Lancashire Combined Fire Authority

Performance Committee
Meeting to be held on 14 September 2022

Performance Management Information For 1st Quarter 2022/23
(Appendix 1 refers)

Contact for further information – Jon Charters, Assistant Chief Fire Officer (ACFO)
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Executive Summary

Planning Committee review and agree the Authority's key performance indicators (KPIs) which are monitored through the Performance Committee.

At its meeting held 7 February 2022, the Planning Committee approved the introduction, amendment, and removal of some KPIs in order to provide better information, in a more understandable way, and to enable measurement against more specific goals (resolution 30/20-21 refers). It was also agreed that the format the KPI suite be ordered to better reflect the content of the refreshed Community Risk Management Plan (CRMP) 2022-27 alongside the Service's STRIVE values.

Using the revised format, performance management information for the first quarter 2022/23 (attached as appendix 1) provides a clear measure of progress against the Key Performance Indicators (KPI) detailed in the CRMP 2022-2027.

Recommendation

The Performance Committee is asked to note and endorse the Quarter 1 Measuring Progress report, including the three 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: Review of Key Performance Indicators report to Planning Committee
Date: 7 February 2022
Contact: Deputy Chief Fire Officer
Reason for inclusion in Part 2 if appropriate: N/a

Measuring Progress

Performance Report

QUARTER 1: APRIL 2022 – JUNE 2022

making Lancashire **safer**   2022-23

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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Explanation of Performance Measures

KPI's are monitored either by using an XmR chart, comparing current performance against that achieved in the previous 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 statistically derived constant, approximately equivalent to three standard deviations.

An exception report is generated if the upper, or lower, XmR rules are breached.

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

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

Example XmR chart: In the example below, this KPI would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for May 2021 (⦿) is above the Upper Control Limit (UCL) and a positive exception in September 2021 (⦿) for meeting rule 2, being below the Lower Control Limit (LCL).
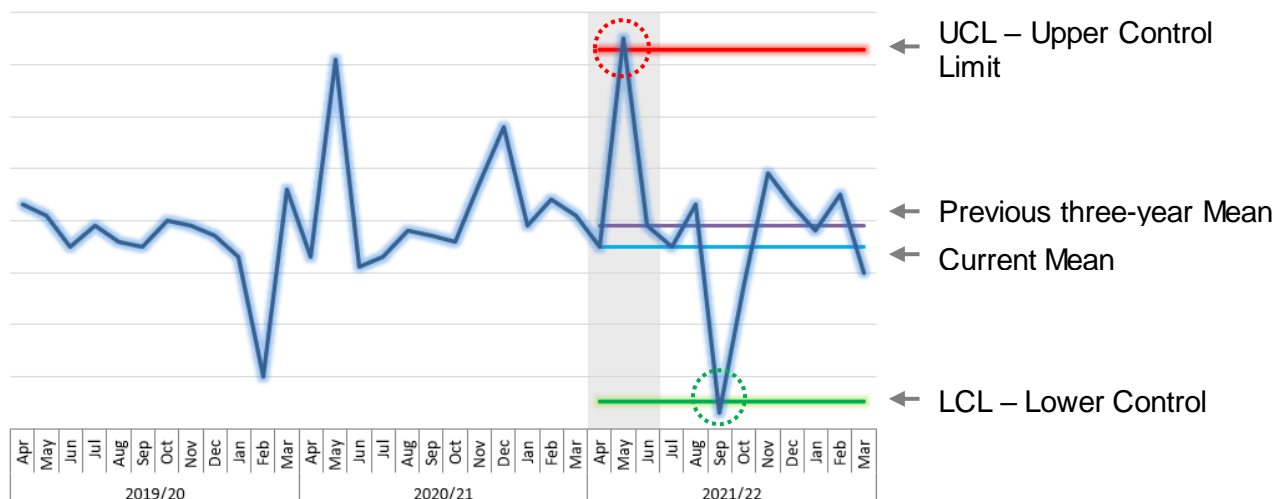
Performance Framework and indicator trends

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 KPI's is scrutinised every quarter at the Performance Committee.

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

This section also 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 and indicate the relative direction of travel over the last four quarters. The last point of the chart represents the most recent quarter. Sparkline's are simple indicative indicators and are not intended to have labelled points or axes.

The cell shading within the Progress column denotes whether the indicator is:
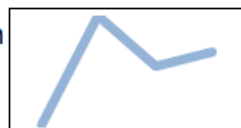
| within accepted limits | in positive exception | in negative exception | not applicable |
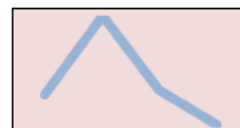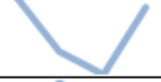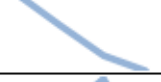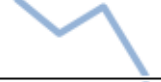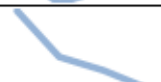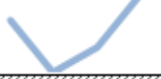
KPI	Description		Progress	Page (s)
1	**Valuing our people so that they can focus on making Lancashire safer.**			
1.1		Overall Staff Engagement: Performance measure of how engaged our staff are		8
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KPI		Description	Progress	Page (s)
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KPI		Description	Progress	Page (s)
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1.1 Overall Staff Engagement

A written update on staff engagement will be provided on a quarterly basis.

Scope and definition:

Staff engagement is achieved through a variety of activities carried out every day across the service including station visits, digital staff sessions, appraisals and team meetings. This includes a programme of wellbeing interactions such as workplace toolbox talks, station visits, workshops and wellbeing support dog visits.

All members of staff can raise questions, ideas and improvements on the service's intranet and staff are regularly involved in testing and trialling new equipment and ways of working. Surveys and consultations are held on specific matters when required such as proposals for new uniform and working during the Covid-19 pandemic.

A comprehensive staff survey is undertaken periodically to gain insight from all staff on a range of topics including leadership and management, training and development, and equality, diversity and inclusion. The feedback is used to shape future activity and bring about improvements and new ideas. The survey includes a staff engagement index which is a measure of overall staff engagement based on levels of pride, advocacy, attachment, inspiration and motivation. The current staff engagement index score is 79% (2021).

Measurement/update:

From April to June 2022, staff engagement centred on informing and involving people in relation to the day crewing plus (DCP) duty system and wider emergency cover review (ECR). Two question and answer events were held for DCP staff with senior managers. Three staff working groups helped to shape proposals for a new flexible duty system, researched off-road appliances to form part of a proposed trial, and considered crewing arrangements for the urban search and rescue team, all of which now form part of the ECR consultation.

Twenty-eight station visits were carried out by principal officers and area managers during the period along with 19 wellbeing interactions. In addition, four workshops were held in partnership with the Firefighters Charity covering stress, sleep and relaxation during Mental Health Awareness Week and one workshop on nutrition.

All staff were also invited to an event, in person and online, involving a quiz during Loneliness Week. The winner of a staff competition to come up with ideas to save energy was announced, which is an initiative to repair uniforms where possible rather than ordering new items.

1.2.1 Staff Absence Wholetime (WT)

Cumulative shifts lost
1.885

The cumulative number of shifts (days) lost due to sickness for all wholetime staff divided by the total average strength.

Annual Standard: Not more than 5 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 1.25)

Wholetime staff absence

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
		2021/22				2022/23		

Shifts lost   standard
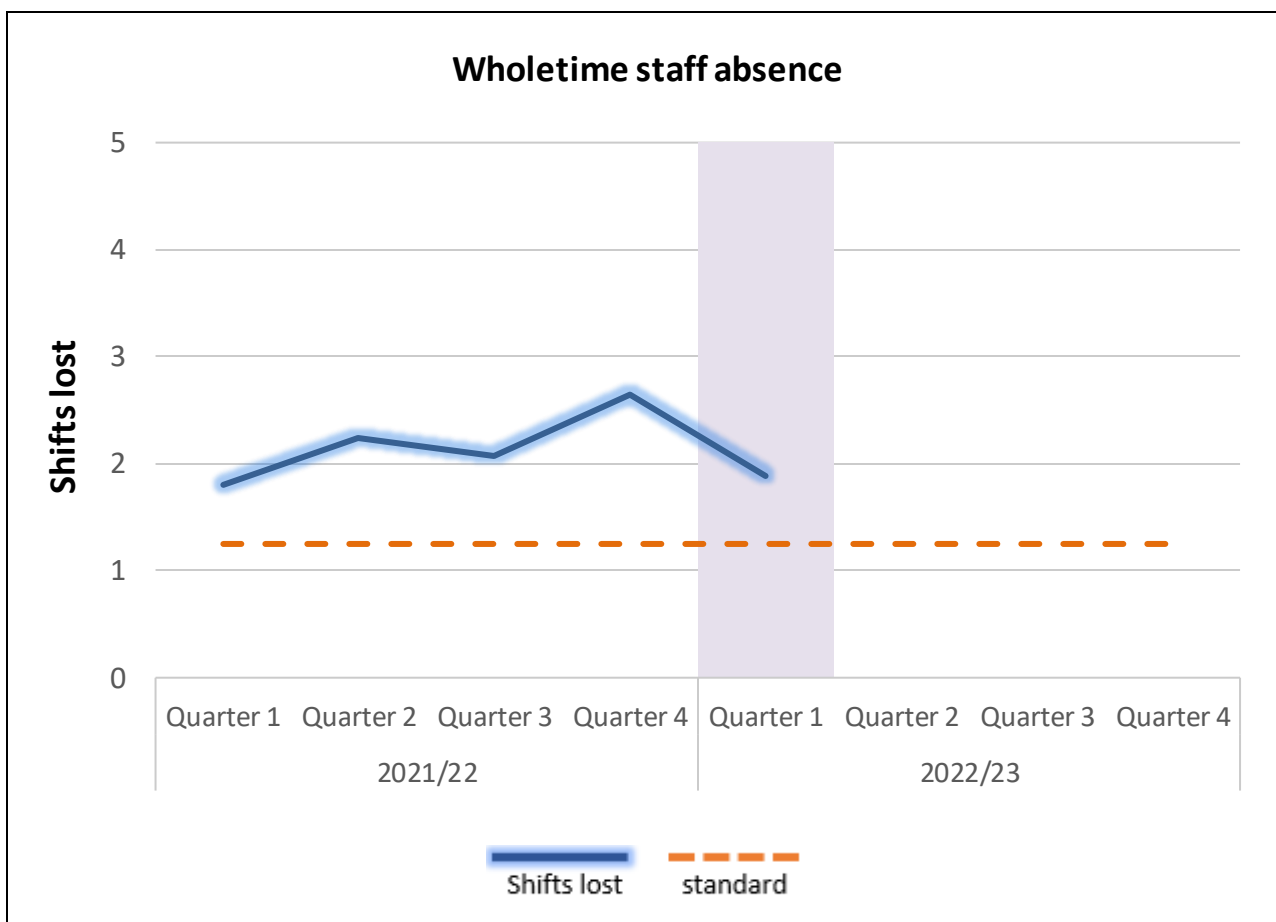
Cumulative total number of shifts lost: 1.885

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 1.

Analysis

During quarter one April – June 2022, absence statistics show Whole-time personnel absence above target for the quarter.

1,193 Wholetime absence shifts lost = 1.88 against a target of 1.25

There were 2 cases of long-term absence which span over the total of the 3 months; the reasons being:

- Mental health – Work Related Stress – 1 case
- Gastro-intestinal (abdominal pain, vomiting, diarrhoea) – 1 case

There were 26 other cases of long-term absence also recorded within the 3 months:

Reason	Case/s	Reason	Case/s
Hospital/Post Operative	5	Respiratory – Cold/Cough/Influenza	2
Musculo Skeletal – Lower Limb	4	Headache/Migraine/Neurological	1
Mental Health – Stress	3	Musculo Skeletal – Shoulder	1
Musculo Skeletal – Other/ Unable to define	3	Musculo Skeletal – Upper Limb	1
Covid 19 Coronavirus	2	Musculo Skeletal – Back	1
Heart, Cardiac & Circulatory problems	2	Cause Known, but not specified	1

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.

1.2.2 Staff Absence On-Call (OC)

Cumulative Absence
1.88%

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.

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

Cumulative On-Call absence, as a percentage of available hours of cover at end of the quarter, 1.88%.
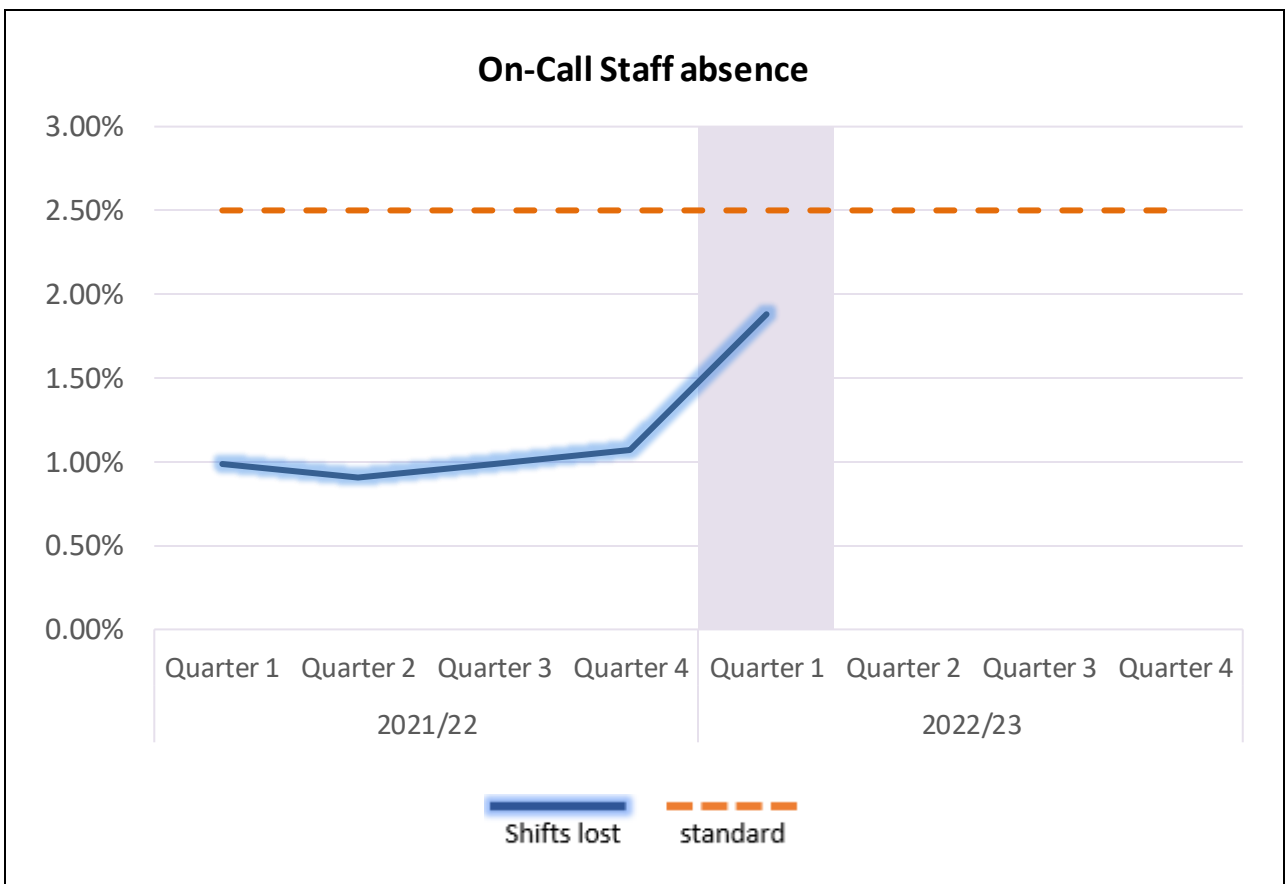
Cumulative On-Call absence (as % of available hours of cover):   1.88%

1.2.3 Staff Absence Greenbook

Cumulative shifts lost
1.326

The cumulative number of shifts (days) lost due to sickness for all Greenbook support staff divided by the average strength.

