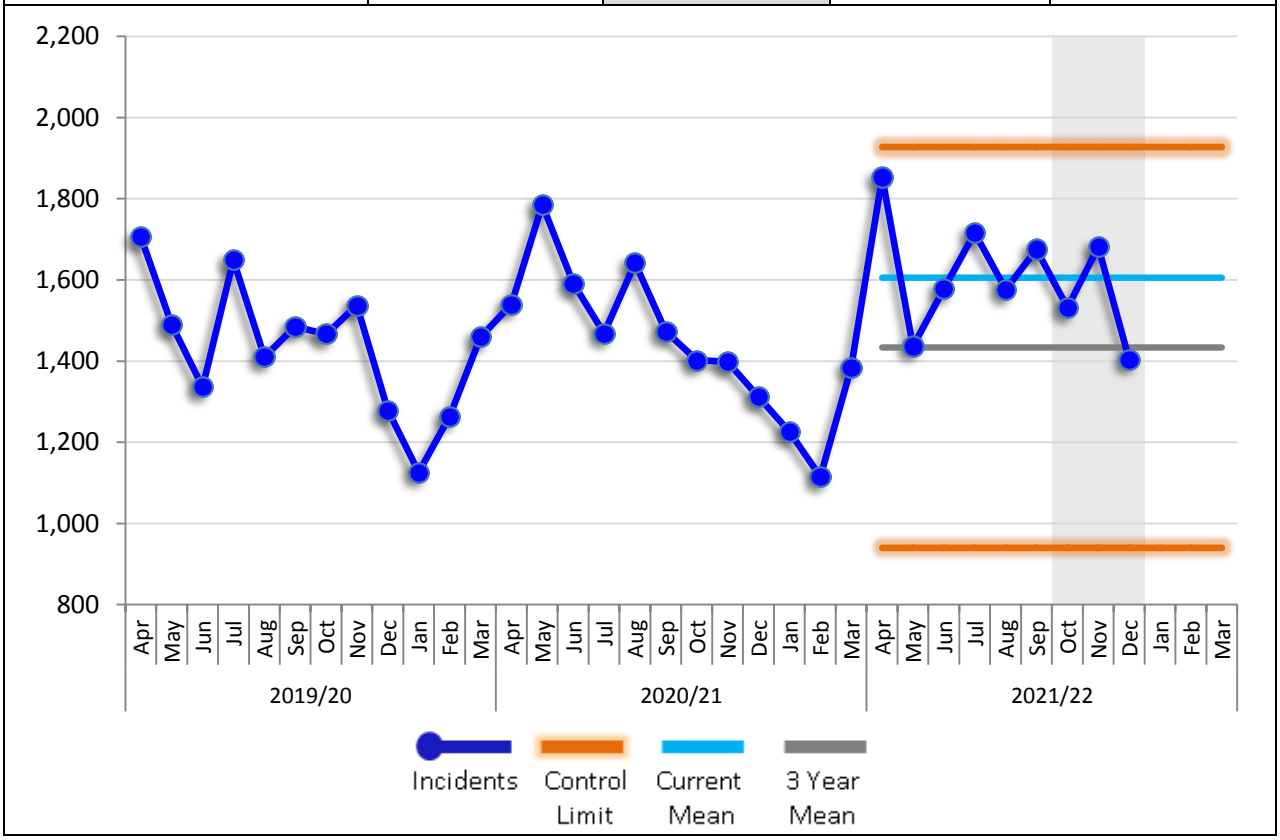
Quarter activity
4,616

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 12.28% over the same quarter of the previous year.

1.2 Number of attended incidents	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	14,450	**4,616**	13,609	4,111



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**
1,606	1,433	1,445	1,434	1,422

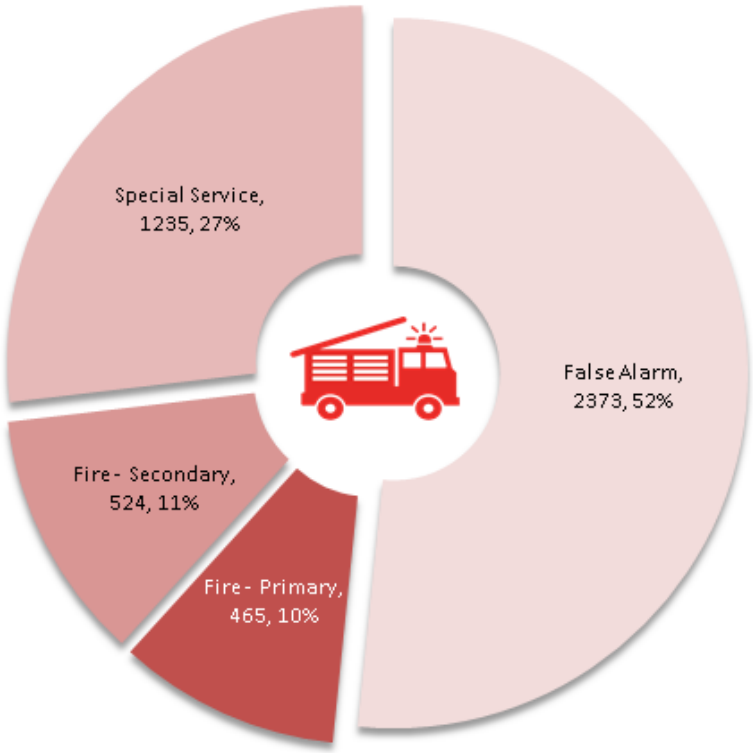
1.2 Overall Activity Breakdown

Quarter activity
4,616

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	68%
Good Intent false alarm	28%
Malicious False Alarm	4%
FIRE - PRIMARY:	
Accidental Dwelling Fires (1.3)	46%
Accidental Building Fires (1.5a)	15%
Accidental Building Fires (1.5b)	3%
Dwellings (1.6.2)	6%
Non Dwellings (1.6.3)	4%
Other Primary	26%
FIRE - SECONDARY:	
Anti-Social Behaviour (1.6.1)	48%
Accidental Fires	52%
SPECIAL SERVICE:	
Critical Incidents (KPI 2.2.1)	55%
*Gaining Entry	28%
*RTC	29%
*Flooding	11%
*Other Critical incident	32%



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 68% being Fire alarm due to Apparatus incidents. Along with 28% recorded as Good Intent false alarm and the remaining 4% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 46% 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, 52% are recorded as having an accidental/unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, with 55% being defined as a critical incident and are captured within KPI 2.2.1. Of which, 28% resulted in the use of tools to gain entry to a property on behalf of the Ambulance Service, 29% are Road Traffic Collisions (RTC) and 11% are flooding related.

1.3 Accidental Dwelling Fires

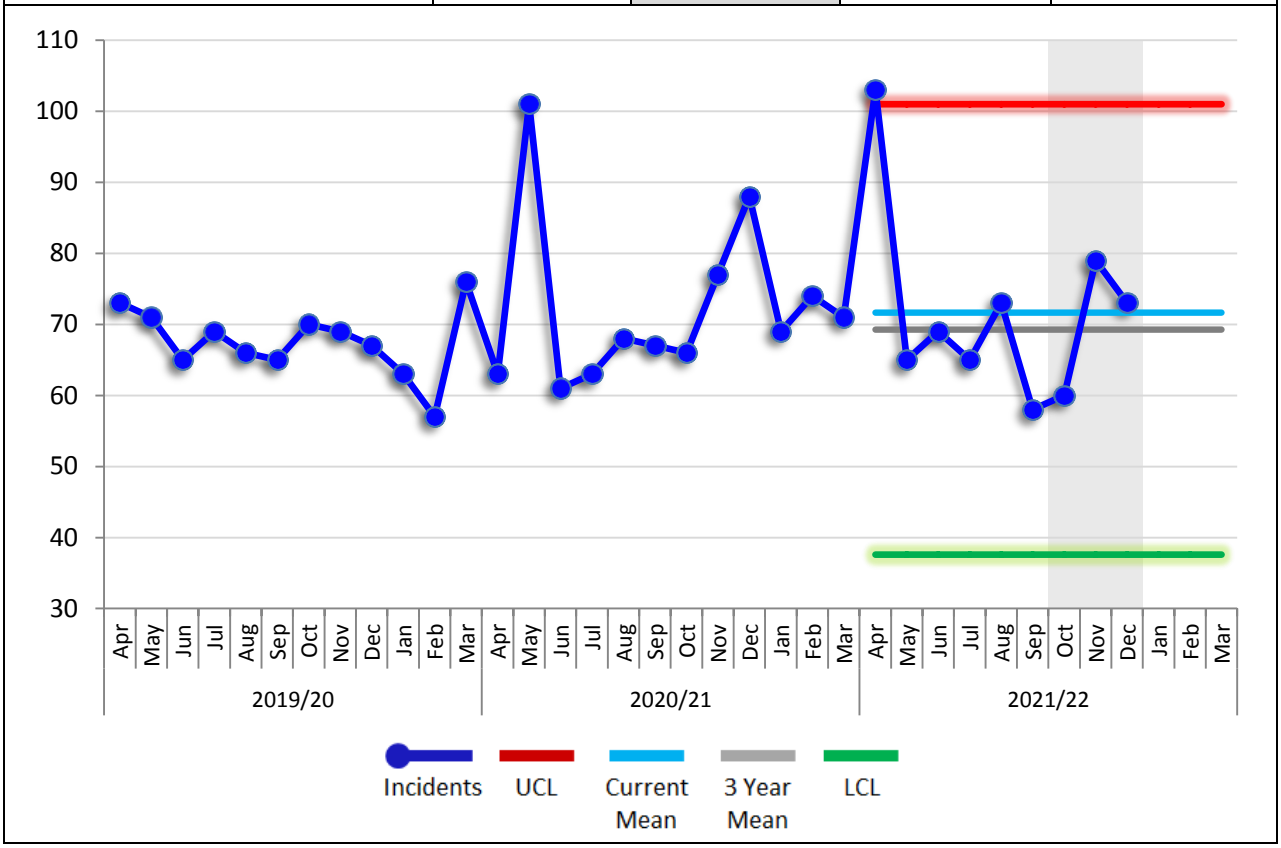
Quarter activity
212

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 8.23% over the same quarter of the previous year.

