

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 13 December 2023

Performance Management Information For 2nd Quarter 2023/24 (Appendix 1 refers)

Contact for further information – Jon Charters, Assistant Chief Fire Officer (ACFO)
Tel: 01772 866801

Executive Summary

This paper provides a clear measure of our progress against the Key Performance Indicators (KPI) detailed in the Community Risk Management Plan 2022-2027.

Recommendation

The Performance Committee is asked to note and endorse the Quarter 2 Measuring Progress report, including one positive and three negative exceptions.

Information

As set out in the report.

Business Risk

High

Environmental Impact

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

Equality & Diversity Implications

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

HR Implications

Medium

Financial Implications

Medium

Local Government (Access to Information) Act 1985

List of background papers

Paper:

Date:

Contact:

Reason for inclusion in Part 2 if appropriate: N/A



Lancashire Fire
and Rescue Service

Measuring Progress Performance Report

QUARTER 2: JULY 2023 – SEPTEMBER 2023

2023/24

Introduction

The following pages set out Lancashire Fire and Rescue Service's (LFRS) 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 year's 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.

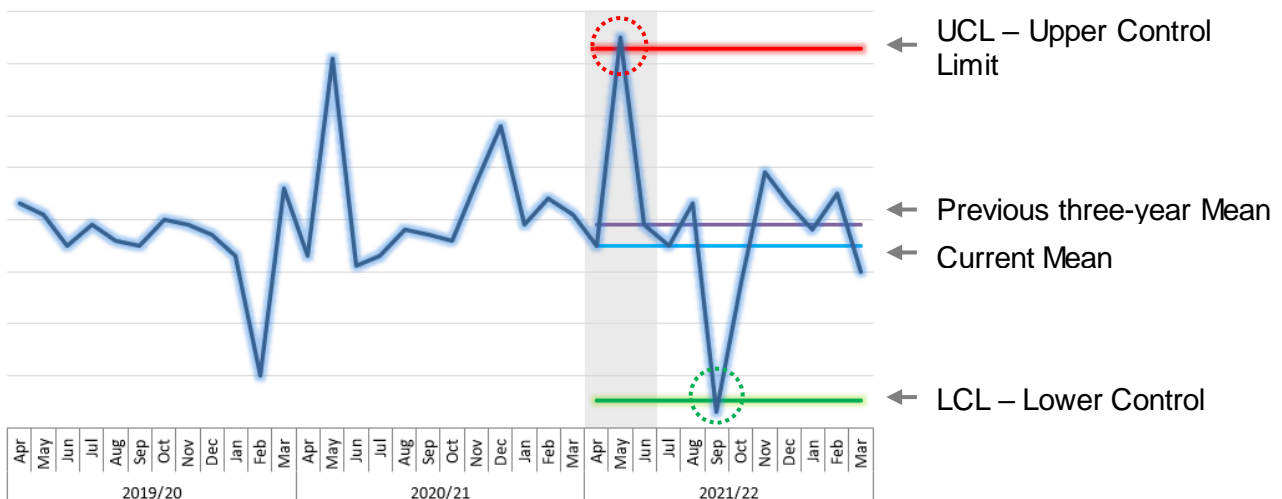
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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).



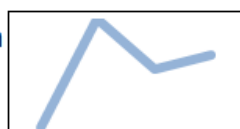
Performance Framework and indicator trends

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.

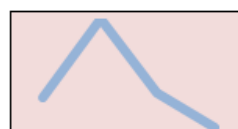
The cell shading within the Progress column denotes whether the indicator is:



within accepted limits






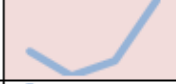







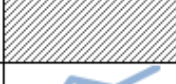


in positive exception







































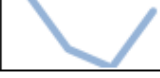
in negative exception



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
1.2.1	 Staff Absence Wholetime (WT)		9
1.2.2	 Staff Absence On-Call (OC)		12
1.2.3	 Staff Absence Greenbook		13
1.3.1	 Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		15
1.3.2	 Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		16
1.4	 Staff Accidents:		17

KPI	Description	Progress	Page (s)
2	Preventing fires and other emergencies from happening. Protecting people and property when fires happen.		
2.1	 Critical Fire Risk Map Score		18
2.2	 Overall Activity		19
2.3	 Accidental Dwelling Fires (ADF)		21
2.3.1	 ADF – Harm to people: Casualties		22
2.3.2	 ADF – Harm to Property: Extent of Damage (Fire Severity)		23
2.4	 Accidental Building Fires (Commercial Premises)		24
2.4.1	 ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		25
2.5	 ABF (Non-Commercial Premises)		26
2.5.1	 ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		27
2.6	 Deliberate Fires Total: Specific performance measure of deliberate fires		28
2.6.1	 Deliberate Fires – Dwellings		29
2.6.2	 Deliberate Fires – Commercial Premises		30
2.6.3	 Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		31
2.7	 HFSC		32
2.8	 Numbers of other prevention activities delivered		33
2.9	 Business Fire Safety Checks		34
2.9.1	 Fire Safety Activity		36
2.10	 Building Regulation Consultations (BRC) (number and completed on time)		37

KPI	Description	Progress	Page (s)
3 Responding to fire and other emergencies quickly.			
3.1	 Critical Fire Response – 1st Fire Engine Attendance		38
3.2	 Critical Special Service Response – 1st Fire Engine Attendance		39
3.3	 Total Fire Engine Availability		40
4 Delivering value for money in how we use our resources.			
4.1	 Progress Against Allocated Budget		42
4.2	 Partnership Collaboration		43
4.3	 Overall User Satisfaction		46

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 emergency cover reviews and working the on-call duty system.

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, 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 July to September 2023, 29 station and department visits were carried out by principal officers, directors, and area managers as part of our service-wide engagement programme. One station visit involving the HR department was undertaken to engage with members of staff affected by duty system changes as part of the emergency cover review.

Twenty-nine wellbeing interactions were undertaken ranging from wellbeing sessions with crews to support dog interactions. The service engaged with staff over several topics relating to our fleet and equipment, including facial hair coverings for use with breathing apparatus, helmet communications, and particulate flash hoods. Three focus groups were held with on-call firefighters over policy changes relating to operational response.

1.2.1 Staff Absence Wholetime (WT)

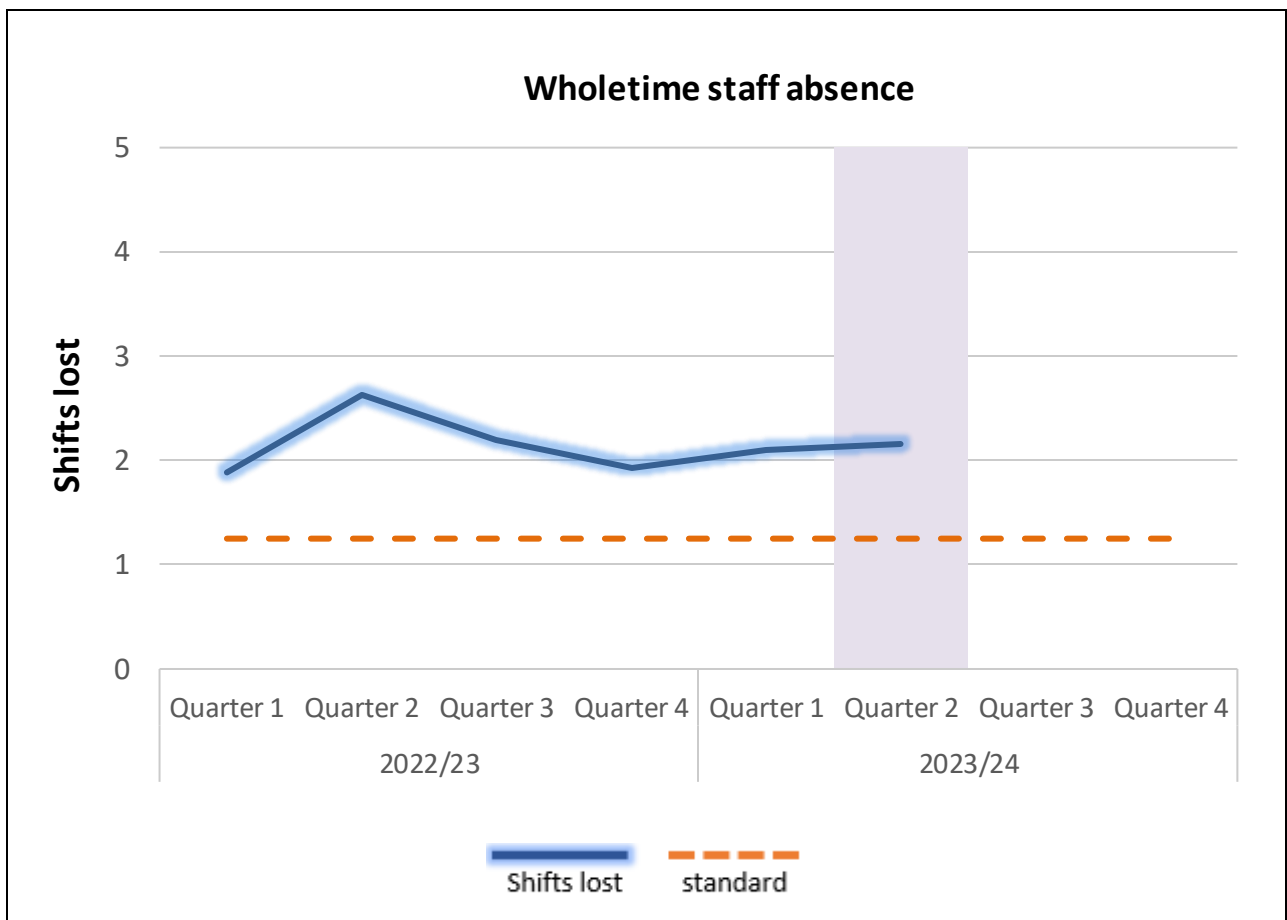


Cumulative shifts lost
4.252

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)



Cumulative total number of shifts lost:

4.252

What are the reasons for an Exception report

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

The element of this section of the report refers to sickness absence rates for the period 1 July 2023 to 30 September 2023.

The agreed target performance level is 5 shifts lost per employee per year for wholetime staff, which equates to a target of 1.25 shifts lost per employee for quarter 2. The actual shifts lost for the period for this group of staff is 2.15, which is 0.9 shifts over target. During the same period the previous year, 2.63 shifts were lost which is a decrease of 0.48 shifts lost per wholetime employee compared to the same quarter last year. Cases of long-term absence (over the whole quarter) have increased by 0.53 shifts from the previous quarter.

Analysis

1,433 wholetime absence shifts lost = 2.15 against a target of 1.25

The number of cases of long-term absence which spanned over the total of the 3 months has reduced from five cases in Q1 to three cases in Q2.

139 shifts were lost during the quarter as a result of the above three cases of long-term absences, this is in comparison to 208 shifts were lost during the previous quarter. These cases account for 0.22 shifts lost per person over the quarter.

There were 34 other cases of long-term absence recorded within the 3 months:

Reason	Case/s
Mental Health	14
Hospital/Post Operative	6
Musculo Skeletal	7
Genitourinary/Gynaecological/Reproductive	2
Cancer and Tumours	2
Other absence types (single returns)	3

101 shifts lost were related to Respiratory related absences, this includes Coronavirus absence and equates to 0.167 shifts lost per person in Q2, this is in comparison to 121 shifts lost in Q1.

Measures the Service takes to manage absence

The Service has an Absence Management Policy which details our approach to managing absences to ensure that staff time is managed effectively, and that members of staff are supported back to work or exited from the Service in a compassionate way.

The Human Resources (HR) system iTrent automatically generates monthly reports to line managers and HR Business Partners in relation to employees and their periods and reasons for absence, and these are closely monitored. Where employees are absent due to a mental health, or a stress related condition, they are referred to Occupational Health Unit (OHU) as early as possible. Employees returning to work have a return-to-work interview and stress risk assessment, or individual health risk assessments are completed where required.

The Service has several support mechanisms available to support individuals to return to work or be exited as appropriate including guidance from Occupational Health, access to Trauma Risk Management (TRiM), access to an Employee Assistance Programme and the Firefighters Charity.

Where an employee does not return to work in a timely manner an absence review meeting will take place with the employee and the line manager and a representative from Human Resources. The meetings are aimed at identifying support to return an individual back to work which can include modified duties for a period, redeployment, but ultimately can result in dismissal, or permanent ill health retirement from the service.

The Absence Management Policy details when a formal review of an employee's performance levels would normally take place. In terms of short-term absence, a formal review would take place where an employee has 3 or more periods of absence in 6 months, or an employee has 14 days absent. In terms of long-term absence, a formal review will normally take place at 3, 6, 9 and 11 months.

A key challenge for supporting operational staff return to work is that the threshold for fitness and return to work for operational firefighters is higher than in other occupations due to their hazardous working conditions.

