



Lancashire Fire  
and Rescue Service

## Measuring Progress Performance Report

January 2022 - March 2022

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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><b>1</b> Preventing fires and other emergencies from happening.</p> <p>Protecting people and property when fires happen.</p>	<ul style="list-style-type: none"> <li>1.1 Critical Fire Risk Map Score</li> <li>1.2 Overall Activity</li> <li>1.3 Accidental Dwelling Fires (ADF)               <ul style="list-style-type: none"> <li>1.3.1 ADF – Extent of Damage (Fire Severity)</li> <li>1.3.2 ADF – Number of incidents where occupants have received a Home Fire Safety Check</li> </ul> </li> <li>1.4 ADF Casualties</li> <li>1.5(a) Accidental Building Fires (Commercial Premises)</li> <li>1.5(b) Accidental Building Fires (Non-Commercial Premises)               <ul style="list-style-type: none"> <li>1.5.1(a) ABF (Commercial Premises) – Extent of Damage (Fire Severity)</li> <li>1.5.1(b) ABF (Non-Commercial Premises: Private Garages and Private Sheds) – Extent of Damage (Fire Severity)</li> </ul> </li> <li>1.6.1 Deliberate Fires – Antisocial Behaviour (ASB)</li> <li>1.6.2 Deliberate Fires – Dwellings</li> <li>1.6.3 Deliberate Fires – Commercial Premises</li> <li>1.7 High Risk HFSC</li> <li>1.8 Road Safety Education</li> <li>1.9 Fire Safety Enforcement</li> </ul>
<p><b>2</b> Responding to fire and other emergencies quickly and competently.</p>	<ul style="list-style-type: none"> <li>2.1.1 Critical Fire Response – 1<sup>st</sup> Fire Engine Attendance</li> <li>2.1.2 Critical Fire Response – 2<sup>nd</sup> Fire Engine Attendance</li> <li>2.2.1 Critical Special Service Response – 1<sup>st</sup> Fire Engine Attendance</li> <li>2.3 Fire Engine Availability (Wholetime, Day Crewing &amp; Day Crewing Plus)</li> <li>2.4 Fire Engine Availability (On Call)</li> <li>2.4.1 Fire Engine Availability (On Call) – Without wholetime detachments</li> <li>2.5 Staff Accidents</li> </ul>
<p><b>3</b> Delivering value for money in how we use our resources.</p>	<ul style="list-style-type: none"> <li>3.1 Progress Against Savings Programme</li> <li>3.2 Overall User Satisfaction</li> </ul>
<p><b>4</b> Valuing our people so that they can focus on making Lancashire safer.</p>	<ul style="list-style-type: none"> <li>4.2.1 Staff Absence (Excluding On Call)</li> <li>4.2.2 Staff Absence (On Call)</li> </ul>

## 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.**

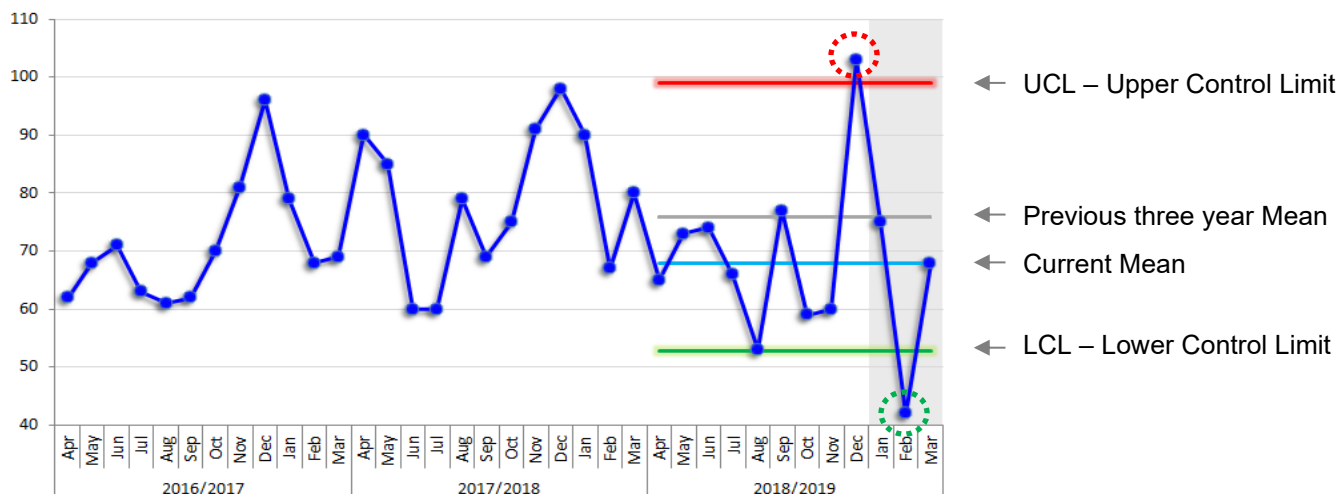
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistical constant, derived from the standard deviation.

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:

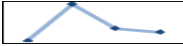
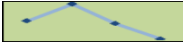

1. A single point beyond the Upper Control Limit is classified as a negative exception.
2. A single point beyond the Lower Control Limit is classified as a positive exception.


**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.












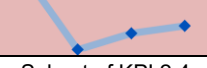











**Key Performance Index and Indicator trends**

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)
<b>1</b>	<b>Preventing fires and other emergencies from happening. Protecting people and property when fires happen.</b>		
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)
<b>2</b> 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
<b>3</b> Delivering value for money in how we use our resources.				
3.1		Progress Against Savings Programme		33
3.2		Overall User Satisfaction		34
<b>4</b> 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

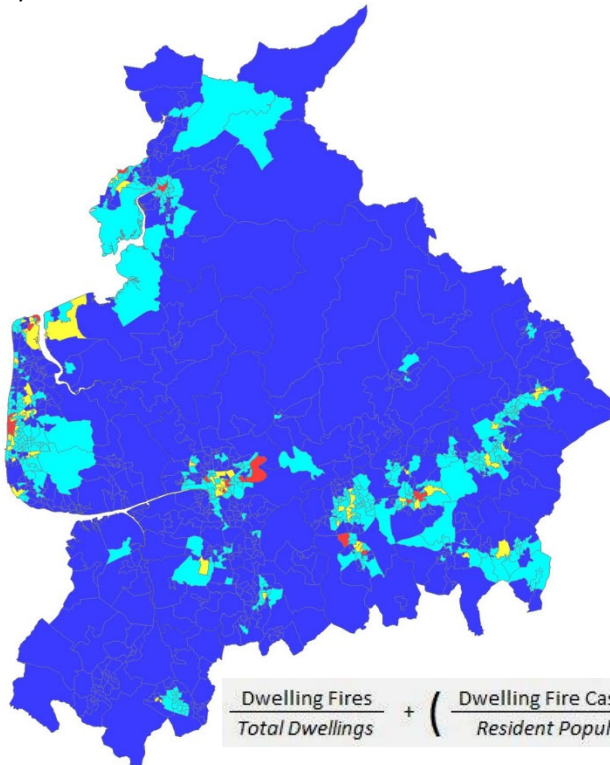
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<b>1.1 Risk Map</b>		Risk Score <b>31,862</b>
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This indicator measures the fire risk in each Super Output Area (SOA). Risk is determined using fire activity over the previous three fiscal years along 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
<b>Total</b>		<b>31,816</b>	<b>941</b>	<b>32,448</b>	<b>941</b>	<b>31,862</b>	<b>941</b>

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

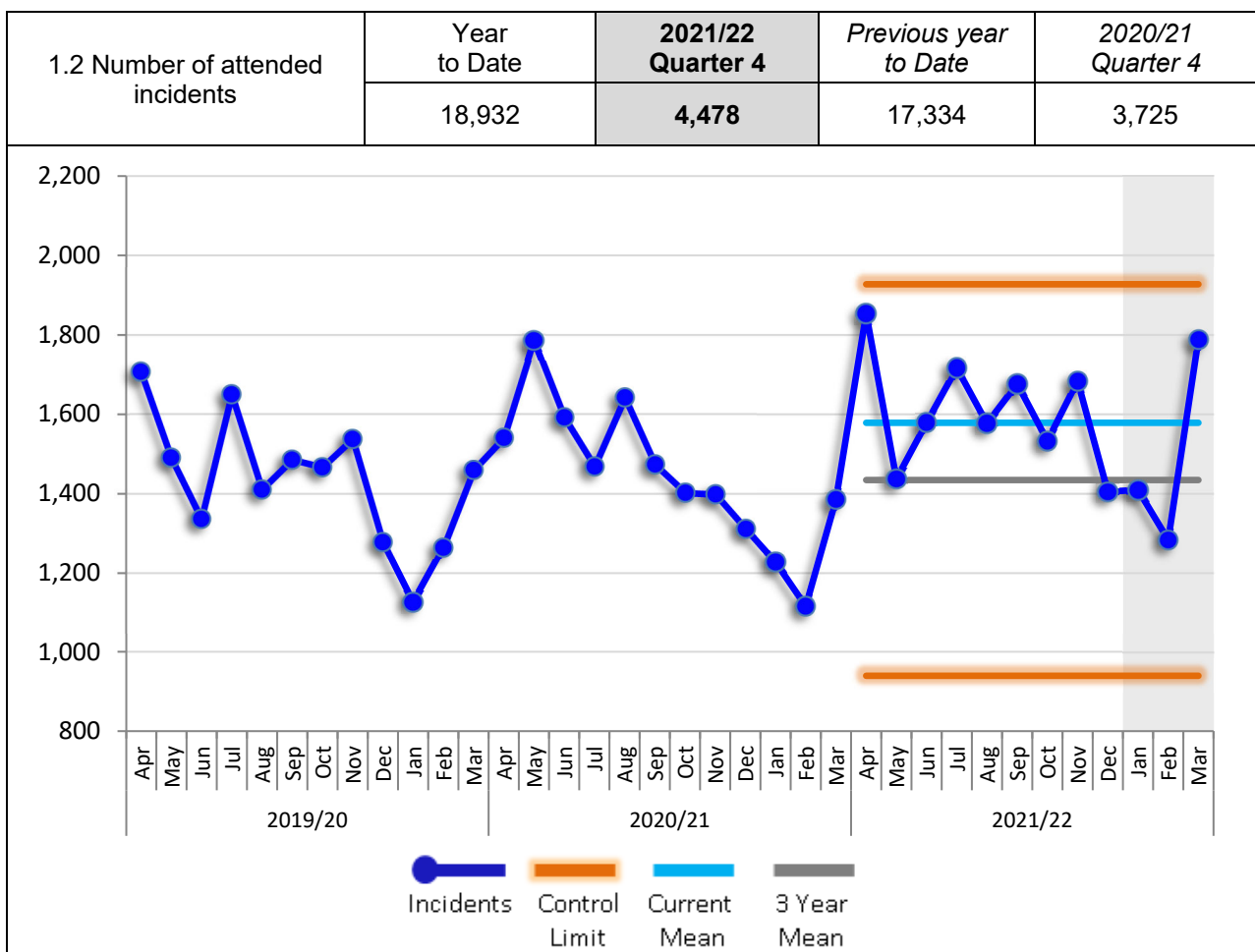
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<b>1.2 Overall Activity</b>		Quarter activity <b>4,478</b>
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The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative 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 20.21% 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.