1.3 Accidental Dwelling Fires	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	645	**212**	654	231



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

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity: 92.0%

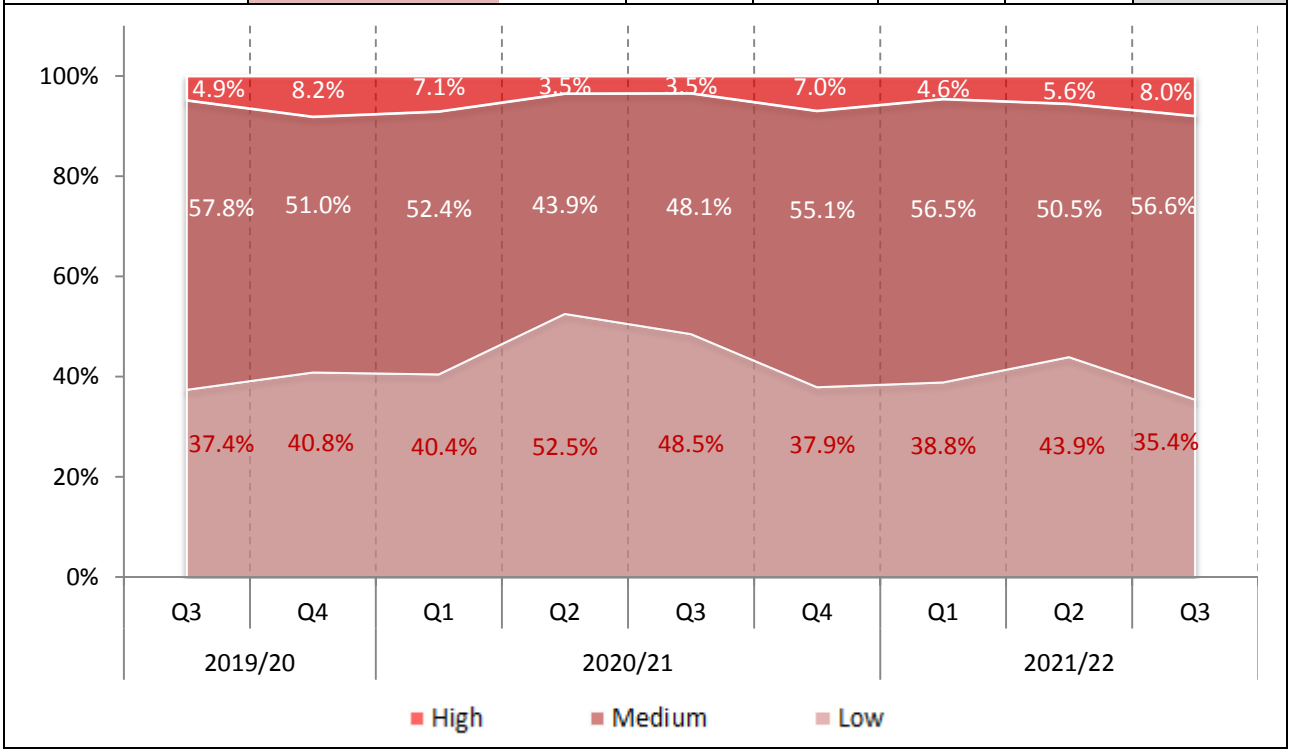
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

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

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

The latest quarter recorded a combined 'low' and 'medium' severity of 92.0%. This is a decrease of 4.6% against the 96.6% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 3 (2021/22)**
			Quarter 3 (20/21)	*Quarter 4 (20/21)*	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	
1.3.1 ADF – Severity of Fire	High	⬆	*3.5%*	*7.0%*	*4.6%*	*5.6%*	**8.0%**
	Medium	⬆	*48.1%*	*55.1%*	*56.5%*	*50.5%*	**56.6%**
	Low	⇩	*48.5%*	*37.9%*	*38.8%*	*43.9%*	**35.4%**



1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC		% with previous HFSC 4%

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 10% 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*	17	7%	⇩	26	12%
Quarter 2*	14	7%	⇩	21	11%
Quarter 3*	8	4%	⇩	32	14%
Quarter 4			-	14	7%

*Quarter 1 to 3. The impact of COVID19 working guidelines during the previous 21 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

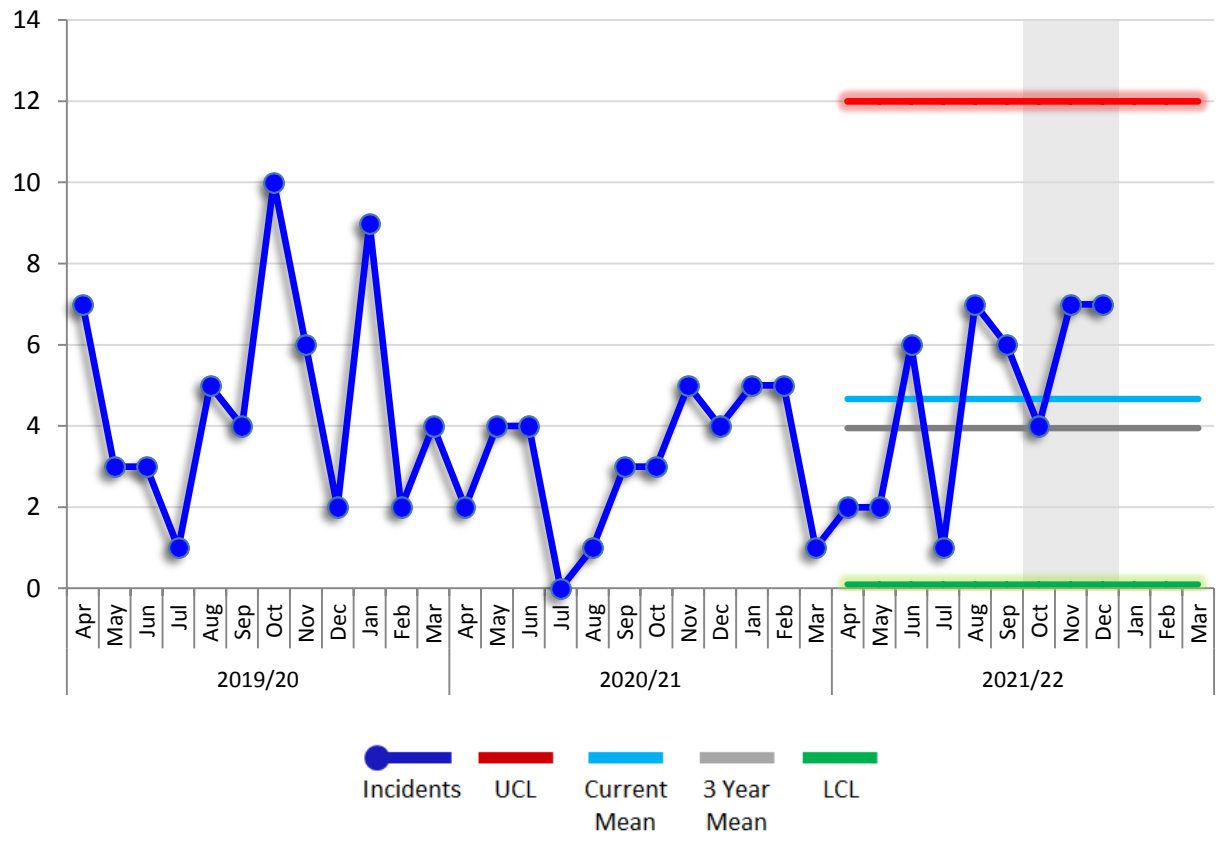
Quarter activity
18

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 were 4 fatalities during the latest quarterly period. Four casualties are recorded as serious and 10 slight. The same quarter of the previous year recorded one fatality, 1 serious and 10 slight.

Casualty Status	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
Fatal	5	**4**	1	1
Victim went to hospital, injuries appear Serious	9	**4**	3	1
Victim went to hospital, injuries appear Slight	28	**10**	22	10
Total	42	**18**	26	12



