Lancashire Combined Fire Authority

Performance Committee
Meeting to be held on 05 March 2025

Performance Management Information For 3rd Quarter 2024/25
(Appendix 1 refers)

Contact for further information – Sam Pink, Assistant Chief Fire Officer (ACFO)
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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 3 Measuring Progress report, including two positive and two 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

Legal Implications

None

Local Government (Access to Information) Act 1985

List of background papers
Paper:
Date:
Contact:
Reason for inclusion in Part 2 if appropriate: N/A

Measuring Progress

Performance Report

Quarter 3: October 2024 – December 2024

2024/25

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.

Lancashire Fire and Rescue Service
Measuring Progress

October 2024 – December 2024

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Explanation of Performance Measures

KPI's are monitored either by using an XmR[1] 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.

[1]**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).
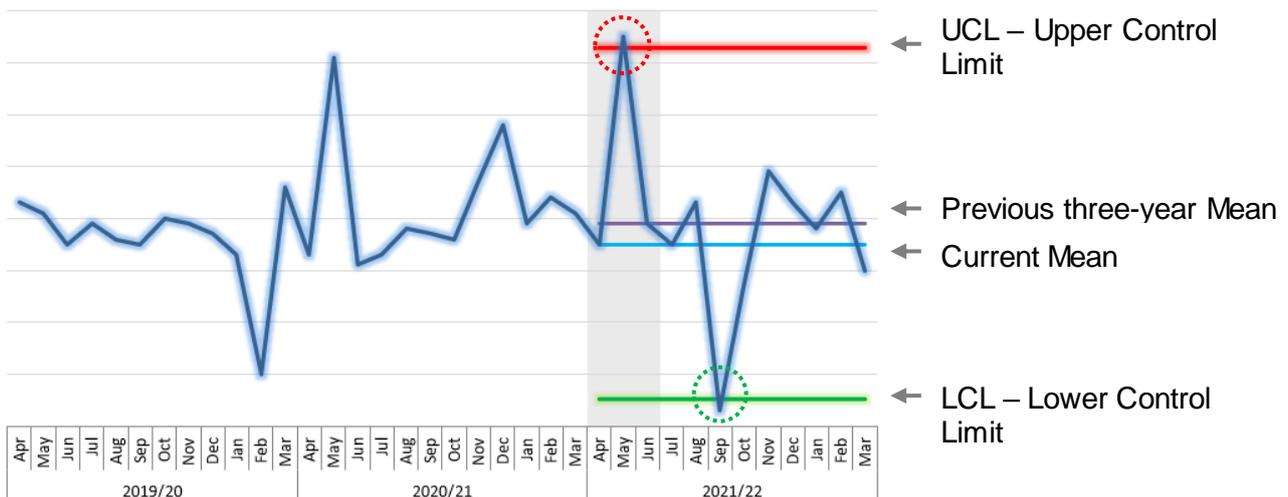
Performance Framework and indicator trends

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)		10
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		16
1.3.2	Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		17
1.4	Staff Accidents:		18
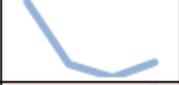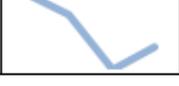
KPI		Description	Progress	Page (s)
2		**Preventing fires and other emergencies from happening. Protecting people and property when fires happen.**		
2.1		Critical Fire Risk Map Score		19
2.2		Overall Activity		20
2.3		Accidental Dwelling Fires (ADF)		22
2.3.1		ADF – Harm to people: Casualties		23
2.3.2		ADF – Harm to Property: Extent of Damage (Fire Severity)		24
2.4		Accidental Building Fires (Commercial Premises)		25
2.4.1		ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		26
2.5		ABF (Non-Commercial Premises)		27
2.5.1		ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		28
2.6		Deliberate Fires Total: Specific performance measure of deliberate fires		29
2.6.1		Deliberate Fires – Dwellings		30
2.6.2		Deliberate Fires – Commercial Premises		31
2.6.3		Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		32
2.7		HFSC		33
2.8		Numbers of other prevention activities delivered		34
2.9		Business Fire Safety Checks		35
2.9.1		Fire Safety Activity		37
2.10		Building Regulation Consultations (BRC) (number and completed on time)		38
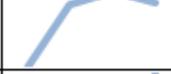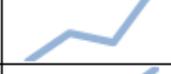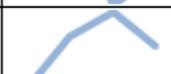
KPI		Description	Progress	Page (s)
3		**Responding to fire and other emergencies quickly.**		
3.1	⏱	Critical Fire Response – 1st Fire Engine Attendance		39
3.2	⏱	Critical Special Service Response – 1st Fire Engine Attendance		41
3.3	🚒	Total Fire Engine Availability		42
4				
4.1	🐷	Progress Against Allocated Budget		44
4.2	🤲	Partnership Collaboration		45
4.3	😊	Overall User Satisfaction		47

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, training and development, health and wellbeing, 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 74% (2023).

Measurement/update:

From October to December 2024, 33 station visits were carried out by principal officers and area managers as part of our service-wide engagement programme. In addition, three online engagement events were held with on-call units across the county.

Forty-eight wellbeing interactions were undertaken ranging from workshops with crews to wellbeing support dog interactions.

The views of staff were sought by surveys in relation to a cleaning contract and to obtain feedback about the Service's Celebration of our People event. In addition, a staff focus group was held focussed on evaluation. A pulse survey to measure levels of staff engagement began in December with a January closing date.

The Service engaged with staff over several topics relating to our fleet and equipment including firefighting gloves and washing equipment for decontaminating fire helmets. Staff engagement over improvement works at Blackpool Fire Station continued and was undertaken in relation to office moves at Service headquarters. The Service's employee voice groups were consulted over a range of topics including an upcoming positive action campaign.

	Engagement Index	Response Rate
2023	74%	49%
2020	79%	44%
2018	70%	43%
2016	64%	31%

An engagement index is calculated based on five questions measuring pride, advocacy, attachment, inspiration and motivation; factors that are understood to be important features shared by staff who are engaged with the organisation.

For each respondent an engagement score is calculated as the average score across the five questions where strongly disagree is equivalent to 0, disagree is equivalent to 25, neither agree nor disagree is equivalent to 50, agree is equivalent to 75 and strongly agree is equivalent to 100. The engagement index is then calculated as the average engagement score in the organisation. This approach means that a score of 100 is equivalent to all respondents saying strongly agree to all five engagement questions, while a score of 0 is equivalent to all respondents saying strongly disagree to all five engagement questions.

During the survey period, the corporate communications department visited wholetime and on-call crews on 51 occasions to encourage participation in the survey. Five focus groups were held with on-call units by the Service's independent researcher to obtain qualitative feedback on on-call specific matters, to complement the survey data.

1.2.1 Staff Absence Wholetime (WT)
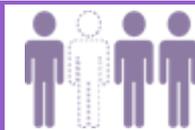
Quarter shifts lost
1.071

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 8 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 2)