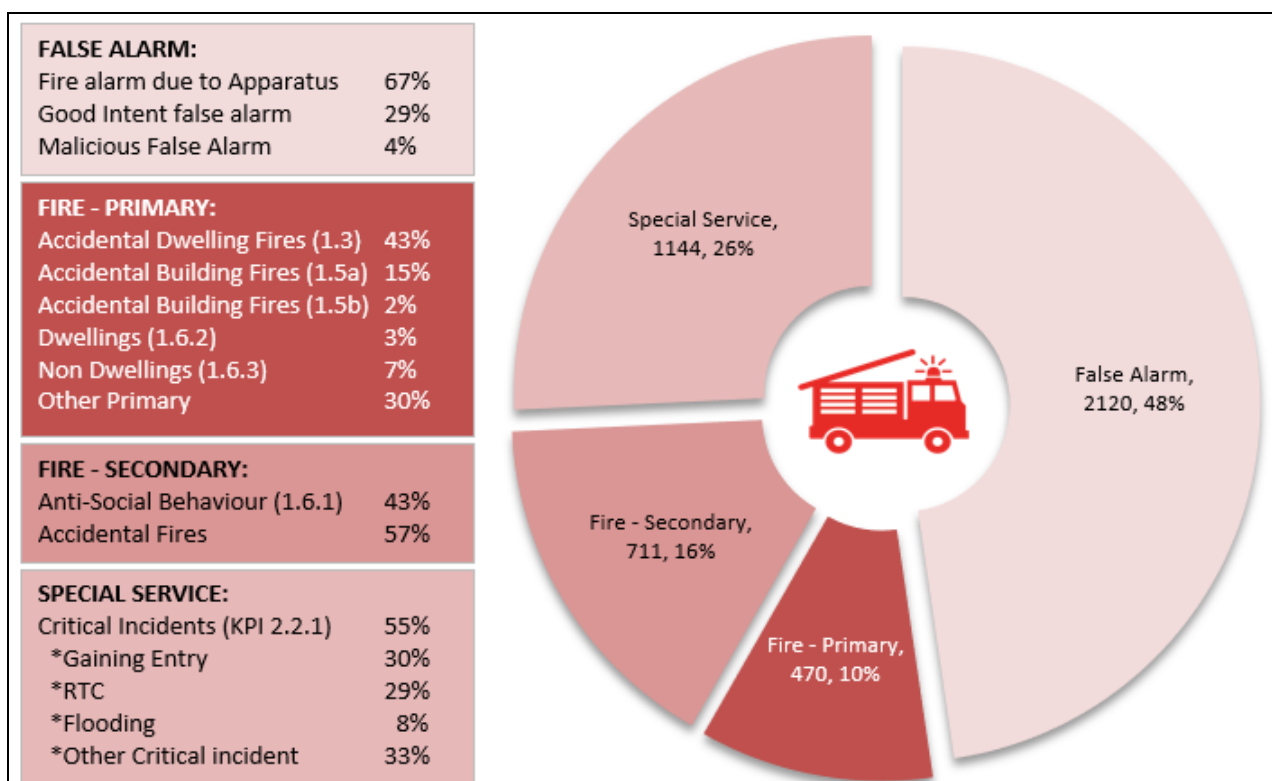
Current Mean	3 year Mean	Monthly Mean		
		2020/21	2019/20	2018/19
1,578	1,433	1,445	1,434	1,422





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<b>1.2 Overall Activity Breakdown</b>		Quarter activity <b>4,478</b>
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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.



	FALSE ALARM incidents make up almost half of the Service’s activity, with 67% being Fire alarm due to Apparatus incidents. Along with 29% recorded as Good Intent false alarm and the remaining 4% being Malicious False Alarms.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 43% and are shown later in the report within KPI 1.3. Accidental Building Fires are split between commercial and non-commercial premises and are covered within KPI 1.5(a) and KPI 1.5(b). Deliberate fires within dwellings are covered in KPI 1.6.2 and other buildings in KPI 1.6.3.
	SECONDARY FIRE incidents are typically anti-social behaviour fires (KPI 1.6.1). These mainly involve loose refuse; however, fires with an accidental or not known cause increased during the Covid pandemic and continue to remain the dominant type with 57%.
	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, 30% 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 8% are flooding related.

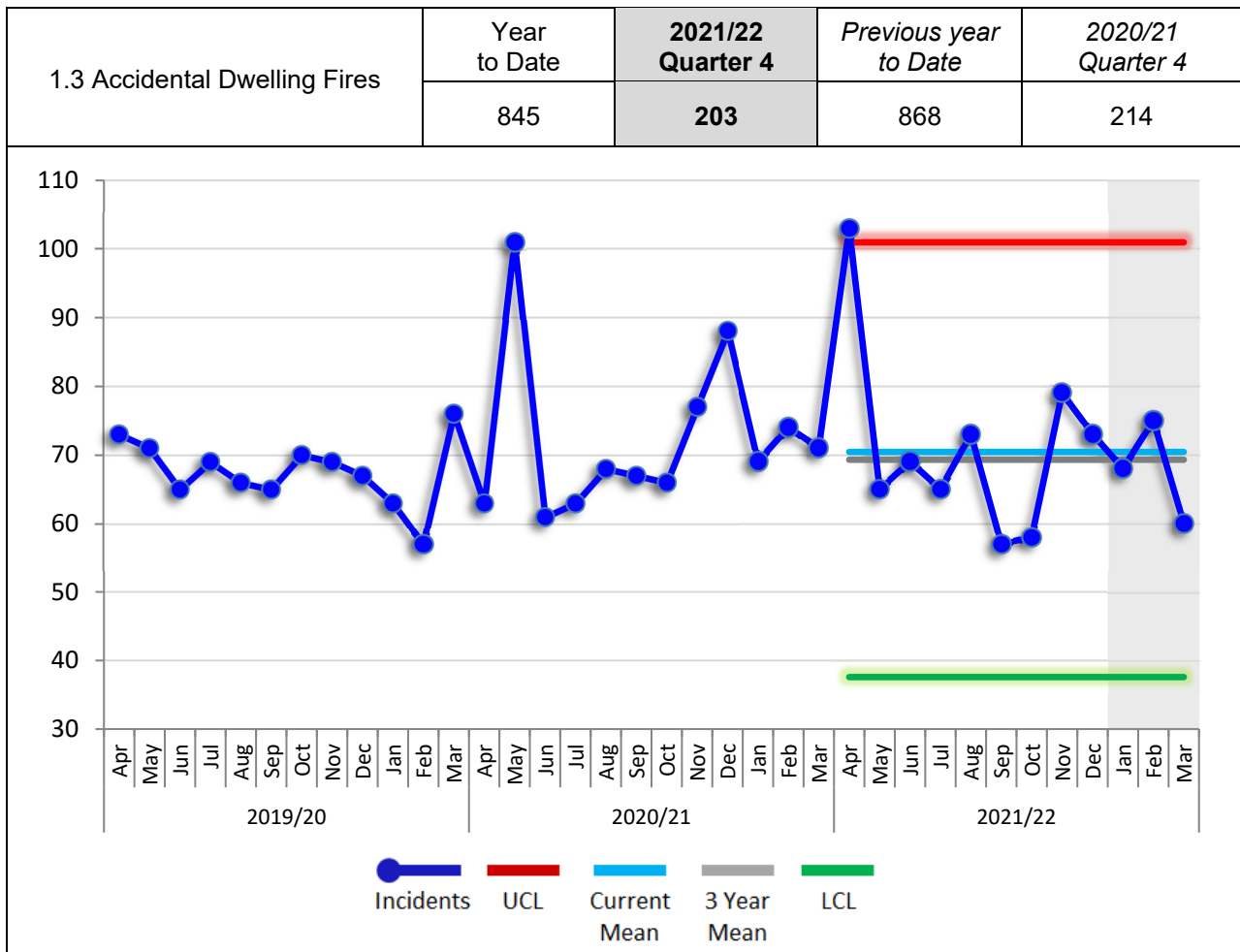
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<b>1.3 Accidental Dwelling Fires</b>		Quarter activity <b>203</b>
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The number of primary fires where a dwelling has been affected and the cause of fire has been recorded as 'Accidental' or 'Not known'.

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 5.14% 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
70	69	72	68	68

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<b>1.3.1 ADF - Extent of Damage (Fire Severity)</b>		Quarter activity: <b>94.1%</b>
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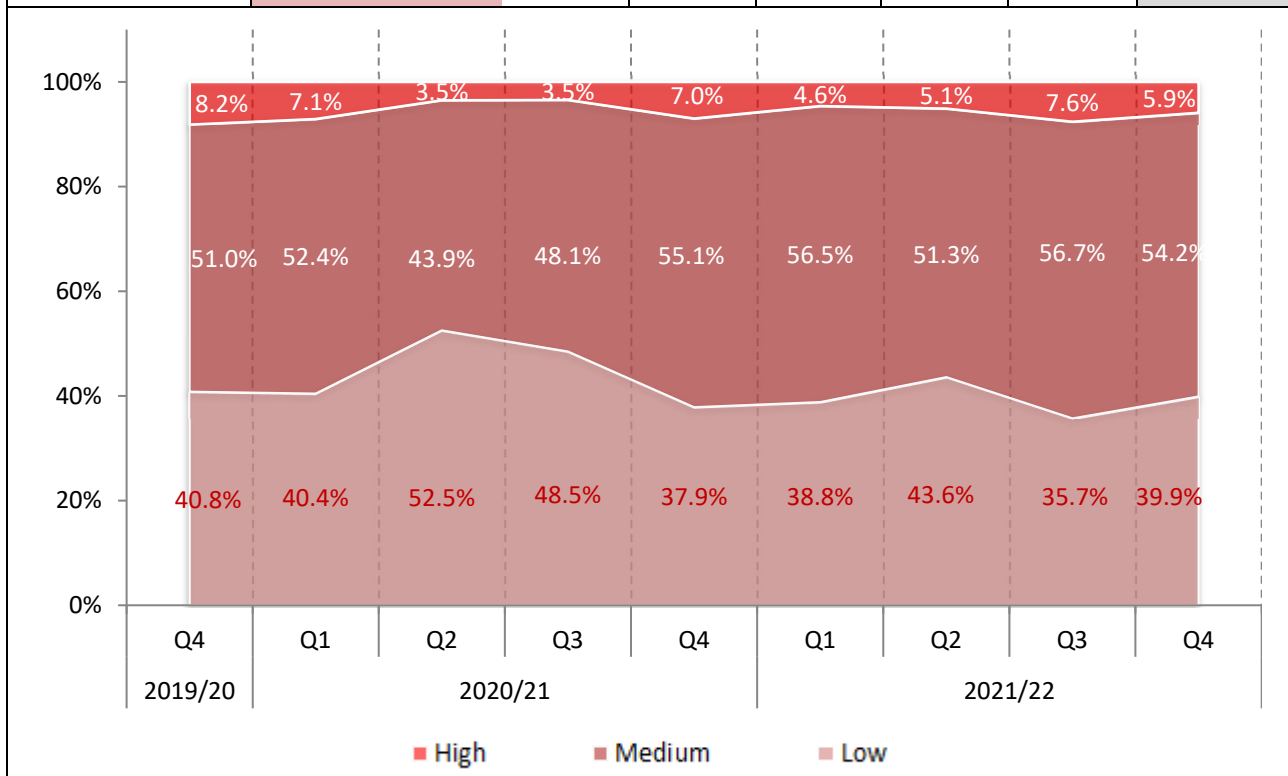
ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

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 94.1%. This is an increase of 1.1% against the 93.0% recorded in the same quarter of the previous year.**

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 4 (2021/22)
			Quarter 4 (20/21)	Quarter 1 (21/22)	Quarter 2 (21/22)	Quarter 3 (21/22)	
1.3.1 ADF – Severity of Fire	High	↓	7.0%	4.6%	5.1%	7.6%	5.9%
	Medium	↓	55.1%	56.5%	51.3%	56.7%	54.2%
	Low	↑	37.9%	38.8%	43.6%	35.7%	39.9%



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<b>1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC</b>		% with previous HFSC <b>9%</b>
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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 increased 2% 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	18	9%	↑	14	7%

\*Quarter 1 to 3. The impact of COVID19 working guidelines during the previous 24 months had led to a change in the partner referral rate, which 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.