Annual Standard: Not more than 5 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 1.25)

Greenbook staff absence
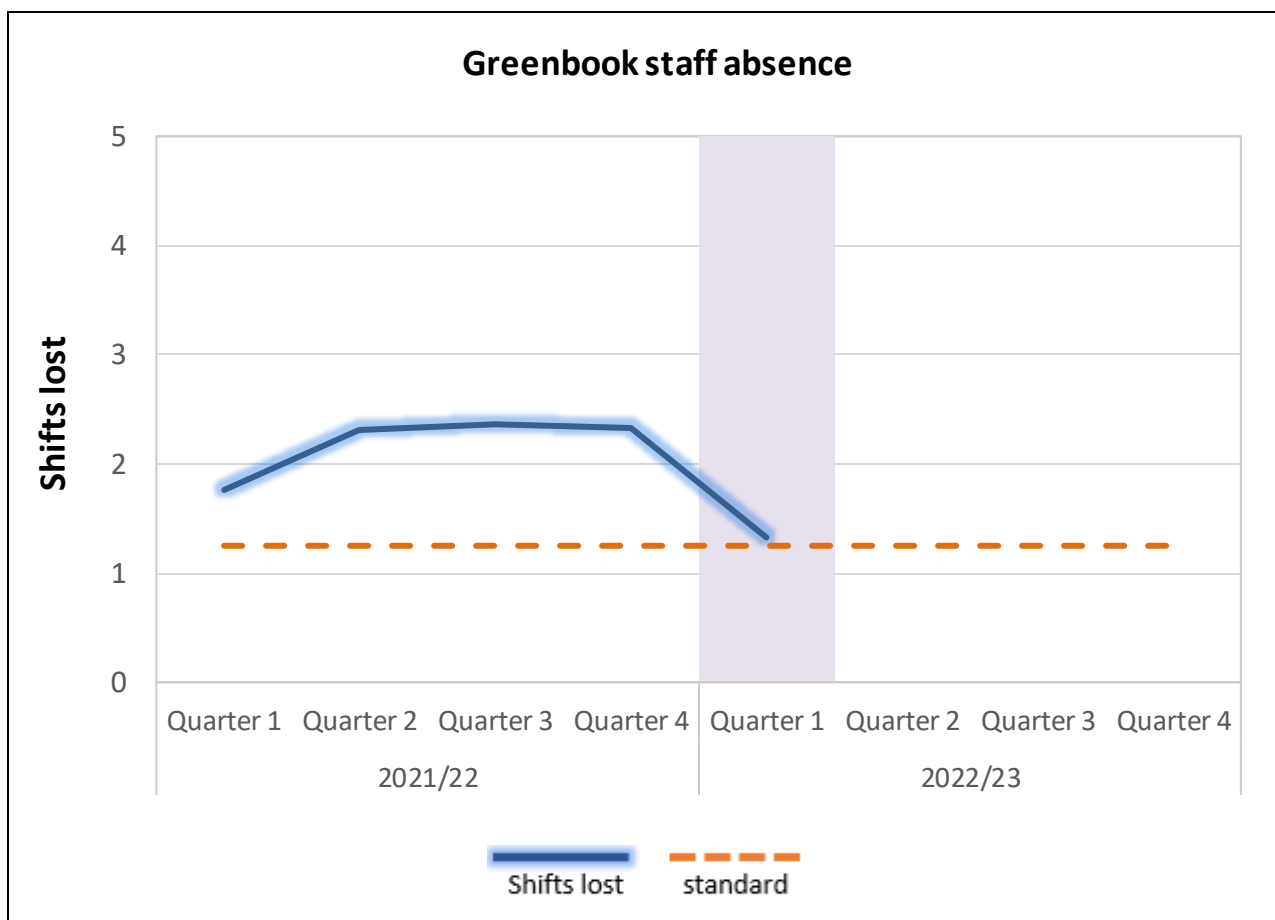
Cumulative total number of shifts lost: 1.326

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 1.

Analysis

During quarter one April – June 2022, absence statistics show non-uniformed personnel absence above target for the quarter.

309 non-uniformed absence shifts lost = 1.33 against a target of 1.25

There was 1 case of long-term absence which span over the total of the 3 months; the reason being:

- Cardiovascular – 1 case

There were 4 other cases of long-term absence which were also recorded within the 3 months:

Reason	Case/s		Reason	Case/s
Mental Health – Stress	2		Hospital/Post Operative	1
Headache/Migraine/Neurological	1			

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.
- Promotion of health, fitness and wellbeing via the routine bulletin and Employee Assistance programme.

1.3.1 Workforce Diversity

Diversity Percentage
(Refer to charts)

Workforce diversity as a percentage: Performance measure of how representative our staff are of our communities, to monitor equality and diversity within Lancashire Fire and Rescue Service.

Combined diversity percentage of Grey book operational and Green book support staff.

■ Female (19%)

■ Male (81%)

Gender

■ BME (3%)

■ Not Stated (3%)

■ White (94%)

Ethnicity

■ LGBT (3%)

■ Hetrosexual (48%)

■ Not Stated (49%)

Sexual orientation

■ Disability (3%)

■ Not Stated (3%)

■ No Disability (94%)

Disability
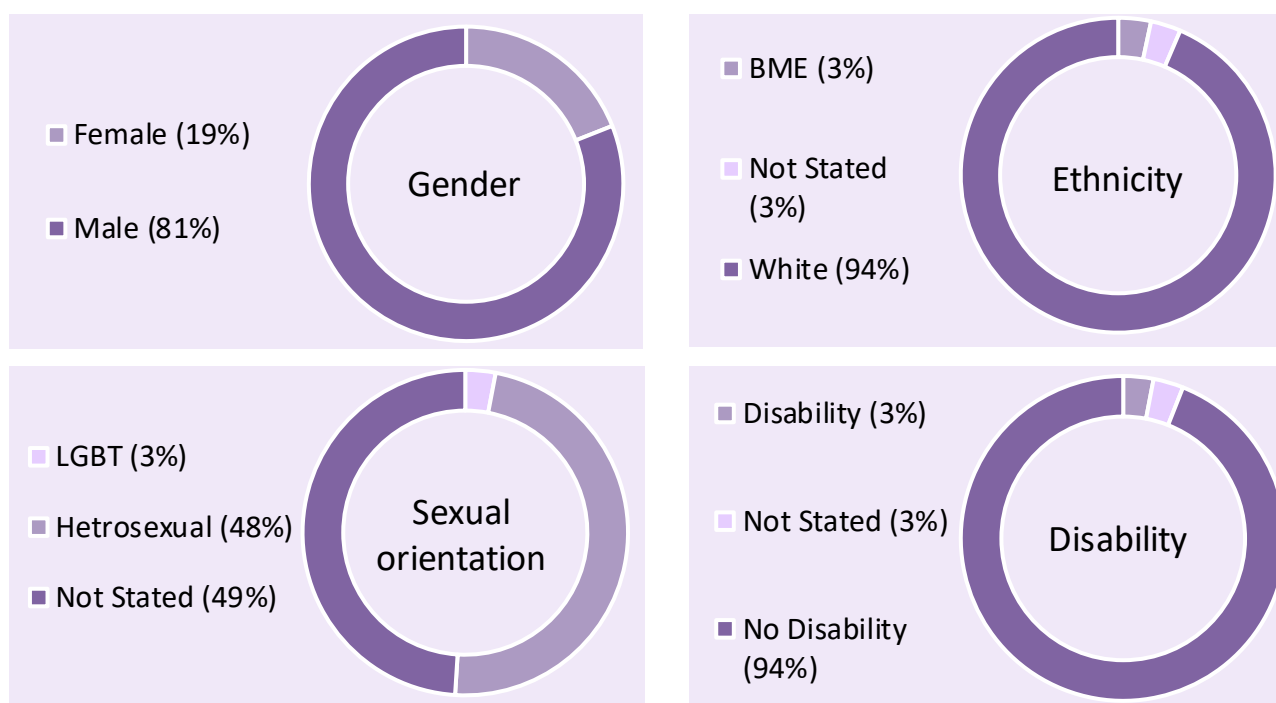
Diversity percentage by Grey book operational staff and Green book support staff. Counts will include double counts if dual contract between Grey and Green book.

		Grey book	Green book
Gender	Female	8%	60%
	Male	92%	40%
Ethnicity	BME	3%	6%
	Not stated	2%	7%
	White	95%	87%
Sexual orientation	LGBT	4%	2%
	Heterosexual	47%	51%
	Not stated	49%	47%
Disability	Disability	3%	4%
	No disability	95%	88%
	Not stated	2%	8%

1.3.2 Workforce Diversity Recruited

Diversity Percentage
(Refer to charts)

Workforce diversity recruited as a percentage: Performance measure of our success in recruiting a diverse workforce to monitor equality and diversity within Lancashire Fire and Rescue Service.

Combined diversity percentage of Grey book operational staff and Green book support staff.

- Female (32%)
- Male (68%)

Gender

- BME (0%)
- Not Stated (5%)
- White (95%)

Ethnicity

- LGBT (14%)
- Hetrosexual (81%)
- Not Stated (5%)

Sexual orientation

- Disability (0%)
- No Disability (3%)
- Not Stated (97%)

Disability
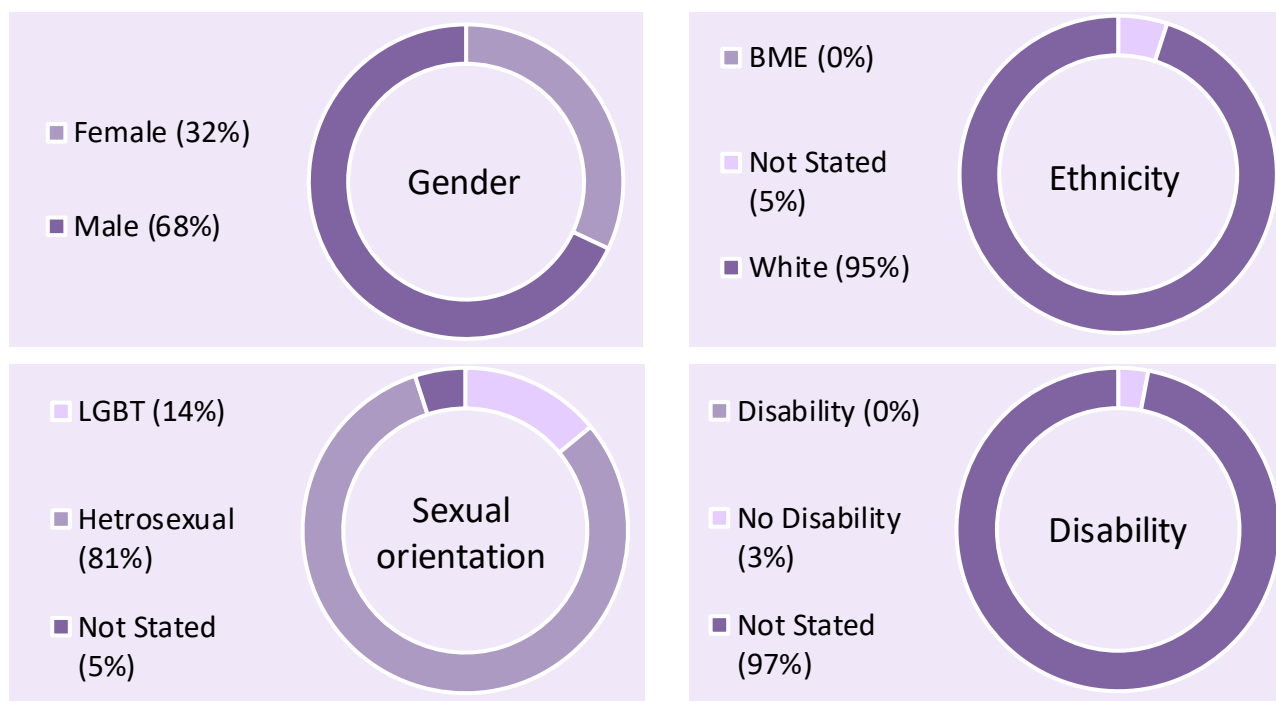
No further breakdown is provided to prevent the possible identification of individuals due to the small numbers of recruits during certain periods.

1.4 Staff Accidents		Activity 8

This KPI details the numbers of accidents which have occurred to LFRS staff members at work within the quarter: Wholetime, On-Call and Greenbook.

As part of our Health and Safety Management System we report and investigate all accidents which occur within Lancashire Fire and Rescue Service (LFRS) to identify any learning opportunities which can contribute to improving our safety culture within Service.

As the body ultimately responsible for health and safety performance, this KPI enables Fire Authority members to view LFRS progress on managing health and safety risks within LFRS.

An improvement is shown if the average number of staff accidents per quarter within the control limits.