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**
5	4	3	5	4

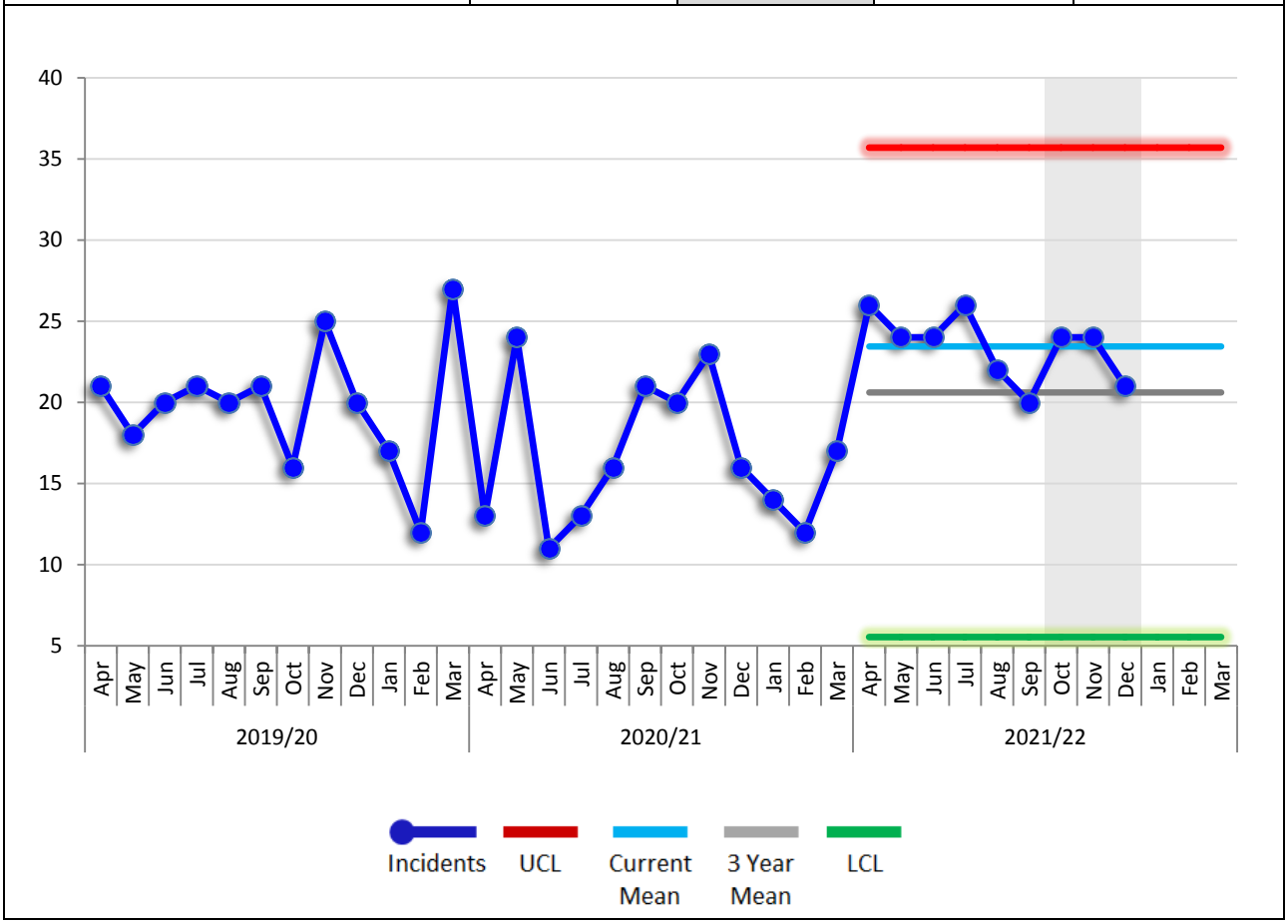
1.5(a) Accidental Building Fires (Commercial Premises)

Quarter activity
69

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 16.95% over the same quarter of the previous year.

1.5(a) Accidental Building Fires (Commercial premises)	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	211	**69**	157	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**
23	21	17	20	25

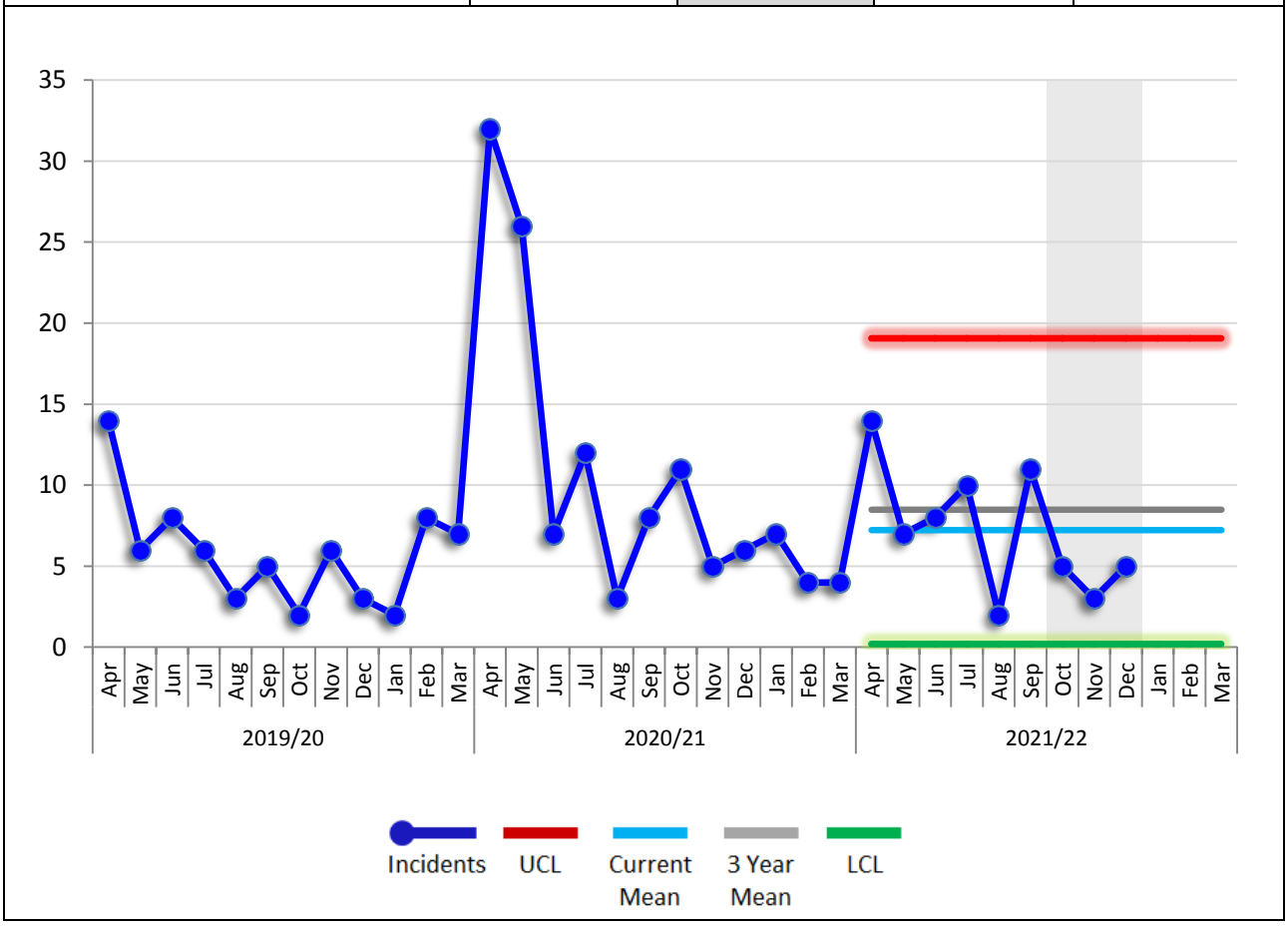
1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)

Quarter activity
13

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 decreased 40.91% over the same quarter of the previous year.

1.5(b) Accidental Building Fires (Non-commercial premises)	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	65	**13**	110	22



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	8	10	6	9

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

Quarter activity: 82.6%

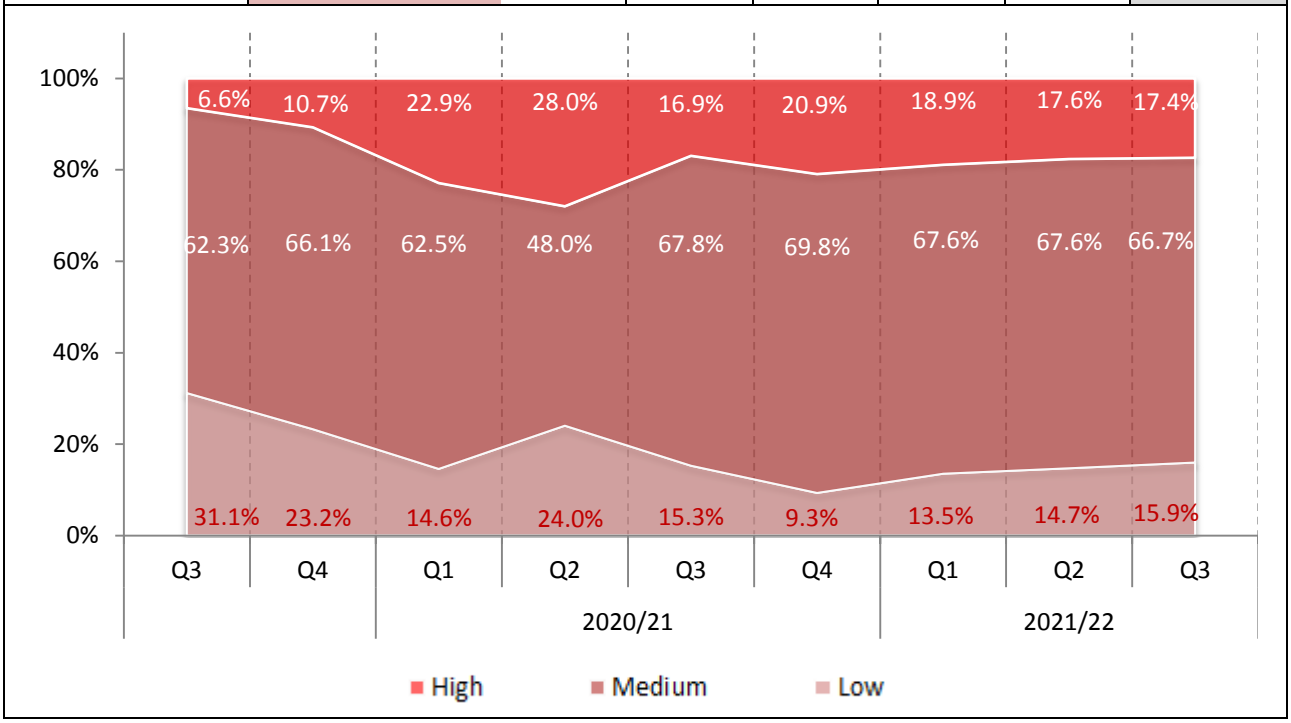
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. This KPI includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction 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 82.6%. This is a decrease of 0.5% against the combined severity of 83.1% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				**Quarter 3 (2021/22)**
			Quarter 3 (20/21)	*Quarter 4 (20/21)*	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	
1.5.1(a) ABF – Severity of Fire	High	⇧	*16.9%*	*20.9%*	*18.9%*	*17.6%*	**17.4%**
	Medium	⇩	*67.8%*	*69.8%*	*67.6%*	*67.6%*	**66.7%**
	Low	⇧	*15.3%*	*9.3%*	*13.5%*	*14.7%*	**15.9%**