Wholetime staff absence

Cumulative total number of shifts lost: 4.271

Measures the Service takes to manage absence

The Service has an Absence Management Policy which details its approach to how it will manage absence ensuring that staff time is managed effectively, but also members of staff are supported back to work or exited from the Service in a compassionate way.
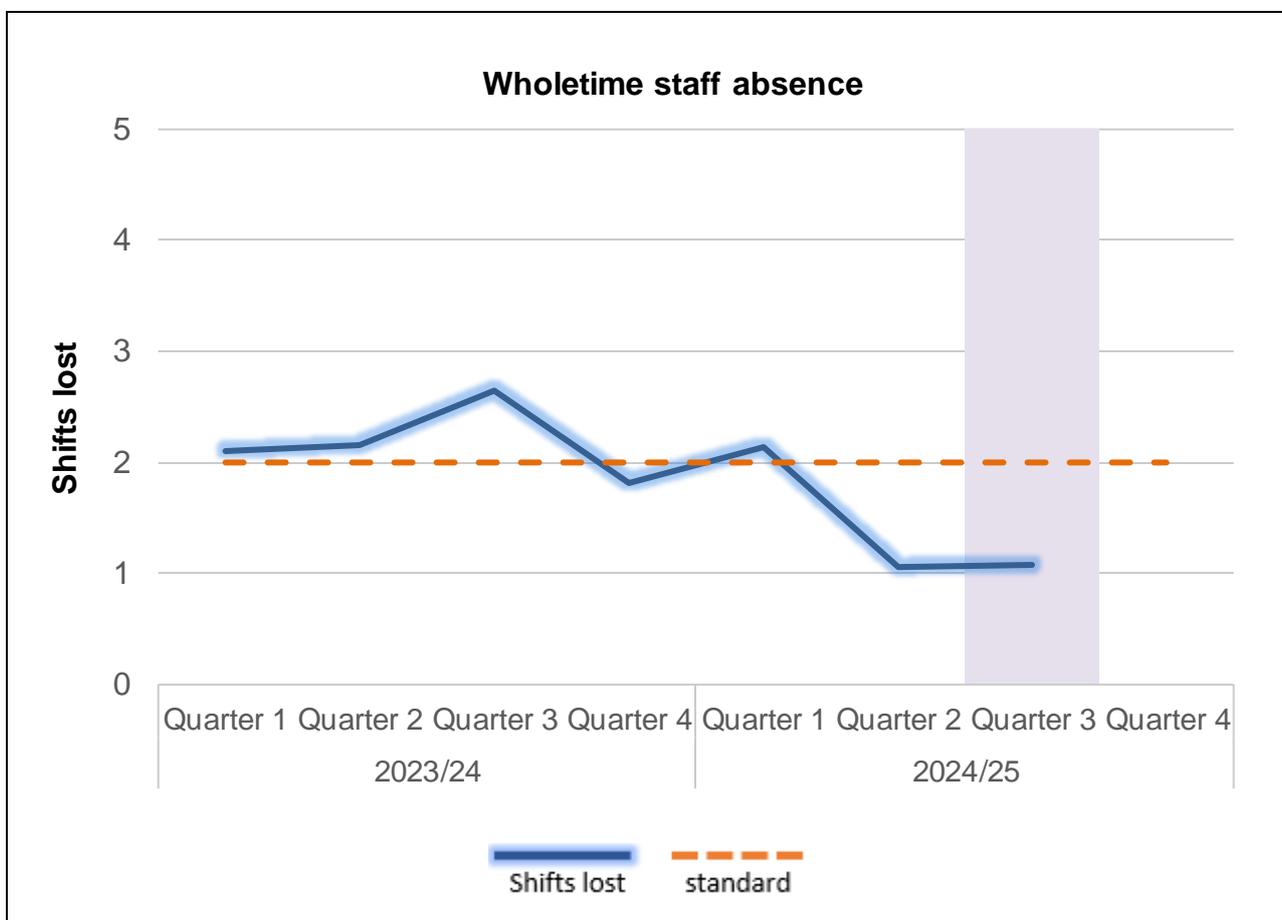
The Human Resources (HR) system ITrent automatically generates monthly reports to line managers and HR Business Partners in relation to employees and the periods and reasons for absence and these are closely monitored. Where employees are absent due to a mental health, or a stress related condition, these employees 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.

To ensure that Lancashire Fire & Rescue Service (LFRS) is managing sickness levels in line with good practice nationally, we undertook peer review and learning with another service. This work has led to a number of updates and improvements to our sickness procedures

1.2.2 Staff Absence On-Call (OC)		Cumulative Absence 1.23%

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, 1.23%.

On-Call Staff absence

	3.00%
	2.50%
	2.00%
	1.50%
	1.00%
	0.50%
	0.00%

Quarter 1 Quarter 2 Quarter 3 Quarter 4 | Quarter 1 Quarter 2 Quarter 3 Quarter 4
2023/24 | 2024/25

Shifts lost   standard
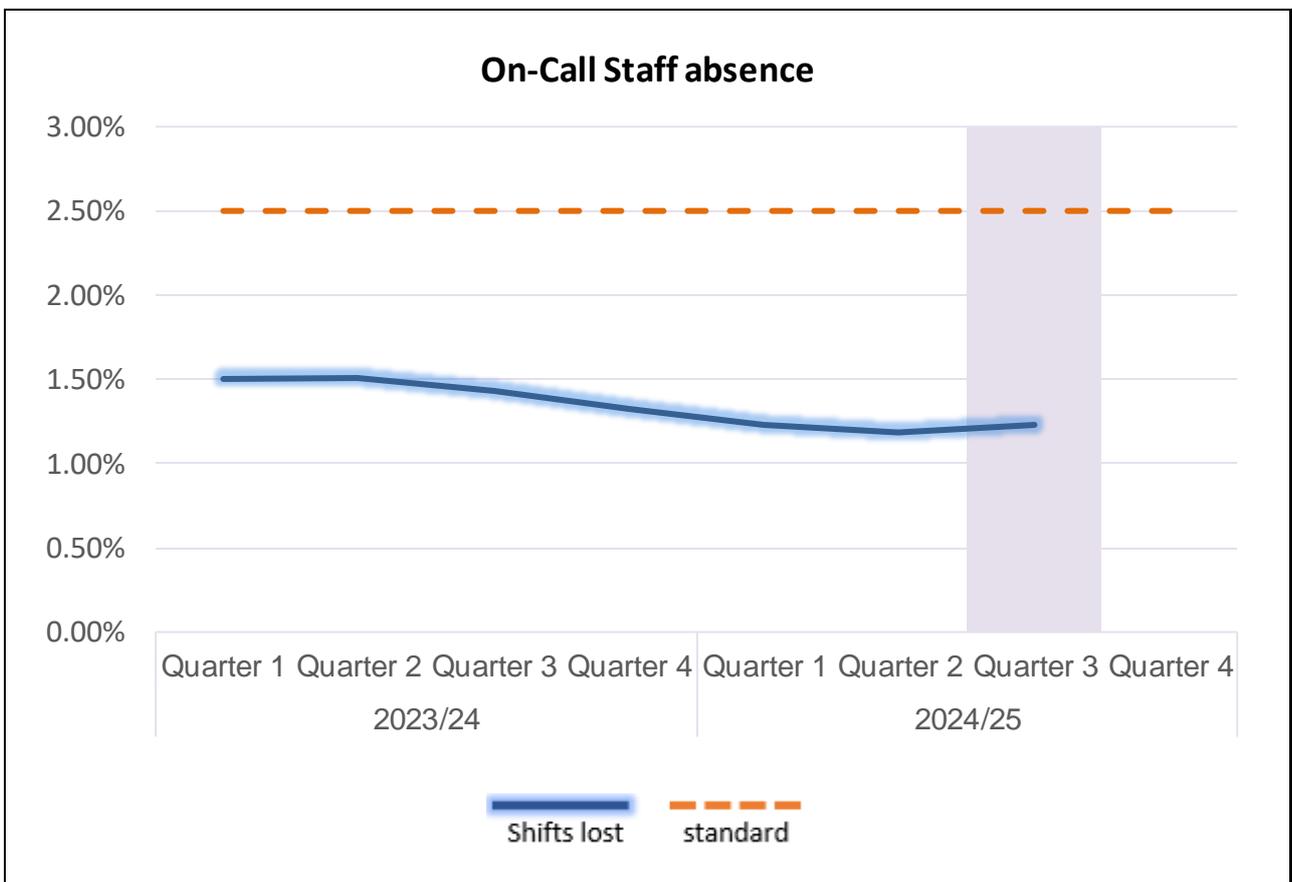
Cumulative On-Call absence (as % of available hours of cover):	1.23%

1.2.3 Staff Absence Green Book
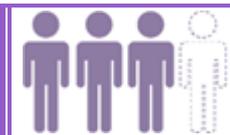
Quarter shifts lost
2.170

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

Annual Standard: Not more than 8 shifts lost.
(Represented on the chart as annual shifts lost ÷ 4 quarters = 2)