Quarterly activity decreased 61.90% over the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2022/23 Quarter 1**	Previous year to Date	2021/22 Quarter 1
	8	**8**	21	21
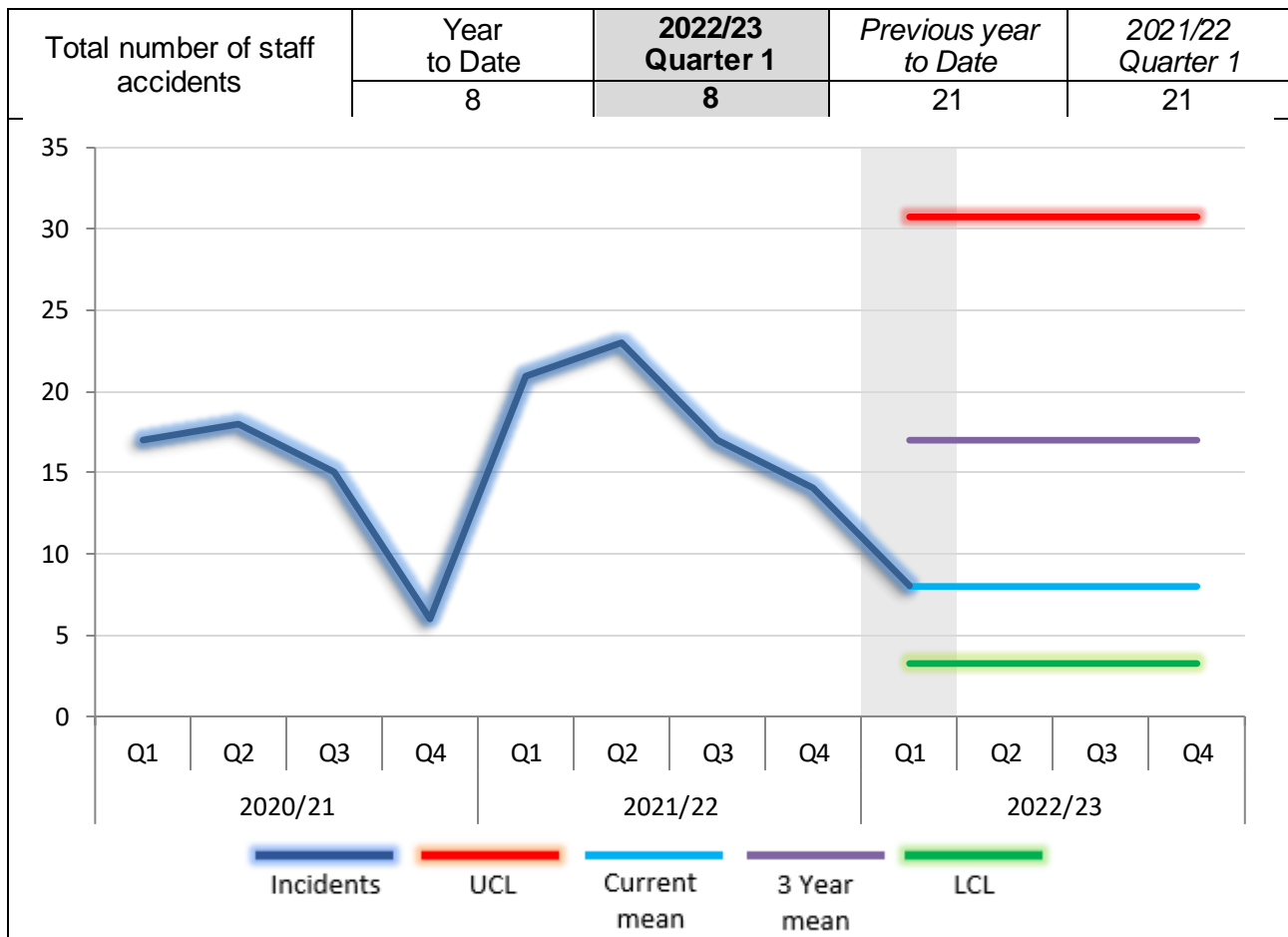
2.1 Risk Map

Risk Score
31,576

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.

$$\frac{\text{Dwelling Fires}}{\text{Total Dwellings}} + \left(\frac{\text{Dwelling Fire Casualties}}{\text{Resident Population}} \times 4 \right) + \text{Building Fire} + \left(\text{IMD} \times 2 \right) = \text{Risk Score}$$
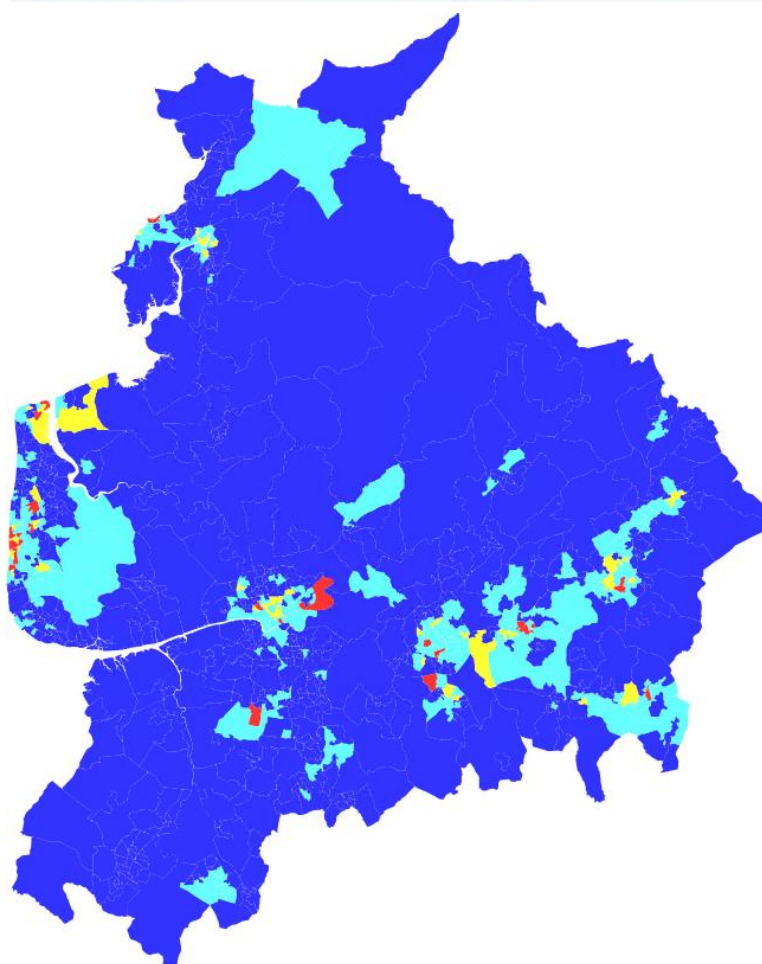
The County risk map score is updated annually, before the end of the first quarter.

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

An improvement is shown by a year-on-year decreasing 'Overall Risk Score' value.

The inset table below shows the latest count of risk areas against the previous year, along with the overall risk score compared to the previous year.

2022 score:	31,576

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2022 count	**25**	**47**	**333**	**536**	**31,576**
2021 count	21	61	338	521	31,862
Direction / % Change	19%	23%	1%	3%	1%

2.2 Overall Activity

Quarter Activity
4,901

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 are shown on the following page.

Quarterly activity increased 0.70% over the same quarter of the previous year.
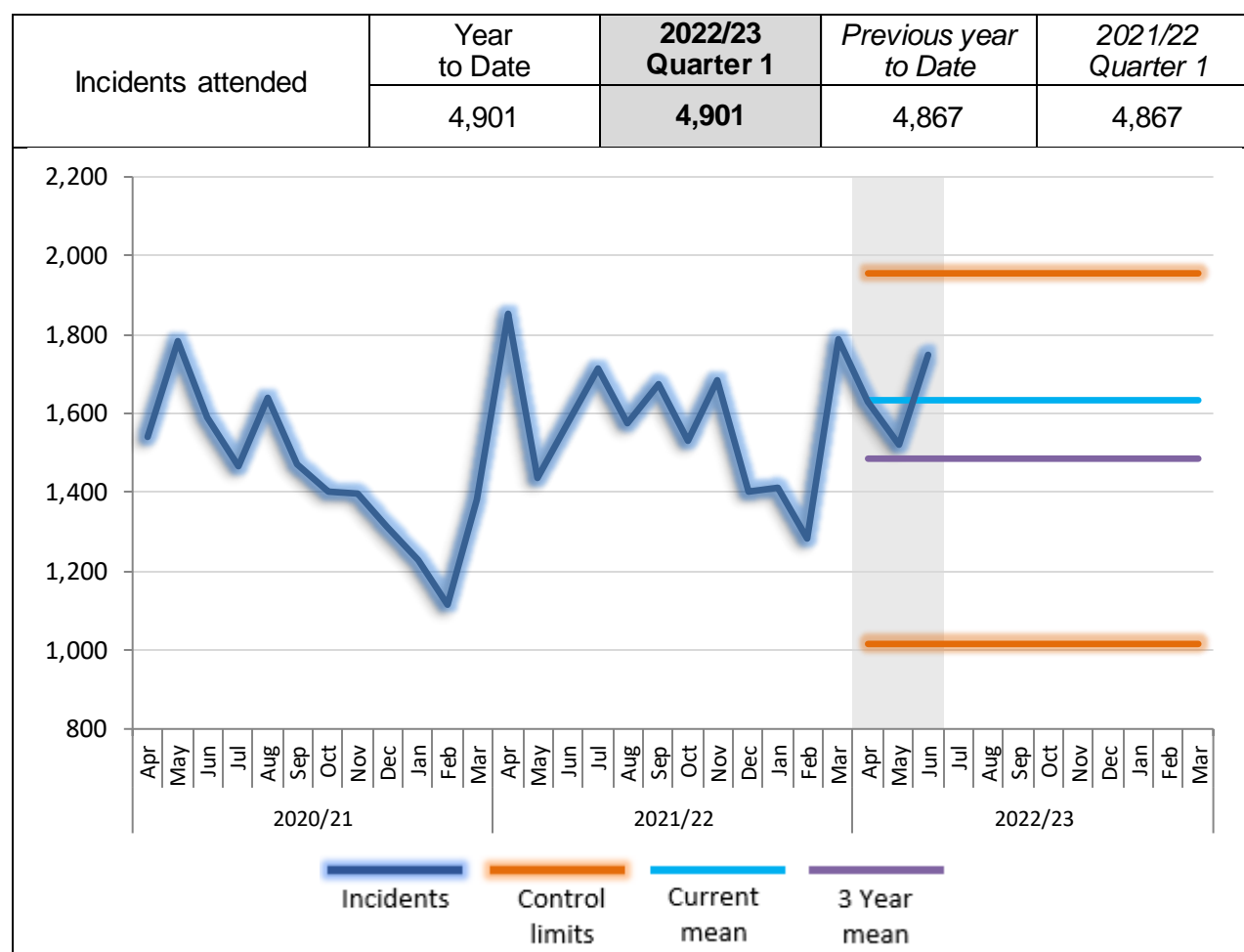
Incidents attended	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
	4,901	**4,901**	4,867	4,867

Current mean activity against the mean monthly activity over the previous 3 years.	Current Mean	3 year Mean	Monthly Mean		
			2021/22	2020/21	2019/20
	1,634	1,485	1,578	1,445	1,433

2.2 Overall Activity Breakdown		Quarter Activity 4,901

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 2.2 Overall Activity is split by the different types of incidents.

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

FALSE ALARM:

Fire alarm due to Apparatus	62%
Good Intent false alarm	34%
Malicious False Alarm	4%

FIRE - PRIMARY:

Accidental Dwelling (2.3)	41%
Accidental Building (2.4)	14%
Accidental Building (2.5)	5%
Deliberate Dwellings (2.6.1)	3%
Deliberate Commercial (2.6.2)	7%
Other Primary	30%

FIRE - SECONDARY:

Deliberate Fires	52%
Accidental Fires	48%

SPECIAL SERVICE:

Critical Incidents (KPI 3.2)	59%
*Gaining Entry	30%
*RTC	26%
*Flooding	8%
*Other Critical incident	36%

Special Service, 1102, 22%

False Alarm, 2082, 43%

Fire - Secondary, 1201, 25%

Fire - Primary, 496, 10%

Fires yet to be classified, along with chimney fires, contribute a small proportion of incidents (<1%) and are not shown on the chart breakdown.

	FALSE ALARM incidents make up 43% of activity, with 62% being Fire alarm due to Apparatus incidents. On 1st April 2022 a revised false alarm policy was introduced to help reduce the number of AFA's. Since that time there has been a 40% reduction within property types covered by the policy change.
	PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 41% and are shown later in the report within KPI 2.3. Accidental Building Fires are split between commercial (KPI 2.4) and non-commercial premises (KPI 2.5).
	SECONDARY FIRE incidents typically have a deliberate cause. These mainly involve loose refuse; however, accidental fires increased during the ongoing Covid pandemic, and currently account for 48%. These are recorded as having an accidental or unknown cause.
	SPECIAL SERVICE incidents are made up of a number of different activities, such as: Gaining entry to a property on behalf of the Ambulance Service accounted for 30% and Road Traffic Collisions (RTC) 26%. *Subset of critical special service incidents (KPI 3.2).*

2.3 Accidental Dwelling Fires		Quarter Activity 205

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 pumping appliances.