1.2.2 Staff Absence On-Call (OC)

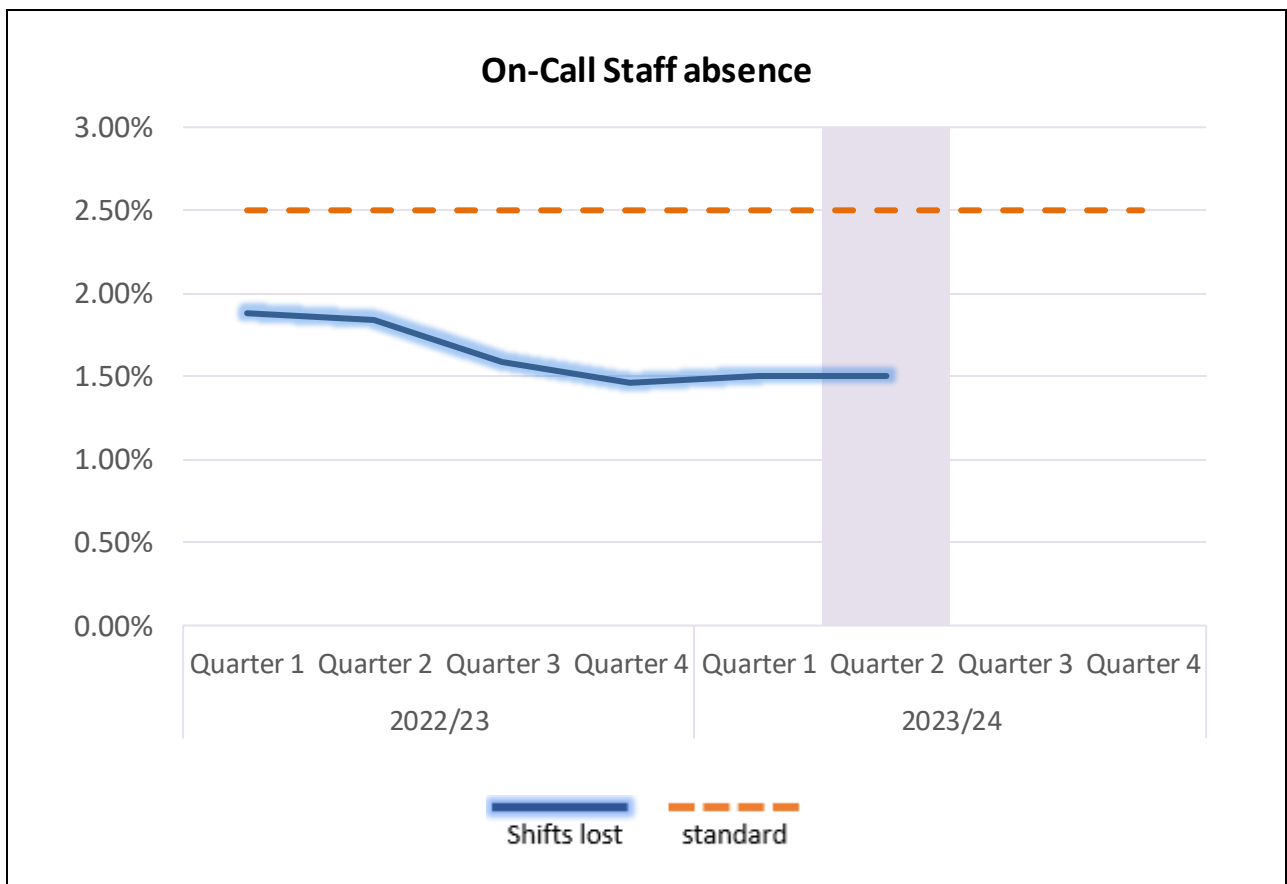


Cumulative Absence
1.51%

The percentage of contracted hours lost due to sickness for all OC contracted staff. An individual's sickness hours are only counted as absent where they overlap with their contracted hours.

Annual 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, 1.51%.



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

1.51%

1.2.3 Staff Absence Green Book

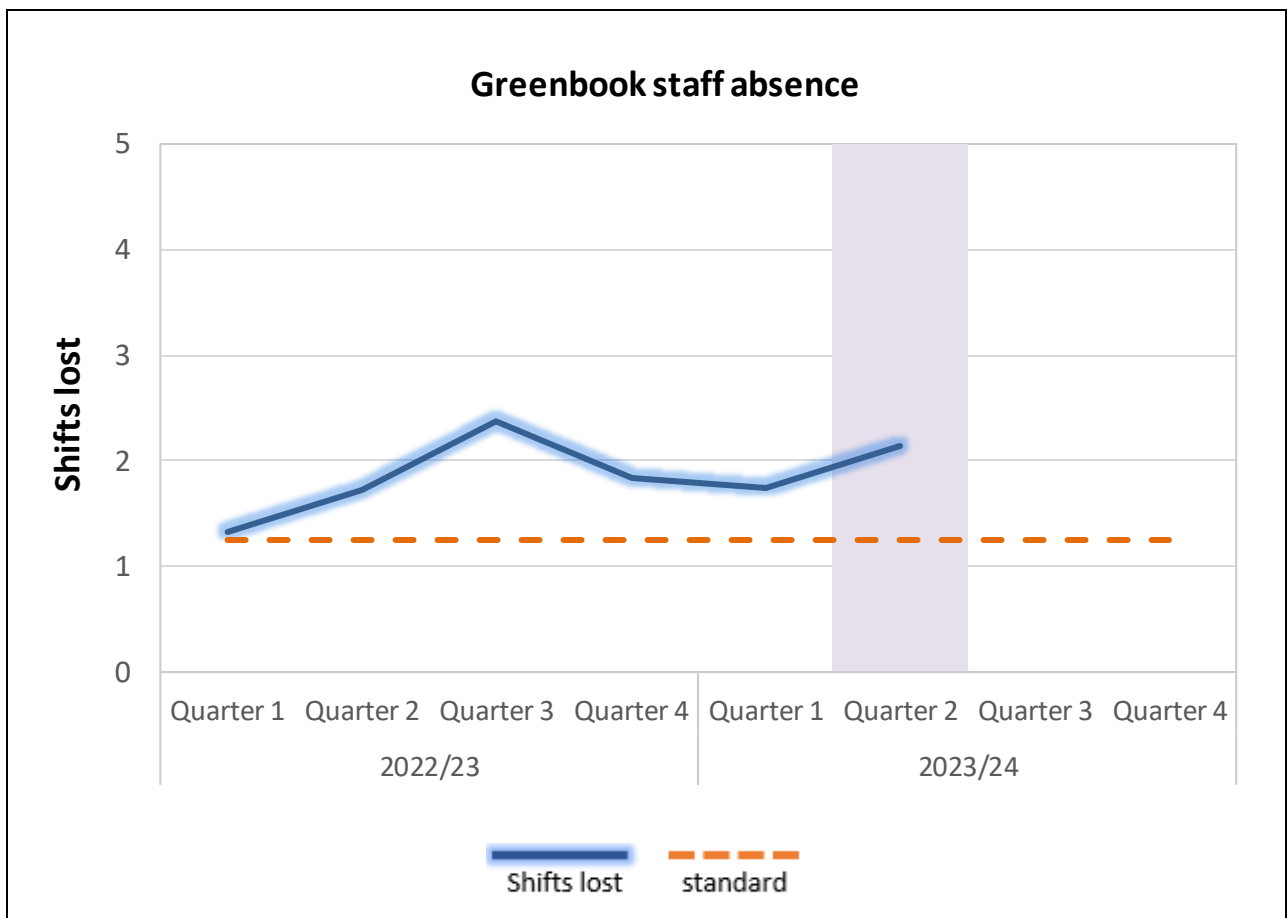


Cumulative shifts lost
3.886

The cumulative number of shifts (days) lost due to sickness for all Greenbook 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)



Cumulative total number of shifts lost:

3.886

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 two.

The agreed target performance level is 5 shifts lost per employee per year for Green Book staff, which equates to a target of 1.25 shifts lost per employee per year for quarter 2. The actual shifts lost for the period for this group of staff is 2.15, which is 0.9 above target. During the same period the previous year, 1.72 shifts were lost which is an increase of 0.43 shifts lost per Green Book employee compared to the same quarter last year.

Analysis

During quarter two, July – September 2023, absence statistics show non-uniformed personnel absence above target for the quarter.

423 non-uniformed absence shifts lost = 2.15 against a target of 1.25.

During the quarter there were no cases of long-term absence which spanned over the total of the 3 months. There were nine cases of long-term absence which were recorded within the 3 months:

Reason	Case/s
Mental Health	5
Other absence types (single returns)	4

There were 322 shifts lost during the quarter as a result of the above nine cases of long-term absences, this is in comparison to 212 shifts lost during the previous quarter. These cases account for 1.59 shifts lost per person over the quarter, an increase of 0.58 shifts lost from the previous quarter.

Eleven shifts lost were related to Respiratory related absences, this includes Coronavirus absence and equates to 0.05 shifts lost per person in Q2. This shows a decrease of 0.5 shifts lost from the previous quarter.

Measures the Service takes to manage absence

Please refer to the Service Absence Management policy detailed in KPI 1.2.1.

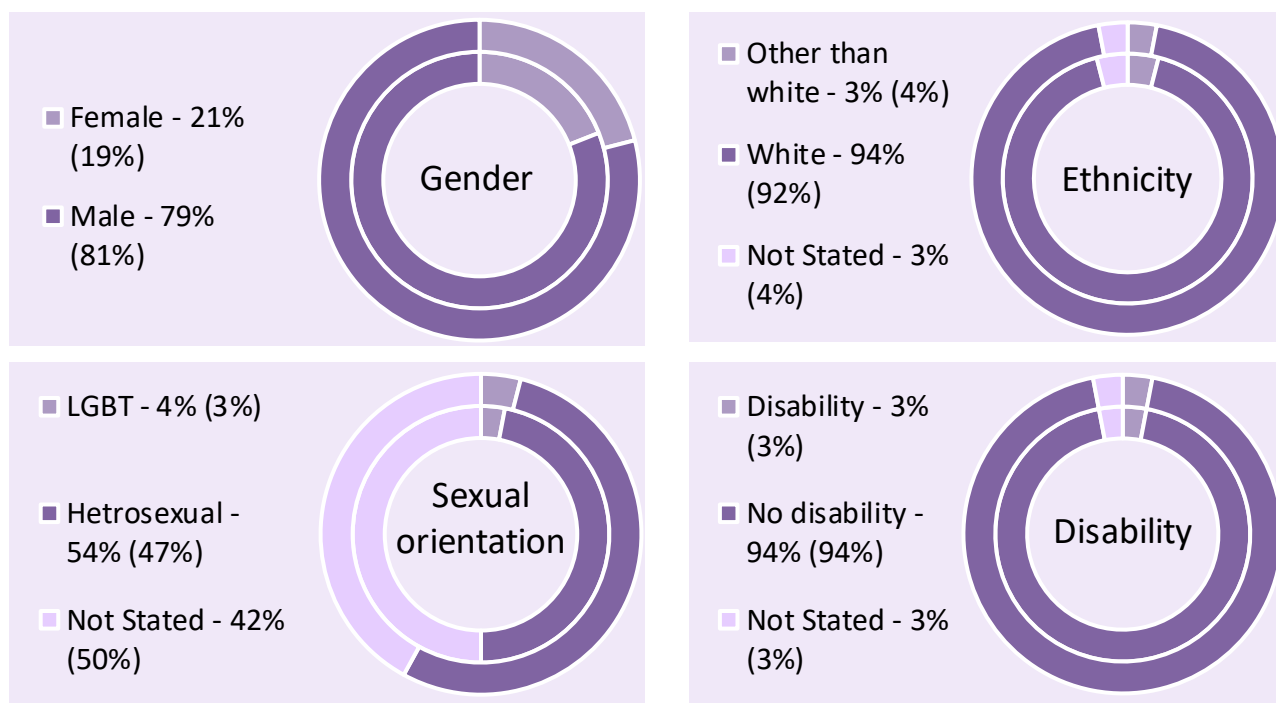
1.3.1 Workforce Diversity



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 LFRS.

Combined diversity percentage of Grey Book and Green Book staff. Outer circle represents the current quarter, with the inner circle illustrating the same quarter of the previous year.



Diversity percentage by Grey Book staff and Green Book staff. Counts will include double counts if dual contract between Grey and Green Book.

Characteristic	Diversity	Grey Book	%	Green Book	%
Gender	Female	Grey	9%	Green	60%
	Male		91%		40%
Ethnicity	Other than white	Grey	3%	Green	5%
	White		95%		88%
	Not stated		2%		7%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		53%		57%
	Not stated		43%		40%
Disability	Disability	Grey	3%	Green	3%
	No disability		95%		90%
	Not stated		2%		7%

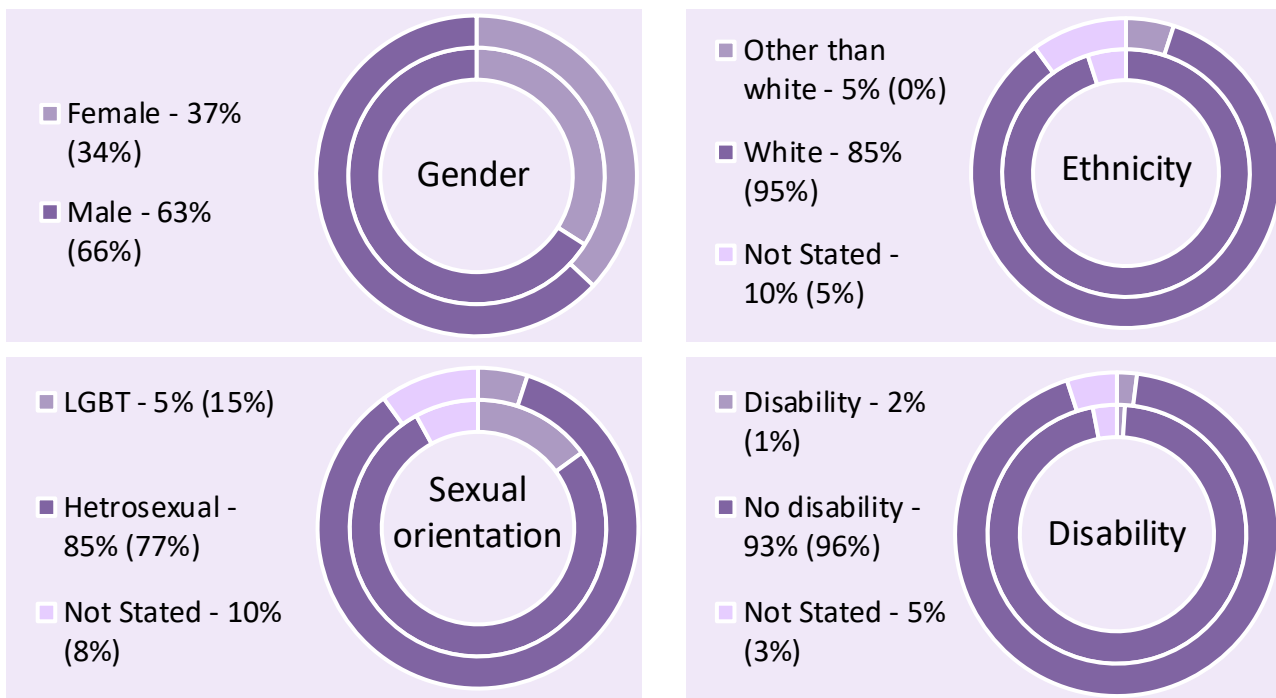
1.3.2 Workforce Diversity Recruited



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 LFRS.