Green Book staff absence
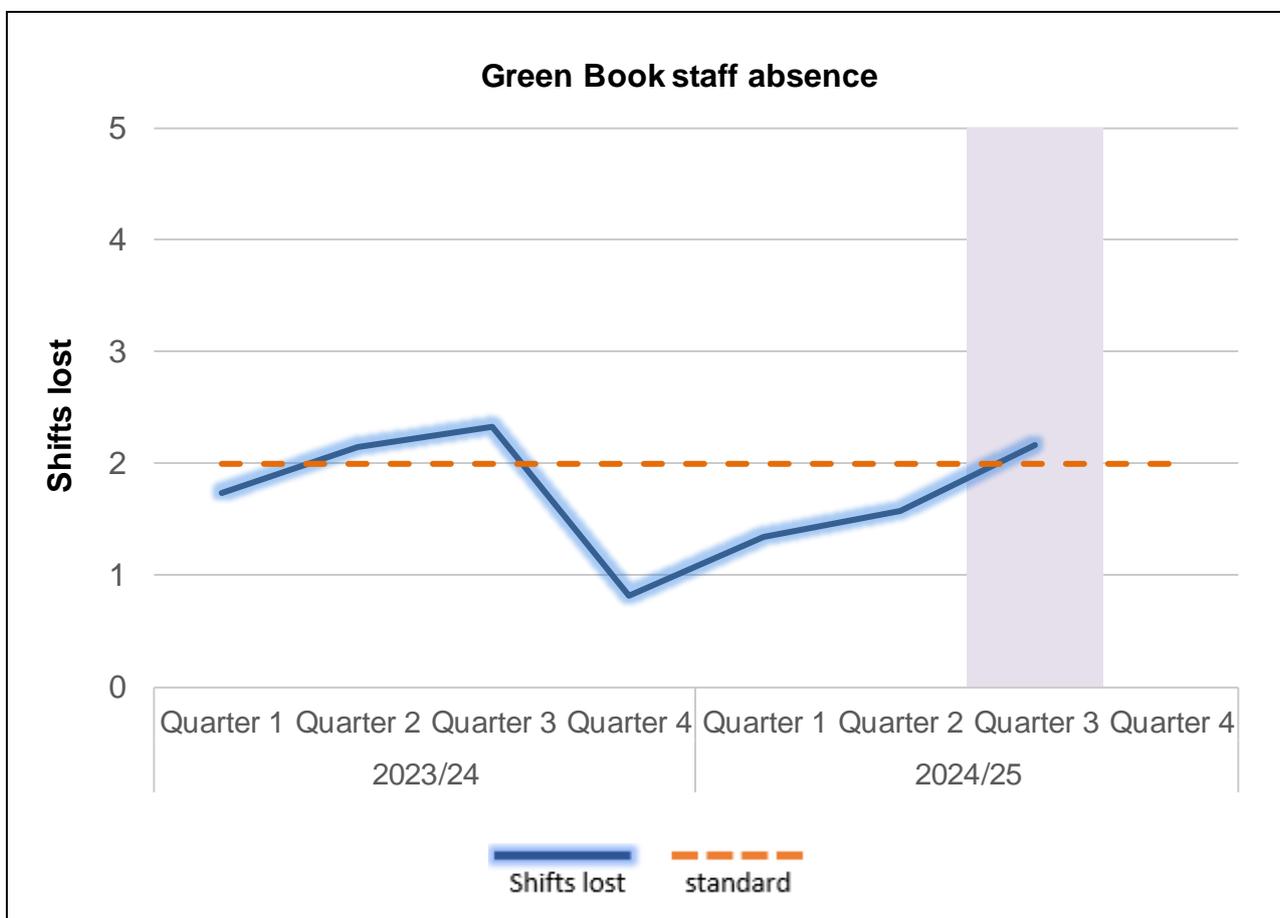
Cumulative total number of shifts lost: 5.098

What are the reasons for an Exception report

This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target for quarter 3.

The agreed target performance level is 8 shifts lost per employee per year for Green book staff, which equates to a target of 6.00 shifts lost per employee per year for quarter 1 to 3. The actual shifts lost for the period for this group of staff is 5.10, which is 0.90 below target. During the same period the previous year, 6.22 shifts were lost which is a reduction of 1.12 shifts lost per green book employee compared to the same period last year.

Analysis

During April – December 2024, absence statistics show non-uniformed personnel absence above target for the period.

1,305 non-uniformed absence shifts lost = 5.10 against a target of 6.00 during the quarter 1 to 3. There was one case of long-term absence which spanned over the total of the 3 months, which related to Mental Health – Stress.

The number of long-term absence cases recorded in the quarter rose from seven in Q2 to 13 in Q3:

Reason	Case/s
Musculo Skeletal	6
Mental Health	3
Other absence types	4

406 shifts were lost during the quarter as a result of the above 13 cases of long-term absences, this is in comparison to 185 shifts lost during the previous quarter. These cases account for 1.59 shifts lost per person over the quarter and increase of 0.85 shifts lost from the previous quarter.

40 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 27 shifts lost in Q2. This shows an increase of 0.05 shifts lost from the previous quarter.

Measures the Service takes to manage absence

The Service has an Absence Management Policy which details its approach to how it will manage absence ensuring that staff time is managed effectively, but also 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 the periods and reasons for absence and these are closely monitored. Where employees are absent due to a mental health, or a stress related condition, these employees 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.

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Trauma Risk Management (TRiM), access to an Employee Assistance Programme and the Firefighters Charity.

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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.

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.

Gender
- Female - 23% (20%)
- Male - 77% (80%)

Ethnicity
- Other than white - 4% (3%)
- White - 92% (94%)
- Not Stated - 4% (3%)

Sexual orientation
- LGBT - 4% (4%)
- Hetrosexual - 60% (56%)
- Not Stated - 36% (40%)

Disability
- Disability - 3% (3%)
- No disability - 94% (94%)
- Not Stated - 3% (3%)

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

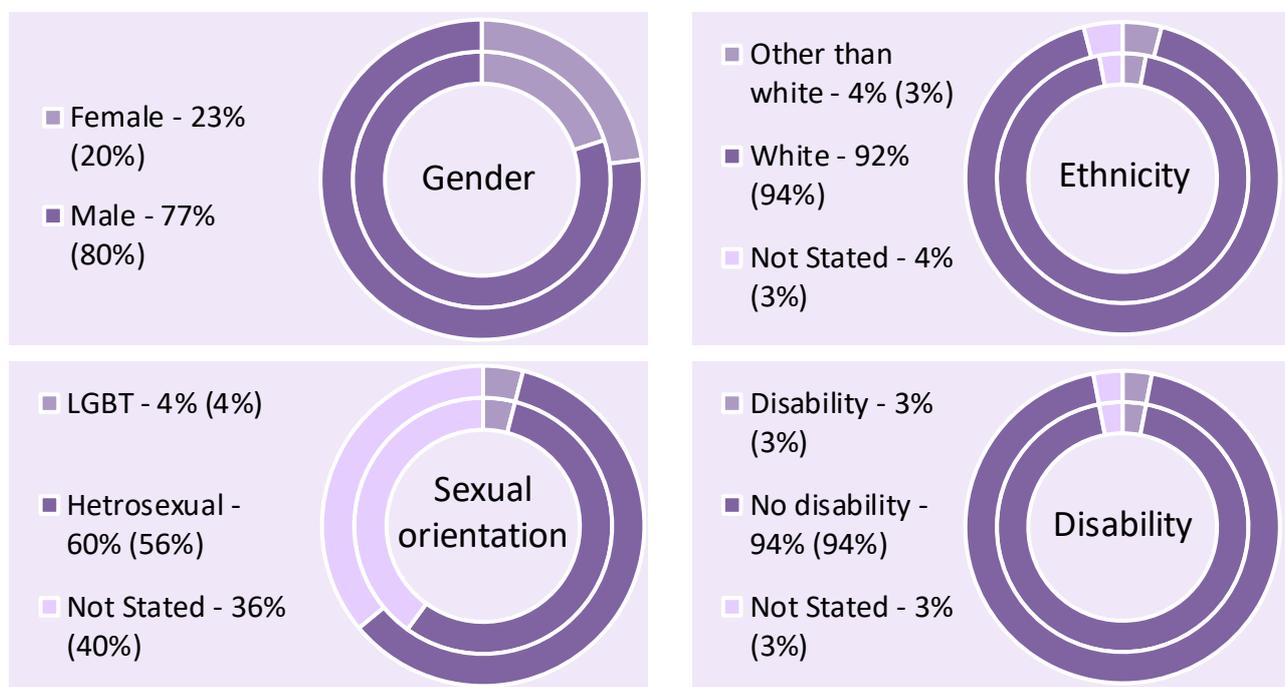| Characteristic	Diversity	Grey Book	%	Green Book	%
Gender	Female	Grey	11%	Green	61%
	Male		89%		39%
Ethnicity	Other than white	Grey	3%	Green	6%
	White		93%		85%
	Not stated		4%		9%
Sexual orientation	LGBT	Grey	4%	Green	3%
	Heterosexual		59%		64%
	Not stated		37%		33%
Disability	Disability	Grey	3%	Green	5%
	No disability		95%		89%
	Not stated		2%		6%

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.