Quarterly activity decreased 13.5% over the same quarter of the previous year.
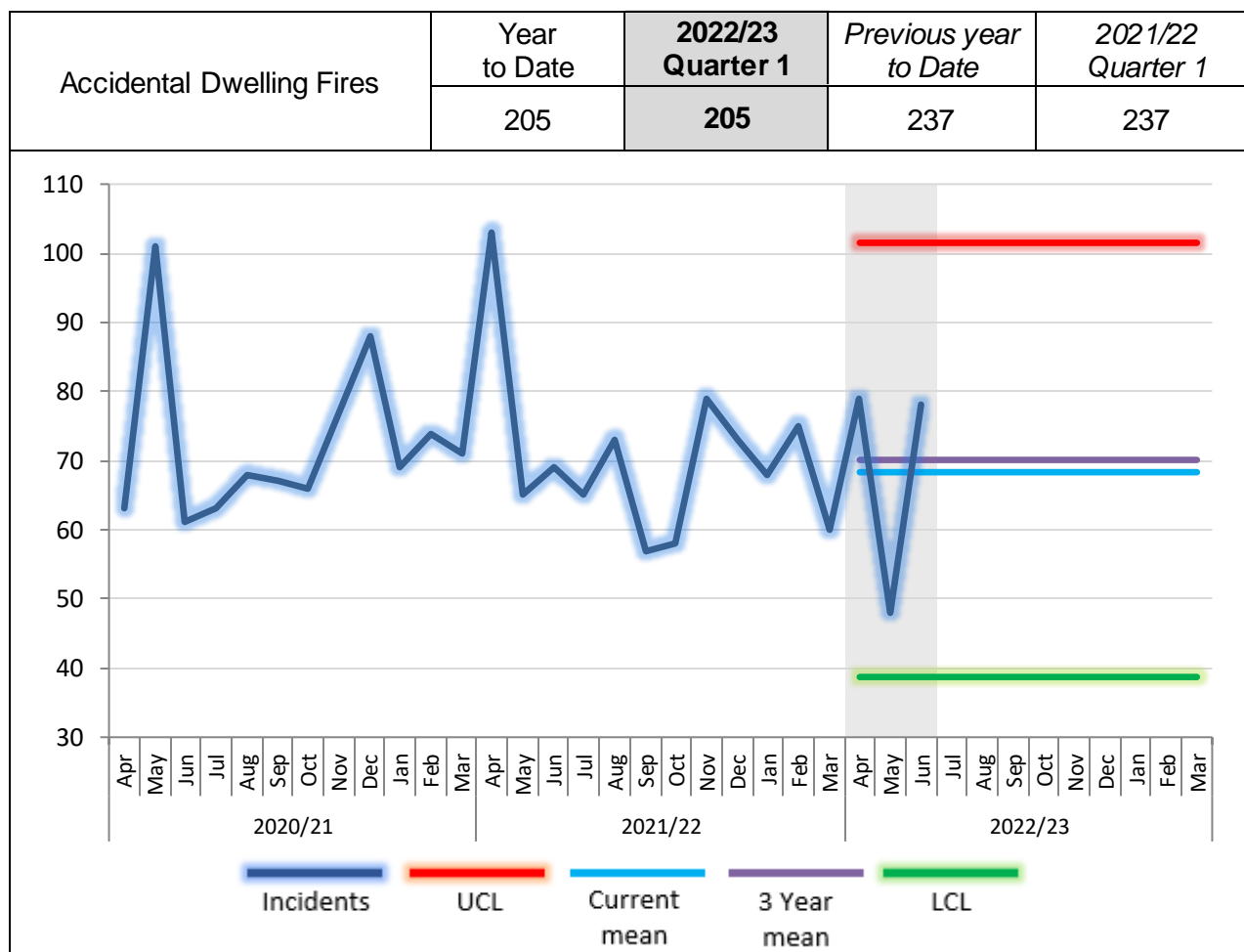
Accidental Dwelling Fires	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	205	**205**	237	237

	Current Mean	**3 year Mean**	**Monthly Mean**		
			2021/22	**2020/21**	**2019/20**
Current mean activity against the mean monthly activity over the previous 3 years.	68	70	72	68	68

2.3.1 ADF – Harm to people: Casualties

Quarter Activity	**8**

ADF criteria as 2.3. 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.

Quarterly activity decreased 20.0% over the same quarter of the previous year.

Casualty Status	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
Fatal	2	**2**	1	1
Injuries appear Serious	4	**4**	3	3
Injuries appear Slight	2	**2**	6	6
Total	8	**8**	10	10
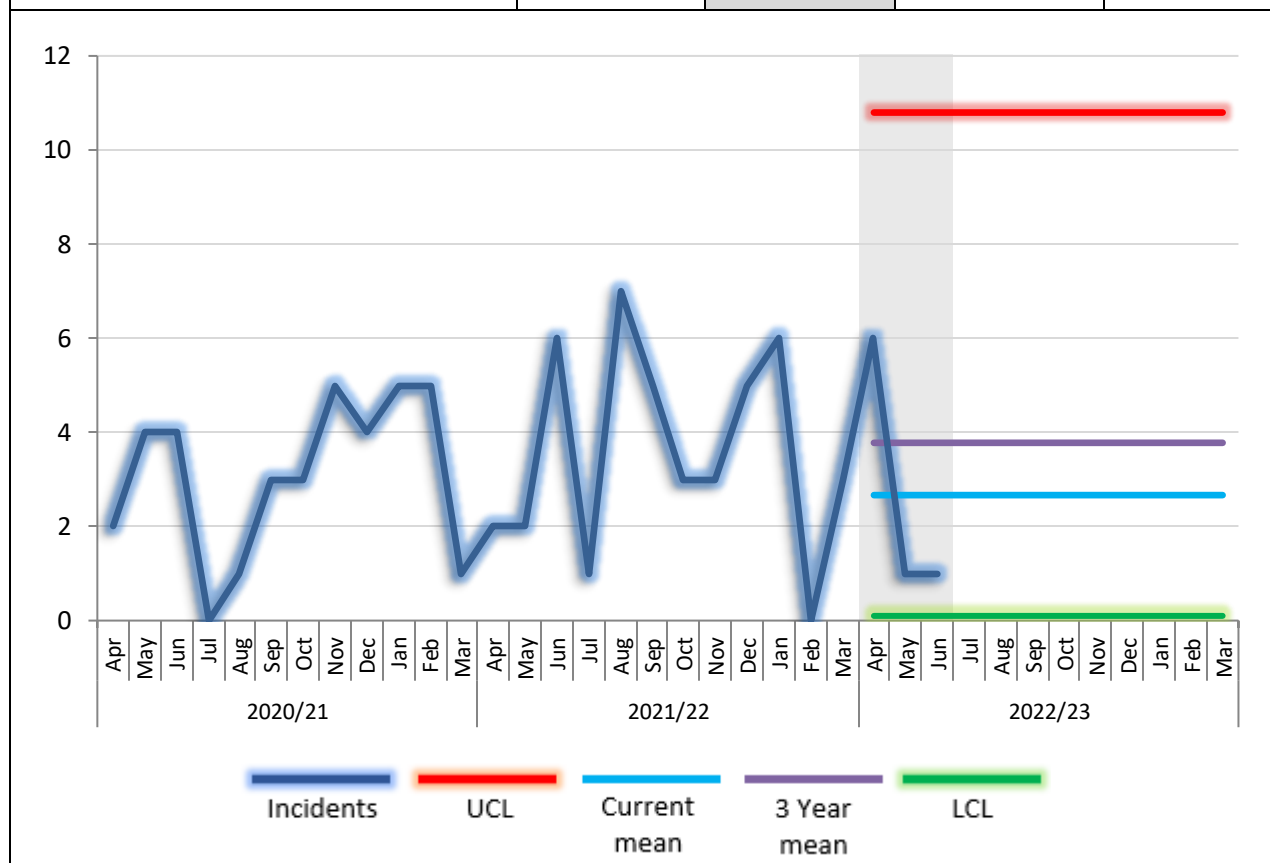
Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	**2020/21**	**2019/20**
3	4	4	3	5

2.3.2 ADF – Harm to property: Extent of damage (fire severity)		Quarter Percentage 84%

ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at accidental dwelling fires, with a direction indicator comparing the current quarter to the same quarter of the previous year.

An improvement is shown if the combined percentage of fires is limited to heat and/or smoke damage only, the item 1st ignited or to the room of origin, is lower than the comparable quarter of the previous year.

Combined quarterly percentage decreased 3.0% over the same quarter of the previous year.

Fire severity	2022/23				⬆/⬇	2021/22			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Limited to heat and/or smoke	23%	-	-	-	⬆	21%	30%	21%	23%
Limited to item 1st ignited	13%	-	-	-	⬇	17%	17%	15%	16%
Limited to room of origin	47%	-	-	-	⬇	49%	41%	50%	51%
Limited to floor of origin	10%	-	-	-	⬆	8%	9%	10%	8%
Spread beyond floor of origin	3%	-	-	-	⬇	5%	3%	3%	2%
Whole Building	3%	-	-	-	⬆	1%	1%	0%	0%
Combined percentage	84%	-	-	-	⬇	87%	87%	87%	90%

Cumulative extent of damage breakdown
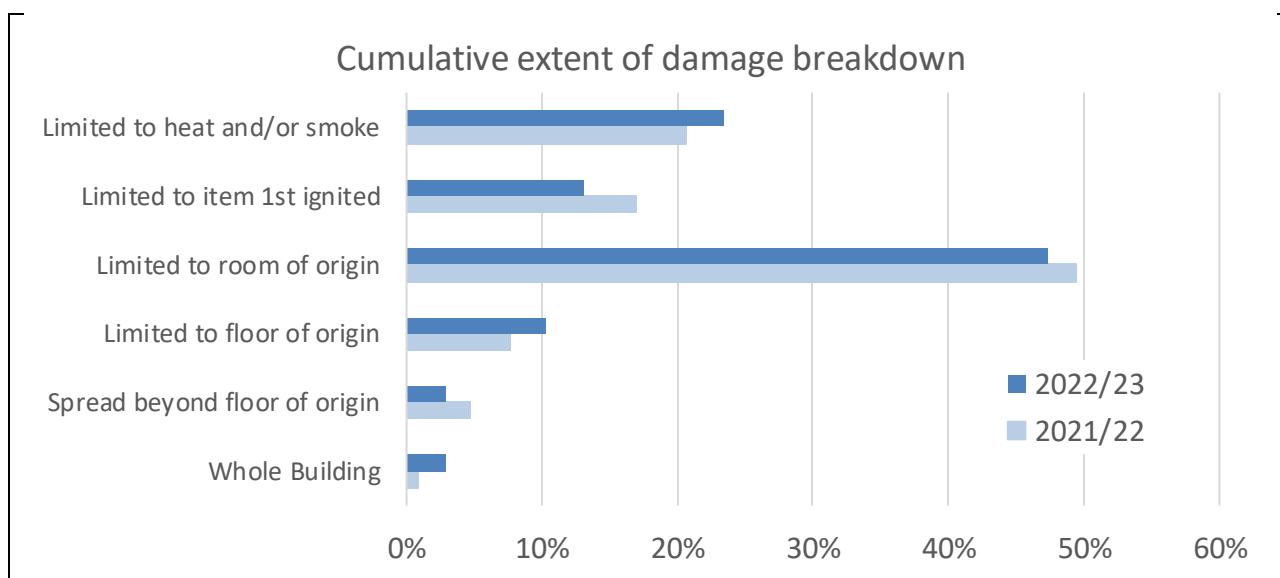
2.4 Accidental Building Fires (Commercial Premises)

	Quarter Activity
	68

The number of primary fires where a building has been affected, which is other than a dwelling or a private building associated with a dwelling, 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 pumping appliances.

Quarterly activity decreased 8.11% over the same quarter of the previous year.
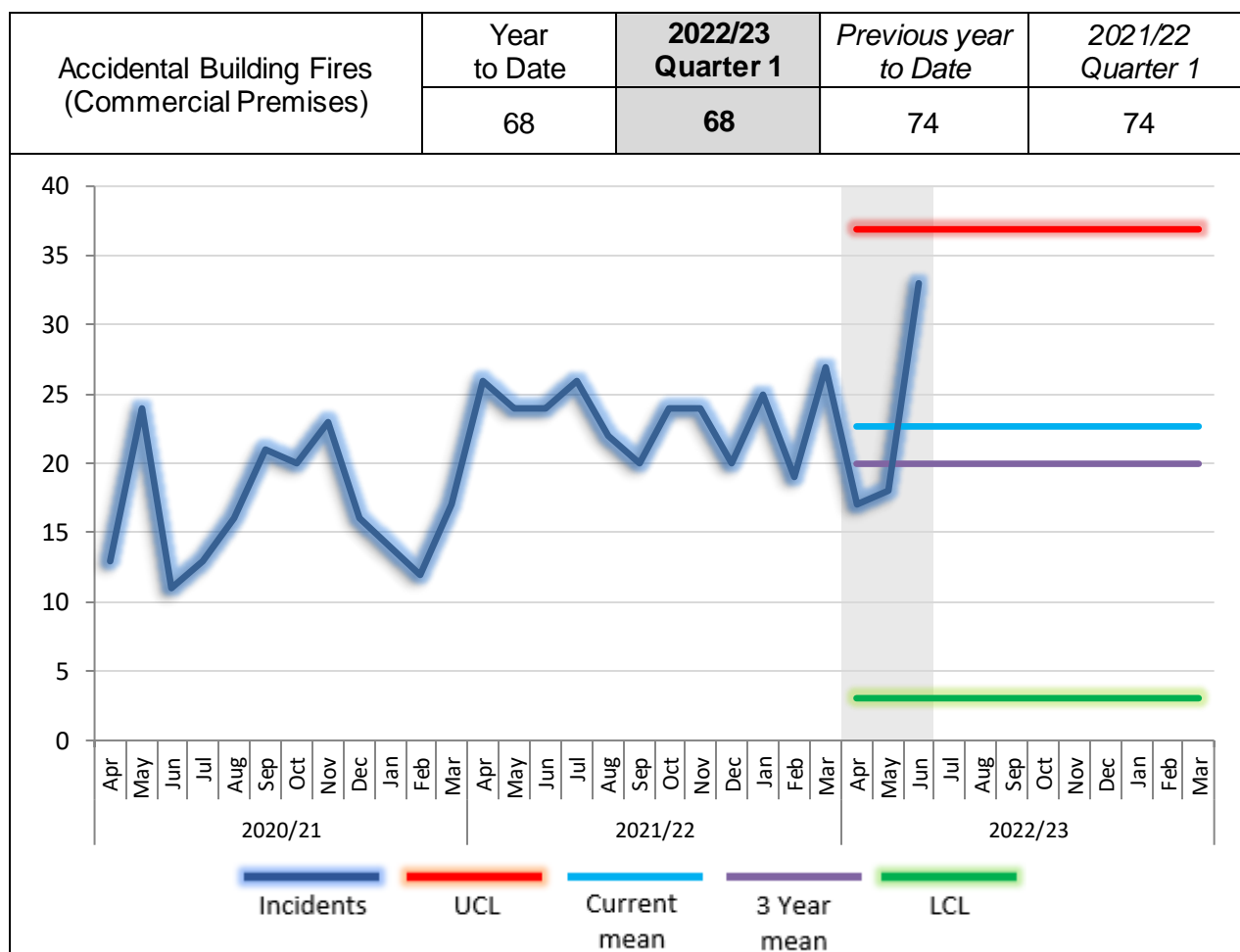
Accidental Building Fires (Commercial Premises)	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
	68	68	74	74

Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
23	20	23	17	20

2.4.1 ABF (Commercial Premises) – Harm to property: Extent of damage (fire severity)

Quarter Activity
67%

ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at accidental building fires, with a direction indicator comparing the current quarter to the same quarter of the previous year.

An improvement is shown if the combined percentage of fires is limited to heat and/or smoke damage only, the item 1st ignited or to the room of origin, is lower than the comparable quarter of the previous year.

Quarterly activity decreased 4.5% over the same quarter of the previous year.