Combined cumulative diversity percentage of Grey Book staff and Green Book staff. Outer circle represents the current quarter, with the inner circle illustrating the same quarter of the previous year.



During quarter 2, there were a total of 24 new recruits.

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



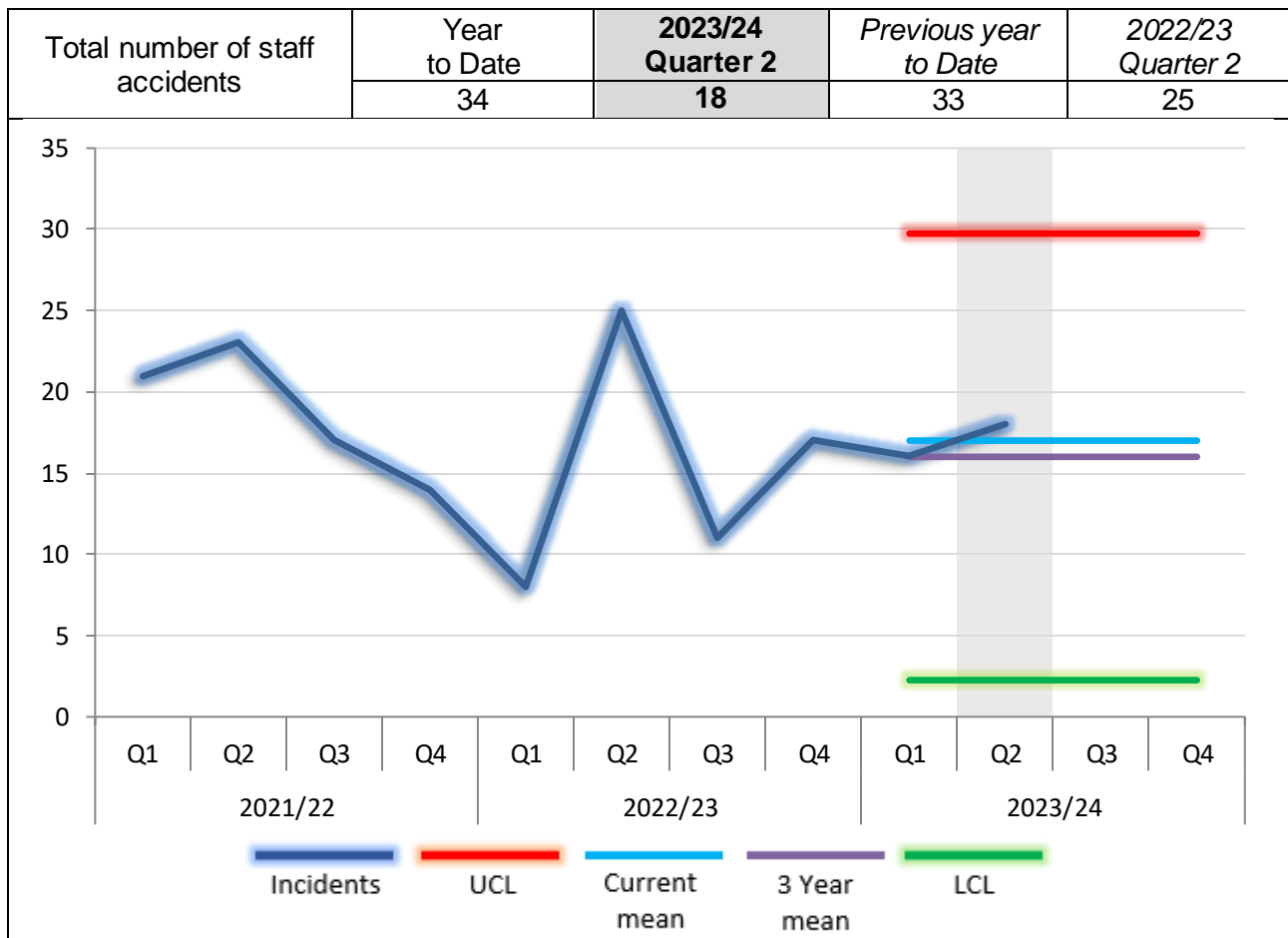
Activity
18

This KPI details the numbers of accidents which have involved LFRS staff members at work within the quarter.

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

Quarterly activity decreased 28.0% over the same quarter of the previous year.



2.1 Risk Map

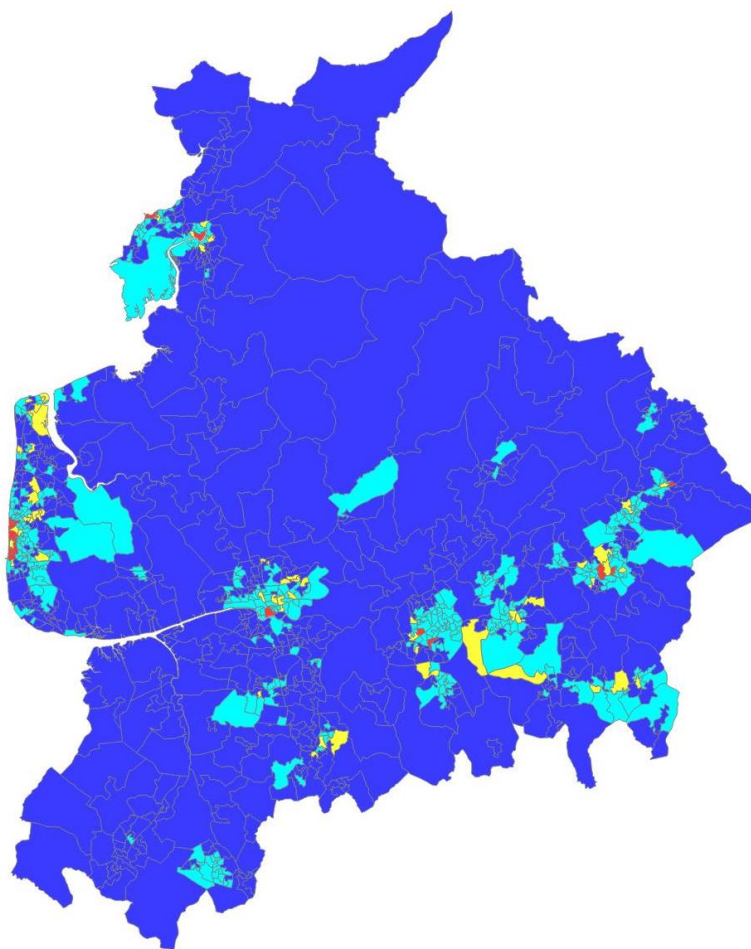


Risk Score
31,170

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.

2023 score: **31,170**

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2023 count	15	59	331	536	31,170
<i>2022 count</i>	25	47	333	536	31,576
Direction / % Change	40%	26%	1%	0%	1%

2.2 Overall Activity

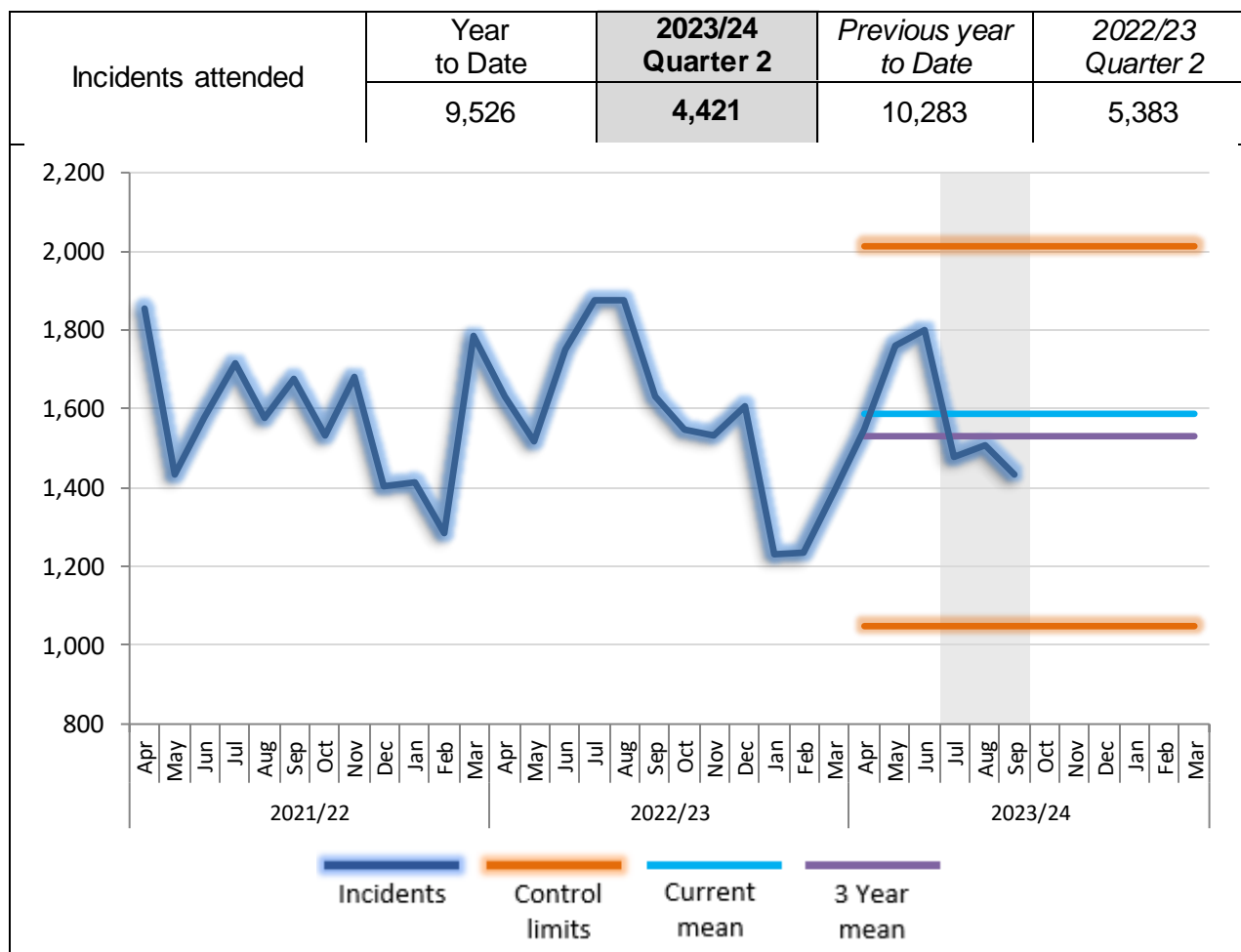


Quarter Activity
4,421

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 Lancashire Constabulary (LanCon) and gaining entry incidents at the request of the North west Ambulance Service (NWS).

A breakdown of incident types included within this KPI are shown on the following page.

Quarterly activity decreased 17.87% over the same quarter of the previous year.



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
1,588	1,531	1,570	1,578	1,445

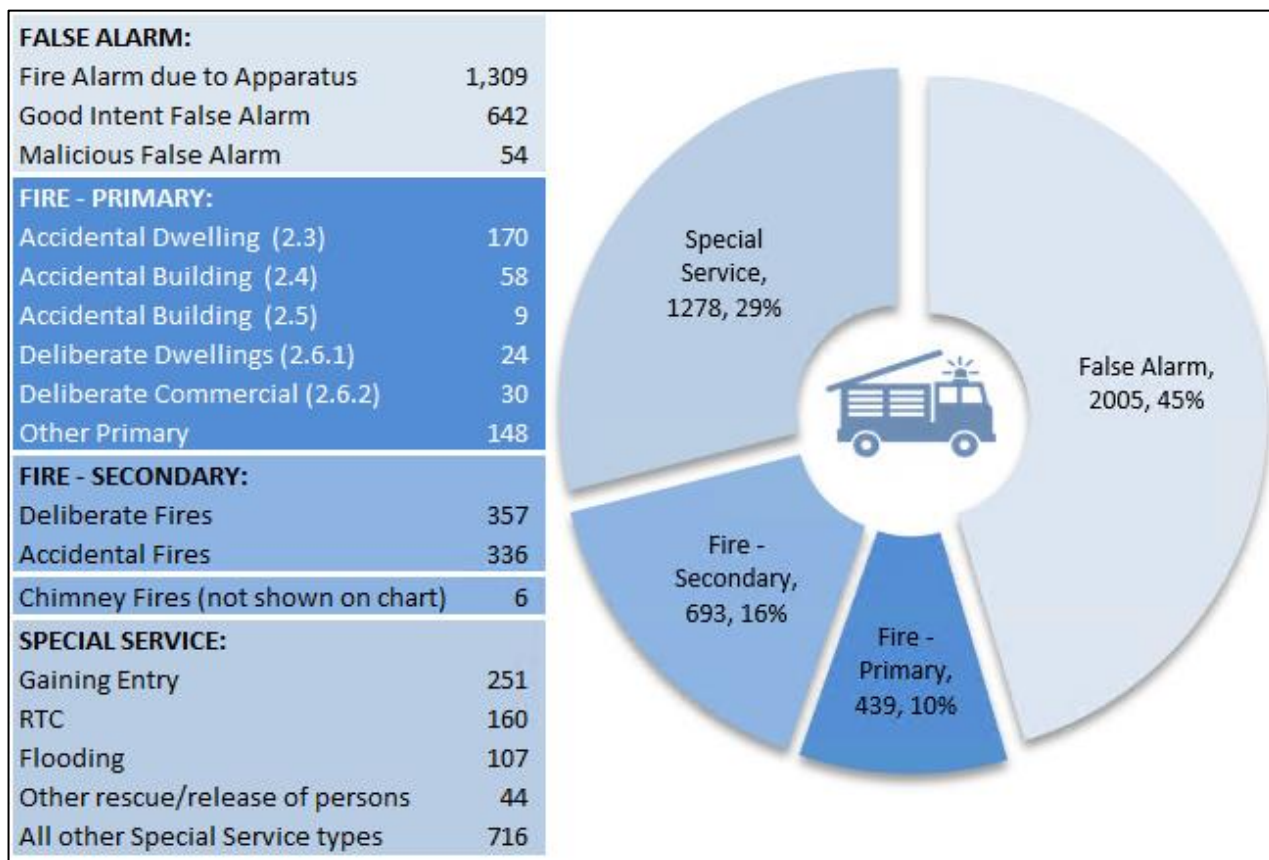
2.2 Overall Activity Breakdown



Quarter Activity
4,421

Incidents attended by LFRS 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 incidents make up 45% of activity, with 65% being Fire alarm due to Apparatus incidents, 32% good intent false alarm and malicious false alarms accounting for 3%.