- Female - 39% (29%)
- Male - 61% (71%)

Gender

- Other than white - 7% (5%)
- White - 65% (88%)
- Not Stated - 28% (7%)

Ethnicity

- LGBT - 3% (4%)
- Hetrosexual - 85% (89%)
- Not Stated - 12% (7%)

Sexual orientation

- Disability - 7% (2%)
- No disability - 88% (94%)
- Not Stated - 5% (3%)

Disability
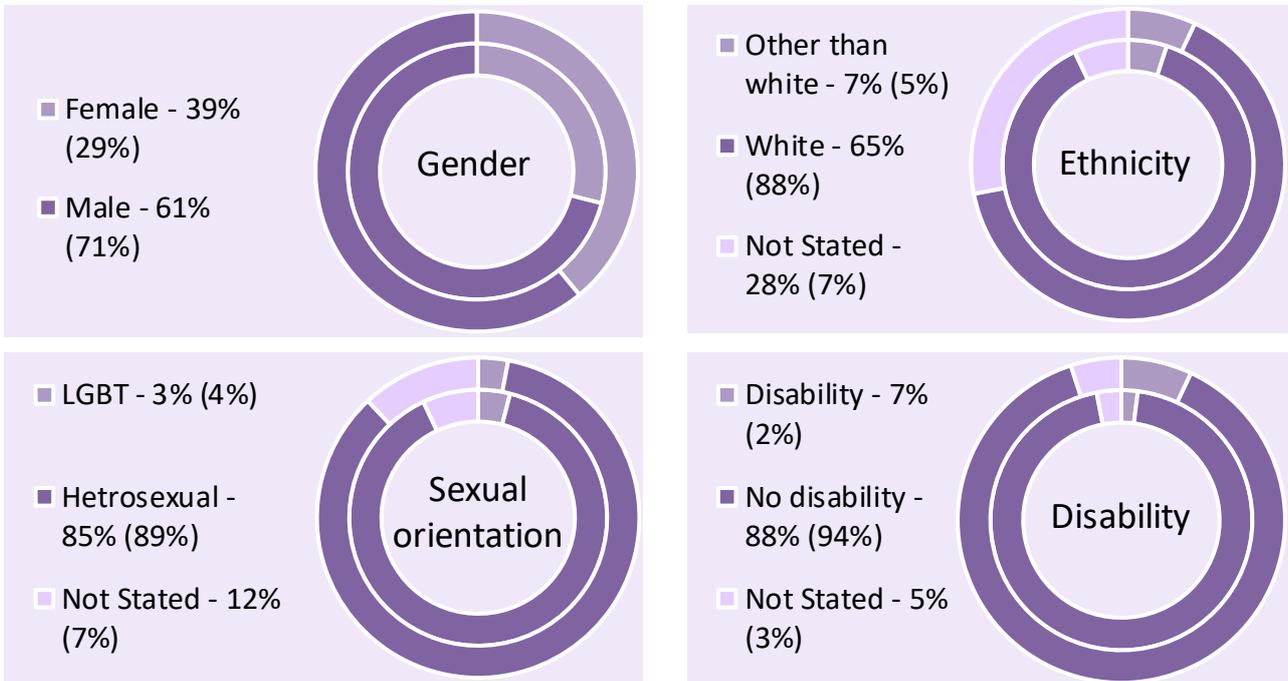
During quarter 3, there were a total of 40 new recruits.

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 14

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 increased 16.67% (2 incidents) over the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
	44	**14**	46	12
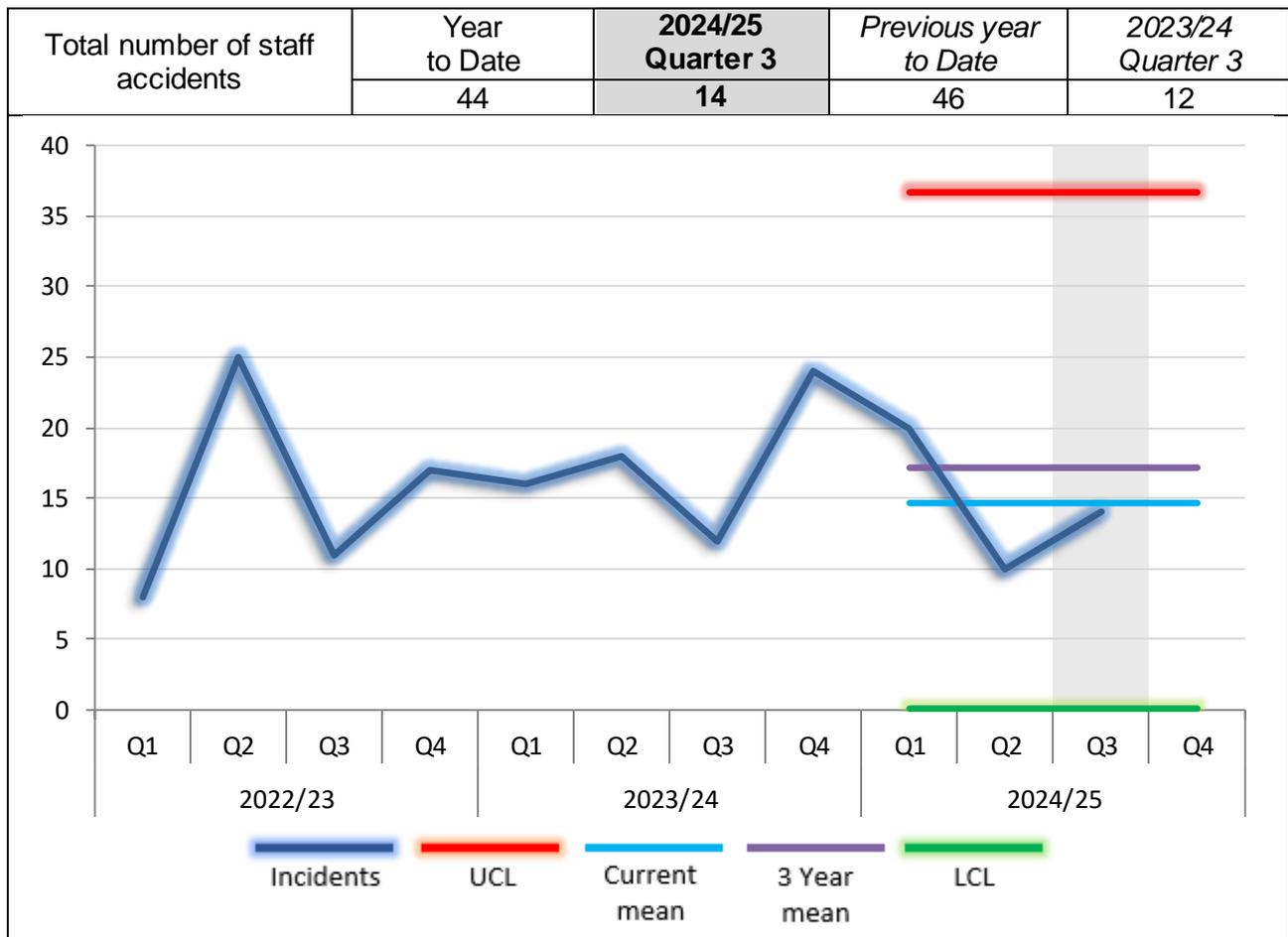
2.1 Risk Map

Risk Score
30,750

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.