Fire severity	2022/23				⬆/⬇	2021/22			
	Q1	**Q2**	**Q3**	**Q4**		*Q1*	*Q2*	*Q3*	*Q4*
Limited to heat and/or smoke	**16%**				⬇	19%	28%	19%	24%
Limited to item 1st ignited	**21%**				⬆	16%	13%	15%	20%
Limited to room of origin	**30%**				⬇	36%	35%	38%	31%
Limited to floor of origin	**24%**				⬆	16%	13%	15%	11%
Spread beyond floor of origin	**3%**				⬇	7%	4%	1%	6%
Whole Building	**6%**				⬆	5%	6%	12%	8%
Combined percentage	**67%**				⬇	72%	76%	72%	75%

Cumulative extent of damage breakdown
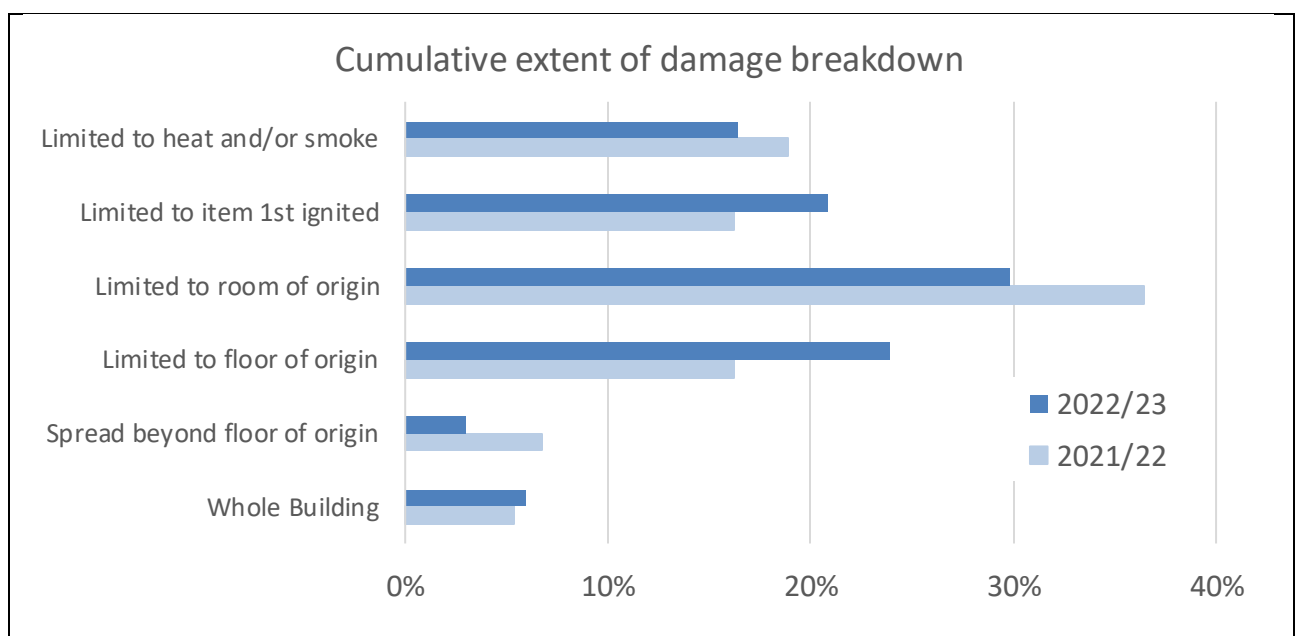
2.5 Accidental Building Fires (Non-Commercial Premises)

	Quarter Activity
	26

The number of primary fires where a private garage, private shed, private greenhouse, private summerhouse, or other private non-residential building 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 pumping appliances.

Quarterly activity decreased 10.34% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	26	**26**	29	29
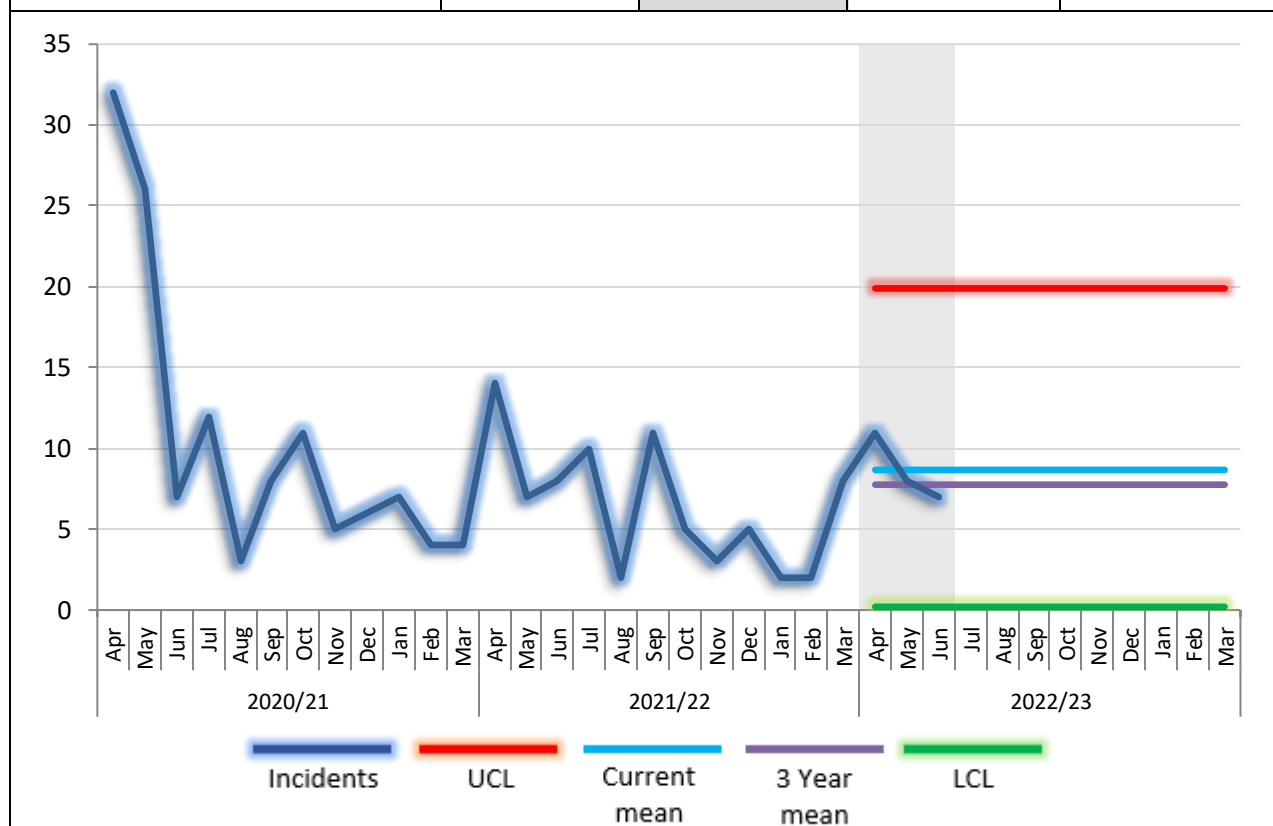
			Monthly Mean		
Current Mean	**3 year Mean**		**2021/22**	**2020/21**	**2019/20**
9	8		6	11	6

Current mean activity against the mean monthly activity over the previous 3 years.

| 2.5.1 ABF (Non-Commercial Premises: Private Garages and Sheds) – Harm to property: Extent of damage (fire severity)		Quarter Activity 20%

ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at accidental building fires, with a direction indicator comparing the current quarter to the same quarter of the previous year.

An improvement is shown if the combined percentage of fires is limited to heat and/or smoke damage only, the item 1st ignited or to the room of origin, is lower than the comparable quarter of the previous year.

Quarterly activity increased 6.2% over the same quarter of the previous year.

Fire severity	2022/23				⬆/⬇	2021/22			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Limited to heat and/or smoke	4%	-	-	-	⬆	3%	4%	8%	8%
Limited to item 1st ignited	0%	-	-	-	⬇	10%	17%	0%	17%
Limited to room of origin	16%	-	-	-	⬆	0%	9%	15%	0%
Limited to floor of origin	8%	-	-	-	⬆	0%	13%	0%	17%
Spread beyond floor of origin	0%	-	-	-	⬇	3%	0%	0%	8%
Whole Building	72%	-	-	-	⬇	83%	57%	77%	50%
Combined percentage	20%	-	-	-	⬆	14%	30%	23%	25%

Cumulative extent of damage breakdown
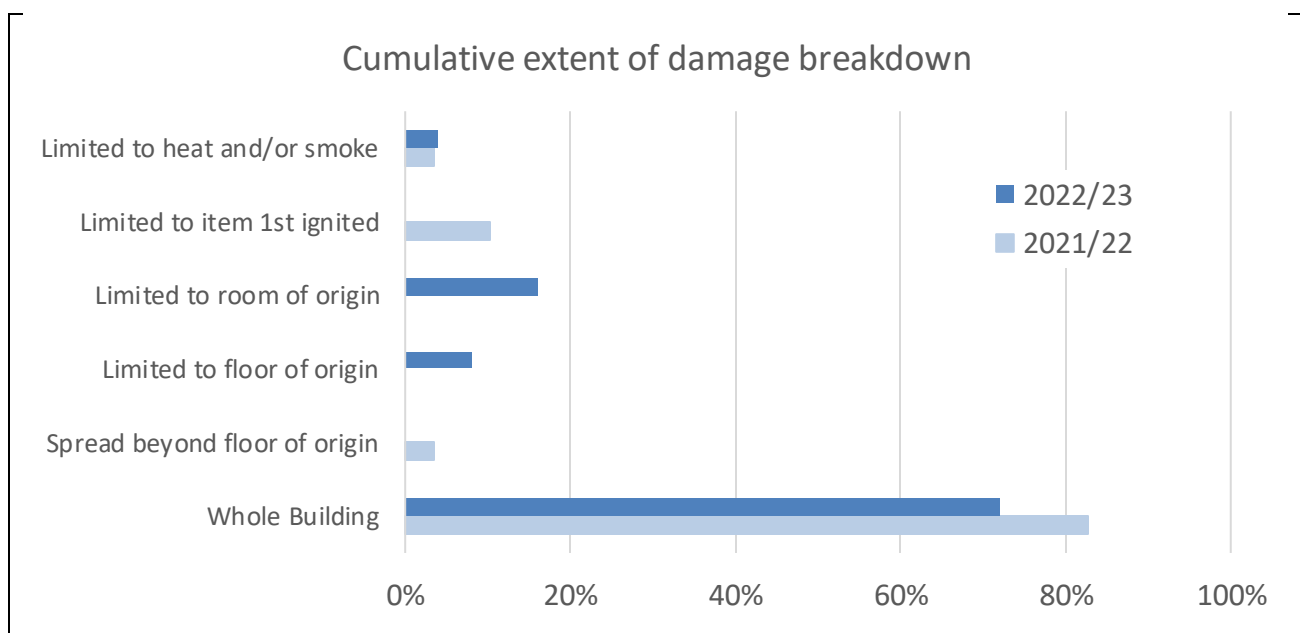
2.6 Deliberate Fires Total: Specific performance measure of deliberate fires		Quarter Activity 732

The number of primary and secondary fires where the cause of fire has been recorded as deliberate.

This is an overall total measure of deliberate dwelling, commercial premises, and other fires, which are further reported within their respective KPI's.

Quarterly activity increased 10.91% over the same quarter of the previous year.
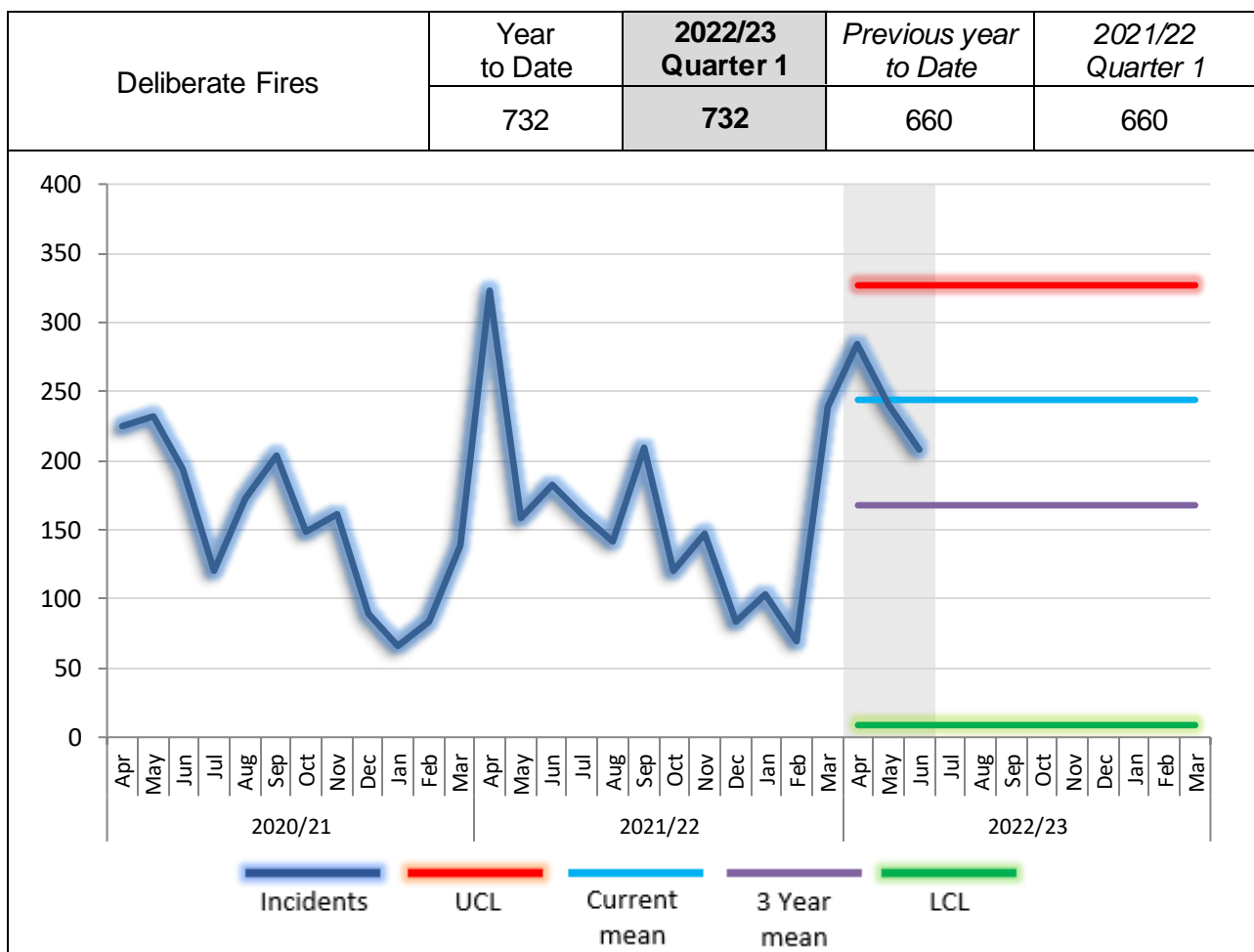
Deliberate Fires	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
	732	732	660	660

Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	2020/21	2019/20
244	168	161	153	189

2.6.1 Deliberate Fires – Dwellings	Quarter Activity 16

The number of primary fires where a dwelling has been affected and the cause of fire has been recorded as deliberate.