FIRE PRIMARY incidents encompass Accidental Dwelling Fires at 39% and are shown later in the report within KPI 2.3.



FIRE SECONDARY incidents are caused by either a deliberate or accidental act, or the cause is not known. Deliberate fires mainly involve loose refuse and currently account for 52%, with 48% being an accidental or not known cause.



SPECIAL SERVICE incidents are made up of many different activities, so only a selection of types, such as Gaining entry to a domestic property on behalf of NWAS and Road Traffic Collisions (RTC) can be shown, with the remainder being recorded under 'other types'. These can range from trapped animals or hazardous materials incidents, to spill and leaks or advice only.

2.3 Accidental Dwelling Fires (ADF)



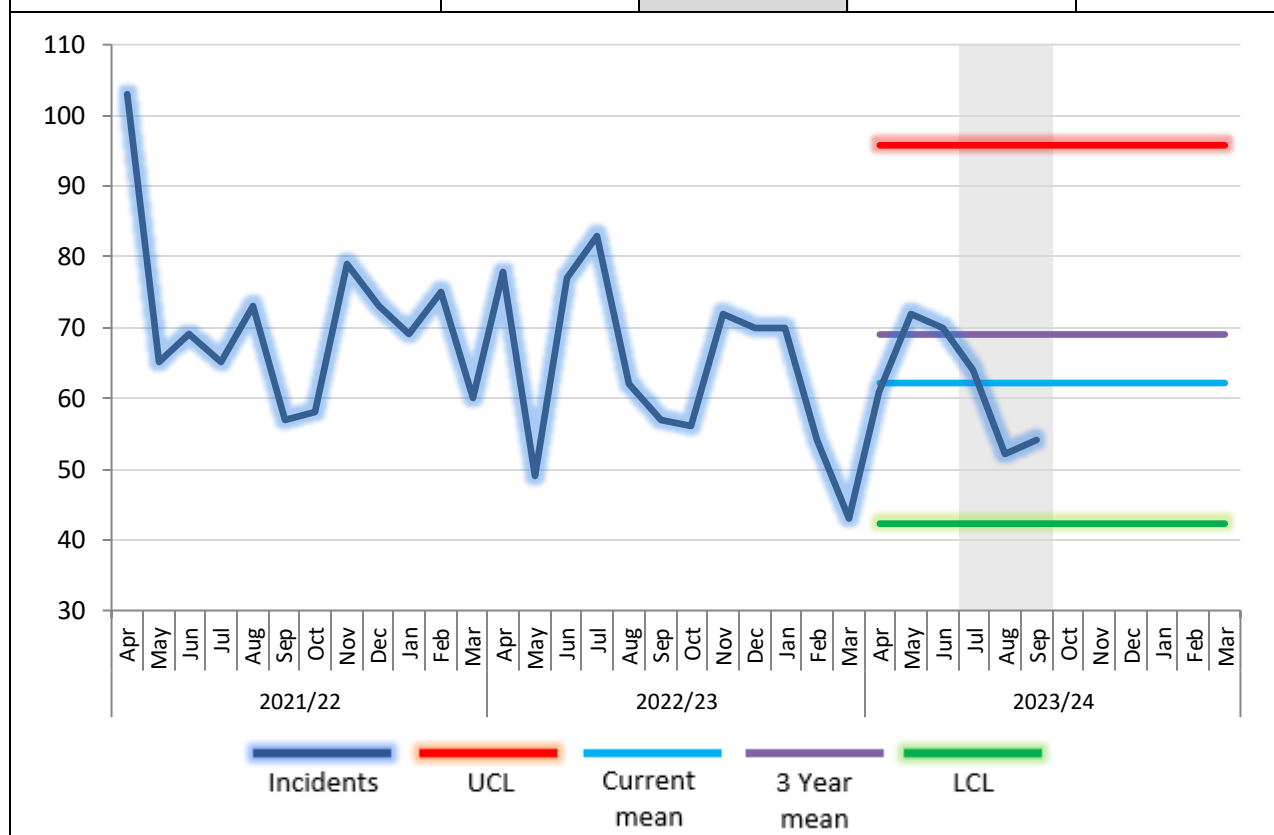
Quarter Activity
170

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 15.84% over the same quarter of the previous year.

Accidental Dwelling Fires	Year to date	2023/24 Quarter 2	Previous year to date	2022/23 Quarter 2
	373	170	406	202



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
62	69	64	71	72

2.3.1 ADF – Harm to people: Casualties



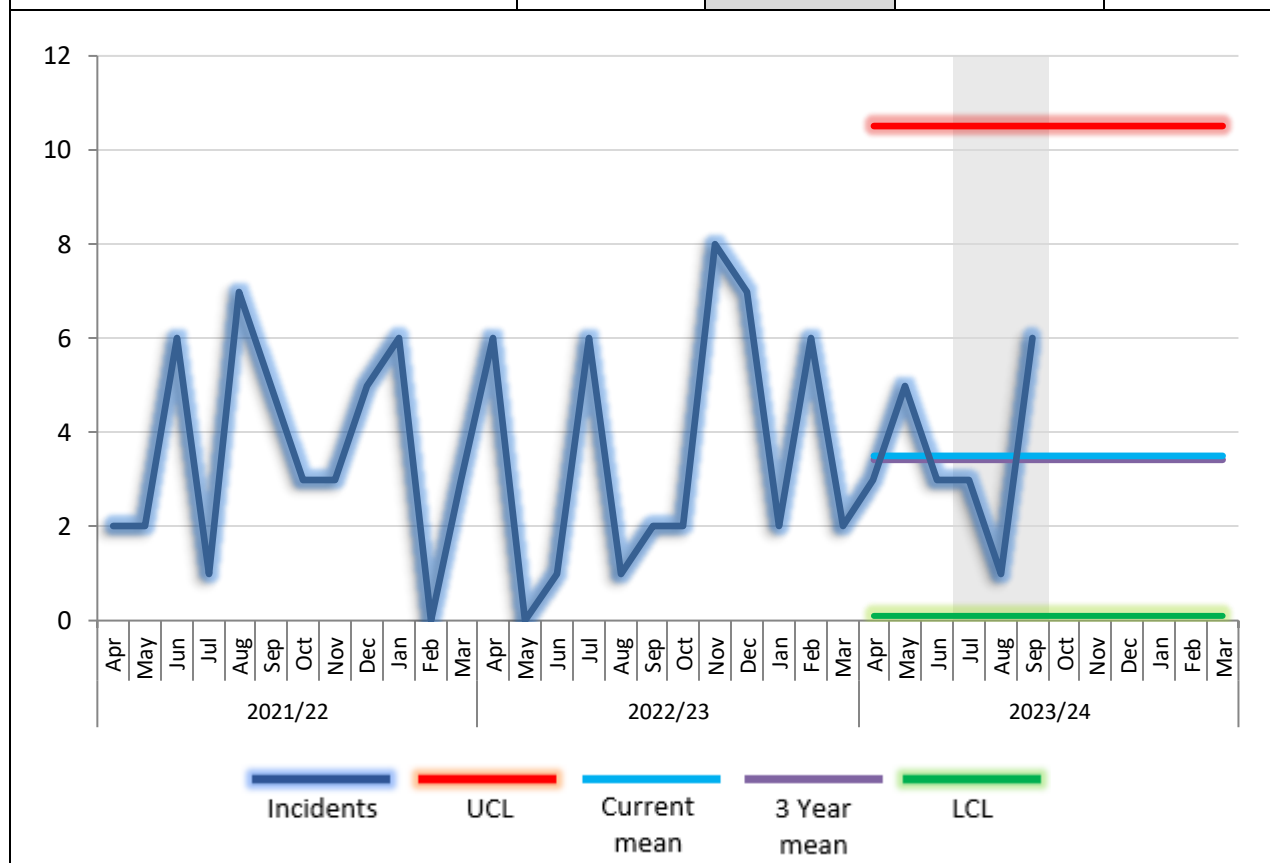
Quarter Activity
10

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 increased 11.11% over the same quarter of the previous year.

Casualty Status	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
Fatal	1	1	4	2
Injuries appear Serious	7	4	6	2
Injuries appear Slight	13	5	6	5
Total	21	10	16	9



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
4	4	4	4	3

2.3.2 ADF – Harm to property: Extent of damage (fire severity)



Quarter Percentage
85%

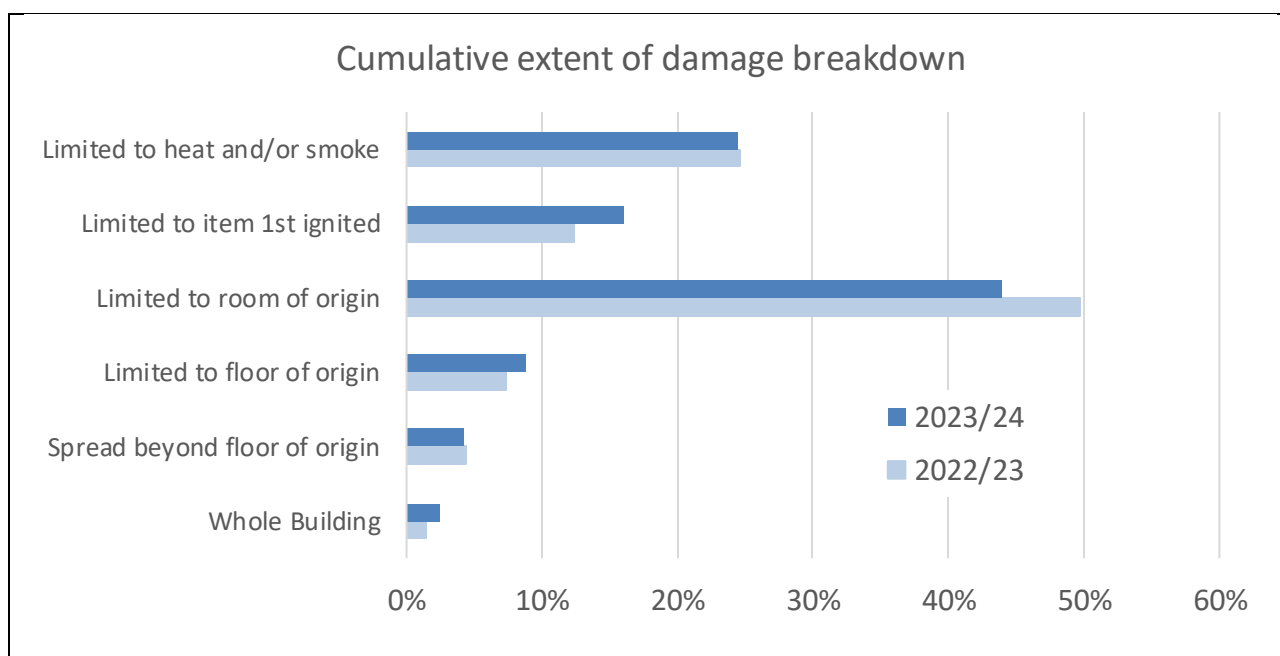
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at ADF's, 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 limited to heat and/or smoke damage only, the item 1st ignited or to the room of origin, is higher than the comparable quarter of the previous year.

Combined quarterly percentage decreased 3.32% over the same quarter of the previous year.

Fire severity	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	↑/↓	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Limited to heat and/or smoke	24%	26%			↑	24%	25%	21%	19%
Limited to item 1st ignited	16%	18%			↑	13%	12%	19%	14%
Limited to room of origin	45%	42%			↓	48%	51%	44%	54%
Limited to floor of origin	7%	11%			↑	10%	4%	10%	8%
Spread beyond floor of origin	6%	2%			↓	3%	6%	4%	4%
Whole Building	2%	2%			↑	2%	1%	3%	0%
Combined percentage	84%	85%			↓	85%	89%	83%	87%



2.4 Accidental Building Fires (ABF) - Commercial Premises



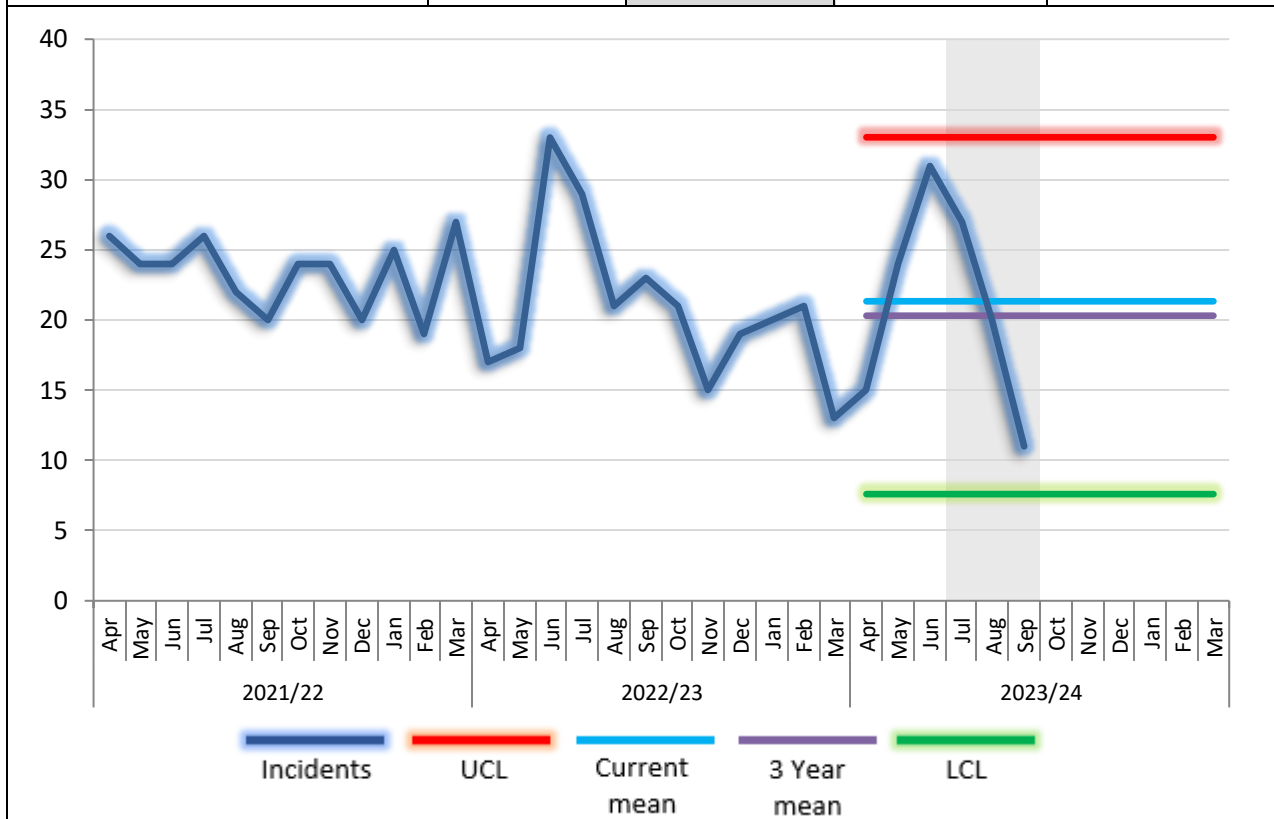
Quarter Activity
58

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 20.55% over the same quarter of the previous year.