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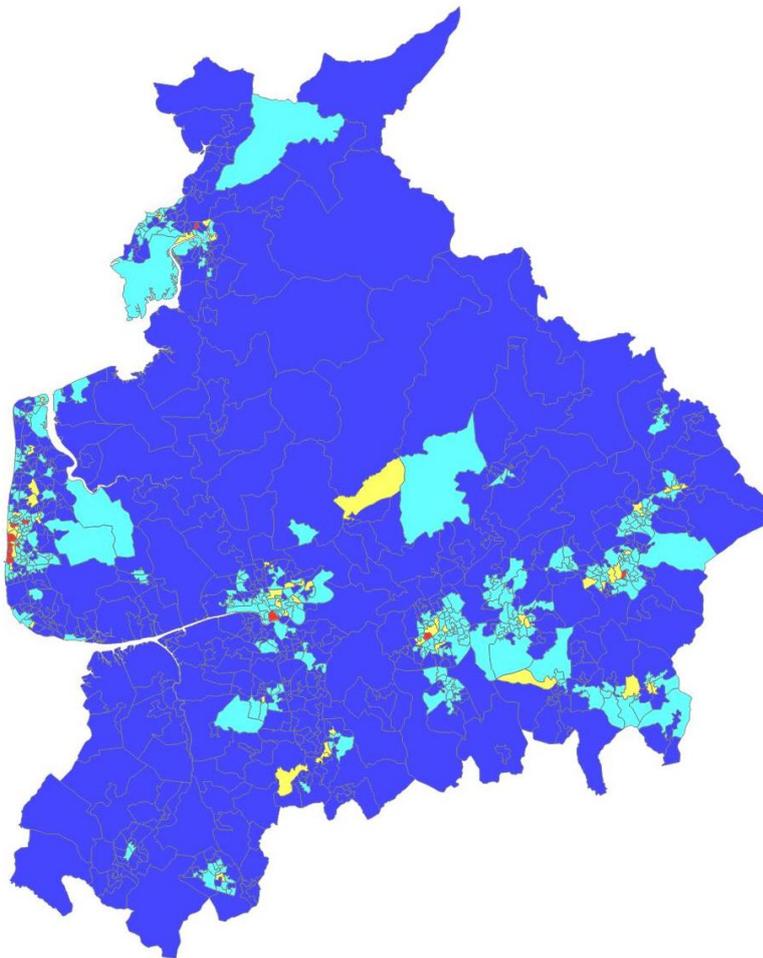
The County risk map score is updated annually before the end of the first quarter.

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.

2024 score: 30,750

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2024 count	**11**	**54**	**340**	**536**	**30,750**
2023 count	15	59	331	536	31,170
Direction / % Change	27%	8%	3%	0%	1%

2.2 Overall Activity		Quarter Activity 4,278

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 (NWAS).

A breakdown of incident types included within this KPI are shown on the following page.
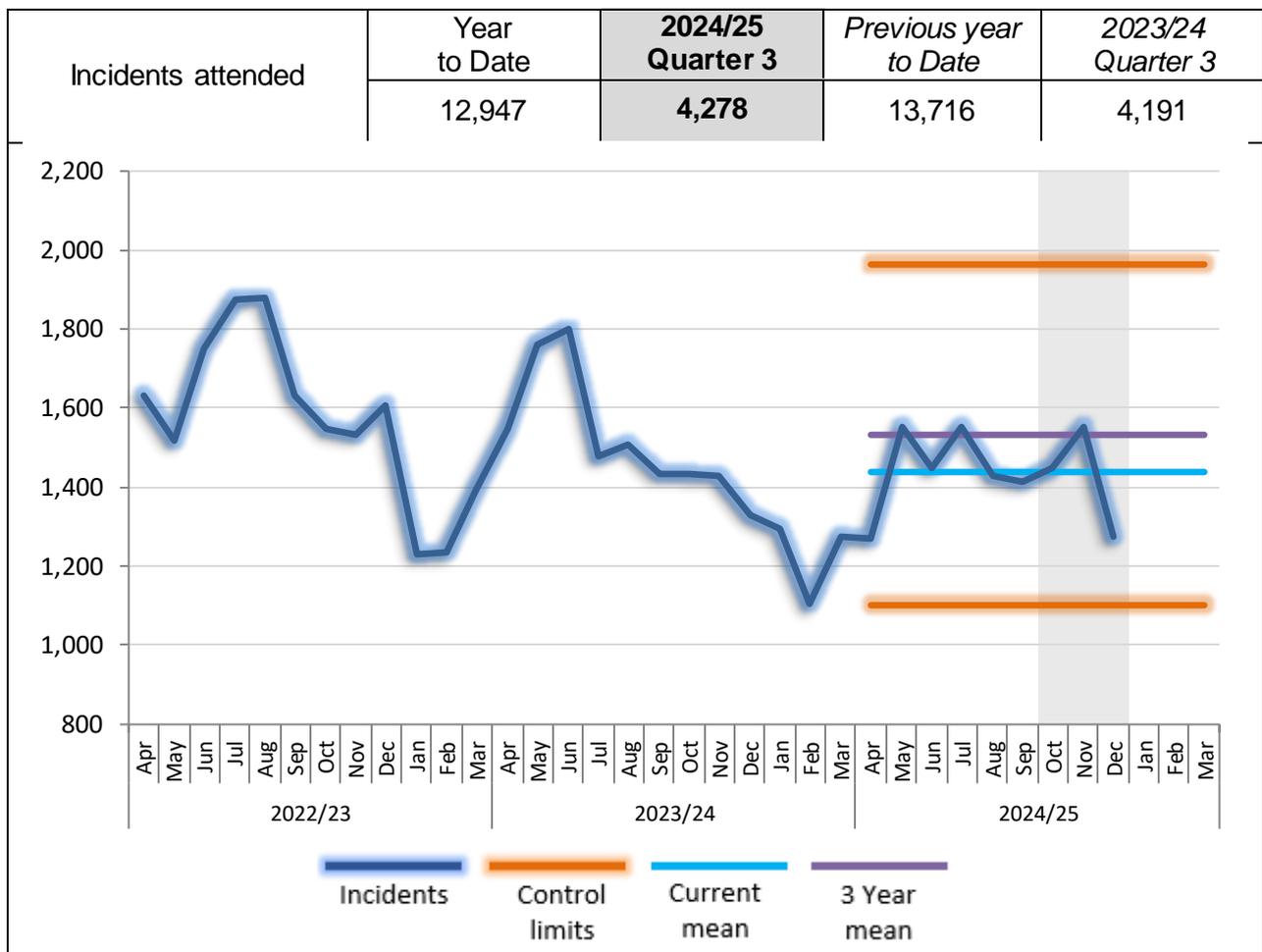
Incidents attended	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
	12,947	**4,278**	13,716	4,191

	Current mean	3 Year mean	2023/24	2022/23	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	**1,439**	1,532	1,449	1,570	1,578

2.2 Overall Activity Breakdown		Quarter Activity 4,278

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.