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

Quarter activity: 53.8%

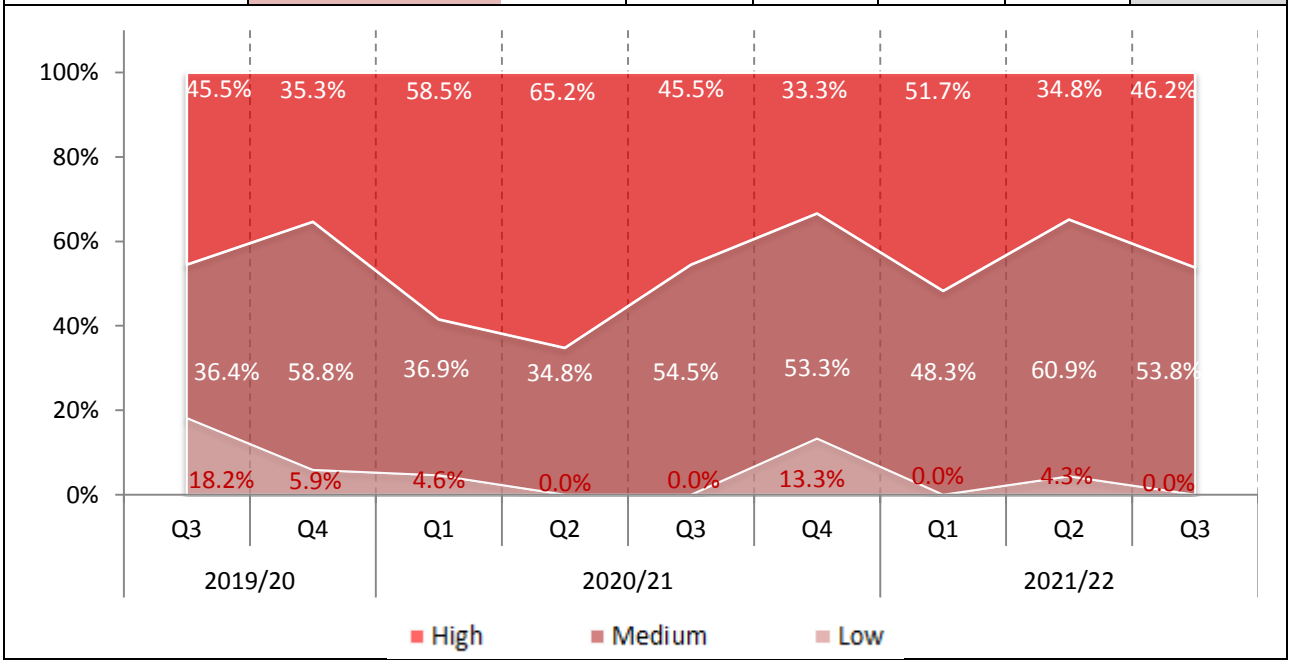
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are the property types: private garage, private shed, private greenhouse, private summerhouse and other private non-residential building; due to 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 53.8%. This is a decrease of 0.7% against the combined severity of 54.5% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 3 (2021/22)
			Quarter 3 (20/21)	*Quarter 4 (20/21)*	*Quarter 1 (21/22)*	*Quarter 2 (21/22)*	
1.5.1(b) ABF – Severity of Fire	High	⇧	*45.5%*	*33.3%*	*51.7%*	*34.8%*	**46.2%**
	Medium	⇩	*54.5%*	*53.3%*	*48.3%*	*60.9%*	**53.8%**
	Low	-	*0.0%*	*13.3%*	*0.0%*	*4.3%*	**0.0%**

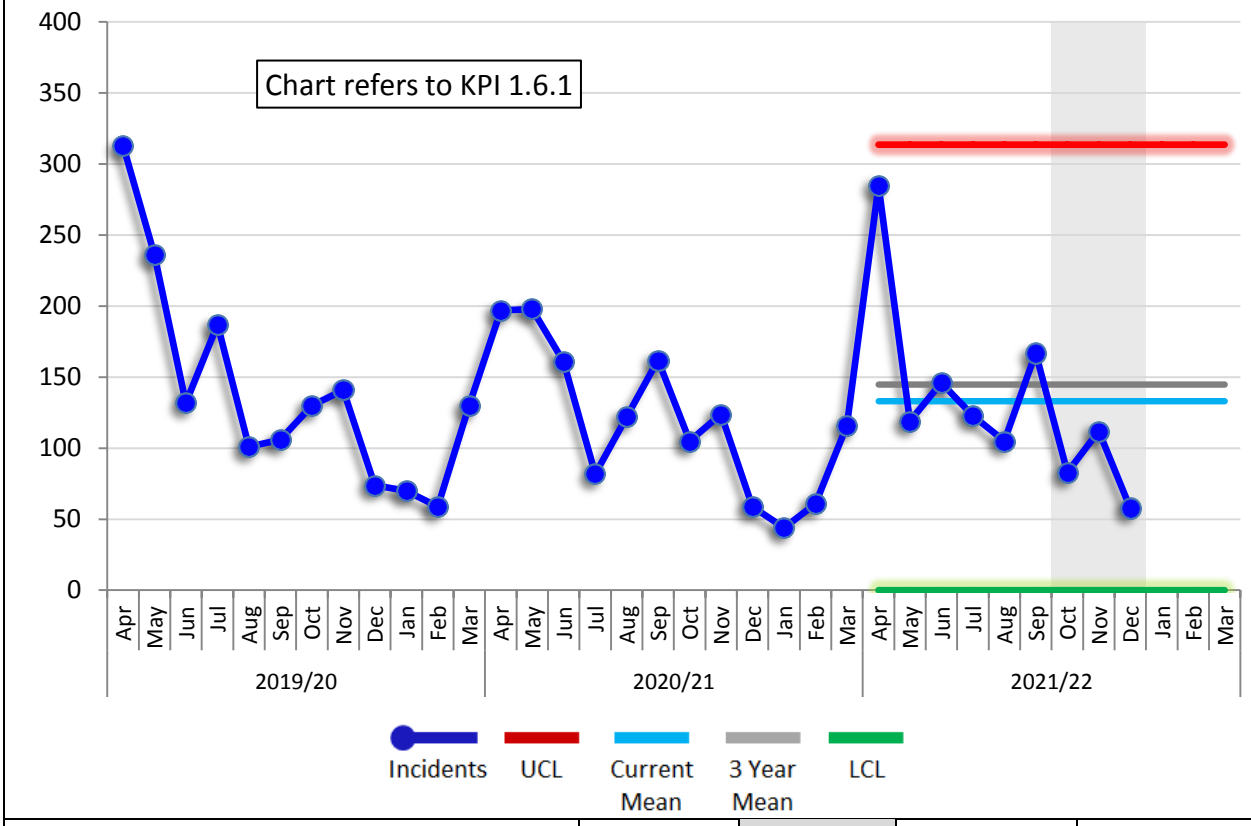


1.6 Deliberate Fires

Quarter activity *(1.6.1 only): 253

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 3**	*Previous year to Date*	*2020/21 Quarter 3*
	1198	**253**	1210	288



Deliberate Fire Type		**Year to Date**	**2021/22 Quarter 3**	***Previous year to Date***	***2020/21 Quarter 3***
	1.6.1 Deliberate Fires - ASB	1198	**253**	1210	288
	1.6.2 Deliberate Fires - Dwellings	86	**29**	84	30
	1.6.3 Deliberate Fires - Commercial Premises	97	**19**	87	27

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**
133	145	119	140	175

1.7 Home Fire Safety Checks	HFSC	Quarter outcome 63%

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.

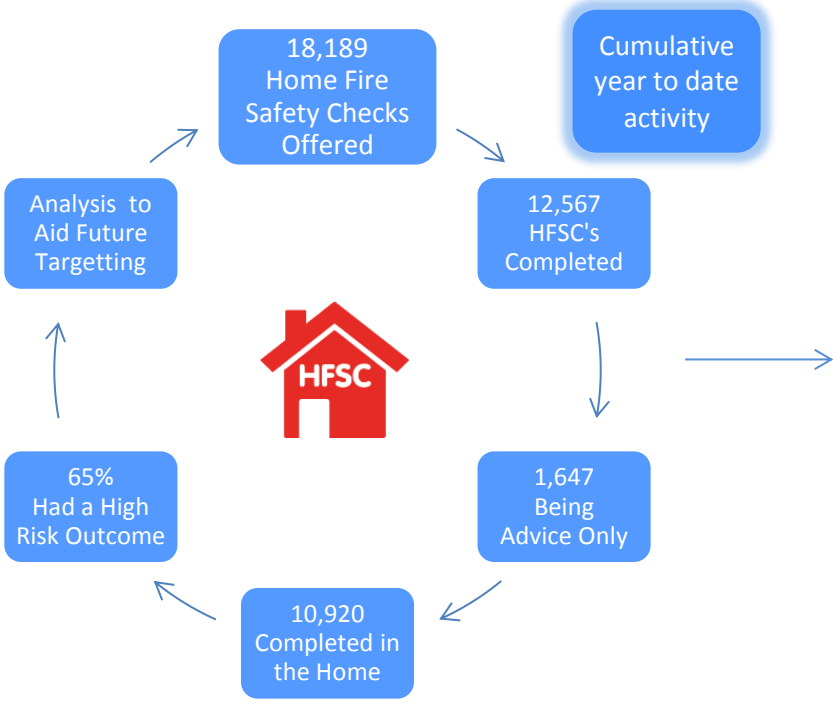
An improvement is shown if:

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 42% over the same quarter of the previous year, with the cumulative year to date HFSC's increasing by 72% 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	3,647	66%	⇧/⇩	2,260	71%
Quarter 2	3,926	68%	⇧/⇩	3,302	72%
Quarter 3	4,994	63%	⇧/⇩	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.