A primary fire is one involving property (excluding derelict property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity decreased 40.74% over the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	2022/23 Quarter 1	Previous year to Date	2021/22 Quarter 1
	16	16	27	27
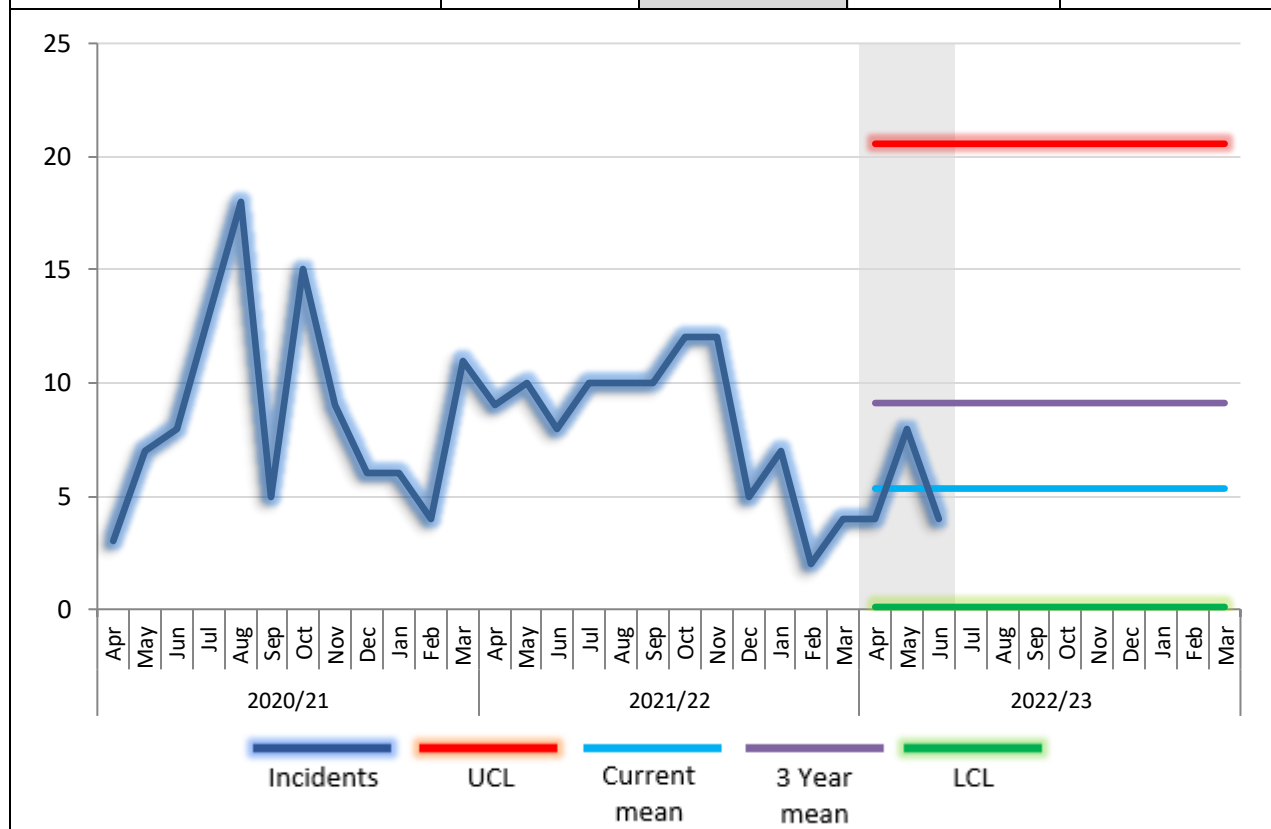
	Current Mean	3 year Mean	Monthly Mean		
Current mean activity against the mean monthly activity over the previous 3 years.			2021/22	2020/21	2019/20
	5	9	9	9	10

2.6.2 Deliberate Fires – Commercial Premises

	Quarter Activity
	33

The number of primary fires where the property type is a building, which is other than a dwelling or a private building associated with a dwelling, and the cause of fire has been recorded as deliberate.

A primary fire is one involving property (excluding derelict property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity decreased 21.43% over the same quarter of the previous year.
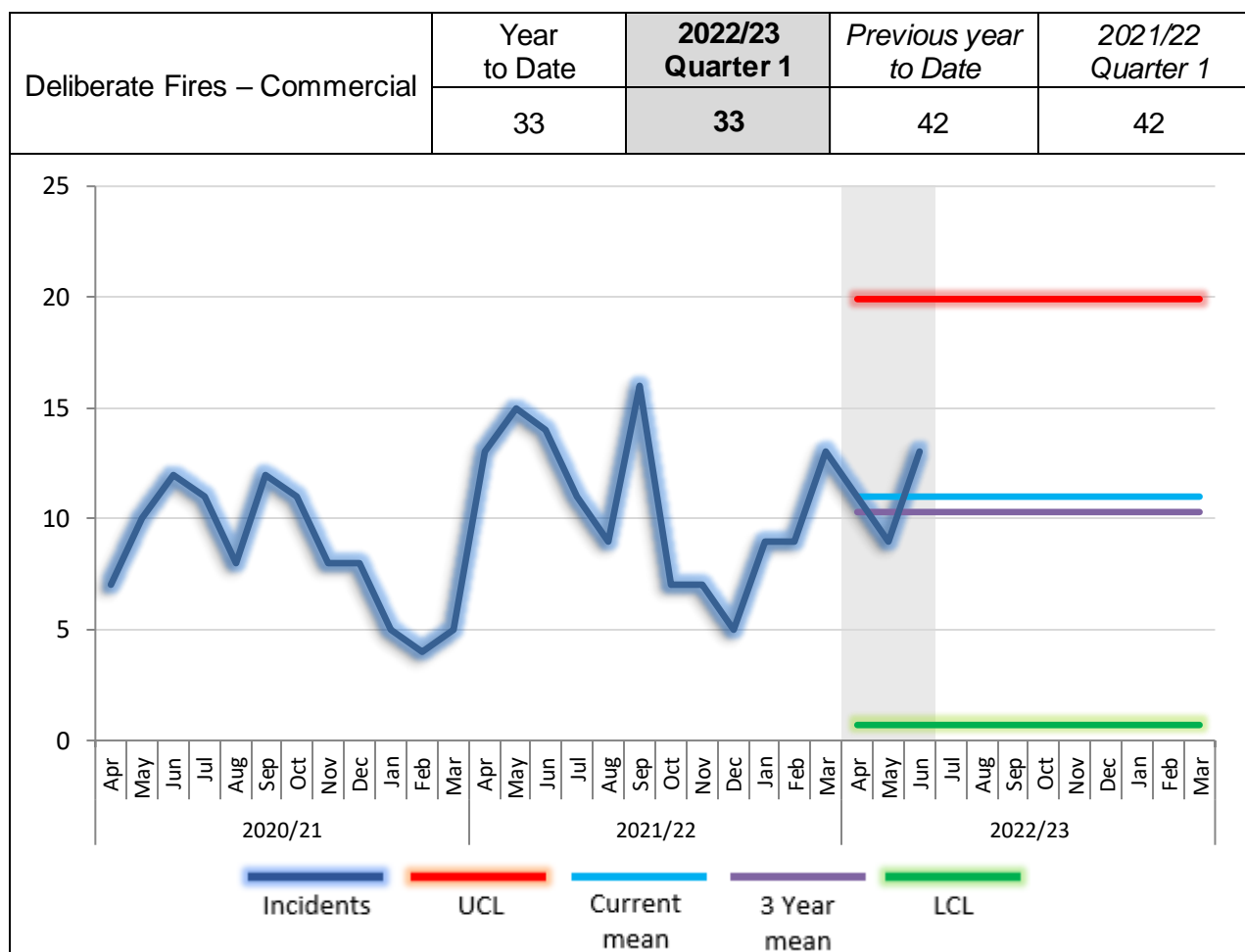
Deliberate Fires – Commercial	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	33	**33**	42	42

Current Mean	3 year Mean	Monthly Mean		
		2021/22	**2020/21**	**2019/20**
11	10	11	8	12

Current mean activity against the mean monthly activity over the previous 3 years.

2.6.3 Deliberate Fires – Other (Rubbish, grassland, vehicles etc.)

Quarter Activity
683

The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

The majority of deliberate fires are outdoor secondary fires and include grassland and refuse fires. Derelict vehicle fires are also included under secondary fires.

Primary fires are when the incident involves casualties or rescues, property loss or 5 or more pumping appliances attend the incident, and can include large scale moorland fires or vehicle fires which are not derelict.

Quarterly activity increased 15.57% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	683	**683**	591	591
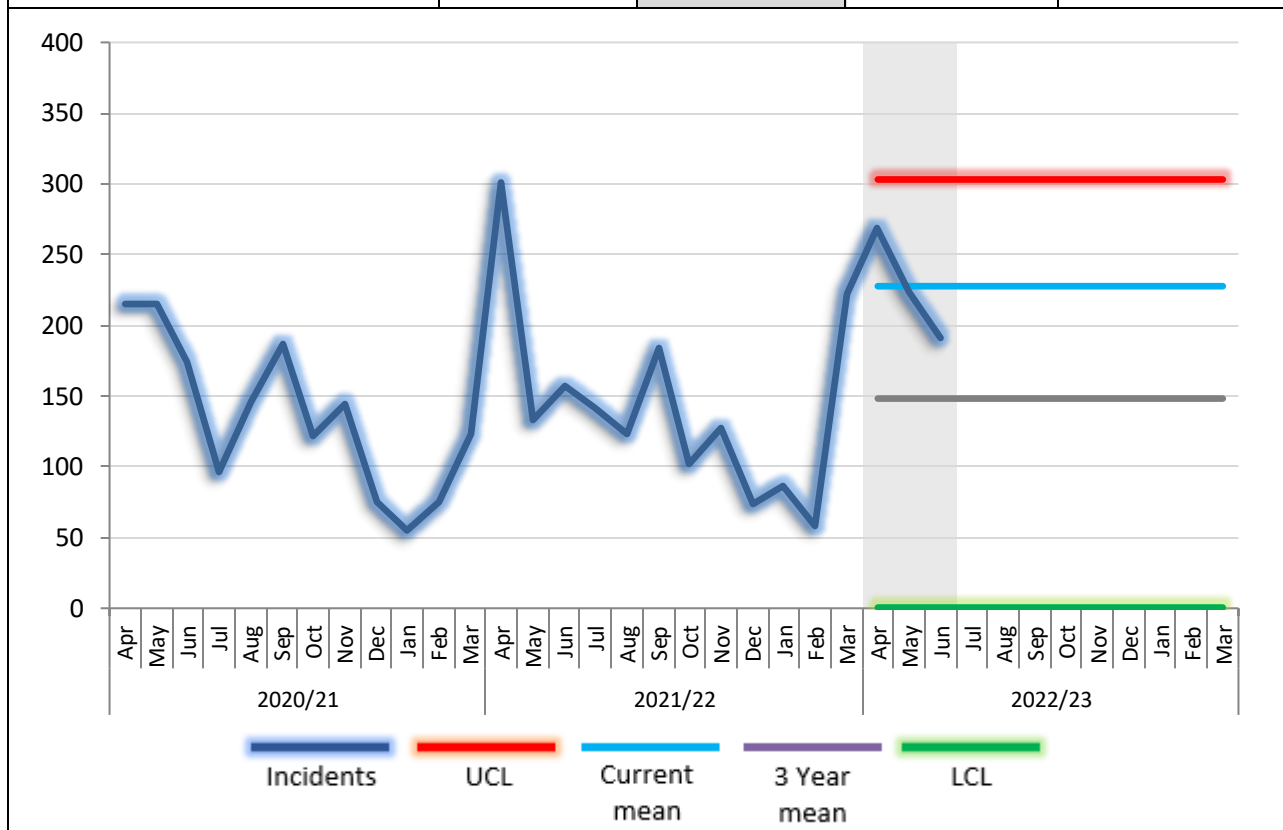
Incidents	UCL	Current mean	3 Year mean	LCL

Current mean activity against the mean monthly activity over the previous 3 years.

Current Mean	3 year Mean	Monthly Mean		
		2021/22	**2020/21**	**2019/20**
228	149	143	136	167

2.7 Home Fire Safety Checks (HFSC)

	Quarter Activity
HFSC	**58%**

The percentage of completed HFSC's, 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:

- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

Quarterly activity increased 37.2% over the same quarter of the previous year.

High risk outcomes decreased 8.0% over the same quarter of the previous year.

	2022/23		⬆/⬇	2021/22	
	HFSC completed	**% of High HFSC outcomes**	Progress	*HFSC completed*	*% of High HFSC outcomes*
Q 1	**5,007**	**58%**	⬆/⬇	3,650	66%
Q 2			-	3,940	68%
Q 3			-	5,015	62%
Q 4			-	5,033	60%

Cumulative year to date activity

6,816
Home Fire Safety Checks Offered

5,007
HFSC's Completed

467
Being Advice Only

4,540
Completed in the Home

58%
Had a High Risk Outcome

Analysis to Aid Future Targetting
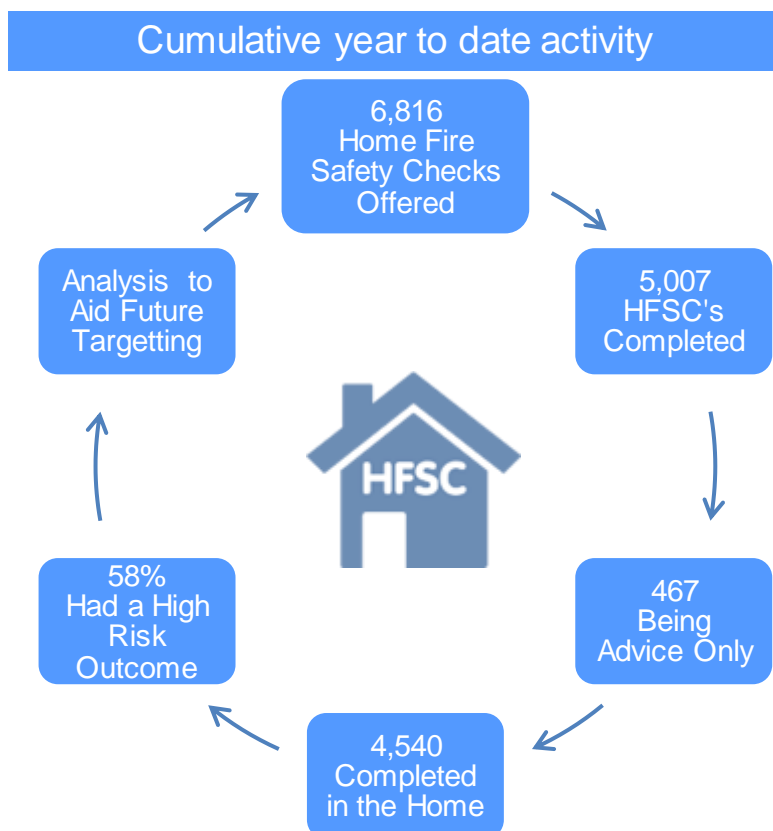
2.8 Numbers of prevention activities such as: Childsafe, wasted lives etc.