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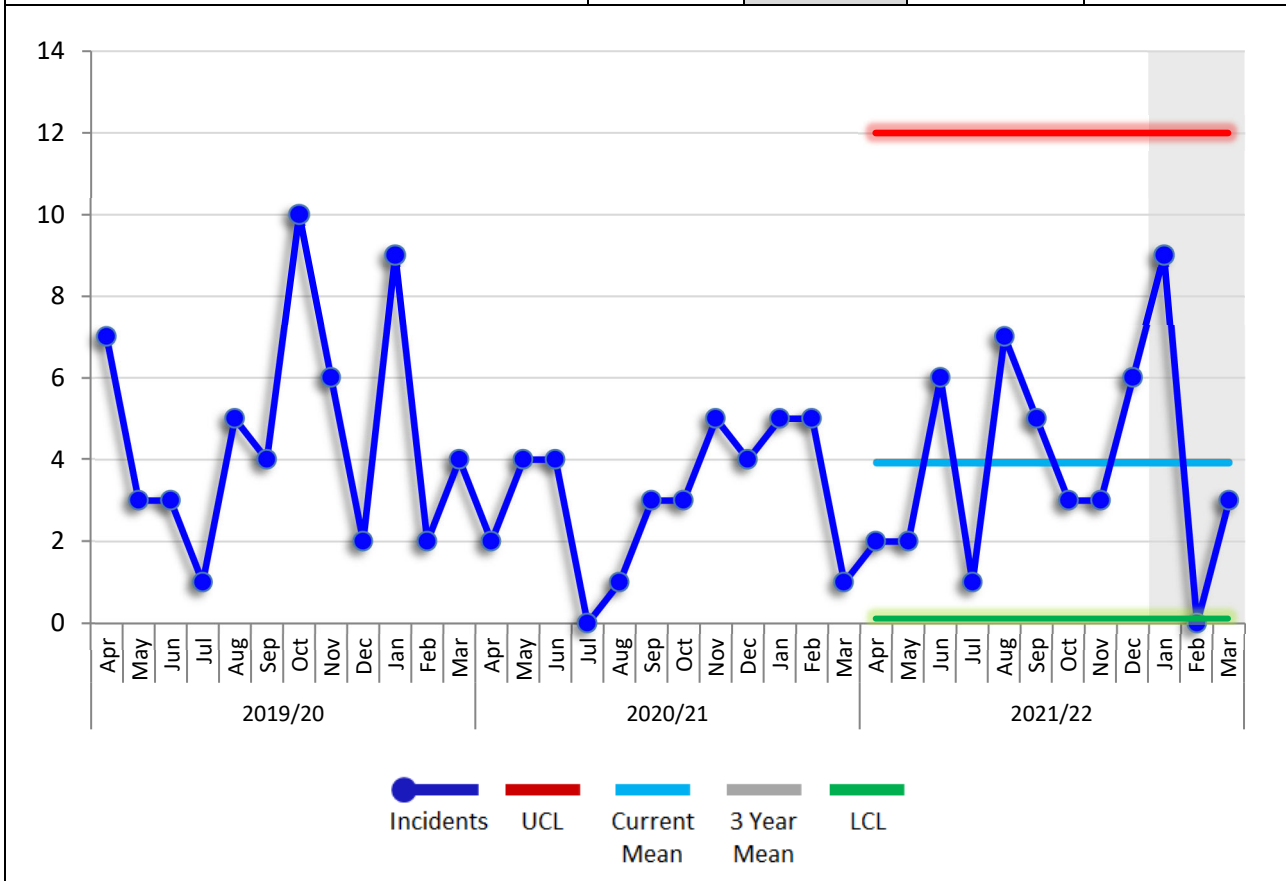
<b>1.4 Accidental Dwelling Fire Casualties</b>		Quarter activity <b>12</b>
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ADF criteria as 1.3. The number of fire related fatalities, slight and serious injuries.

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 were 2 fatalities during the latest quarterly period. Four casualties are recorded as serious and 6 slight. The same quarter of the previous year recorded one fatality, 3 serious and 7 slight.**

Casualty Status	Year to Date	2021/22 Quarter 4	Previous year to Date	2020/21 Quarter 4
Fatal	6	2	2	1
Victim went to hospital, injuries appear Serious	13	4	6	3
Victim went to hospital, injuries appear Slight	27	6	29	7
<b>Total</b>	<b>46</b>	<b>12</b>	<b>37</b>	<b>11</b>



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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**What are the reasons for an Exception Report**

This is a positive exception report due to the number of Accidental Dwelling Fire casualties meeting the lower control limit during the month of February.

**Analysis**

During the month of February 2022 there were no recorded ADF casualties. Although it is unusual to have no casualties within a single month, it is encouraging there have been two such occurrences during the past 24 months.

Although the numbers involved are thankfully low, the average monthly count for the year to date is 3.8 casualties, which is also an improvement on the previous 5 year average of 4.0 casualties per month.

The cumulative casualty figure to the end of the year is 46. Whilst an increase on the previous year, which reported all-time lows during the Covid year, this is still a 1.7% improvement on the previous 5 year average.

**Actions being taken to maintain performance**


During this quarter LFRS have remained committed to delivering advice and providing interventions to the most vulnerable within our communities.

As the County continues to recover following the impacts of Covid, the Service has refreshed its HFSC generation Partnership Service Order and significant work continues to refresh existing partnerships and generate new ones aligned to individual District risk profiles.

We will also continue with our successful media campaigns targeted at specific at risk groups across a multitude of platforms, which will be used again at key times of the year in line with the Service's Campaigns calendar.

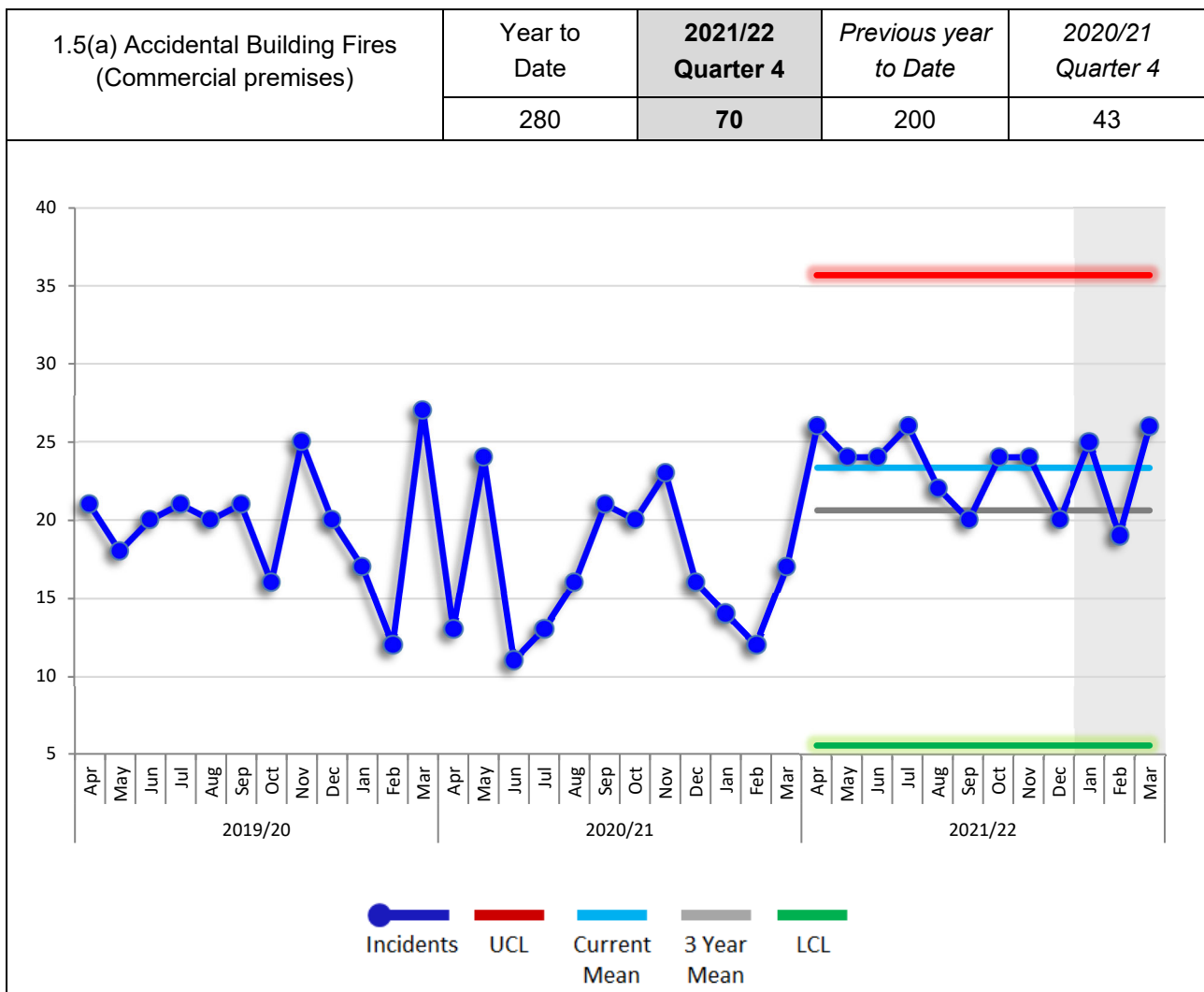


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<b>1.5(a) Accidental Building Fires (Commercial Premises)</b>		Quarter activity <b>70</b>
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Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: Primary fires where the cause 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 62.79% 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.