Accidental Building Fires (Commercial Premises)	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
	128	58	141	73



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

Current mean	3 Year mean	2022/23	2021/20	2020/21
21	20	21	23	17

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



Quarter Percentage
73%

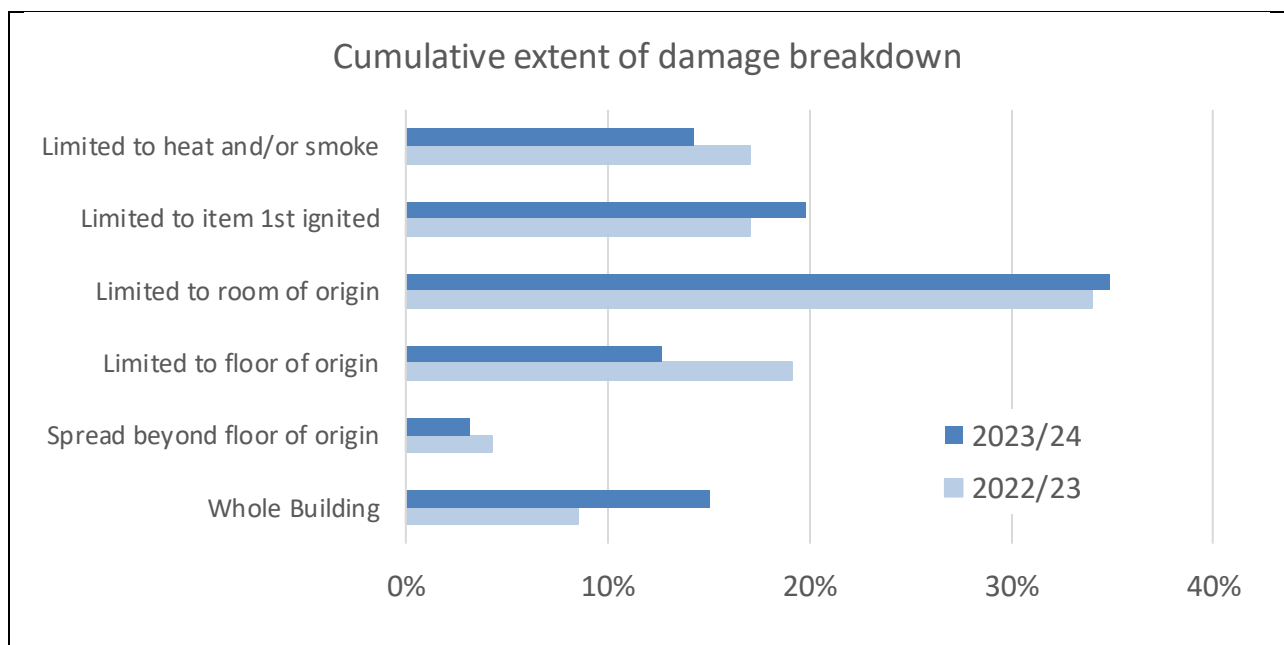
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at ABF's, 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 limited to heat and/or smoke damage only, the item 1st ignited or to the room of origin, is higher than the comparable quarter of the previous year.

Combined quarterly percentage increased 4.7% over the same quarter of the previous year.

Fire severity	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	↑/↓	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Limited to heat and/or smoke	18%	13%			↓	18%	16%	20%	17%
Limited to item 1st ignited	13%	27%			↑	21%	14%	13%	22%
Limited to room of origin	35%	34%			↓	29%	38%	38%	43%
Limited to floor of origin	15%	9%			↓	24%	15%	20%	11%
Spread beyond floor of origin	6%	0%			↓	3%	5%	2%	2%
Whole Building	13%	18%			↑	6%	11%	7%	6%
Combined percentage	66%	73%			↑	68%	68%	71%	81%



2.5 Accidental Building Fires (Non-Commercial Premises)



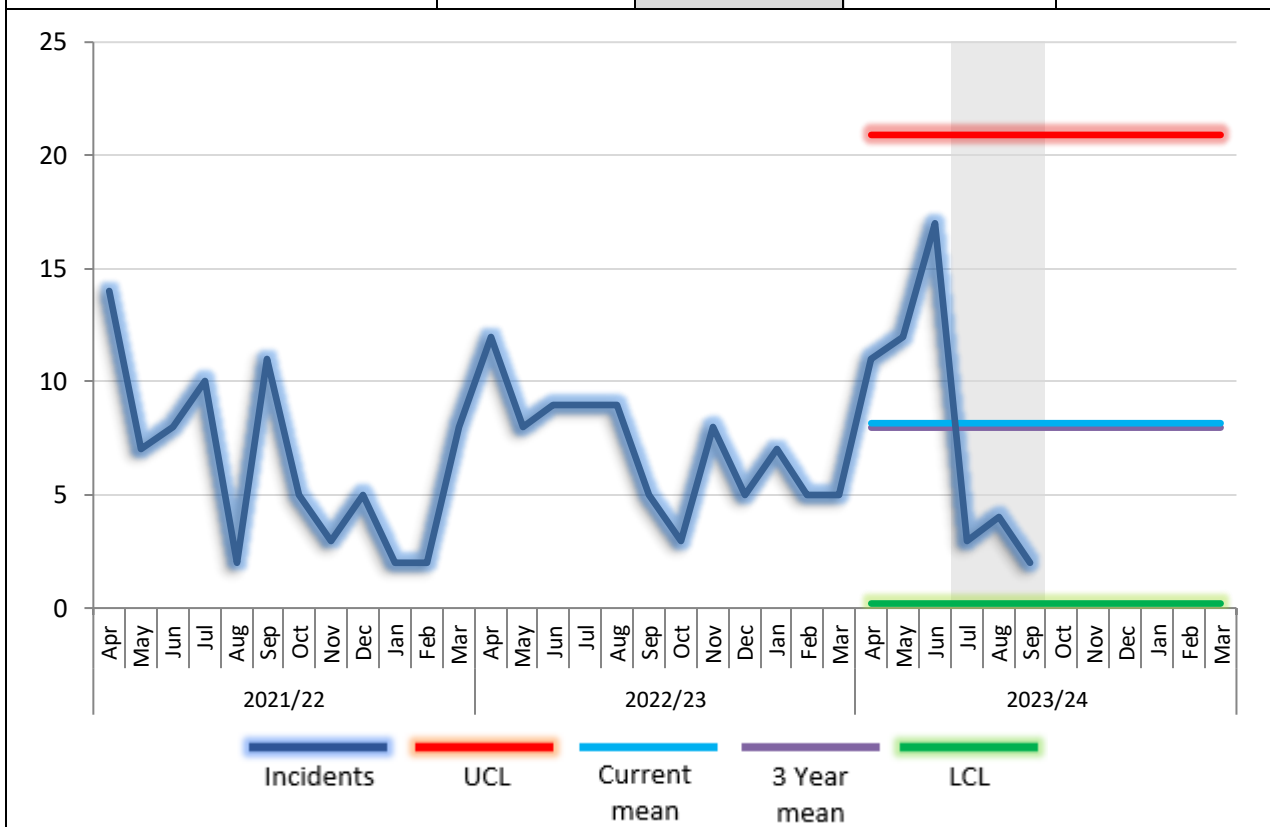
Quarter Activity
9

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 60.87% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
	49	9	52	23



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
8	8	7	6	10

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



Quarter Percentage
0%

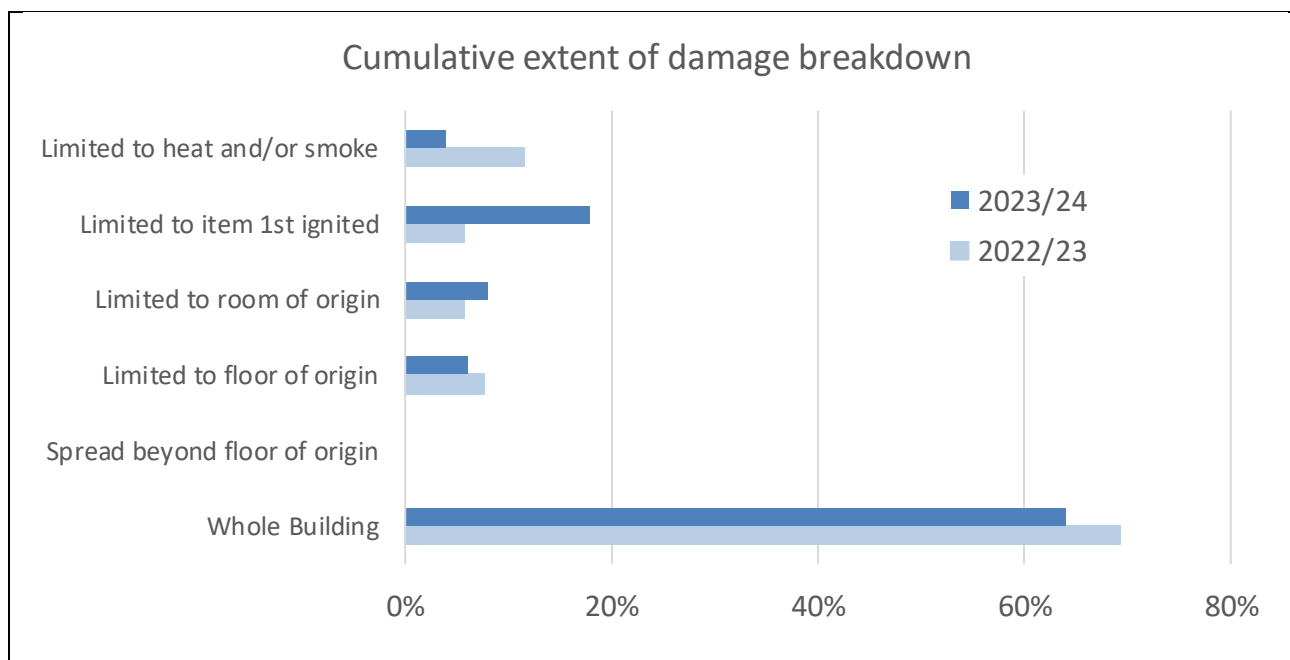
ABF criteria as 2.5. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

The table below shows a breakdown of fire severity at ABF's, 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 higher than the comparable quarter of the previous year.

Combined quarterly percentage decreased 21.7% over the same quarter of the previous year.

Fire severity	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	↑/↓	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4
Limited to heat and/or smoke	8%	0%			↓	14%	9%	6%	0%
Limited to item 1st ignited	22%	0%			↓	0%	13%	0%	0%
Limited to room of origin	8%	0%			↔	10%	0%	13%	6%
Limited to floor of origin	6%	11%			↓	3%	13%	0%	12%
Spread beyond floor of origin	0%	0%			↔	0%	0%	0%	0%
Whole Building	56%	89%			↑	72%	65%	81%	82%
Combined percentage	38%	0%			↓	24%	22%	19%	6%



2.6 Deliberate Fires Total: Specific performance measure of deliberate fires



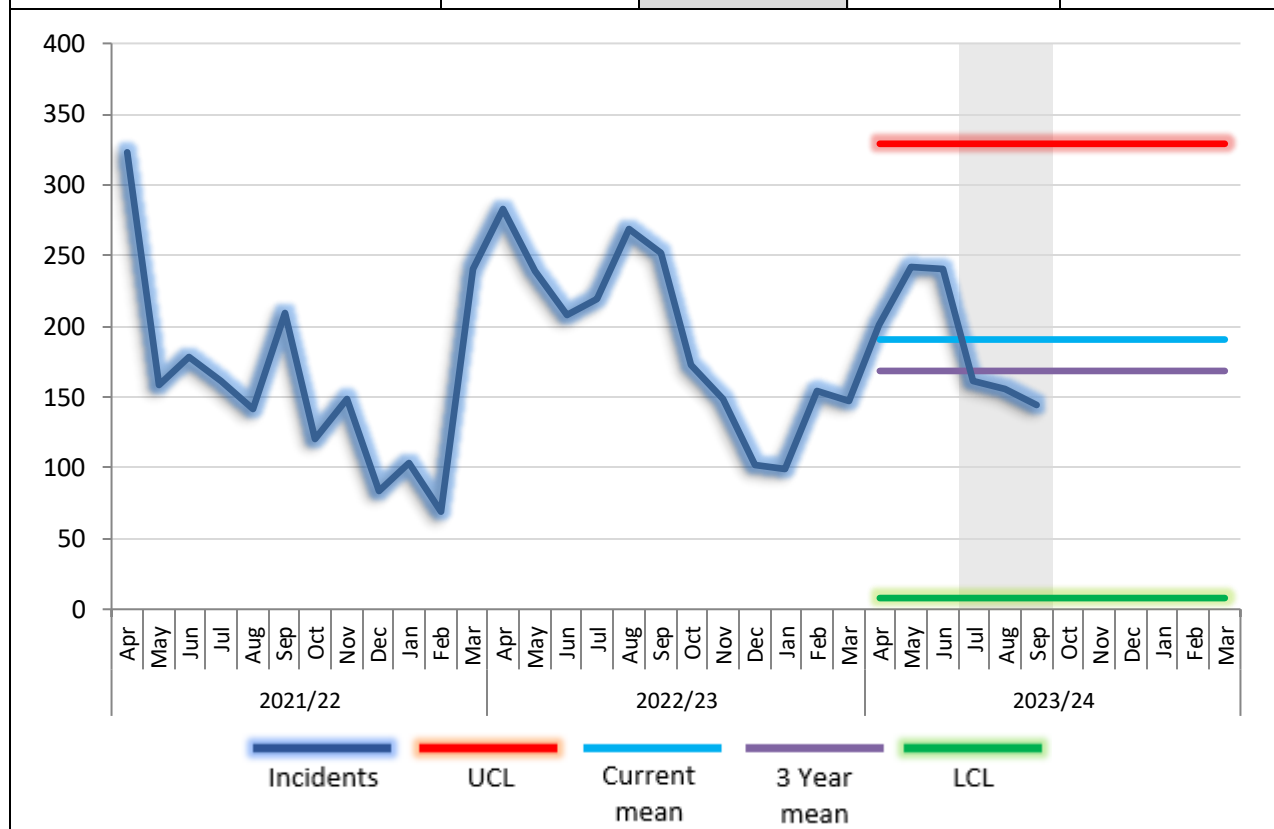
Quarter Activity
460

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 decreased 37.92% over the same quarter of the previous year.