During this quarter **5** 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 Refer below narrative

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 supply the teacher with a feedback form, so that we can evaluate how effective both our package and delivery is.

During the October to December 2021 period teachers were asked whether they thought the session will have positively influenced the behaviour of children regarding road safety, 83% recorded that they felt the package and delivery was outstanding in achieving this and the remaining 17% recording the achievement as good; with no sessions being marked as satisfactory or inadequate.

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

Wasted Lives 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.

- Road Sense recorded 2,171 students.
- Wasted Lives sessions have been delivered to 1,058 students.
- Safe Drive Stay Alive (SDSA) to 934 students.
- Biker Down was delivered to 58 attendees.

Over the course of the three month period, we recorded a total of 4,221 attendees.

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
6%

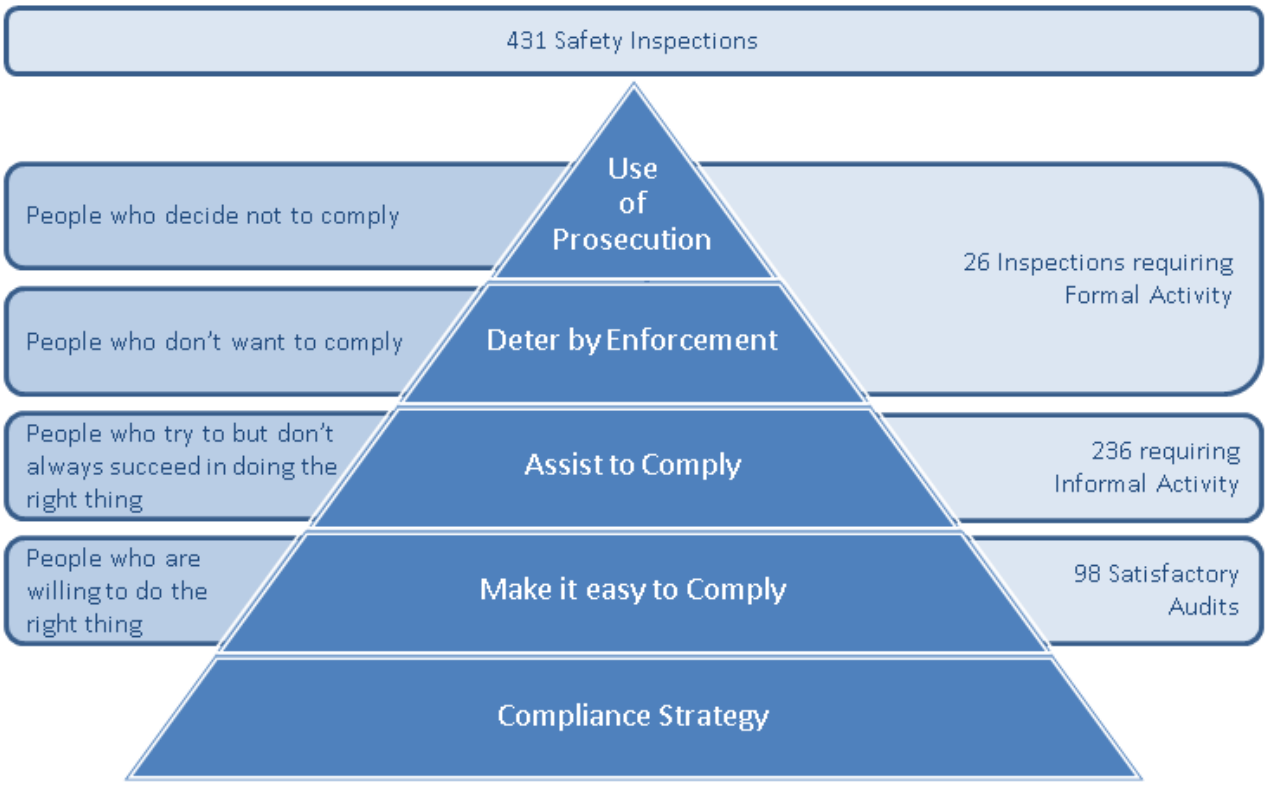
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more 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 3 recorded a decrease of 4% against the same quarter of the previous year.

	2021/22							⇧/⇩	2020/21	
Quarter	Number of Inspections	Requiring		Satisfactory Audit	*Business Safety Advice	% requiring		Progress	% 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	431	26	236	98	71	6%	55%	⇩	*10%*	*56%*
4								-	*11%*	*47%*

**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
84.73%

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.

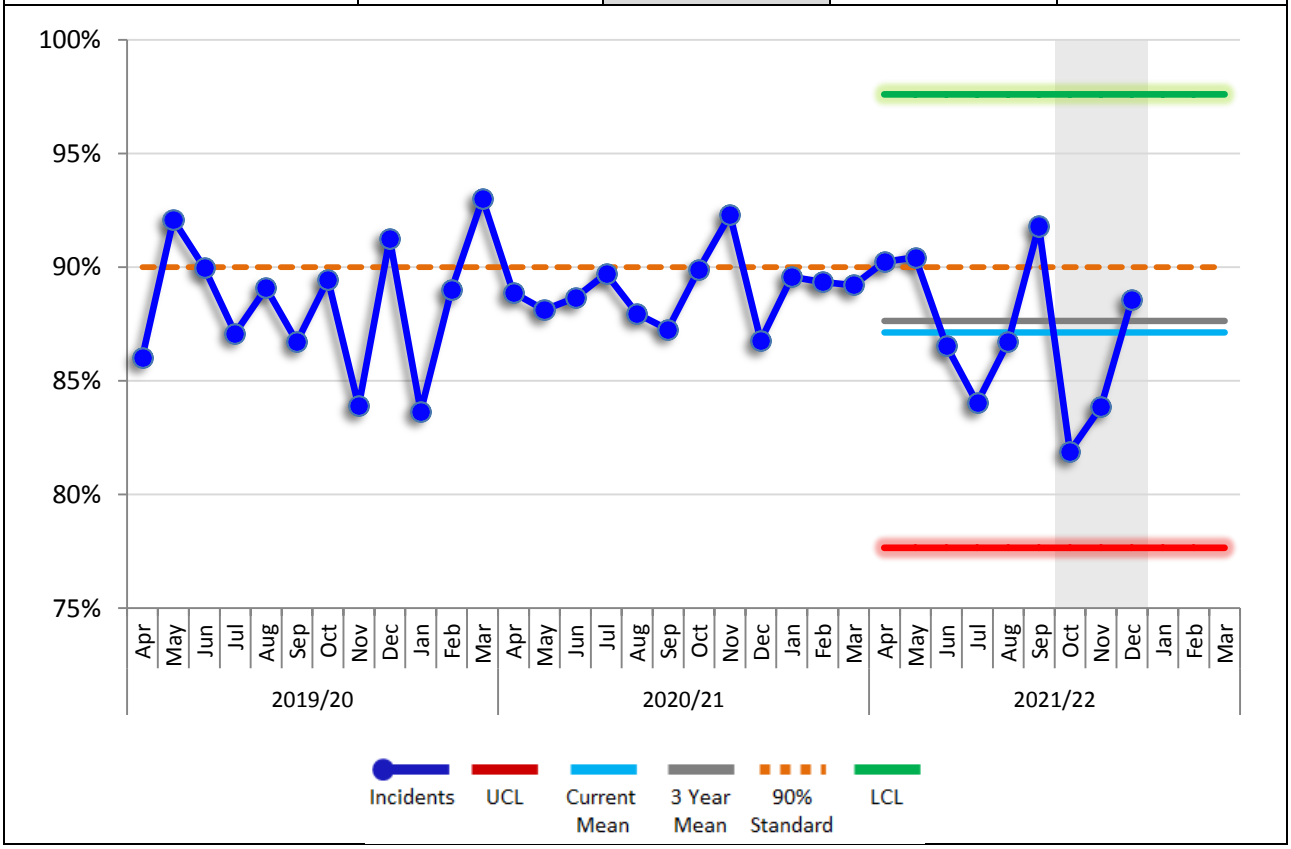
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- *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 4.91% of total first fire engine attendances over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	87.24%	**84.73%**	88.83%	89.64%



2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance		Quarter response 80.76%

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.