<b>Current Mean</b>	<b>3 year Mean</b>	<b>Monthly Mean</b>		
		2020/21	2019/20	2018/19
23	21	17	20	25

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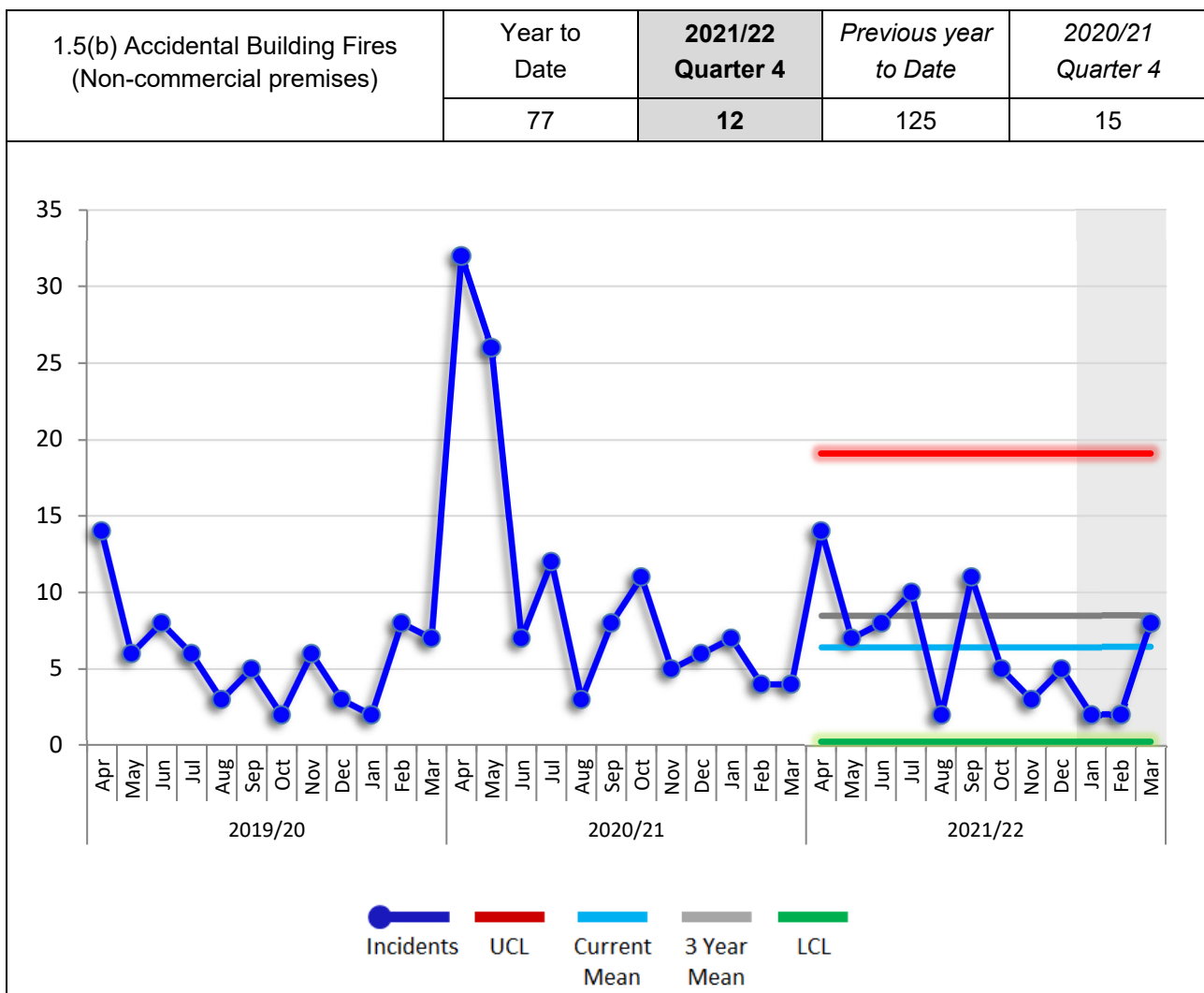
**1.5(b) Accidental Building Fires (Non-commercial Premises: Private Garages and Private Sheds)**



Quarter activity  
**12**

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 20.0% 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
6	8	10	6	9

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<b>1.5.1(a) ABF (Commercial Premises) - Extent of Damage (Fire Severity)</b>		Quarter activity: <b>78.6%</b>
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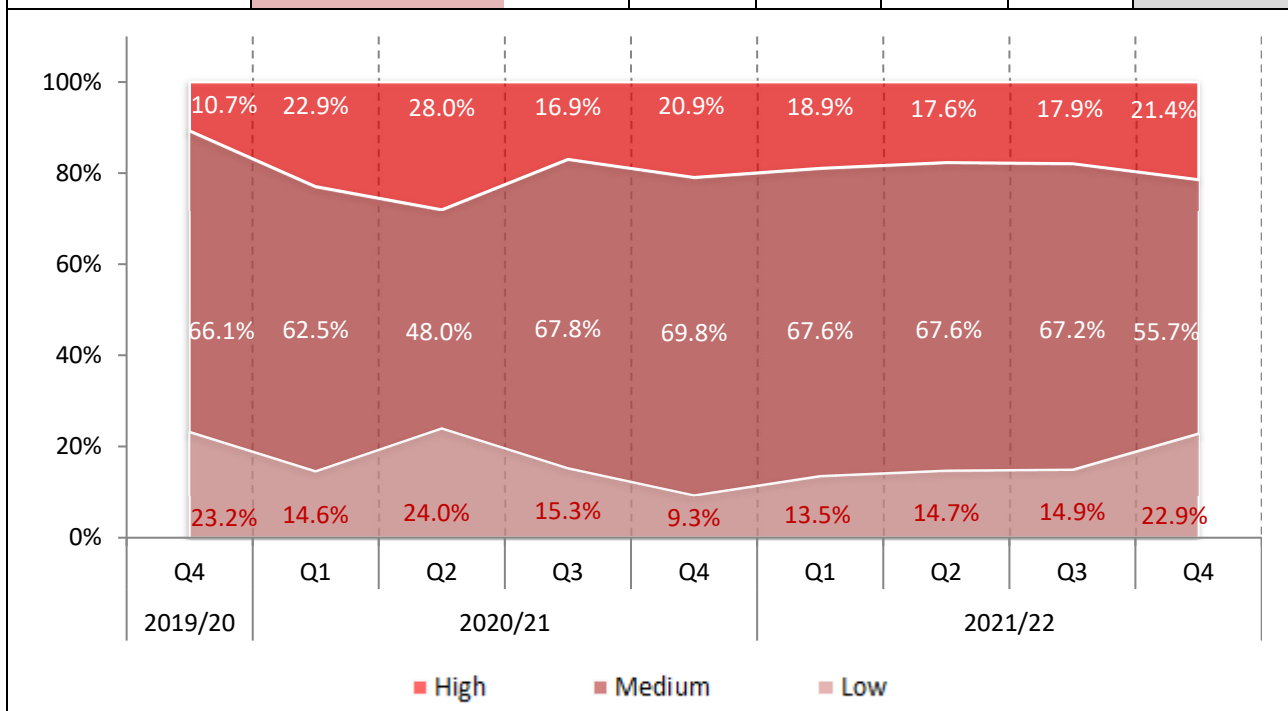
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. This KPI includes building types which are regulated under the fire safety order such as: offices, retail and hotel accommodation. Due to the nature of the construction 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 78.6%. This is a decrease of 0.5% against the combined severity of 79.1% recorded in the same quarter of the previous year.**

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 4 (2021/22)
			Quarter 4 (20/21)	Quarter 1 (21/22)	Quarter 2 (21/22)	Quarter 3 (21/22)	
1.5.1(a) ABF – Severity of Fire	High	↑	20.9%	18.9%	17.6%	17.9%	21.4%
	Medium	↓	69.8%	67.6%	67.6%	67.2%	55.7%
	Low	↑	9.3%	13.5%	14.7%	14.9%	22.9%



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



Quarter activity:  
**75.0%**

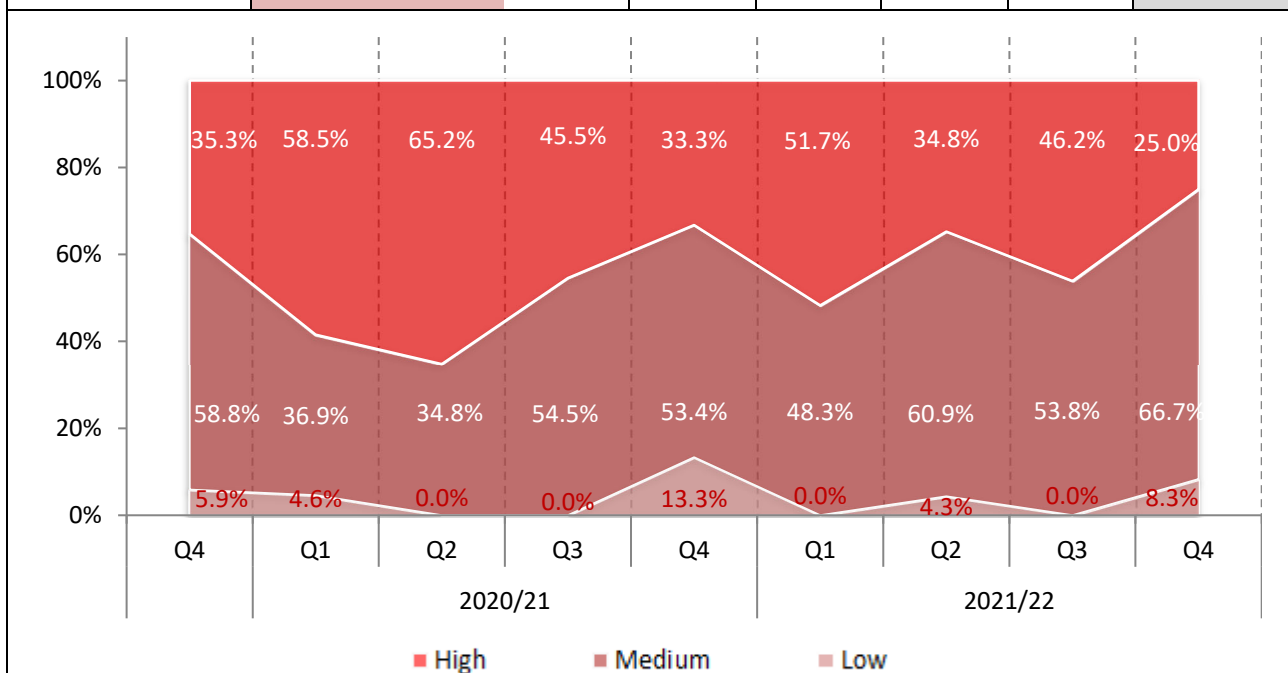
ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are the property types: private garage, private shed, private greenhouse, private summerhouse and other private non-residential building; due to 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 75.0%. This is an increase of 8.3% against the combined severity of 66.7% recorded in the same quarter of the previous year.