Activity	Description	Targets for delivery	Data for quarter 1 22/23
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils Due to Covid offer to all year 3 in 2021/22 academic year	172 sessions delivered to 5354 attendees
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	88 sessions delivered to 3171 attendees
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	9 sessions delivered to 123 pupils
Wasted Lives	Pre Driver information session in workshop or assembly format. Aimed at Year 10 or Year 11 in high school (key stage 4)	Increase delivery aligned to district risk in the academic year 22/23	9 sessions delivered to 871 pupils
Biker Down	3 hour course aimed at Powered 2 Wheel riders covering incident management, first aid and the science of being seen	Deliver a minimum of 12 sessions per year	7 sessions 95 attendees
FIRES	Fire setting intervention delivered to 4-17 year olds. Referrals made by anyone who might work or support the family of a child who is setting fires	Deliver an intervention to all referrals	48 completed referrals
Partner Training (including care providers)	LFRS deliver a 'train the trainer' package to organisations/agencies within health and social care. There are currently 190 preferred partners and 73 standard partners registered with LFRS. Partnerships are reviewed and RAG rated quarterly	Increase the number of partners rated green on the RAG report and continue to review partnerships and provide training	18 organisations/ agencies 285 people
Specific education sessions such as Water Safety & Bright Sparx	Education package delivered either virtually or in person to educate about Water Safety, Anti-Social Behaviour (ASB), deliberate fire setting etc. Covers key stages 2,3 and 4	Increase delivery	First quarter saw delivery of Water Safety, ASB and grass fires. 11 sessions were delivered to 2050 young people
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	196

2.9 Fire Safety Activity (including Business Fire Safety Checks)		Quarter Activity 5%

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 1 recorded a decrease of 2% against the same quarter of the previous year.

Quarter	2022/23							⬆/⬇	2021/22	
	Fire Safety Enforcement Inspections	Requiring		Satisfactory Audit	Business Safety Advice	% Requiring		Progress	% Requiring	
		Formal Activity	Informal Activity			Formal Activity	Informal Activity		Formal Activity	Informal Activity
1	502	27	332	94	49	5%	66%	⬇	7%	63%
2									6%	63%
3									6%	54%
4									7%	70%

502 Safety Inspections

People who decide not to comply

People who don't want to comply

People who try to but don't always succeed in doing the right thing

People who are willing to do the right thing

Use of Prosecution

Deter by Enforcement

Assist to Comply

Make it easy to Comply

Compliance Strategy

27 Inspections requiring Formal Activity

332 requiring Informal Activity

94 Satisfactory Audits

2022/23	**Cumulative Business Fire Safety Checks**	229

2.10 Building Regulation Consultations (BRC)

Building Regulations: If a business intends to carry out building work it must do so in accordance with the requirements of current Building Regulations.

There are two building control bodies that can used, the Local Authority or an Approved Inspector.

These bodies are then responsible for ensuring compliance with building regulations which generally apply when:

- Erecting a new building
- Extending or altering an existing building
- Providing services and/or fittings in a building
- Altering the use of a building

Purpose of the consultation process: If the Regulatory Reform (Fire Safety) Order 2005 (FSO) applies to the premises, or will apply following the work, the building control body must consult with Lancashire Fire and Rescue Service (LFRS). LFRS then comments on Fire Safety Order requirements, and may also provide additional advice relevant to the building type which may exceed minimum requirements but, if adopted, would further enhance safety or resilience (e.g. use of sprinklers).

LFRS cannot enforce building regulations but can offer observations to the building control body regarding compliance if it is felt the proposals may not comply. In addition to securing a safe premises, an important outcome of the process is to ensure that the completed building meets the requirements of the FSO once occupied, so that no additional works are necessary. Reference: LABC - Building Regulations And Fire Safety Procedural Guidance.

Building Regulation Consultations	2022/23			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Received	183[1]			
Completed within timeframe[2]	103			

[1] Twenty two of these are still showing as incoming/pending awaiting further information.
[2] LFRS should make comments in writing within 15 working days of receiving a BRC.

Actions to Improve

To comply with the NFCC Competency Framework for Fire Safety Regulators these consultations must be completed by Level 4 qualified Fire Safety Inspectors. It is the same inspectors who are required to complete the more complex audits required by the risk-based inspection program, consequently use of finite resources must be fully co-ordinated and balanced. To achieve this and ensure consultation timelines are achieved:

- Development work continues to qualify more of the existing staff to L4 standard
- Recruitment will be undertaken in Q3 to increase establishment in the function
- Improved administration and consultation monitoring arrangements will be implemented
- The newly formed Built Environment and Ops Liaison team will take an increasing role in co-ordinating the receipt and completion of consultations within timescales

3.1 Critical Fire Response – 1st Fire Engine Attendance	Quarter Response
	89.15%

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 2.1) 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.

Quarterly response decreased 0.05% over the same quarter of the previous year.

Critical Fire Response	Year to Date	**2022/23 Quarter 1**	Previous year to Date	2021/22 Quarter 1
	89.15%	**89.15%**	89.20%	89.20%
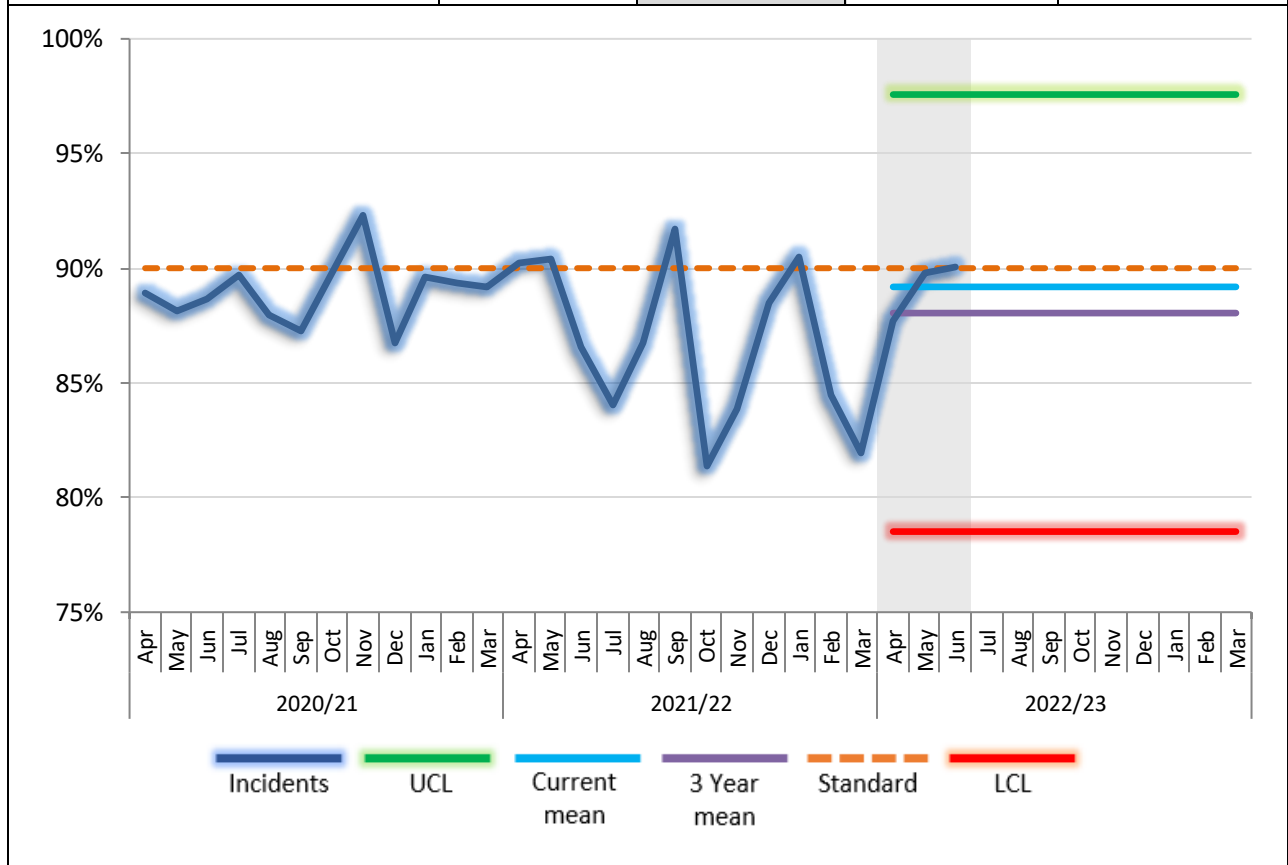
3.2 Critical Special Service Response – 1ˢᵗ Fire Engine Attendance

	Quarter Response
	92.50%

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 = 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.

Quarterly response increased 0.97% over the same quarter of the previous year.

Critical Special Service Response	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	92.50%	**92.50%**	91.53%	91.53%
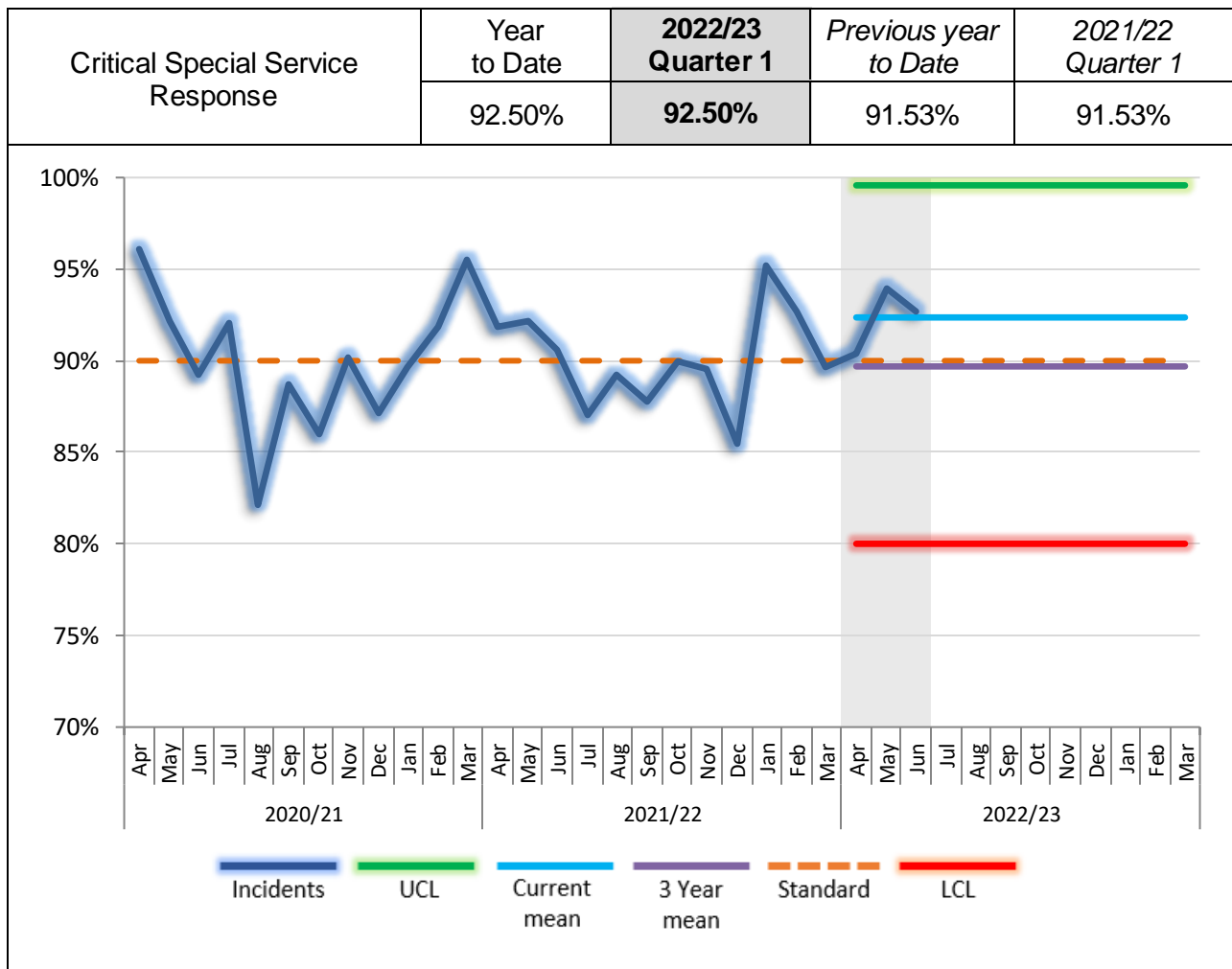
3.3 Total Fire Engine Availability		Quarter Availability 84.84%

This indicator measures the availability of fire engines by all crewing types. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Refer to KPI 3.3.1 and 3.3.2 for reasons fire engines are designated as unavailable.

Quarterly availability decreased 6.47% over the same quarter of the previous year.