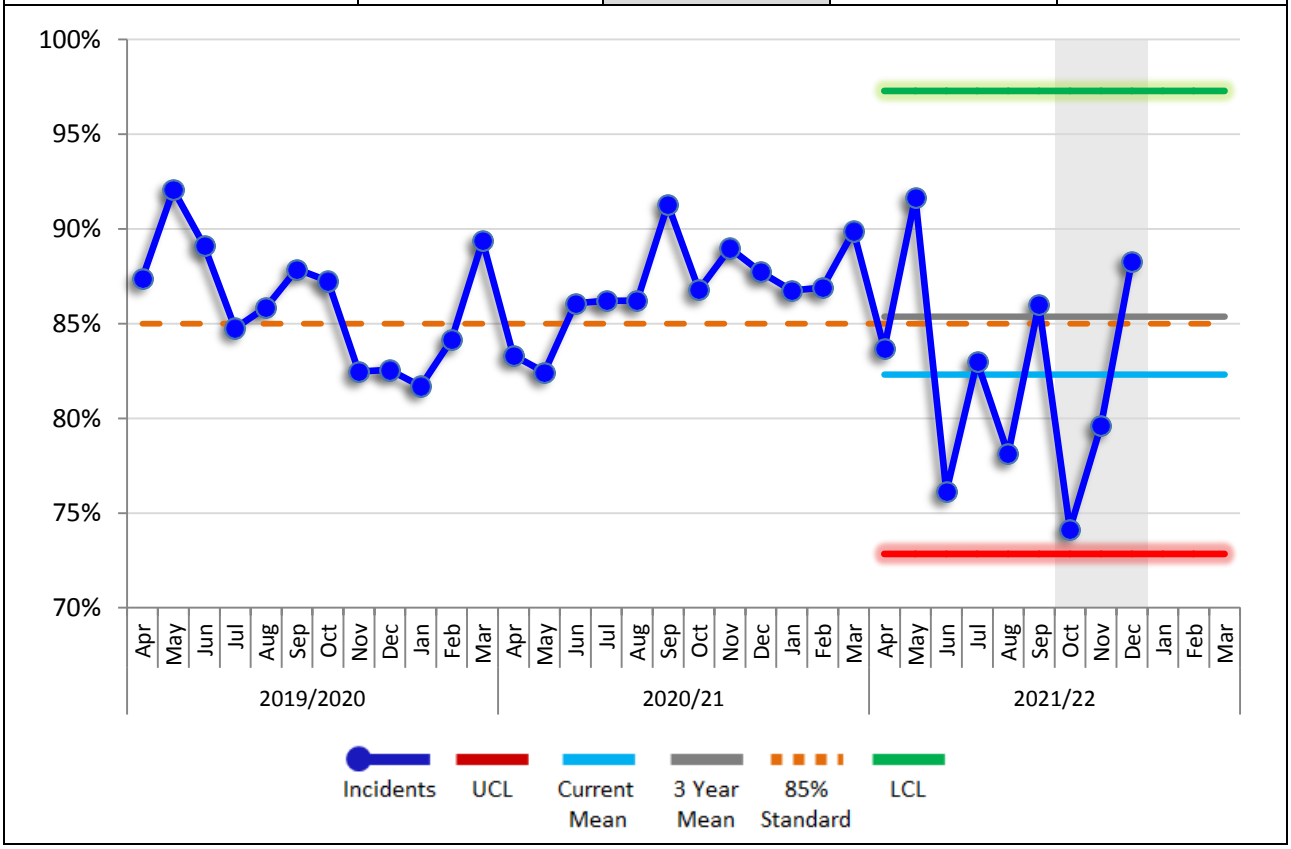
The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

- *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 7.09% of total second pump attendances over the same quarter of the previous year.

2nd pump attendance standard	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	82.29%	**80.76%**	86.43%	87.85%



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

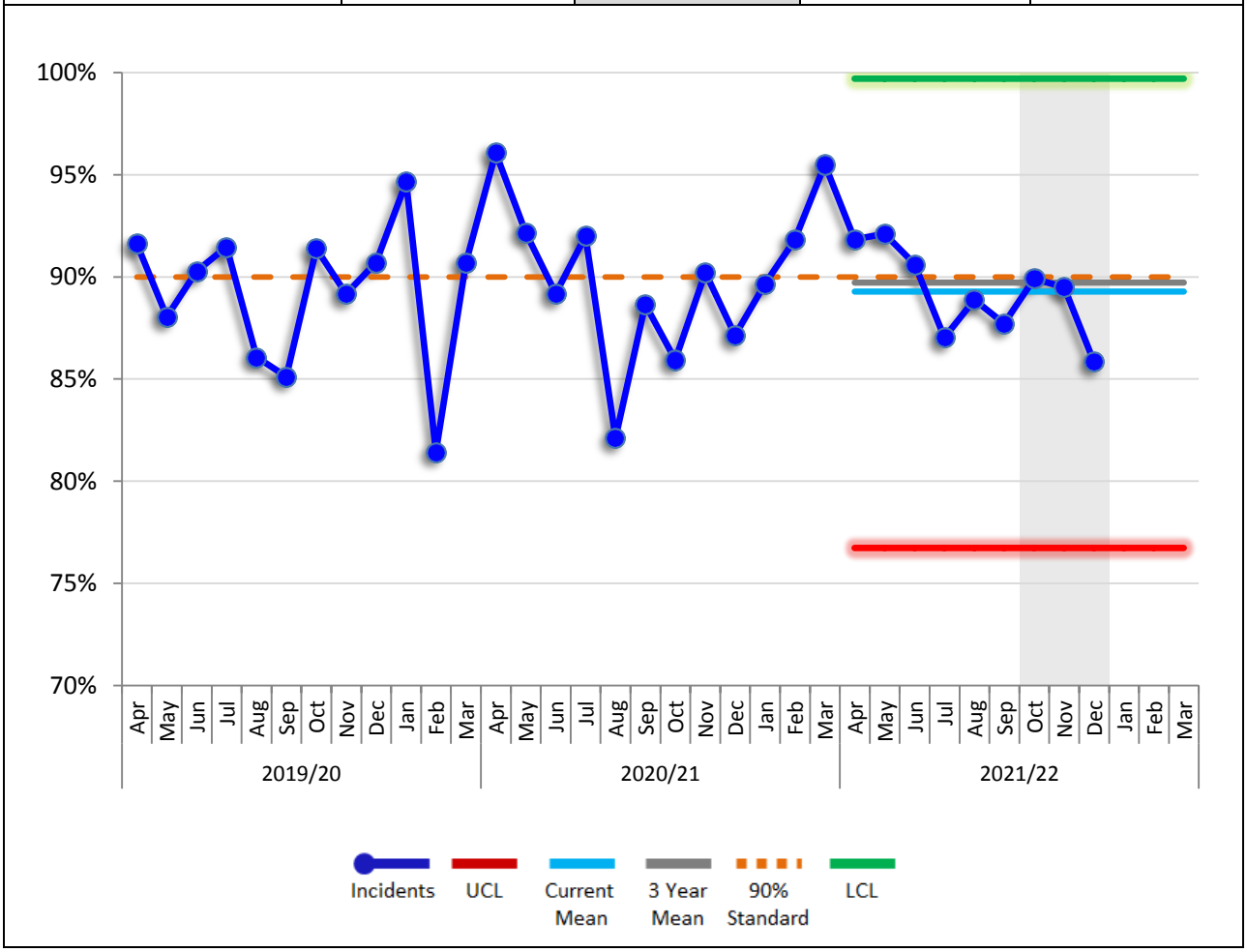
Quarter response
88.48%

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 0.90% of the total responses over the same quarter of the previous year.

1st pump attendance standard	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	89.22%	**88.48%**	88.67%	87.58%



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

WT

Quarter availbility
99.16%

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.

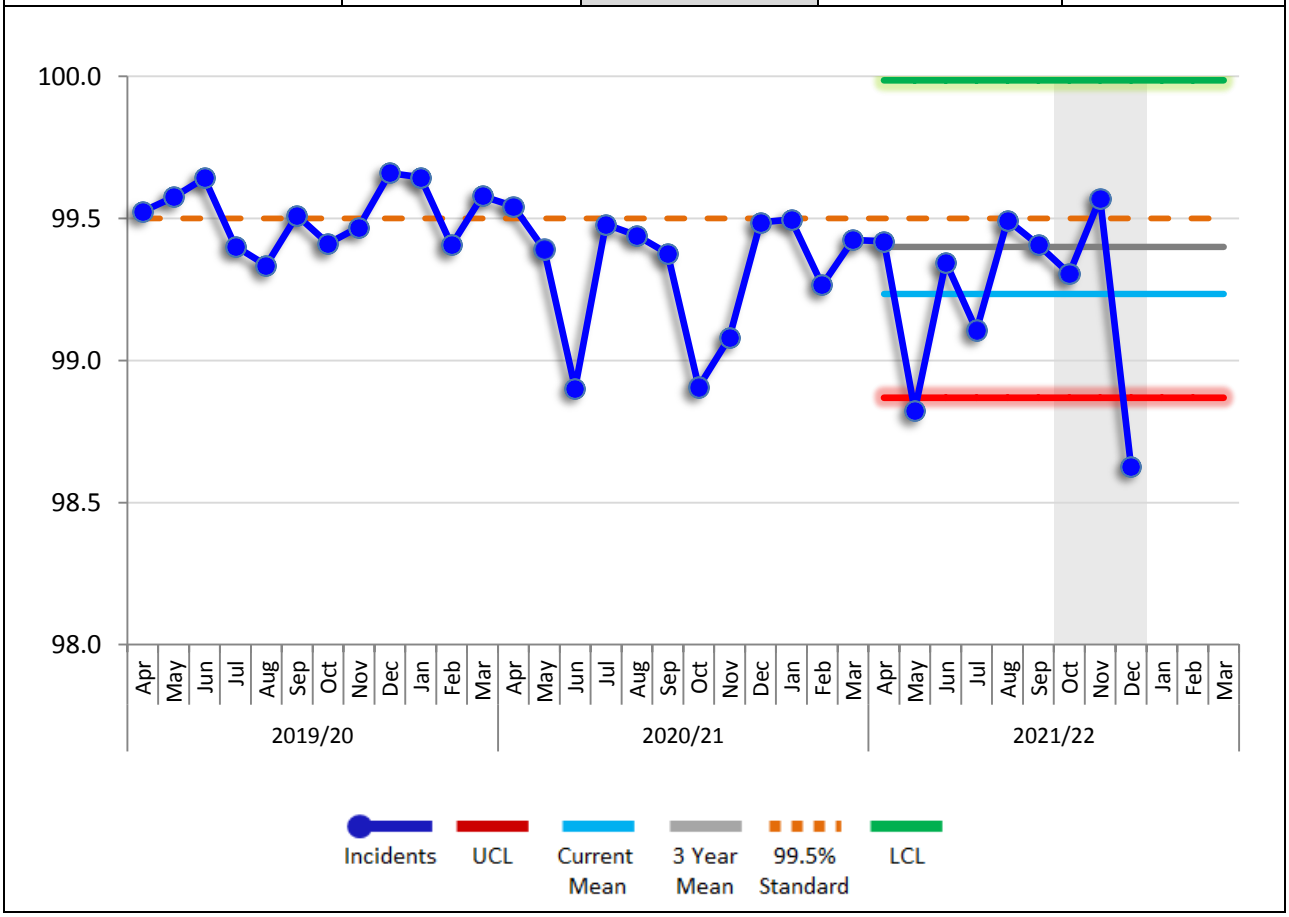
Fire engines are designated as unavailable for the following reasons:

- *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 99.23% is a decrease of 0.06% over the same period of the previous year.