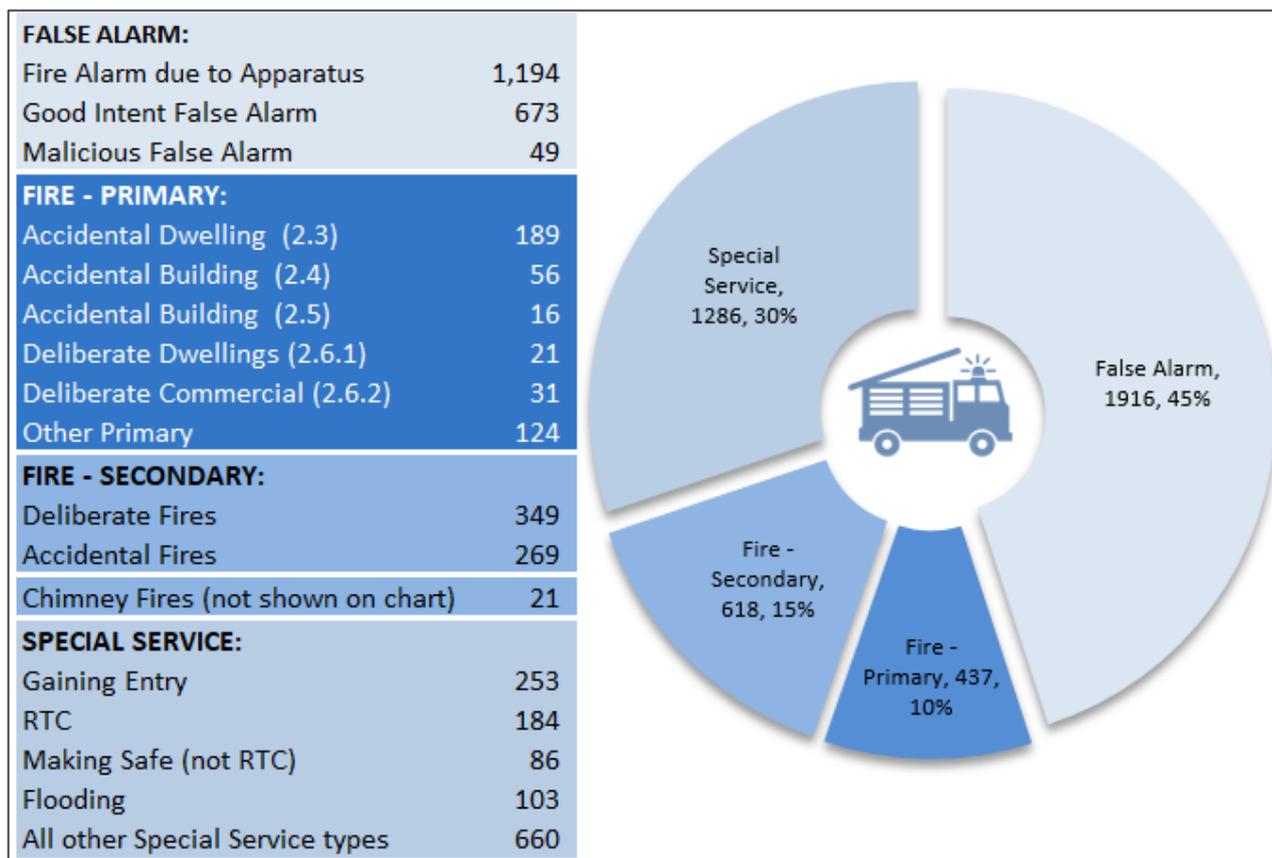| FALSE ALARM:	
Fire Alarm due to Apparatus	1,194
Good Intent False Alarm	673
Malicious False Alarm	49
FIRE - PRIMARY:	
Accidental Dwelling (2.3)	189
Accidental Building (2.4)	56
Accidental Building (2.5)	16
Deliberate Dwellings (2.6.1)	21
Deliberate Commercial (2.6.2)	31
Other Primary	124
FIRE - SECONDARY:	
Deliberate Fires	349
Accidental Fires	269
Chimney Fires (not shown on chart)	21
SPECIAL SERVICE:	
Gaining Entry	253
RTC	184
Making Safe (not RTC)	86
Flooding	103
All other Special Service types	660

Pie chart:
- Special Service, 1286, 30%
- False Alarm, 1916, 45%
- Fire - Secondary, 618, 15%
- Fire - Primary, 437, 10%

	FALSE ALARM incidents make up 45% of activity, with 62% being Fire alarm due to Apparatus incidents, 35% good intent false alarm and malicious false alarms accounting for 3%.
	FIRE PRIMARY incidents encompass Accidental Dwelling Fires, which account for 43% of primary fires and are shown in 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 56% of secondary fires, with 44% 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 189

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity increased 5.59% over the same quarter of the previous year, with the cumulative to date decreasing by 6.33%.

Accidental Dwelling Fires	Year to date	**2024/25 Quarter 3**	*Previous year to date*	*2023/24 Quarter 3*
	518	**189**	553	179

	Current mean	3 Year mean	2023/24	2022/21	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	**58**	65	59	64	71

2.3.1 ADF – Harm to people: Casualties		Quarter Activity 15

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.

Casualty Status	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
Fatal	7	**2**	3	2
Injuries appear Serious	6	**4**	8	1
Injuries appear Slight	24	**9**	14	2
Total	37	**15**	25	5

| | Incidents | UCL | Current mean | 3 Year mean | LCL |
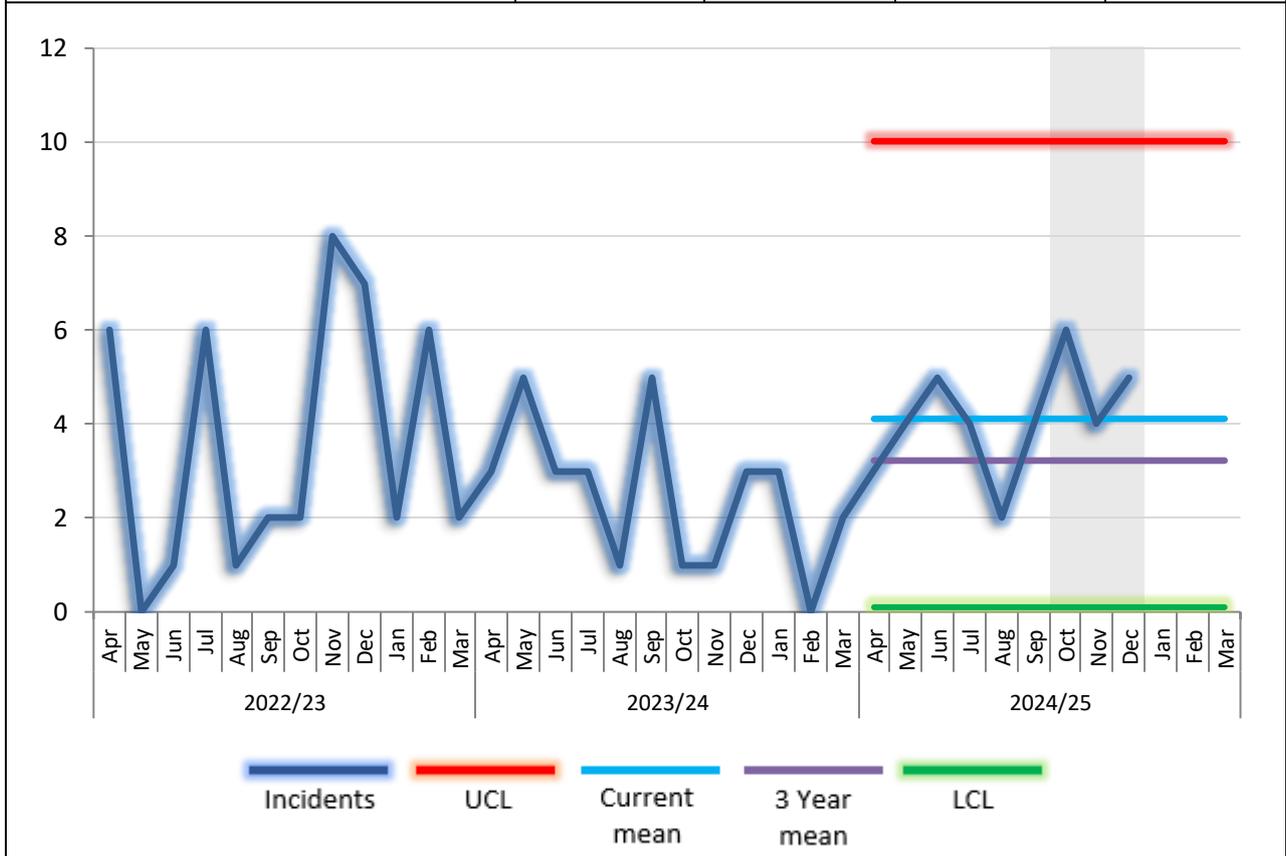
Current mean activity and the monthly mean activity over the previous 3 years.