Deliberate Fires	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
		1,144	460	1,471



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
191	168	191	161	153

2.6.1 Deliberate Fires – Dwellings



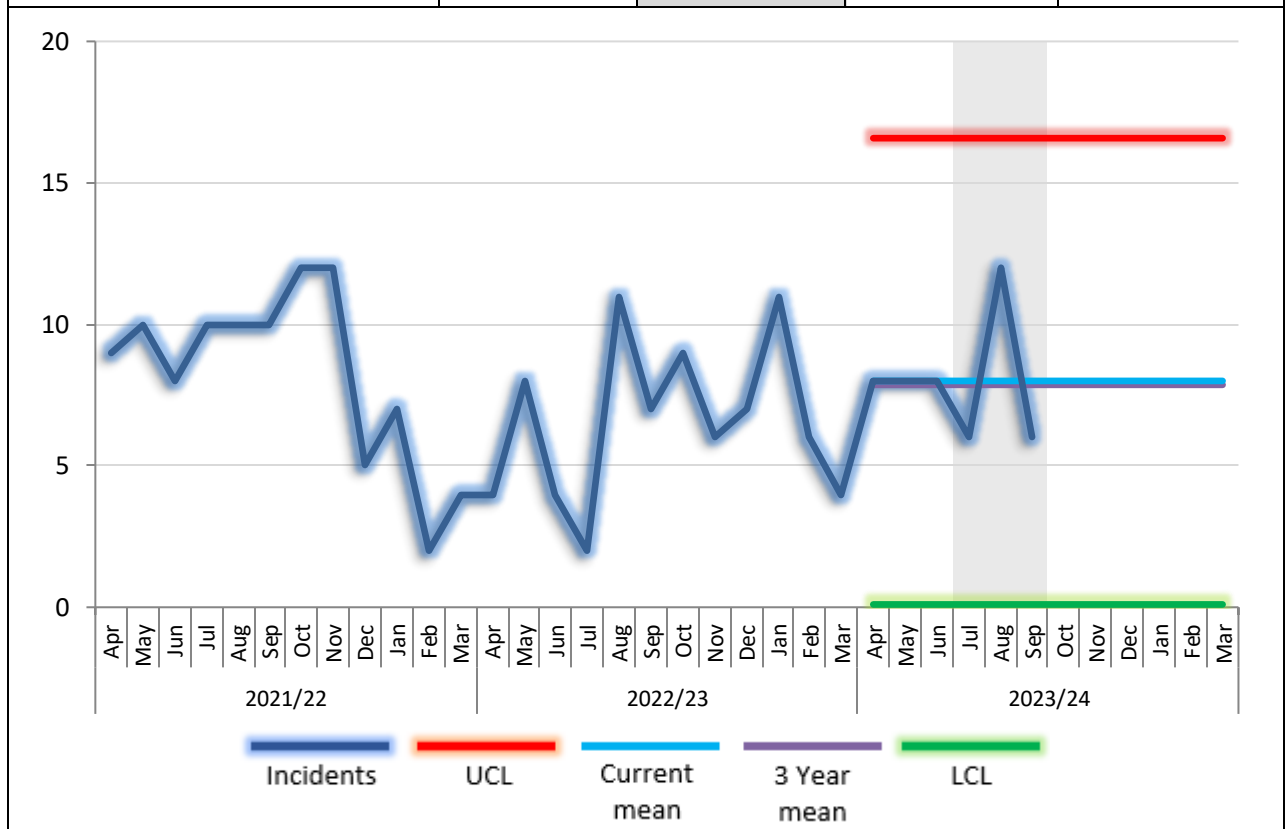
Quarter Activity
24

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 increased 20.00% over the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
	48	24	36	20



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
8	8	7	8	9

2.6.2 Deliberate Fires – Commercial Premises

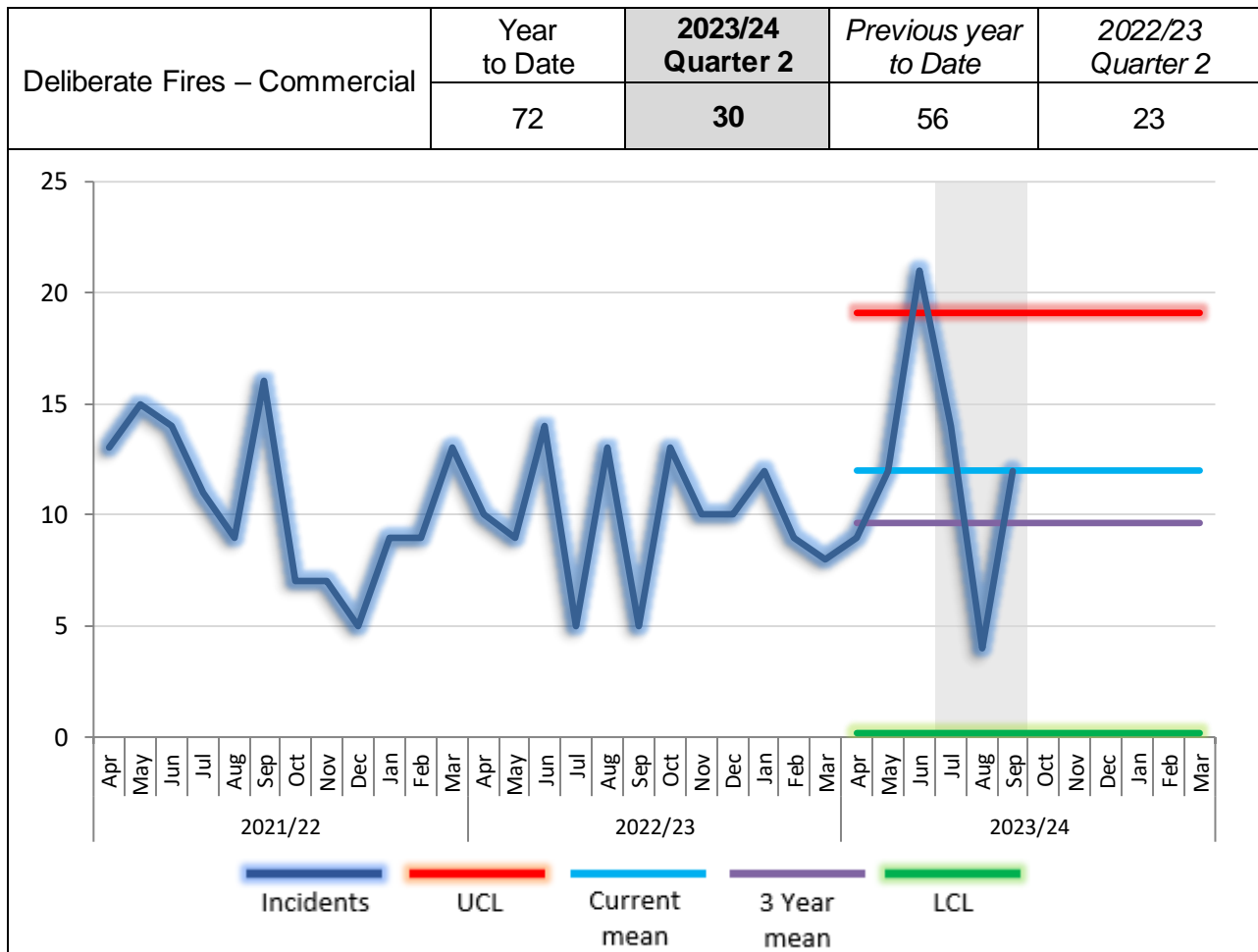


Quarter Activity
30

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 increased 30.43% over the same quarter of the previous year.



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
12	10	11	14	10

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



Quarter Activity
406

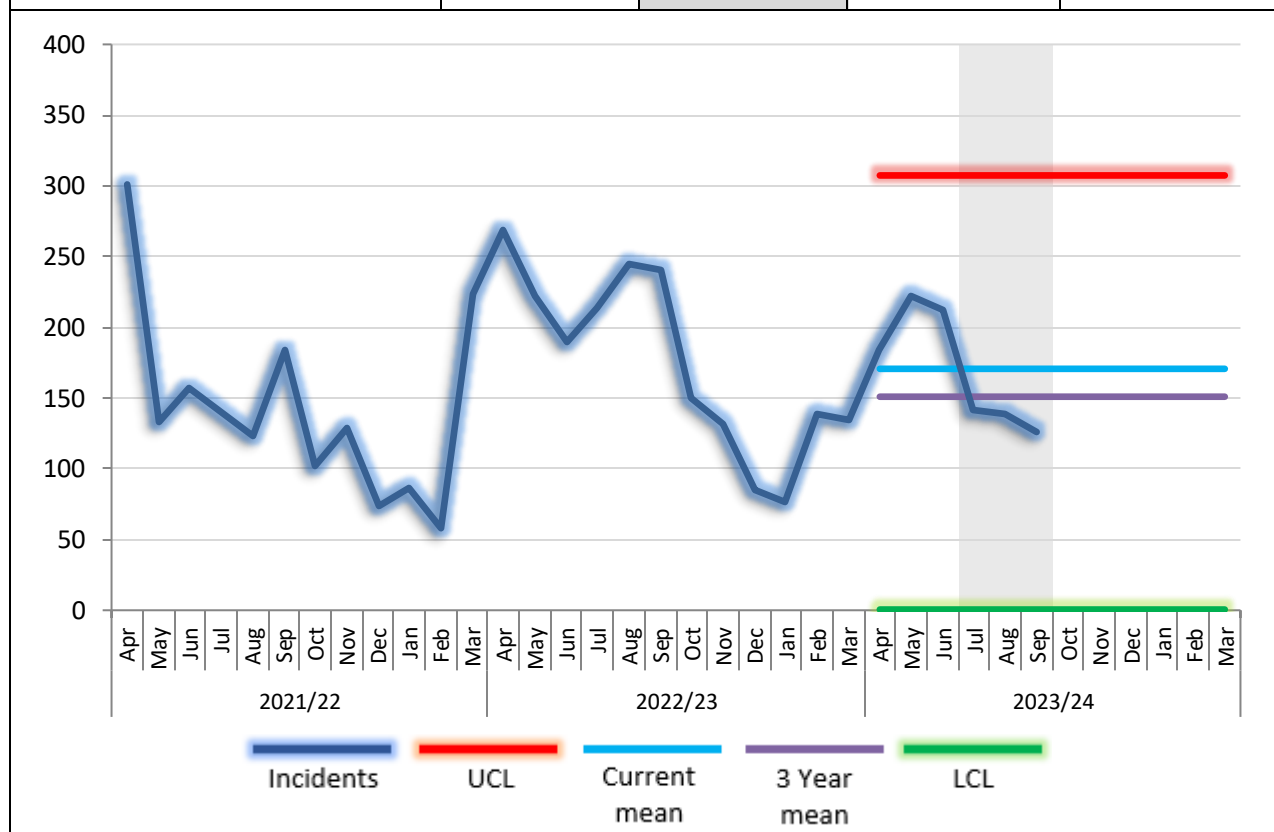
The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as derelict, and the cause of fire has been recorded as deliberate.

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 decreased 41.83% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
		1,024	406	1,379



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

Current mean	3 Year mean	2022/23	2021/22	2020/21
171	151	136	143	175

2.7 Home Fire Safety Checks (HFSC)



Quarter Activity
52%

The percentage of completed HFSC's, excluding refusals, carried out by LFRS personnel in the home, where the risk score has been determined to be high.

An improvement is shown if:

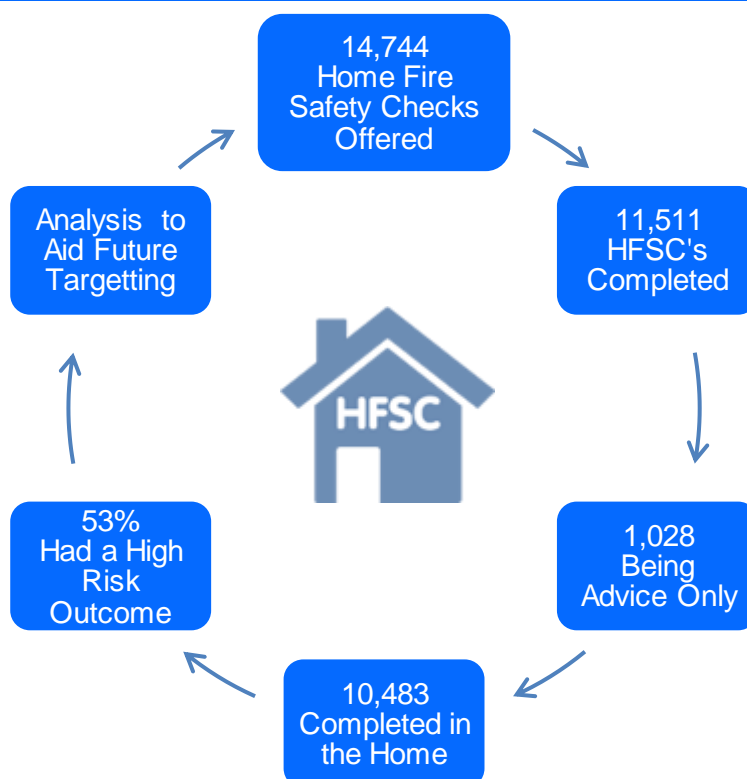
- The total number of HFSC's completed is greater than the comparable quarter of the previous year and,
- The percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

Quarterly activity increased 7.5% over the same quarter of the previous year.