Fire engine availability – WT, DC and DCP	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	99.23%	**99.16%**	99.29%	99.16%



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 December.

Analysis

The availability of WT pumps during December was recorded at 98.63%. This is 0.24% outside the 98.87% control limit, and below of the Service's 99.5% standard.

This was due to a pump at Blackpool and a pump at Burnley recording a combined total of 157 hours off the run.

Due to a spike in Covid related absences during the last week of December the Service adopted a degradation model* to ensure wholetime cover could be maintained at every WT station.

This necessitated one of the two pumps based at Blackpool (W30) being the first appliance to be intentionally taken off the run, followed by one of the two pumps at Burnley (P90).

In total, there were four occasions of one of the above pumps being taken off the run.

The plan also allowed for an appliance at Blackburn, then one at Preston, to have been taken off the run next, but this was not required.

It is worth noting that the special appliances of the Aerial Ladder Platform at Blackpool (W30) and the Hazardous Materials Unit at Burnley (P90) went to a primary crew model to ensure they were still available, the extra resource was then utilised to fill shortfalls.

Actions being taken to improve performance

The exception was generated following a planned model, in response to the Covid pandemic. As the situation appears to be past the peak in infections, and subsequent isolations, then the situation should not arise again unless required.

*The degradation model is designed to be used for any type of staff absence, in this instance; it was due to Covid 19.

2.4 Fire Engine Availability – On-Call Duty System

Quarter availbility
77.56%

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.

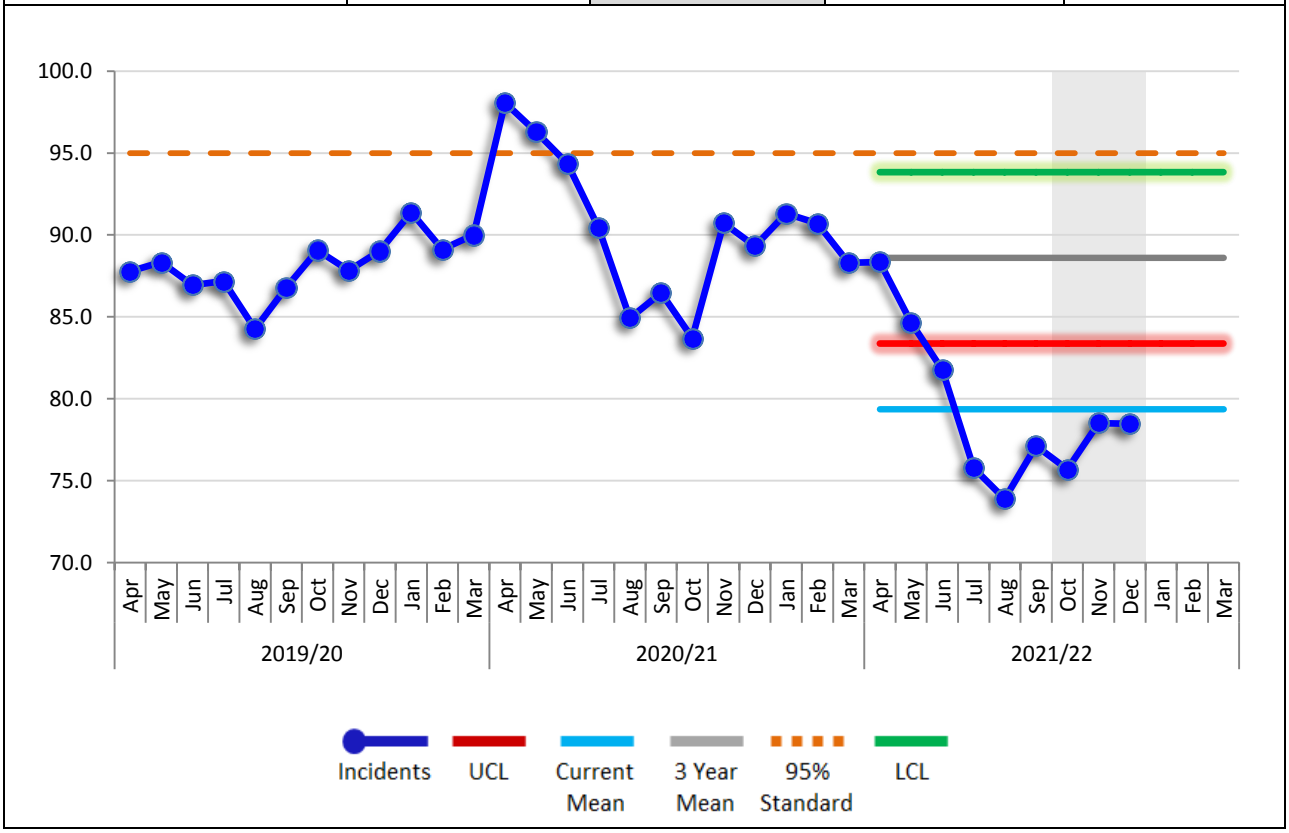
Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually,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

- *Manager deficient* 55%
- *Crew deficient* 80%
- *Not enough BA wearers* 69%
- *No driver* 41%

Standard: Aspirational Standard 95%

Year to date availability 79.34%, an 11.12% decrease against the previous year to date total availability of 90.46%.

Fire engine availability – On Call	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	79.34%	**77.56%**	90.46%	87.90%



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 each month of quarter three.

Analysis

Availability of OC pumps during the quarter was recorded at 77.56%, 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 13 fewer staff in quarter 2 compared with the previous quarter. Thirty new On-Call firefighters were recruited during quarter 3; however, there have been approximately 43 staff members leave the organisation during the same period.

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, retirements and commitment becoming too demanding.

Staffing is predicted to improve over the next 12 months as 20 recruits are due to join the organisation in February, along with 2 full recruit courses later in the year, with 24 recruits each.

To help limit the spread of the Covid 19 key station status was removed from several stations, which means that the use of wholetime imports to bolster availability was restricted.

Actions being taken to improve performance

- Continue with our 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.
- High levels of sickness are still an issue on a small number of stations, and Covid is continuing to have a small effect on availability throughout the OC.
- 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 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 75.56%

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 75.56%. This excludes the wholetime detachments shown in KPI 2.4

2.5 Staff Accidents

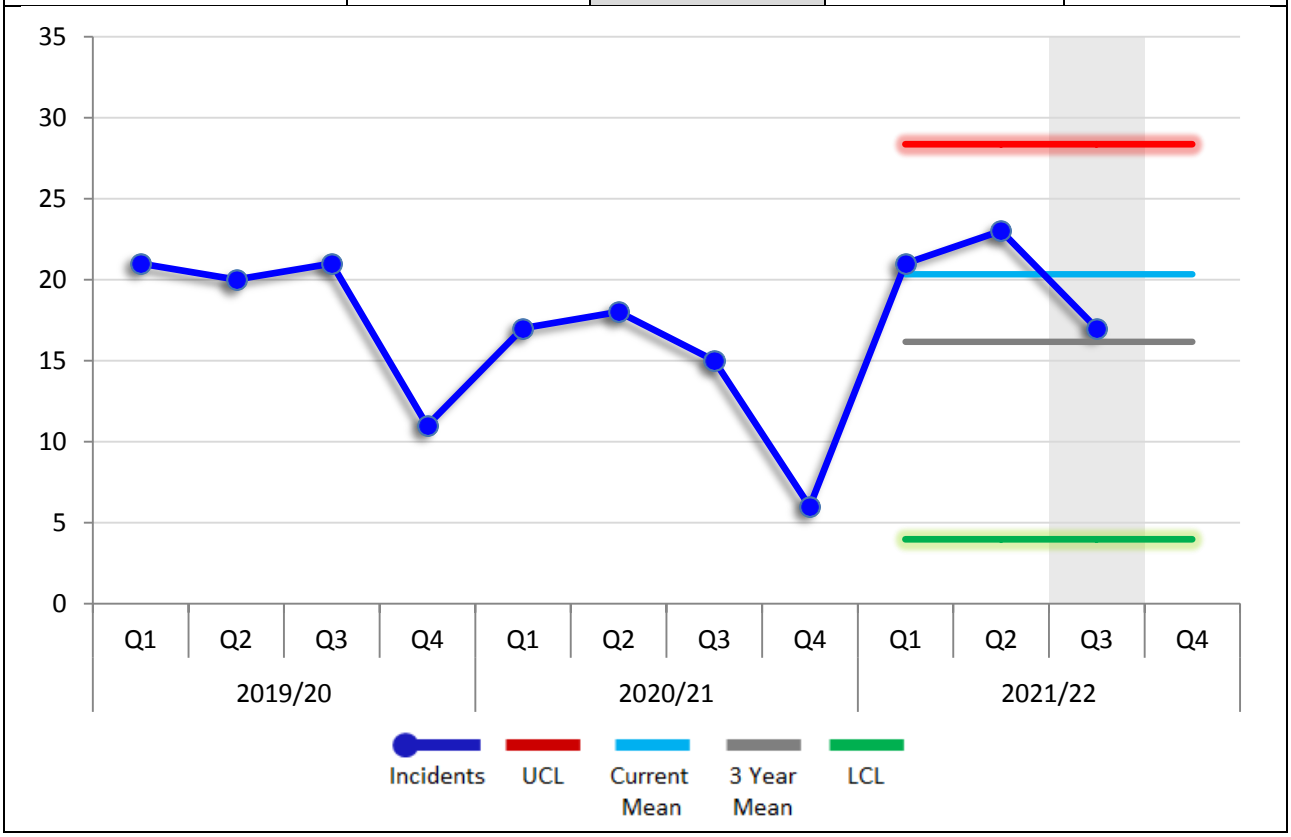
Quarter activity: 17

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 2 incidents against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2021/22 Quarter 3**	*Previous year to Date*	*2020/21 Quarter 3*
	61	**17**	50	**15**



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**
20	16	14	18	16

3.1 Progress against Savings Programme		Quarter variance -1.03%

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

Budget to end of December 2021 £42.1 million. The spend for the same period was £41.5 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 31 December of £42.1 million. The spend for the same period was £41.5 million, which gives an under spend for the period of £0.6 million.