Current mean	3 Year mean	2023/24	2022/23	2021/22
4	4	3	4	4

| 2.3.2 ADF – Harm to property: Extent of damage (fire severity)		Quarter Percentage 86%

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 4.26% over the same quarter of the previous year.

Fire severity	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4	⬆/⬇	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4
Limited to heat and/or smoke	24%	22%	24%		⬆	23%	26%	23%	32%
Limited to item 1st ignited	13%	16%	14%		⬇	15%	18%	16%	16%
Limited to room of origin	50%	47%	48%		⬇	46%	42%	51%	45%
Limited to floor of origin	7%	7%	8%		⬆	8%	10%	5%	5%
Spread beyond floor of origin	5%	6%	4%		⬇	6%	2%	2%	1%
Whole Building	1%	2%	2%		⬇	2%	2%	3%	1%
Combined percentage	87%	85%	86%		⬇	84%	86%	90%	93%

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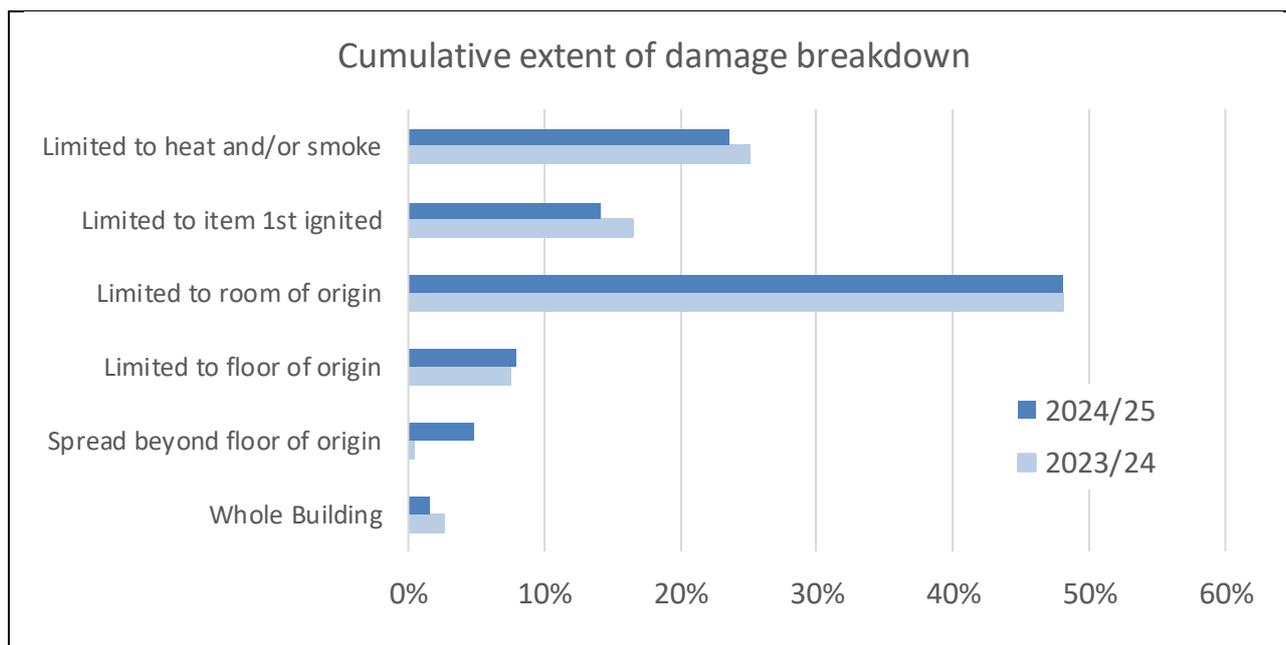
2.4 Accidental Building Fires (ABF) - Commercial Premises

	Quarter Activity 57

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity decreased 1.72% over the same quarter of the previous year.

Accidental Building Fires (Commercial Premises)	Year to Date	2024/25 Quarter 3	Previous year to Date	2023/24 Quarter 3
	188	57	185	58
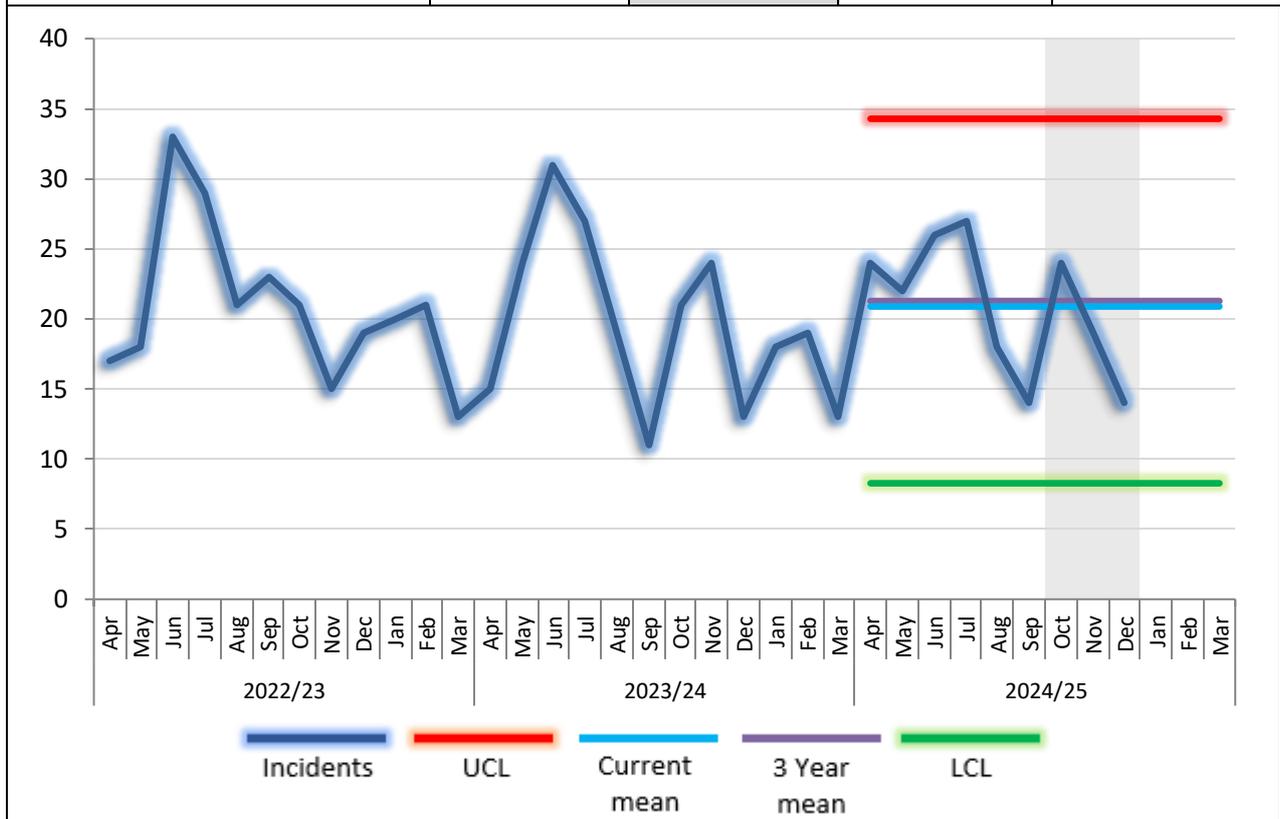
	Current mean	3 Year mean	2023/24	2022/23	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	21	21	20	21	23

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

Quarter Percentage
70%

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 decreased 7.4% over the same quarter of the previous year.