	Severity (Direction against the same quarter of previous year)		Previous Rolling 4 Quarters				Quarter 4 (2021/22)
			Quarter 4 (20/21)	Quarter 1 (21/22)	Quarter 2 (21/22)	Quarter 3 (21/22)	
1.5.1(b) ABF – Severity of Fire	High	↓	33.3%	51.7%	34.8%	46.2%	25.0%
	Medium	↑	53.4%	48.3%	60.9%	53.8%	66.7%
	Low	↓	13.3%	0.0%	4.3%	0.0%	8.3%

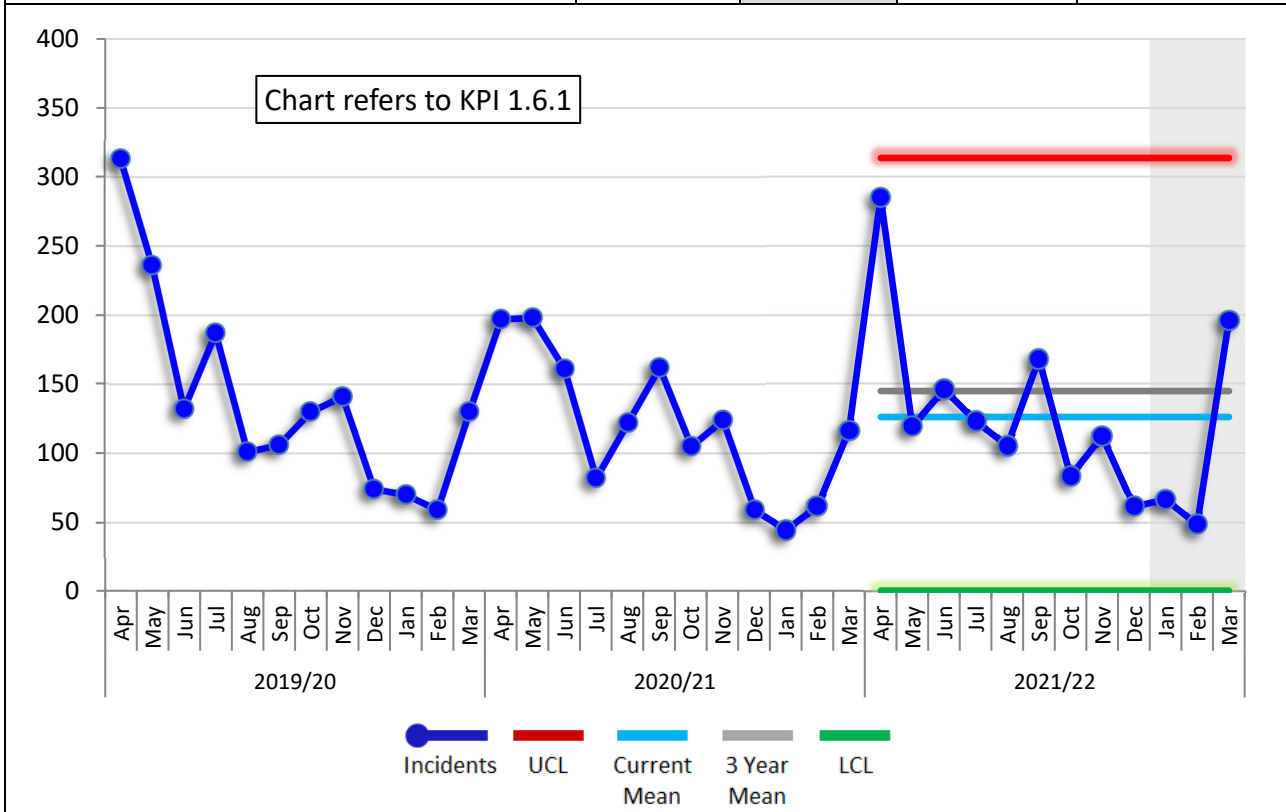





**Lancashire Fire and Rescue Service**  
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<b>1.6 Deliberate Fires</b>		Quarter activity *(1.6.1 only) <b>310</b>
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The number of primary and secondary fires where; the cause of fire has been recorded 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	<b>2021/22 Quarter 4</b>	Previous year to Date	2020/21 Quarter 4
	1,512	<b>310</b>	1,431	221



Deliberate Fire Type		Year to Date	2021/22 Quarter 4	Previous year to Date	2020/21 Quarter 4
	1.6.1 Deliberate Fires - ASB	1,512	<b>310</b>	1,431	221
	1.6.2 Deliberate Fires - Dwellings	99	<b>13</b>	105	21
	1.6.3 Deliberate Fires - Commercial Premises	129	<b>32</b>	101	14

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
126	145	119	140	175

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<b>1.7 Home Fire Safety Checks</b>		Quarter Outcome <b>60%</b>
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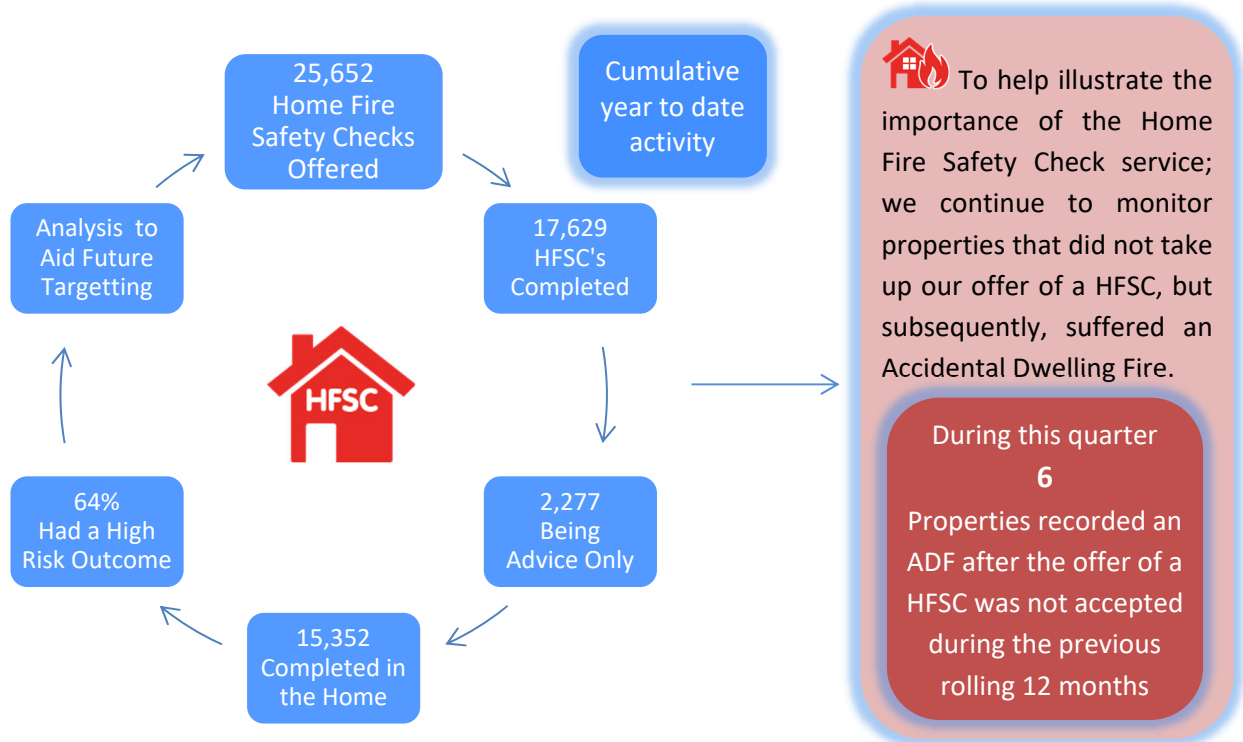
The percentage of completed HFSC's (KPI 1.7.1), excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.

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 77% over the same quarter of the previous year, with the cumulative year to date HFSC's increasing by 68% 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	3,650	66%	↑/↓	2,260	71%
Quarter 2	3,940	68%	↑/↓	3,302	72%
Quarter 3	5,012	62%	↑/↓	3,505	69%
Quarter 4	5,027	60%	↑/↓	2,836	74%



## 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 January to March 2022 period teachers were asked whether they thought the session will have positively influenced the behaviour of children regarding road safety, 93% recorded that they felt the package and delivery was **outstanding** in achieving this and the remaining 7% recording the achievement as good.

This is a 10% increase in those rating '**Outstanding**' on the previous quarter. No sessions were marked as satisfactory or inadequate.


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

- Road Sense recorded 6,602 students.
- Wasted Lives sessions have been delivered to 1,386 students.
- Safe Drive Stay Alive (SDSA) to 650 students.
- Biker Down was delivered to 100 attendees over 8 sessions.

Over the course of the three month period, we recorded a total of 8,738 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.

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<b>1.9 Fire Safety Enforcement</b>		Quarter activity <b>7%</b>
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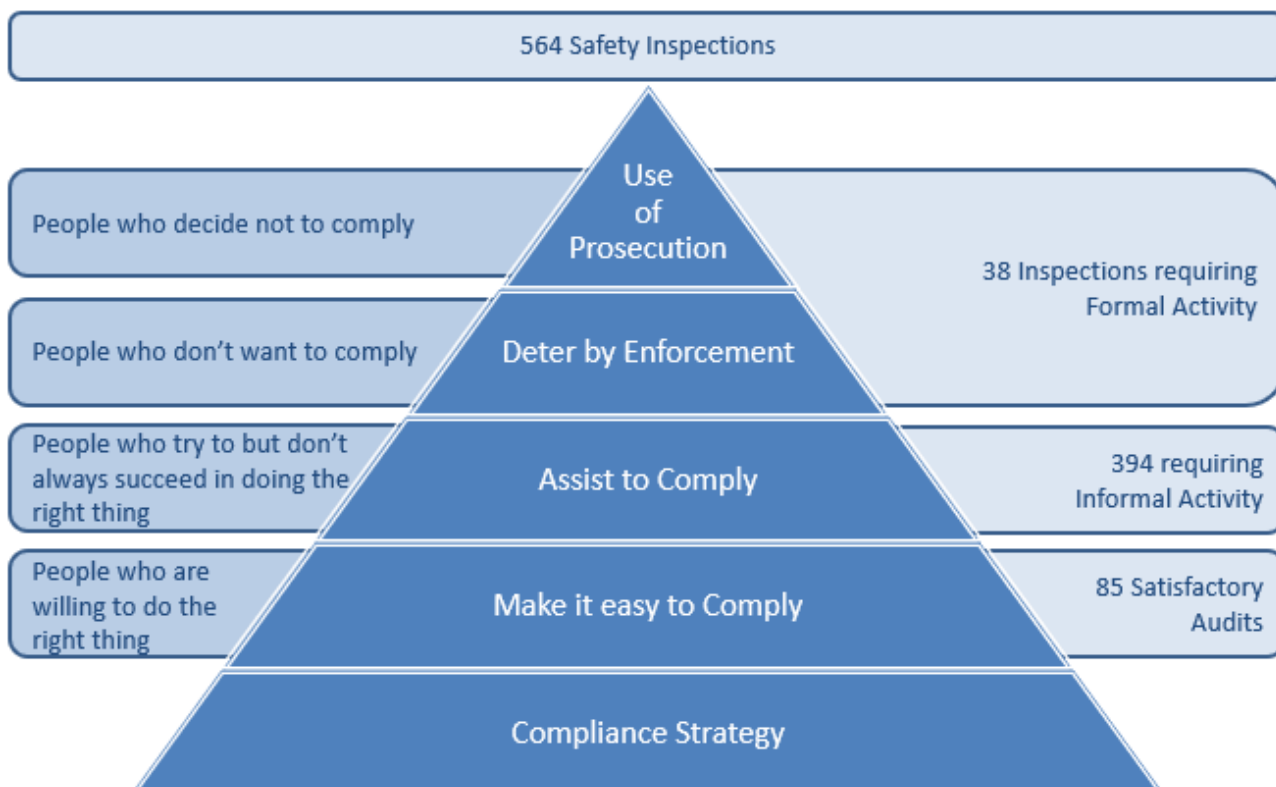
The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more 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 4 recorded a decrease of 4% against the same quarter of the previous year.**

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	442	28	240	101	73	6%	54%	↓	10%	56%	
4	564	38	394	85	47	7%	70%	↓	11%	47%	