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

	2023/24		↑/↓	2022/23	
	HFSC completed	% of High HFSC outcomes	Progress	HFSC completed	% of High HFSC outcomes
Q 1	5,671	54%	↑/↓	5,025	58%
Q 2	5,840	52%	↑/↓	5,435	60%
Q 3				5,889	54%
Q 4				5,935	57%

Cumulative year to date activity



2.8 Prevention activities delivered



Activity	Description	Targets for delivery	Data for quarter 2 2023/24
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	36 sessions delivered to 1,012 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	35 sessions delivered to 989 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	2 sessions delivered to 48 students
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 23/24	11 sessions delivered to 452 students
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	3 sessions 53 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	52 referrals opened prior to Q2 and carried over. 18 referrals received in Q2. 48 referrals closed in Q2. 22 referrals carried into Q3.
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	32 sessions 324 staff
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	36 water safety sessions delivered in person to 29,586 attendees. 32 Teen Safe water Safety sessions delivered to 4,805 attendees. 15 BrightSparx delivered in September.
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	208

2.9 Business Fire Safety Checks



Quarter Activity
876

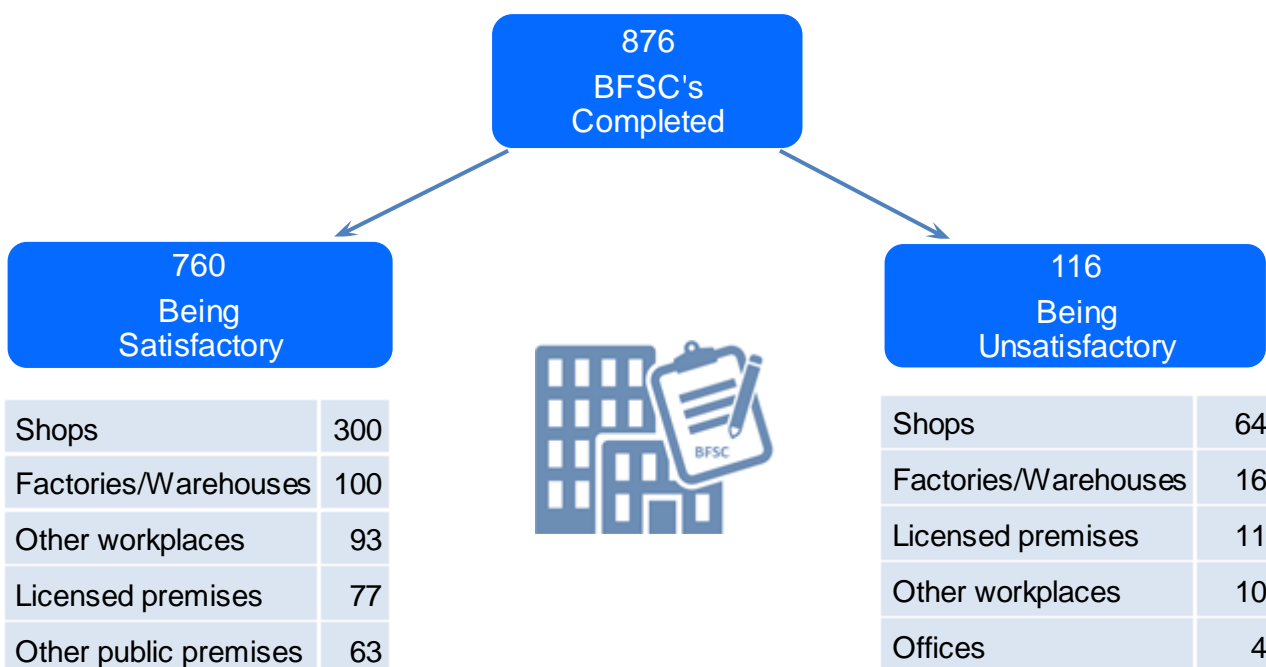
Business Fire Safety Checks (BFSC) are interventions which look at different aspects of fire safety compliance, including risk assessments, fire alarms, escape routes and fire doors. If the result of a BFSC is unsatisfactory, fire safety advice will be provided to help the business comply with The Regulatory Reform (Fire Safety) Order 2005. If critical fire safety issues are identified, then a business safety advisor will conduct a follow-up intervention.

- The pro rata BFSC target is delivered through each quarter.

A +/-10% tolerance is applied to the completed BFSC's and the year to date (YTD) BFSC's, against both the quarterly and YTD targets. When both counts are outside of the 10% tolerance they will be deemed in exception. This enables local delivery to flex with the needs of their district plan over the quarters.

	2023/24				↑/↓	2022/23	
	BFSC completed	Quarter Target	BFSC Cumulative	YTD Target	Progress	BFSC complete	Quarter Target
Q 1	820	625	820	625	↑	231	n/a
Q 2	876	625	1,696	1250	↑	589	n/a
Q 3		625		1875		806	n/a
Q 4		625		2500		962	n/a

Cumulative year to date activity



Top five completed BFSC's: satisfactory and unsatisfactory premise types.

What are the reasons for an Exception report

This is a positive exception due to the number of completed Business Fire Safety Checks (BFSC) being greater than 10% of the quarterly target, and the cumulative year to date target.

Actions being taken

Crews are continuing to embed built environment knowledge and understanding. New built environment virtual training has been delivered and supplemented initial BFSC training for crews to embed practically via BFSC targeting.

2.9.1 Fire Safety Activity



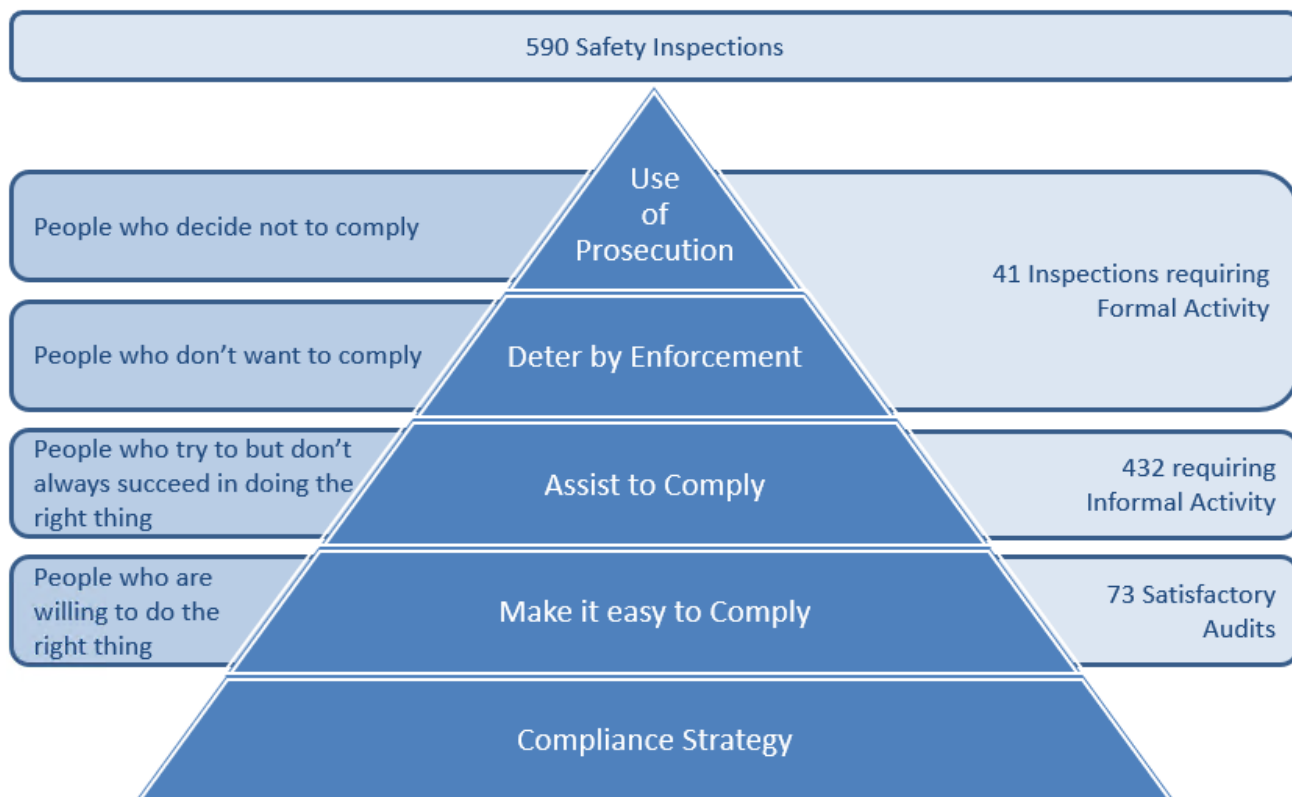
Quarter Activity
7%

The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more of the following: enforcement notice or an action plan, alterations notice or prohibition notice.

An improvement is shown if the percentage of audits ‘Requiring formal activity’ is greater than the comparable quarter of the previous year. This helps inform that the correct businesses are being identified.

Quarterly activity decreased 2% over the same quarter of the previous year.

Quarter	2023/24										2022/23	
	Fire Safety Enforcement Inspections	Formal Activity	% Formal Activity	Informal Activity	% Informal Activity	Satisfactory Audit	% Satisfactory Audit	Business Safety Advice	% Business Safety Advice	Progress	% Formal Activity	% Informal Activity
1	530	35	7%	380	72%	66	12%	49	9%	▲	6%	66%
2	590	41	7%	432	73%	73	12%	44	7%	▼	9%	68%
3											9%	63%
4											5%	76%



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 be 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 LFRS. LFRS then comments on FSO 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.

Building Regulation Consultations	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4
Received	262	250		
Completed within timeframe ^[1]	239	243		

^[1]LFRS should make comments in writing within 15 working days of receiving a BRC.

Actions to Improve

To comply with the National Fire Chiefs Council (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 intervention work in high risk, complex premises identified by the risk-based intervention program. Consequently, the use of finite resources must be fully co-ordinated and balanced to achieve this and ensure consultation timelines are achieved:

- Building regulations process now centralised and built into Community Fire Risk Management Information System (CFRMIS). A new buildings regulation team and centralised email has been created to signpost all building control bodies and approved inspectors to. A pan-Lancashire approach to building regulations has now been adopted, rather than an area-based approach due to the numbers of competent staff able to undertake building regulations.

3.1 Critical Fire Response – 1st Fire Engine Attendance



Quarter Response
07:06

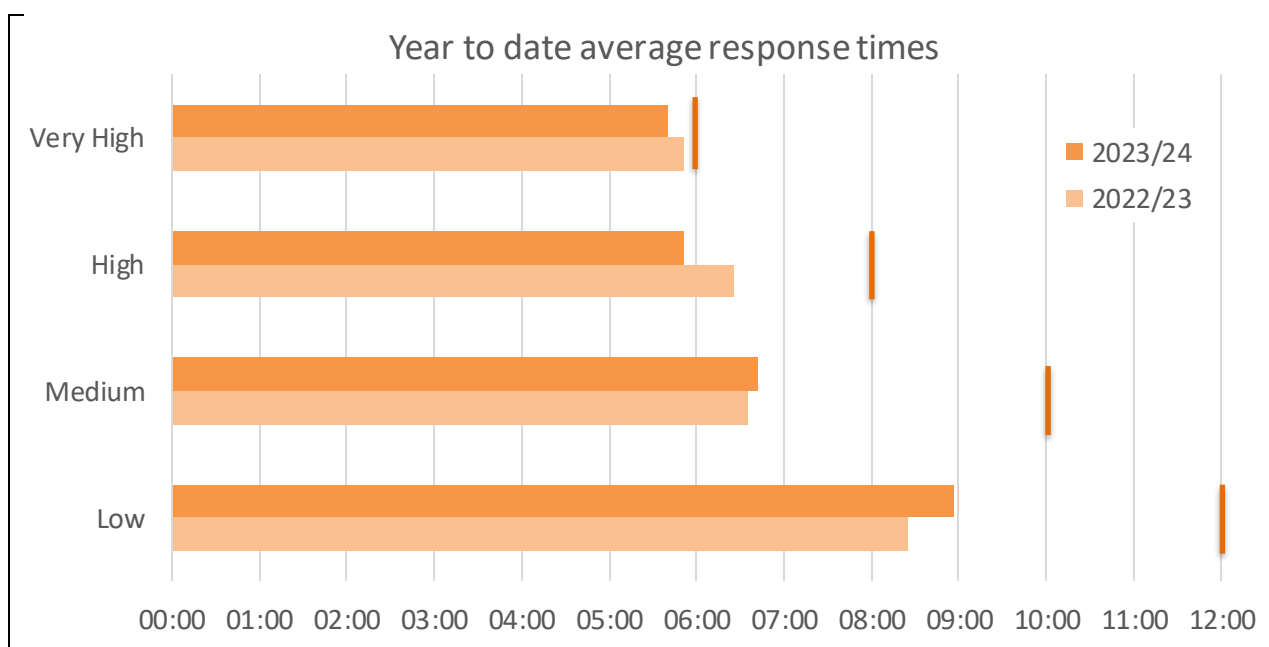
Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 2.1) and subsequent risk grade of the Super Output Area (SOA) 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 standards when the time between the ‘Time of Call’ (TOC) and ‘Time in Attendance’ (TIA) of the first fire engine arriving at the incident, averaged over the quarter, is less than the relevant response standard. Expressed in minutes & seconds.