Variance:	-1.03%

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.

49 people were surveyed; 49 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?	2,873	2,841	98.89%	97.50%	1.42%

There have been 2,873 people surveyed since April 2012.

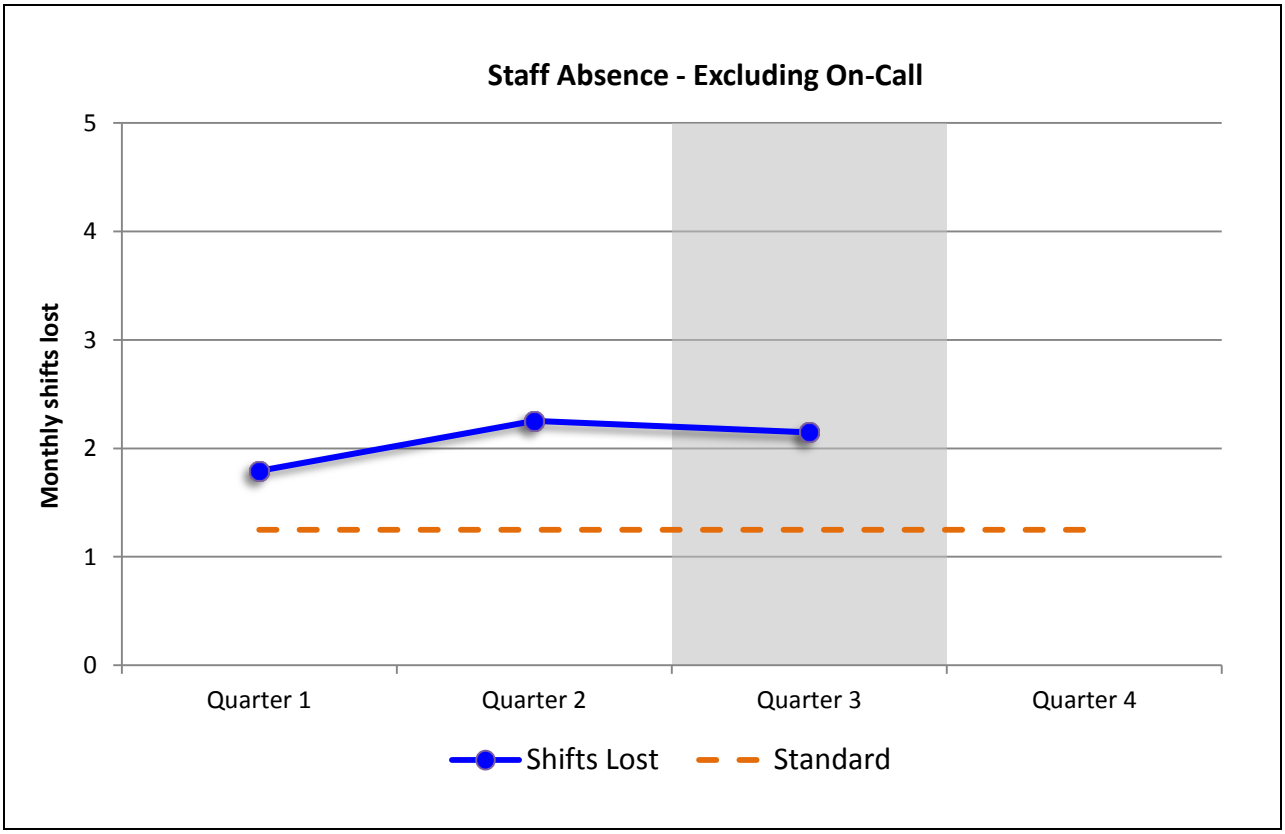
During the latest quarter - 49 people were surveyed and 49 responded that they were ‘very satisfied’ or ‘fairly satisfied’ with the service they received.

4.2.1 Staff Absence - Excluding On-Call Duty System

Shifts lost
6.198

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:	6.198

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 3.

Analysis

During quarter three October 2021 – December 2021, absence statistics show above target for the quarter. Whole-time personnel and Non-uniformed personnel were both above the target

Absence by quarter:

Non-uniform	-	482	shifts lost = 2.36	Target	-	1.25
Wholetime	-	1,292	shifts lost = 2.08	Target	-	1.25

Absence by quarter (Cumulative to date):

Non-uniform	-	1,306	shifts lost = 6.4*	Target	-	3.75
Wholetime	-	3,820	shifts lost = 6.14*	Target	-	3.75

**Per person*

There were 5 cases of long-term absence which span over the 3 months; the reasons being:

Green Book	
Reason	Case/s
Ear/Nose/Throat	1
Neurological	1

Grey Book	
Reason	Case/s
Mental Health	1
Gastro-intestinal	1
Coronavirus	1

There were 39 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s
Hospital/Post-operative	9
Covid-16 Coronavirus	6
Mental health – Other	5
Musculo skeletal – lower limb	4
Musculo skeletal – Other	3
Musculo skeletal – Back	2
Mental Health – Stress	2

Cancer and Tumours	1
Cause known, but not specified	1
Ear/Nose/Throat	1
Headache/Migraine/Neurological	1
Heart, Cardiac & Circulatory problems	1
Musculo skeletal – Neck	1
Other known causes (not specified above)	1
Respiratory – Cold/Cough/Influenza	1

During the quarter there were 28 of the 39 employees who returned to duty.

Actions being taken to improve performance

The Service aims to continue with:

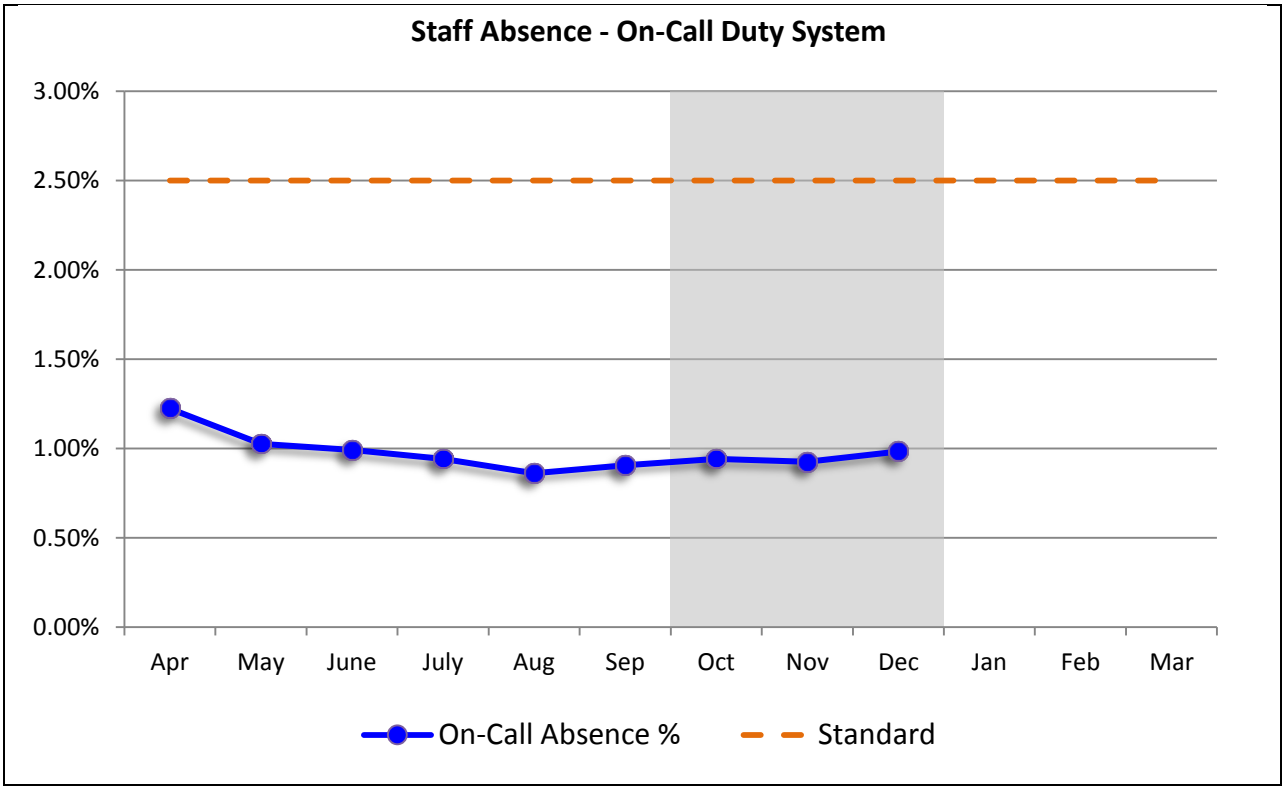
- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.
- Human Resources (HR) supporting managers in following the Absence Management Policy managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due 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 0.98%

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, 0.98%

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



Cumulative On-Call absence (as % of available hours of cover):	0.98%