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





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<b>2.1.1 Emergency Response Standards - Critical Fires - 1<sup>st</sup> Fire Engine Attendance</b>		Quarter response <b>85.58%</b>
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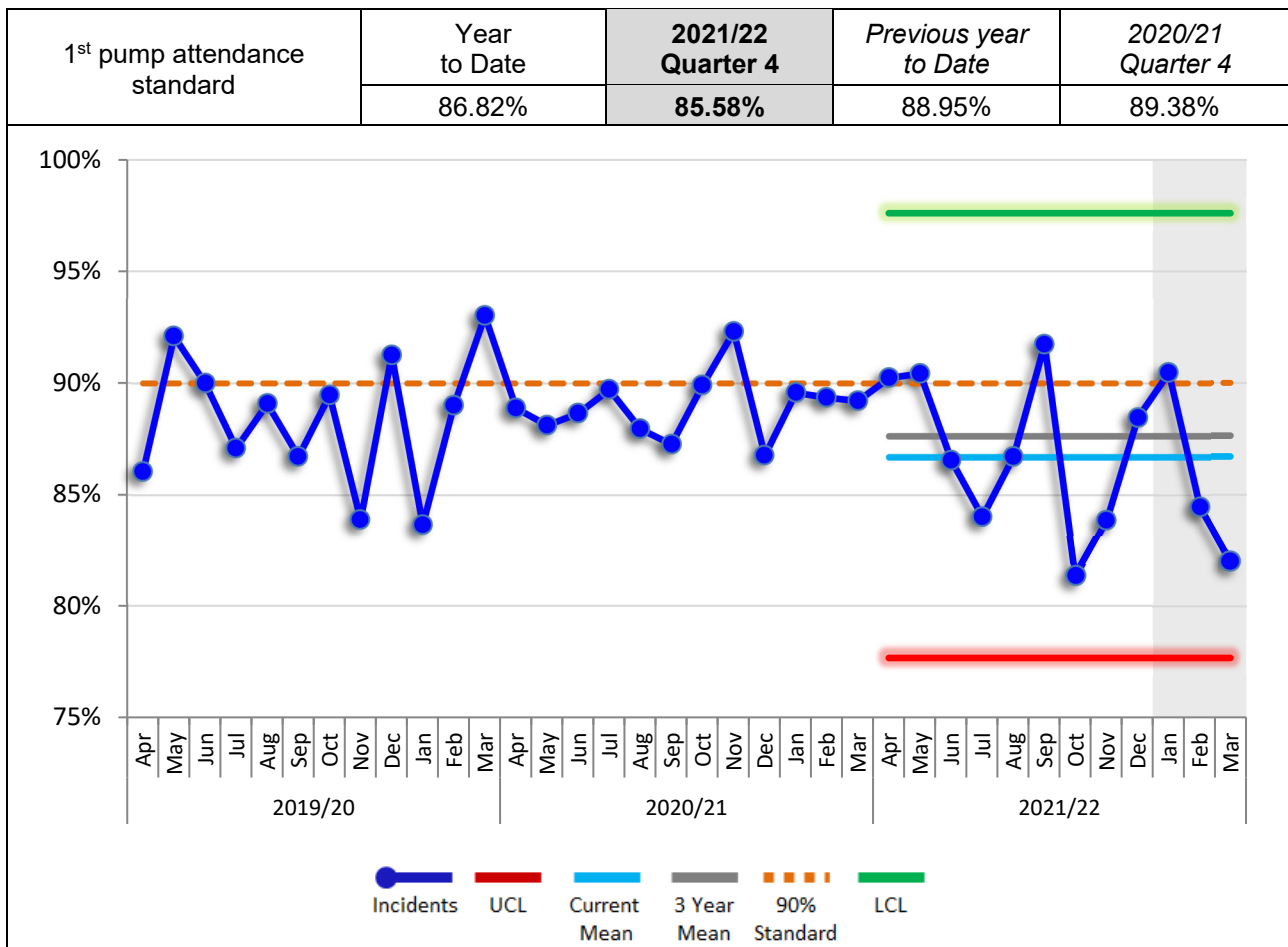
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 1<sup>st</sup> pump response decreased 3.80% of total first fire engine attendances over the same quarter of the previous year.



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<b>2.1.2 Emergency Response Standards - Critical Fires – 2<sup>nd</sup> Fire Engine Attendance</b>		Quarter response <b>83.77%</b>
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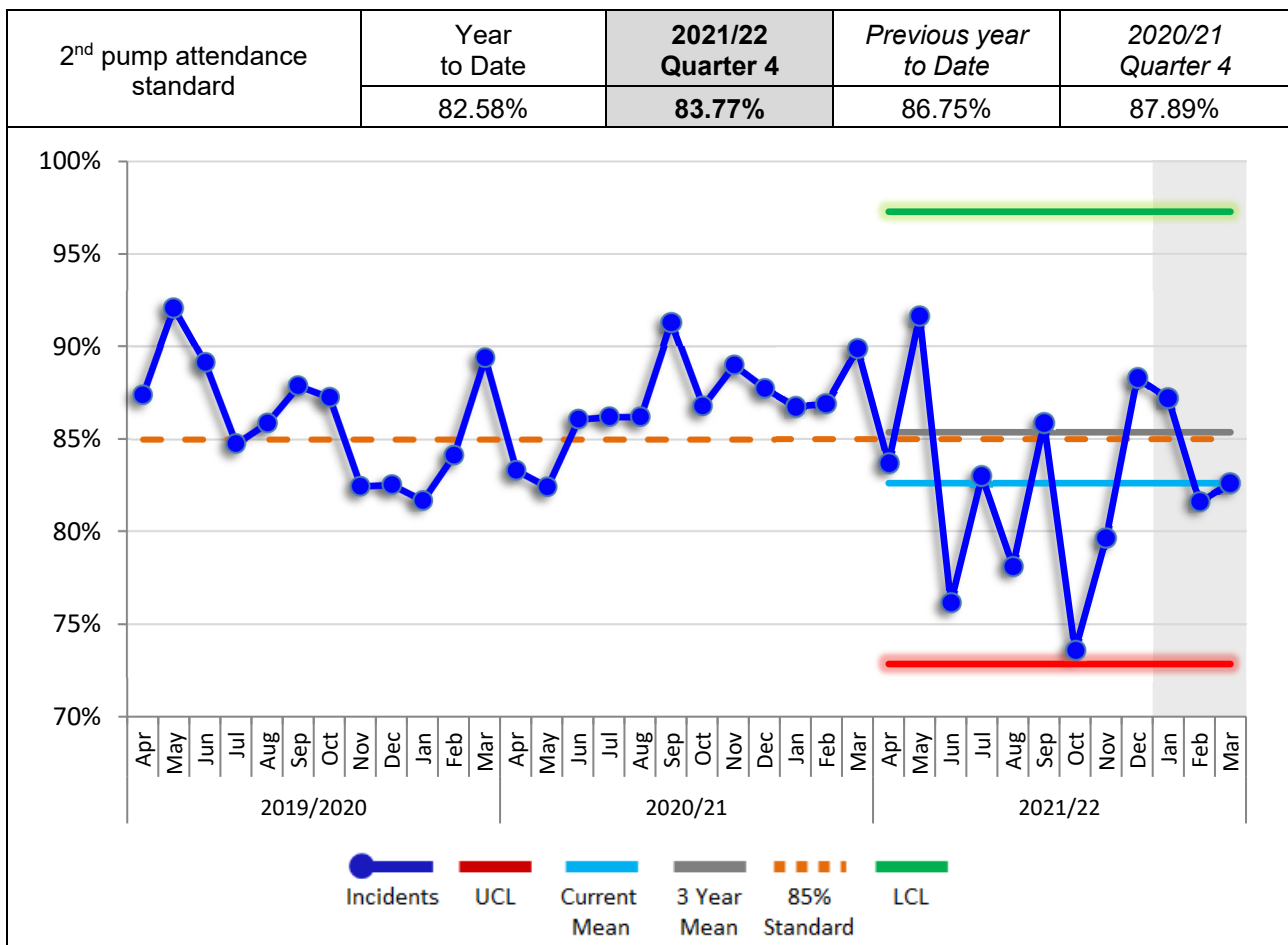
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) 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 2<sup>nd</sup> pump response decreased 4.12% of total second pump attendances over the same quarter of the previous year.



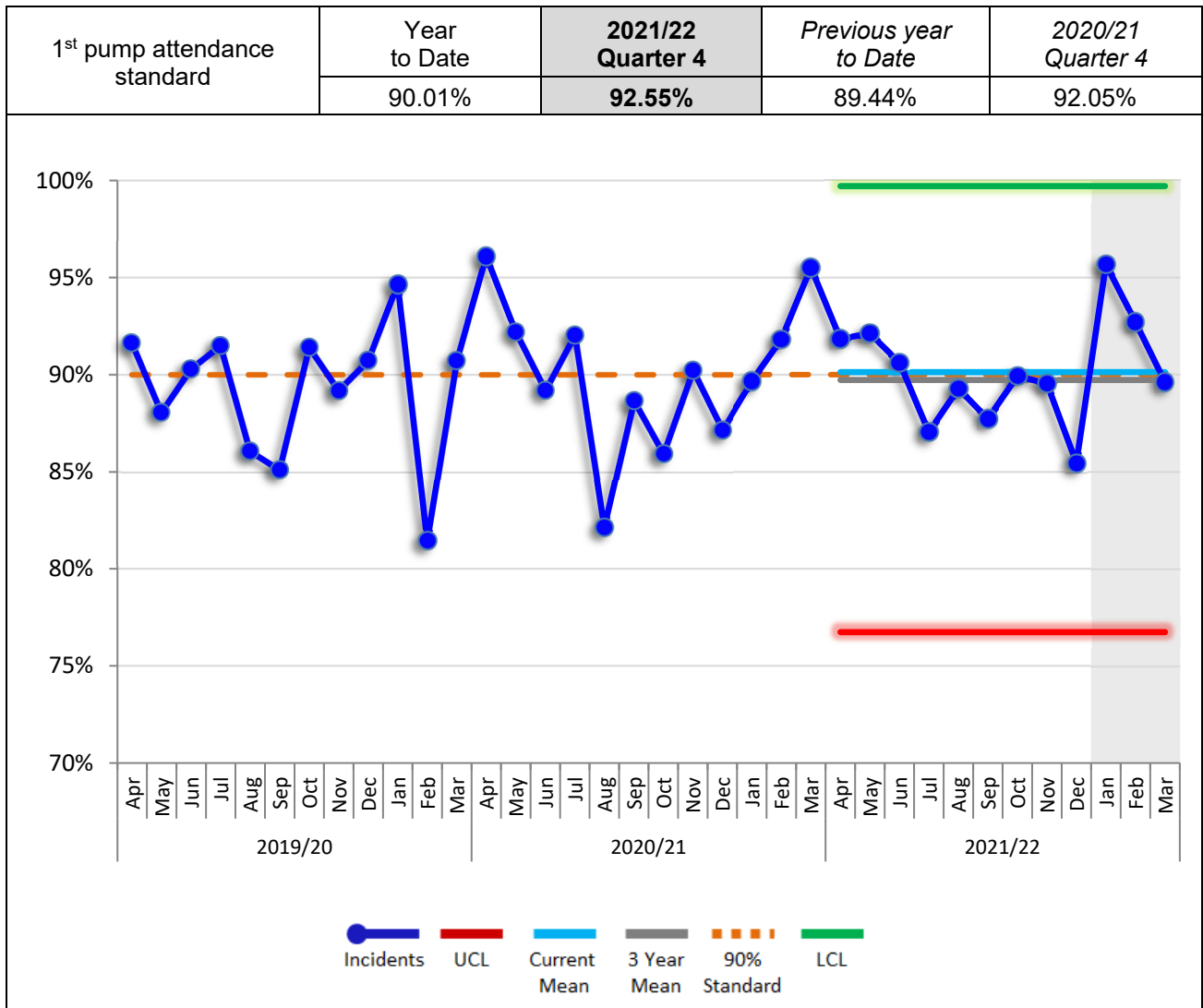
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<b>2.2.1 Emergency Response Standard - Critical Special Service - 1<sup>st</sup> Fire Engine Attendance</b>		Quarter response <b>92.55%</b>
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*Critical special service incidents are non-fire incidents 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 1<sup>st</sup> pump response increased 0.50% of the total responses over the same quarter of the previous year.**