Fire engine availability – WT, DC, DCP & OC	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	84.84%	**84.84%**	91.31%	91.31%
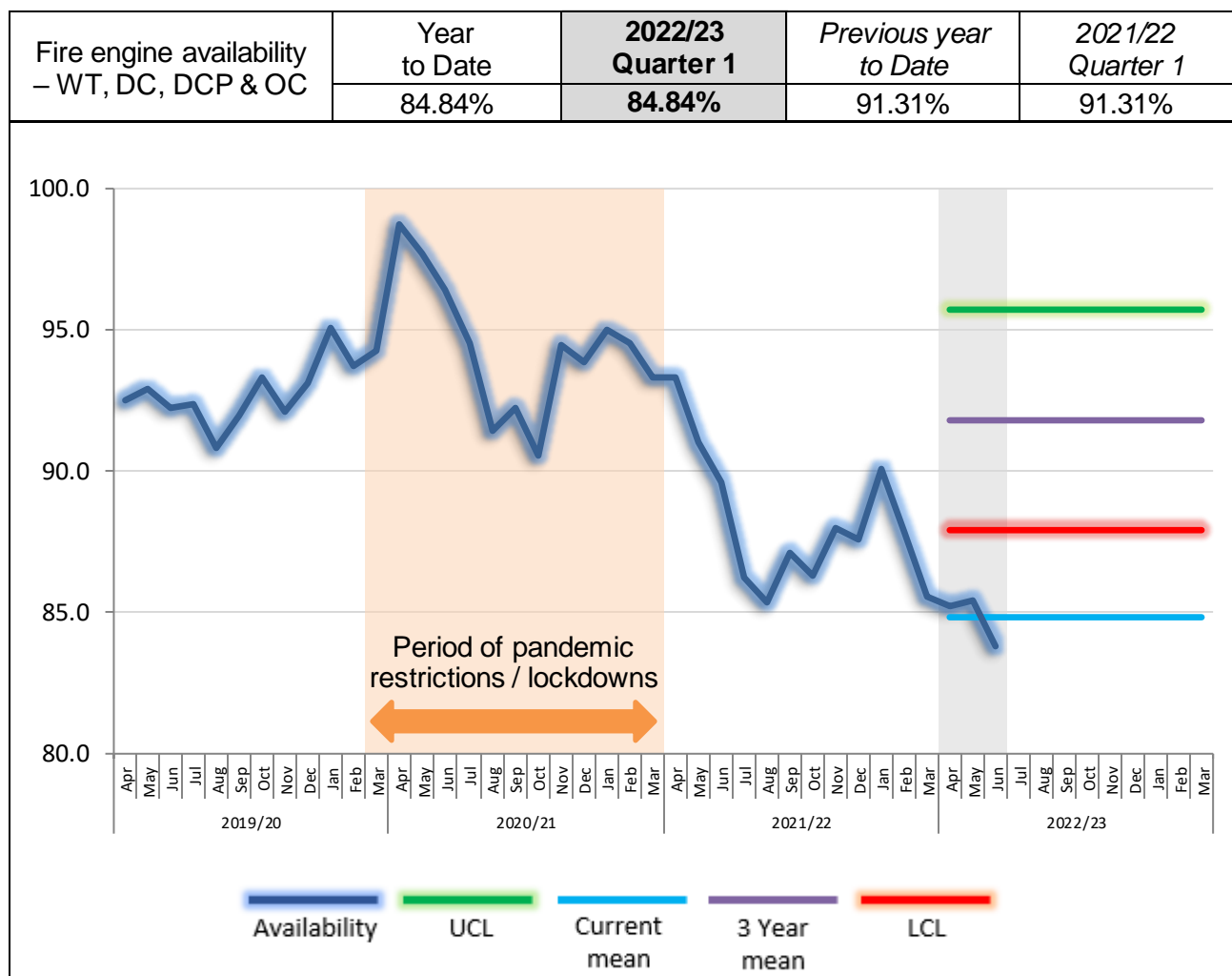
Key periods of Covid 19 pandemic restrictions/lockdowns:

- 23rd March to 10th May 2020. The first national lockdown is announced.
- 22nd September 2020. New restrictions announced, including working from home.
- 5th November 2020 to 2nd December 2020. Second lockdown in England.
- 6th January 2021 to 29th March 2021. Third national lockdown/stay at home order.

3.3.1 Fire Engine Availability Wholetime Shift System		Quarter Availability 99.31%

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%

Quarterly availability increased 0.12% over the same quarter of the previous year.

Fire engine availability – WT, DC and DCP	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	99.31%	**99.31%**	99.19%	99.19%
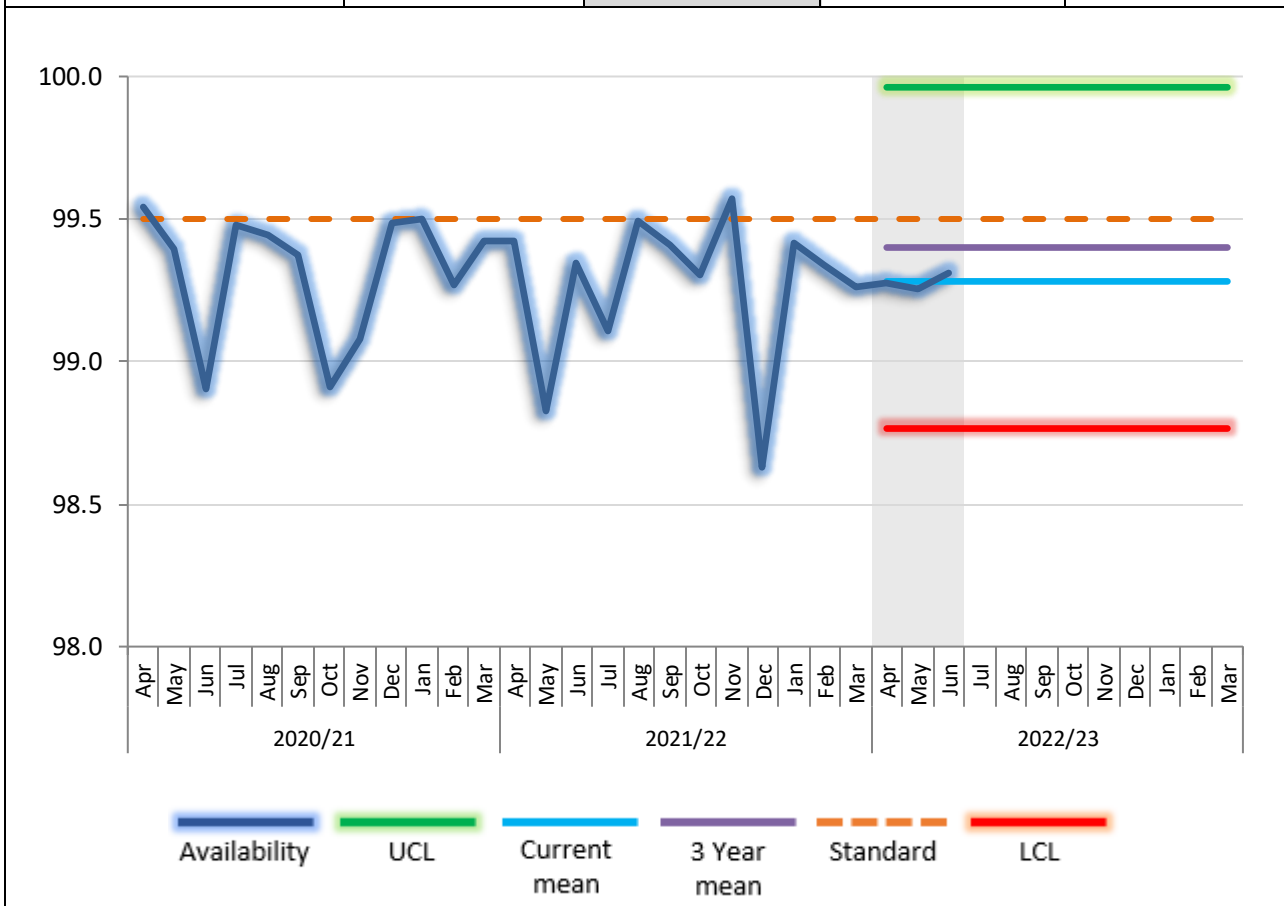
3.3.2 Fire Engine Availability On-Call Shift System		Quarter Availability 73.08%

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   60%
- Crew deficient   80%
- Not enough BA wearers   73%
- No driver   43%

Aspirational standard: 95%

Quarterly availability decreased 11.82% over the same quarter of the previous year.

Fire engine availability – OC	Year to Date	**2022/23 Quarter 1**	*Previous year to Date*	*2021/22 Quarter 1*
	73.08%	**73.08%**	84.90%	84.90%
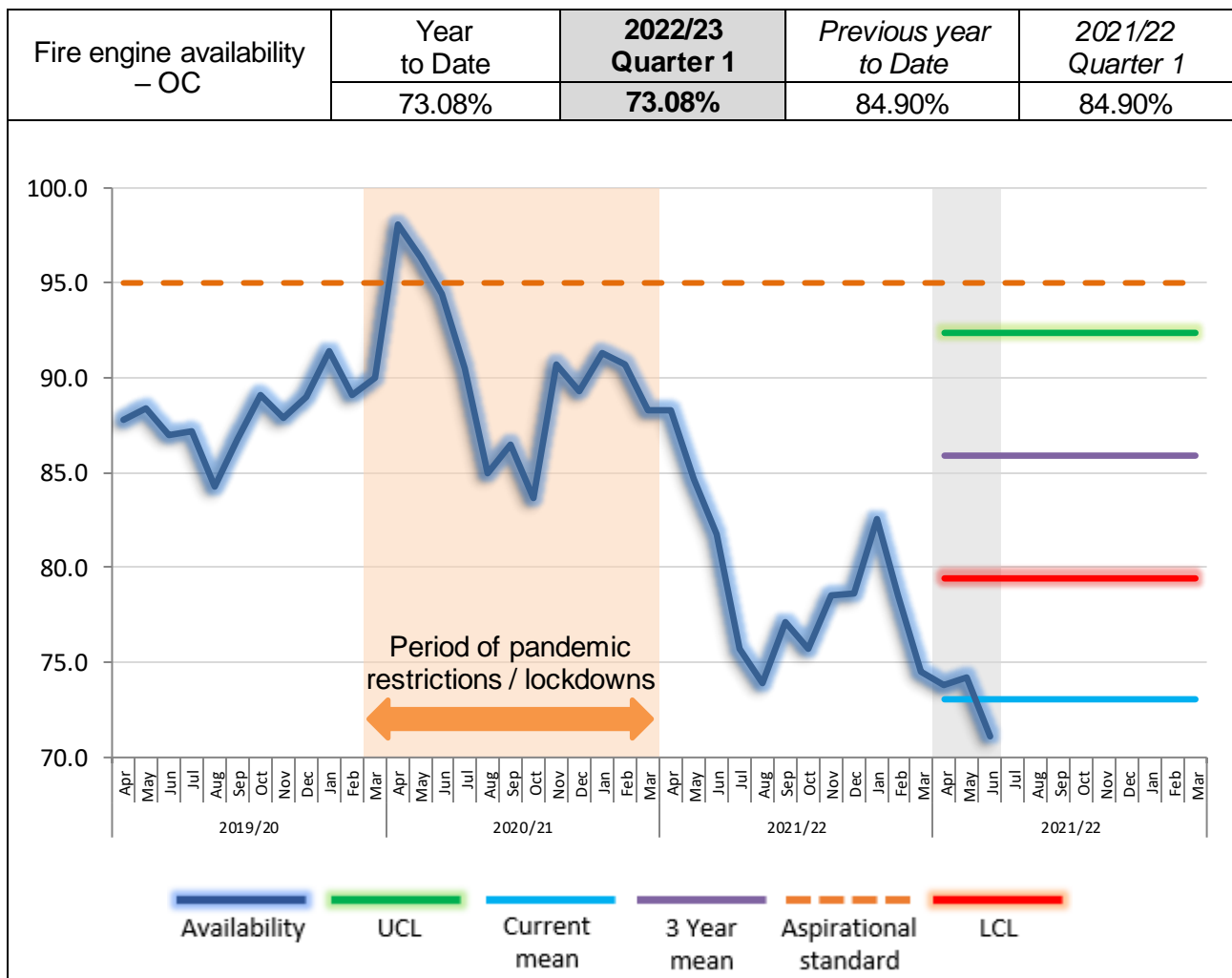
What are the reasons for an Exception report

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 one.

Analysis

Availability of OC pumps during the quarter was recorded at 73.08%, with each month being outside the 79.43% control limit, and below the Service's 95% aspirational standard.

An On-Call review is to be undertaken this year to look at fundamental elements of the On-Call system with the ultimate goal of improving appliance availability. The Service has also invested in the creation of additional On Call Support Officer (OCSO) posts to further strengthen the support to On-Call and help implement changes arising from the review. The appointees will take up post in September 2022.

Actions being taken to improve performance

- The Service has received 183 new applications in the current June recruitment campaign.

- Continue with a driven recruitment strategy, utilising a targeted approach to stations that are in exception.

- A focus upon existing contract alignment which ensures that staff are fulfilling their 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. These absences are robustly managed via our Sickness Absence Management policy and procedures.

- On-Call Support Officer's (OCSO's) and unit managers to support Firefighter development to assist timely nominations onto subsequent Command and Driving programmes.

- Support national On-Call campaigns and utilise their recruitment literature and designs.

- Invest in On-Call through recruitment material and resources.

- Fill OCSO vacancies to ensure all units receive support required.

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

4.1 Progress Against Allocated Budget		Quarter variance
		0%

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

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 2022/23 was set at £63.0 million. The spend at the end of 30th June was £12.1 million, which is in line with the budget.

Variance:	0%

4.2 Partnership Collaboration

A written update on partnership collaboration will be provided on a quarterly basis.

Scope and definition:

The Police Force, Fire & Rescue Service and Emergency Ambulance Service are under a formal duty to collaborate under the Policing and Crime Act 2017. The objectives are to improve efficiency, effectiveness and deliver improved outcomes.

To meet the requirements of this duty, the respective blue light services, Lancashire Fire and Rescue (LFRS), Lancashire Constabulary (LanCon), and North West Ambulance Service (NWAS), have met at both tactical and strategic levels. Through these meetings the collaboration board have agreed and signed a strategic statement of intent. This contains the following aims:

- **Improved Outcomes** – The collaboration maintains or improves the service we provide to local people and local communities.

- **Reduced demand** – The collaboration should contribute towards our longer-term strategic objective of decreasing risk in communities and reducing demand on services.

- **Better Value for Money** – The collaboration produces quantifiable efficiencies either on implementation or in the longer term.

- **Reduced inequalities within our communities** – The collaboration contributes towards reducing inequalities wherever possible.

Measurement/update:

There has been an agreement in terms of a set of projects that are currently being scoped. The next steps are for project initiation documents to be drafted by the leads at tactical level, which will then be reported to the strategic level board, who provide the governance.

Upon completion of the project initiation documents for the agreed set of projects, and once the deliverables have been set, a high-level summary of the progress of these projects will be reported within this measuring progress KPI.

4.3 Overall User Satisfaction		Percentage satisfied 98.85%

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 97.50% standard.

90 people were surveyed; 87 responded that they were very or fairly satisfied.

Question	Running 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?	3,033	2,998	98.85%	97.50%	1.38%