Critical Fire Response	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date	Previous Year to Date
Very High (6 min)	05:39	05:45			05:41	05:51
High (8 min)	05:47	05:56			05:52	06:26
Medium (10 min)	06:55	06:28			06:43	06:35
Low (12 min)	09:20	08:26			08:57	08:25
Overall	07:40	07:06			07:25	07:10



**3.2 Critical Special Service Response –
 1st Fire Engine Attendance**



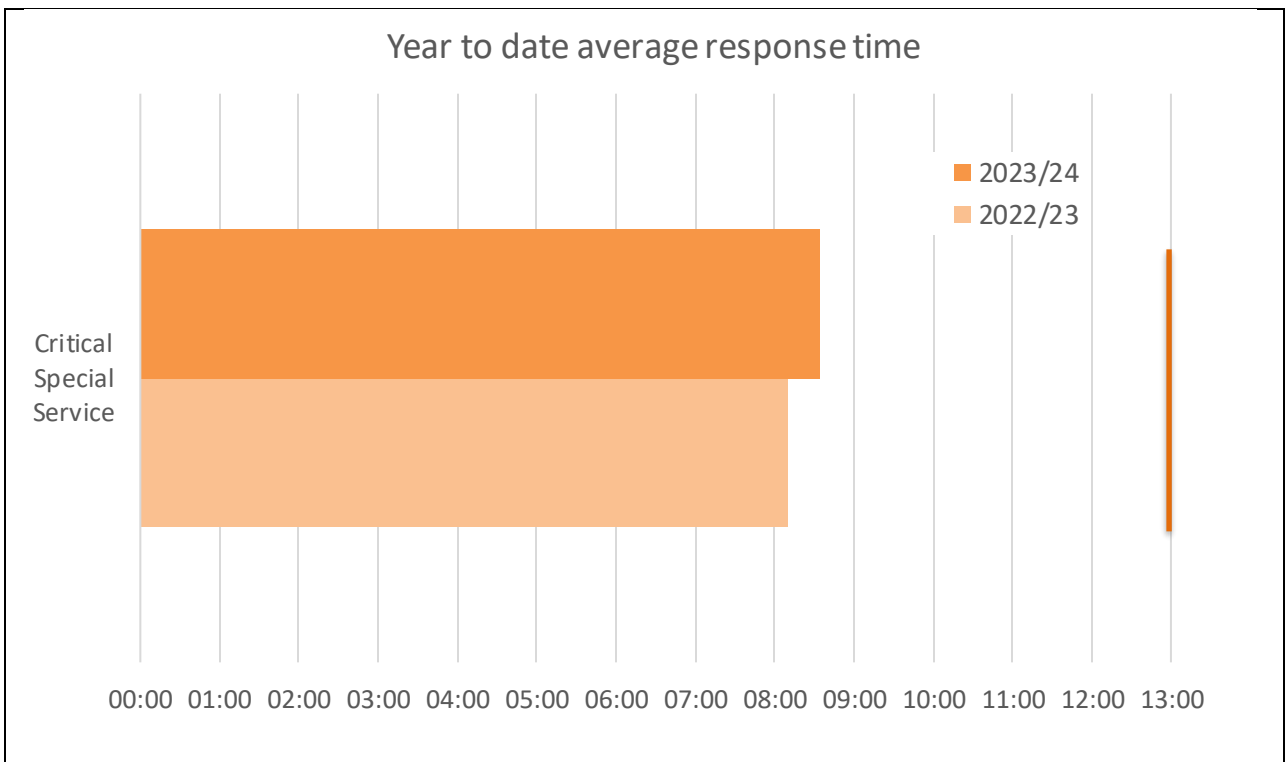
Quarter Response
08:42

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 standards when the time between the ‘Time of Call’ (TOC) and ‘Time in Attendance’ (TIA) of the first fire engine arriving at the incident, averaged over the quarter, is less than the response standard. Expressed in minutes & seconds.

Critical Special Service Response	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date	Previous Year to Date
(13 min)	08:26	08:42			08:34	08:10



3.3 Total Fire Engine Availability



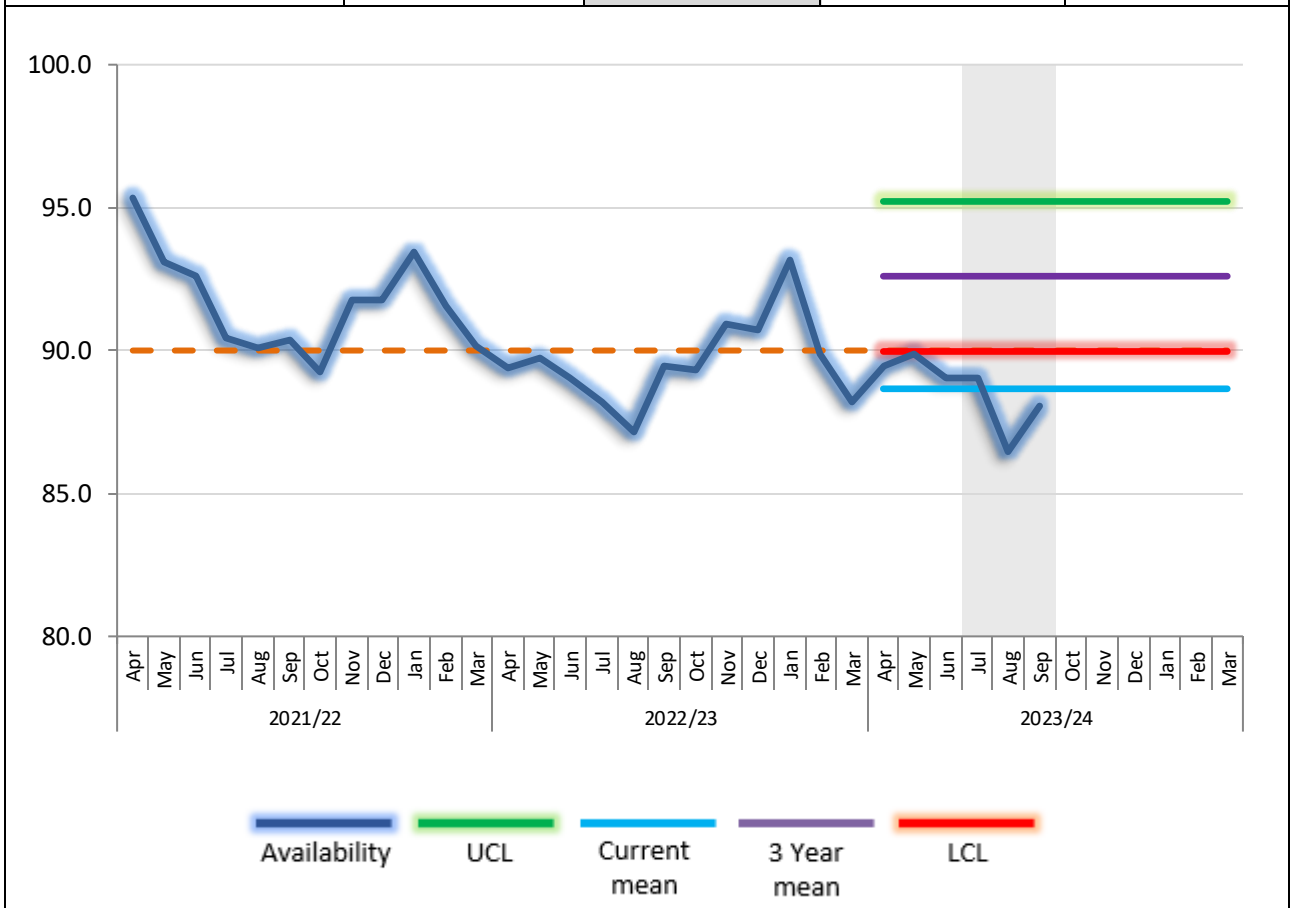
Quarter Availability
87.84%

This indicator measures the total availability of the 1st fire engine at each of the 39 fire stations. It is measured as the percentage of time the 1st fire engine is available to respond compared to the total time in the period.

Standard: 90%

Quarterly availability decreased 0.42% over the same quarter of the previous year.

Fire engine availability – WT, FDC, DCP & OC	Year to Date	2023/24 Quarter 2	Previous year to Date	2022/23 Quarter 2
	88.66%	87.84%	88.82%	88.26%



What are the reasons for an Exception report

This is a negative exception report due to the 1st fire appliance availability percentage, being below the lower control limit during quarter two.

Analysis

Overall availability across all stations for the quarter recorded 87.84%, which is 2.16% below the 90% standard.

The following table shows the availability by each of the stations designated first pump crewing type.

Crewing	WT	DCP	FDC	OC	Total
WT	99.41%	99.23%	99.12%	73.06%	87.84%

Whilst all of the Whole time appliances achieved exceptional availability, the 1st appliance at our wholly On-Call stations contributed to the availability falling below the 90% standard. As such, the exception report will focus on On-Call availability.

A shortage of staff with the Officer in Charge (OIC), Large Goods Vehicle (LGV) and Emergency Response Driver (ERD) skill is a significant contributing factor to low On-Call availability. On-Call Support Officers (OCSO) are working with station-based staff and management, along with Training Centre, to support those in development and identify opportunities for high-performing individuals to acquire these skills earlier in their career.

The Breathing Apparatus (BA) skill is another factor contributing to low On-Call availability however a rolling programme of BA initial training combined with BA Team Leader courses is ensuring demand for these skill sets are met.

A new inter-service transfer policy will assist with On-Call recruitment, simplifying the process for transferees to join LFRS.

Actions being taken to improve performance

- The Service will continue to deliver a recruitment strategy that incorporates targeted recruitment. The upcoming recruitment campaign will close on the 11th November. Circa. 136 applicants will progress to the Saville and Holdsworth (SHL) testing.
- Increase visibility of On-Call units in the community. This could include off station training, or community engagement events.
- Broadening the skills of On-Call staff (as per the Emergency Cover Review) in addition to exploring new opportunities or ways of working for On-Call or Dual Contract staff will further improve our On-Call availability.
- Continued recruitment and development of On-Call Support Officers to enhance the Service's capability to attract, develop and retain On Call firefighters from communities across Lancashire.

4.1 Progress Against Allocated Budget



Quarter variance
0.58%

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 2023/24 was set at £68.5 million. Spend at the end of September 2023 was £32.8m, £0.4m more than budget. The majority is attributable to non-pay costs including a shortfall on apprenticeship levy funding, an increase in repair and maintenance on operational vehicles, and an increase in external training.

Variance: 0.58%

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, 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 a 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.

Progress for each project is as follows:

Missing Persons (Missing from home)

LFRS continue to support LanCon with this successful collaboration and a closure report is now in development for this workstream. There were over 220 police requests into North West Fire Control (NWFC) for our specialist drone team within the last 12 months. Most of these incidents were for missing persons.

The Missing Persons project is being enhanced further with the aim of training teams from several 'On-Call' stations within Lancashire. The locations are identified from data and analysis that has shown where people are most likely to go missing from home and where LanCon's resources are limited. This enables LFRS' specialist teams to search familiar ground in reduced time and improve the likelihood of a positive outcome. This training develops the knowledge of what is required by LanCon in the management of a missing from home incident including intelligence gathering, record keeping, search areas, and ensuring a crime scene isn't contaminated.

Training is also planned for the contact centre staff in LanCon to increase their knowledge of LFRS' search capabilities.

A Memorandum of Understanding has been developed to provide a framework to further support the collaborative use of LFRS and LanCon drones.

Estates and Co-location

This is a long-term workstream which may deliver significant efficiencies and effectiveness where co-location sites are identified.

A set of principles are being developed in relation to co-location sites and a mapping exercise of the current co-location sites and the benefits has commenced.

Blue Light partners are currently reviewing their strategic property asset plans to coordinate the future development plans over the next 5-10 years. The development plans will consider the potential for co-location, and with a view to further developing the integration of services at co-location sites to enhance the shared ethos and principles.

All Blue Light partners are included in the scoping work for the LFRS Preston area review.

First Responder

As part of our Annual Service Plan (ASP) priorities this year, the Service is running a trial involving staff volunteering as community first responders, supporting NWAS. Volunteers respond to life threatening emergencies in their communities from the workplace and administer first aid in the initial vital minutes before NWAS colleagues arrive. This collaboration aims to save lives in Lancashire's communities.

Phase 1 of the first responder scheme involved 5 non-operational LFRS staff from various departments across the Service volunteering to take part in the scheme. At least one life has been saved by LFRS volunteers.

Phase 2 has commenced which has enabled our operational staff to volunteer for the scheme. Eight of our Flexible Duty Officers (FDOs) have so far volunteered to be a community first responder and are currently progressing through the onboarding process with NWAS.

Leadership Development

The Learning and Development leads from each of the Blue Light partners are investigating leadership development collaboration opportunities.

An analysis of leadership development is ongoing between the three organisations with the Services currently exploring an additional mentorship programme for command and control.

Command Units

The aim of this project is to establish and deliver additional collaborative uses of the command units in LFRS to support effective multi agency working amongst emergency responders. The key objectives are to improve operational effectiveness and in line with LFRS mission; 'Making Lancashire Safer'.

LFRS' Command Support Unit (CSU) project was listed in this years' Service Plan and aims to upgrade not only the vehicles but to take advantage in recent technological advances to support operational incidents. Agreed that the first new Command Support Unit (CSU) will go live on 1st November 2023 and will be crewed by On-Call staff from Carnforth and Bolton-le-Sands fire stations. As part of the agreed capital vehicle replacement project, two larger command units will also be in Service by the end of 2023.

It is expected that the initial benefits to be realised will be technological advances that will further develop information sharing and situational awareness aligned to improving and embedding the Joint Emergency Services Interoperability Principles (JESIP). Further

Lancashire Fire and Rescue Service
Measuring Progress

July 2023 – September 2023

scoping and development will be overseen by the Blue Light Collaboration board to ensure opportunities for joint working are effectively co-ordinated and delivered.

4.3 Overall User Satisfaction		Percentage satisfied 98.80%
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The percentage of people who were satisfied with the service received from 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.

77 people were surveyed; 77 responded that they were very or fairly satisfied.

Question	Running 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?	3,417	3,376	98.80%	97.50%	1.33%