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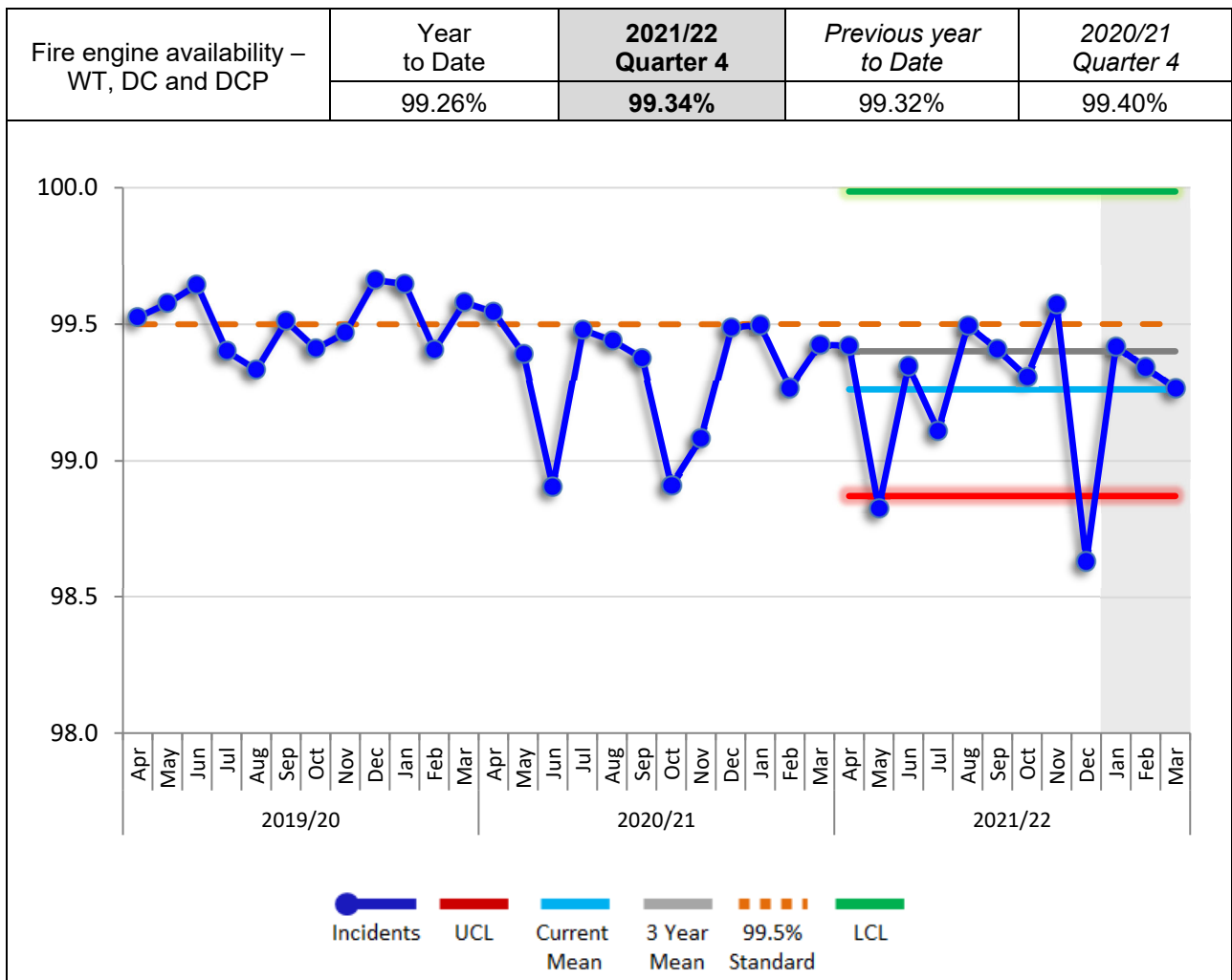
*This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.*

*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 0.06% over the same period of the previous year.**



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**2.4 Fire Engine Availability – On-Call Duty System**



Quarter availability  
**78.53%**

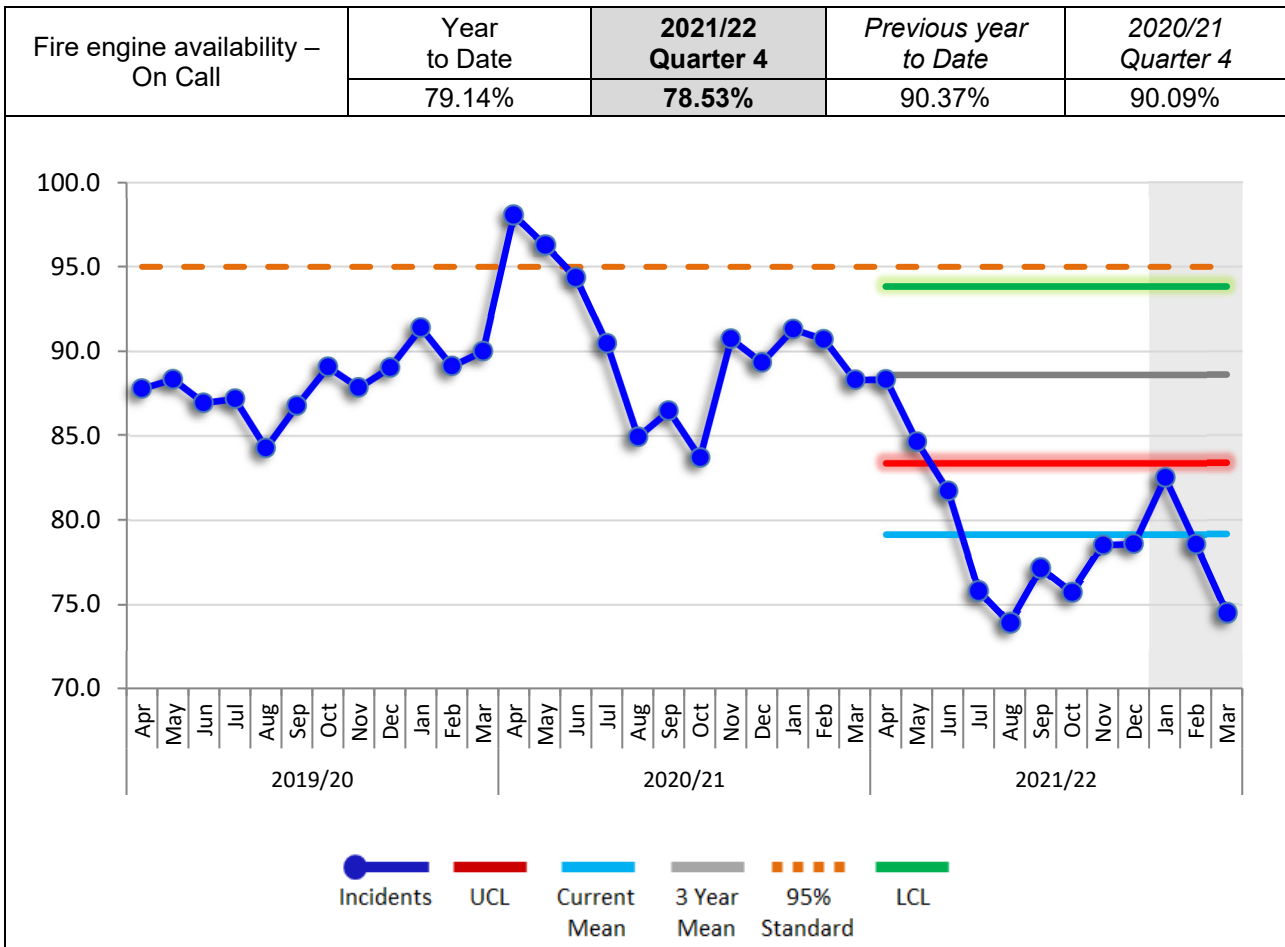
This indicator measures the availability of fire engines that are crewed by the On-Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.

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

- Manager deficient 64%
- Crew deficient 65%
- Not enough BA wearers 57%
- No driver 39%

**Standard: Aspirational Standard 95%**

**Year to date availability of 79.14% is a decrease of 11.23% over the same period of this previous year.**



### **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 four.

### **Analysis**

Availability of OC pumps during the quarter was recorded at 78.53%, with each month being outside the 83.38% control limit, and below the Service's 95% aspirational standard.

An On-Call review is to be undertaken this year to look at all elements of On-Call with ultimate goal of improving availability. Funding has also been secured for 3 new additional On-Call Support Officer's (OCSOs) to take the team up to 10 when fully staffed to help better support On-Call and help implement changes from the review.

### **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.
- 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.

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<b>2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).</b>		Quarter availability <b>76.13%</b>
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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 76.13%. This excludes the wholetime detachments shown in KPI 2.4**

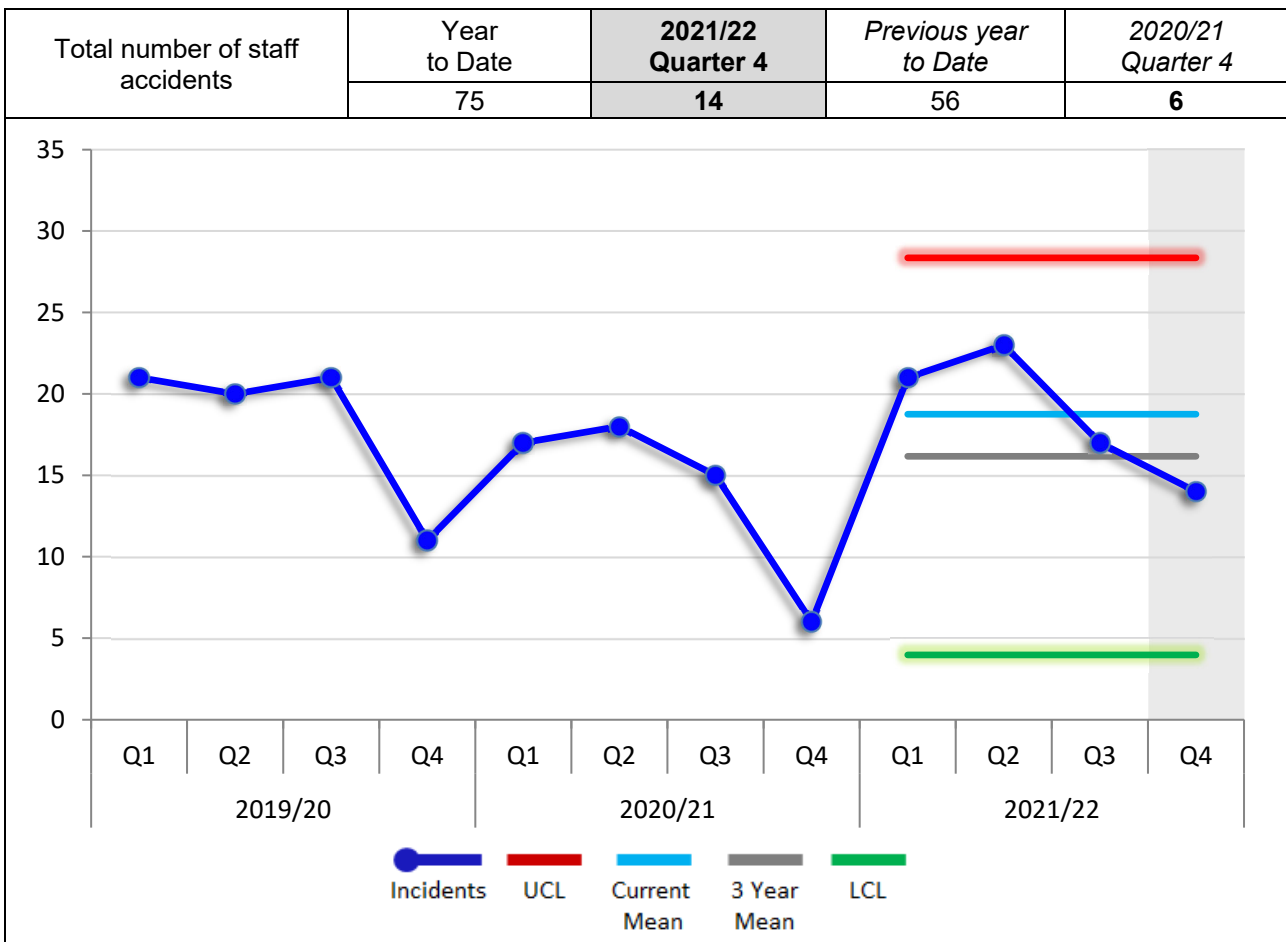
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<b>2.5 Staff Accidents</b>		Quarter activity <b>14</b>
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The number of staff accidents.

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 8 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
19	16	14	18	16



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3.1 Progress against Savings Programme



Quarter variance  
-0.69%

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

**Budget to end of March 2022 £58.2 million. The spend for the same period was £57.8 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. The spend for the same period was £57.8 million, which gives an under spend for the period of £0.4 million.

Variance:

-0.69%

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<b>3.2 Overall User Satisfaction</b>		Percentage satisfied <b>99%</b>
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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.*

**70 people were surveyed; 70 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?	2,943	2,911	98.91%	97.50%	1.45%

There have been 2,943 people surveyed since April 2012.

During the latest quarter - 70 people were surveyed and 70 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

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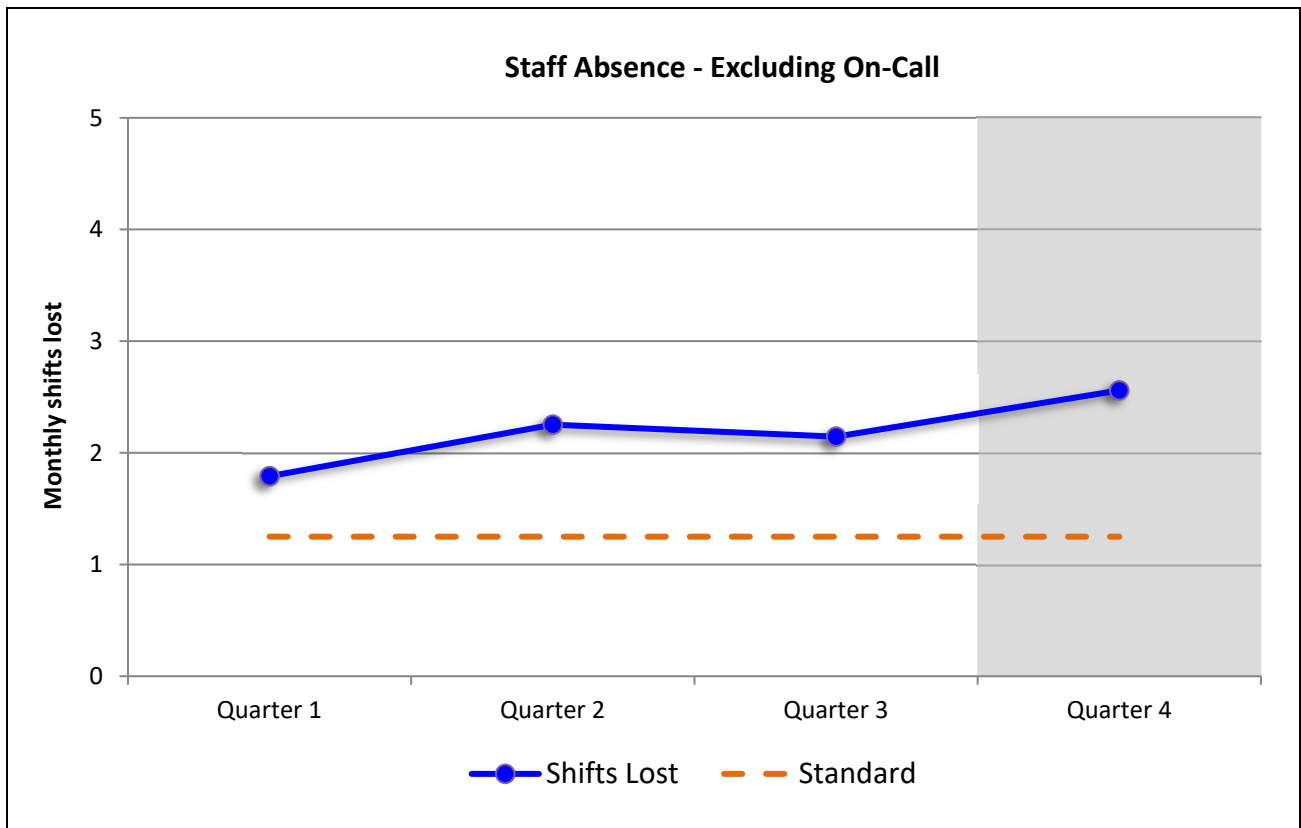
**4.2.1 Staff Absence - Excluding On-Call Duty System**



Shifts lost  
**8.750**

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:

**8.750**

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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 4.

**Analysis**

During quarter four January 2022 – March 2022, 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	-	495	shifts lost = 2.32	Target	-	1.25
Wholetime	-	1,624	shifts lost = 2.64	Target	-	1.25

Absence by quarter (Cumulative to date):

Non-uniform	-	1,801	shifts lost = 8.46*	Target	-	5
Wholetime	-	5,444	shifts lost = 8.87*	Target	-	5

*\*Per person*

There were 4 cases of long-term absence which span over the 3 months; the reasons being:

Green Book		Grey Book	
Reason	Case/s	Reason	Case/s
Ear/Nose/Throat	1	Mental Health	1
Neurological	1	Gastro-intestinal	1

There were 33 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s	Respiratory – Cold/Cough/Influenza	2
Hospital/Post-operative	7	Respiratory – Asthma	1
Mental Health – Stress	6	Musculo Skeletal - Lower Limb	1
Coronavirus Covid-19	6	Mental Health – Other	1
Musculo skeletal – Other	3	Musculo Skeletal - Upper Limb	1
Musculo skeletal – Shoulder	2	Other known causes (not specified above)	1
Musculo skeletal – Back	2		

During the quarter there were 21 of the 33 employees who 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.

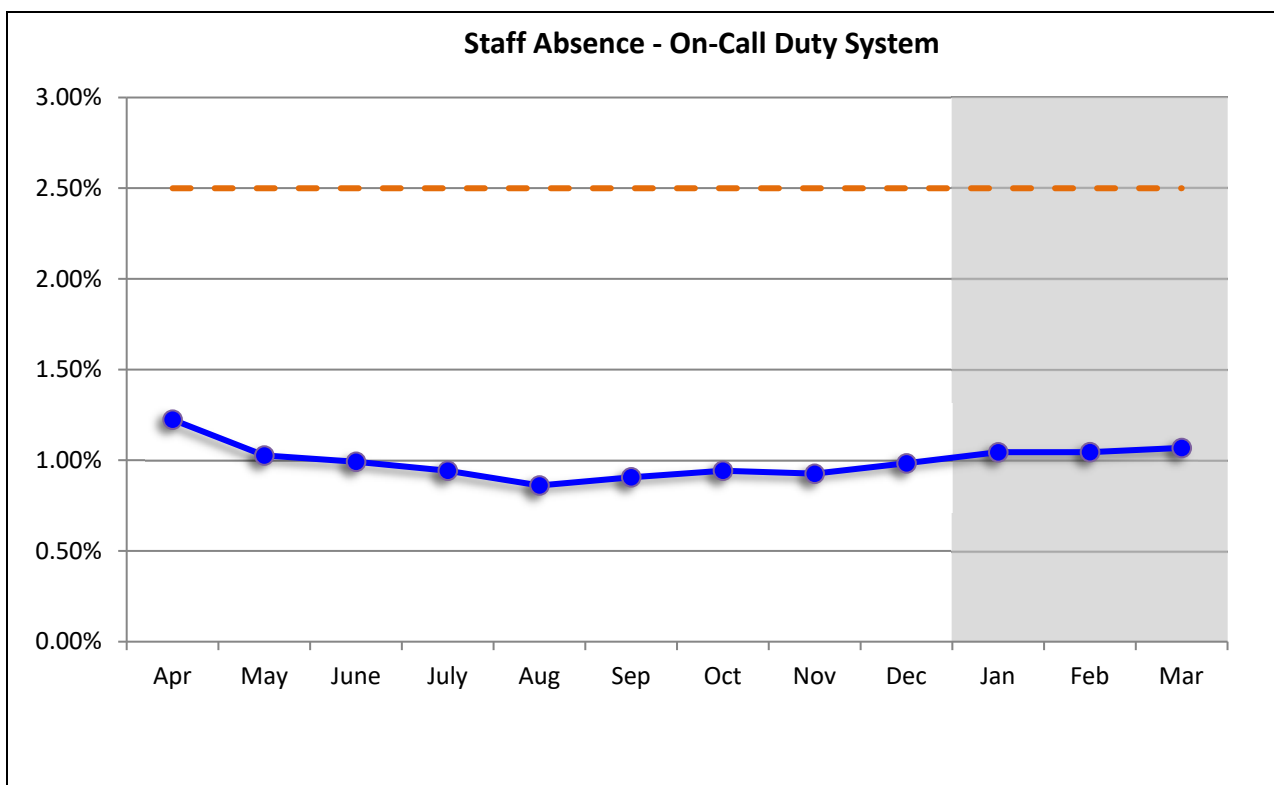
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<b>4.2.2 Staff Absence – On-Call Duty System</b>		Absence <b>1.07%</b>
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*The percentage of contracted hours lost due to sickness for all On-Call contracted staff. An individual's sickness hours are 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, 1.07%**

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



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

**1.07%**