Fire severity	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4	⬆/⬇	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4
Limited to heat and/or smoke	15%	27%	16%		⬇	16%	12%	19%	14%
Limited to item 1st ignited	19%	17%	21%		⬇	14%	26%	22%	14%
Limited to room of origin	44%	38%	33%		⬇	36%	33%	36%	40%
Limited to floor of origin	13%	13%	12%		⬆	15%	10%	9%	18%
Spread beyond floor of origin	1%	2%	9%		⬆	6%	0%	4%	2%
Whole Building	8%	3%	9%		⬇	13%	19%	10%	12%
Combined percentage	78%	82%	70%		⬇	66%	71%	77%	68%

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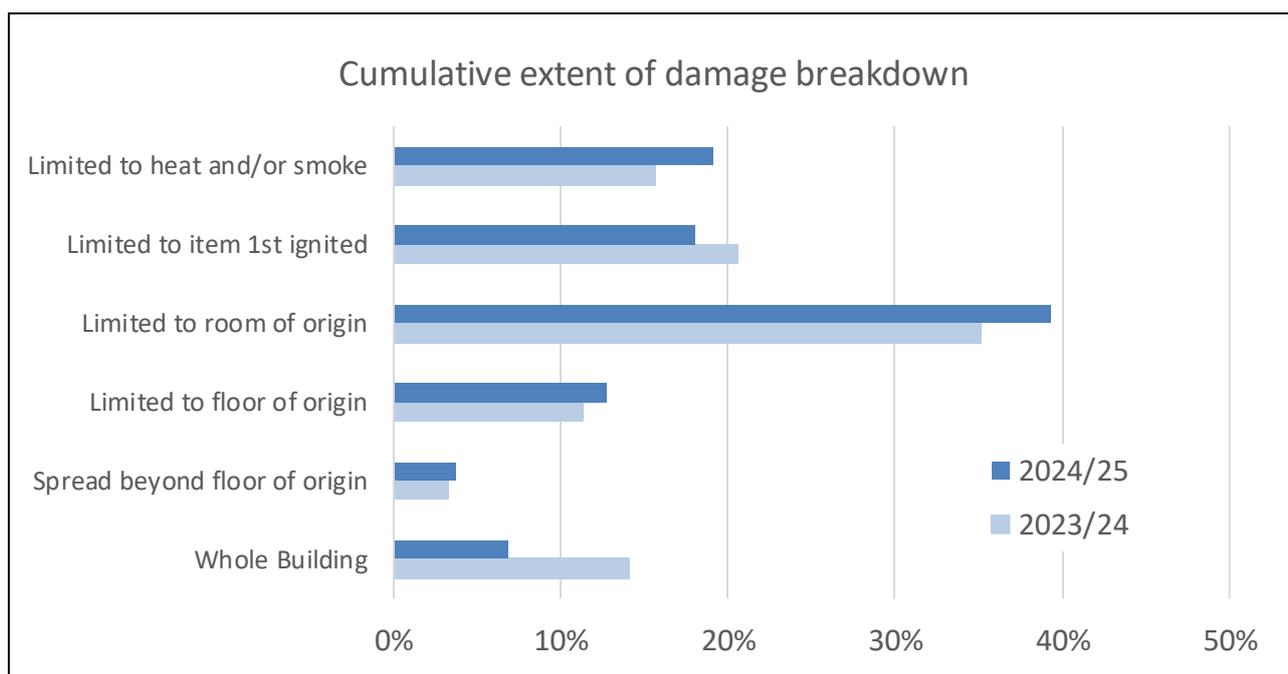
2.5 Accidental Building Fires (Non-Commercial Premises)

	Quarter Activity
	16

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity increased 23.08% over the same quarter of the previous year.

Accidental Building Fires (Non-Commercial Premises)	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
	58	**16**	62	13
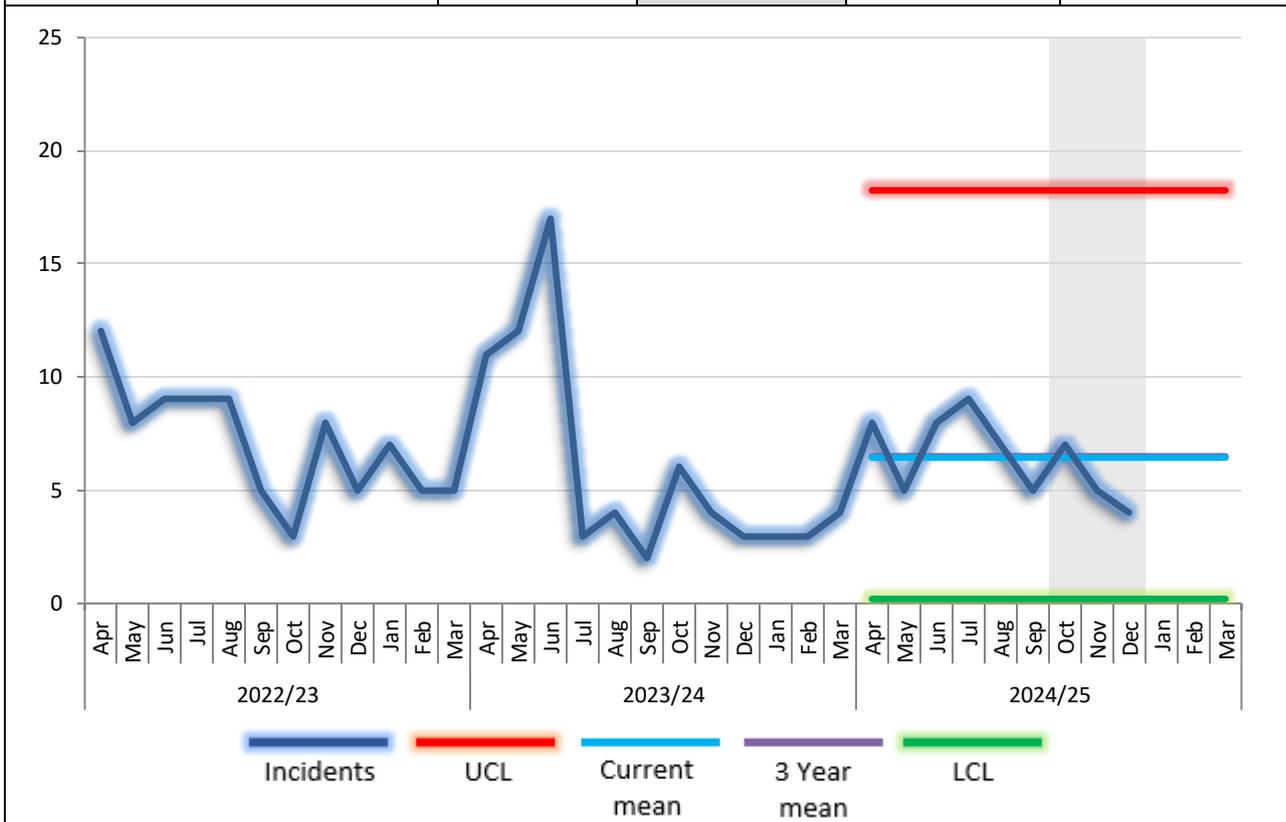
	Current mean	3 Year mean	2023/24	2022/23	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	7	7	6	7	7

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

Quarter Percentage
37%

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.

As the property types of sheds and garages are typically of a single room construction, there is an increased likelihood of the whole building being affected.

Combined quarterly percentage increased 6.7% over the same quarter of the previous year.

Fire severity	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4	⬆/⬇	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4
Limited to heat and/or smoke	14%	0%	12%		⬆	5%	0%	0%	0%
Limited to item 1st ignited	10%	5%	6%		⬇	23%	0%	31%	0%
Limited to room of origin	14%	5%	19%		⬆	10%	11%	0%	20%
Limited to floor of origin	14%	19%	19%		⬆	5%	0%	0%	10%
Spread beyond floor of origin	0%	0%	0%		⬌	0%	0%	0%	0%
Whole Building	48%	71%	44%		⬇	57%	89%	69%	70%
Combined percentage	38%	10%	37%		⬆	38%	11%	31%	20%

Cumulative extent of damage breakdown

Legend: 2024/2025, 2023/2024
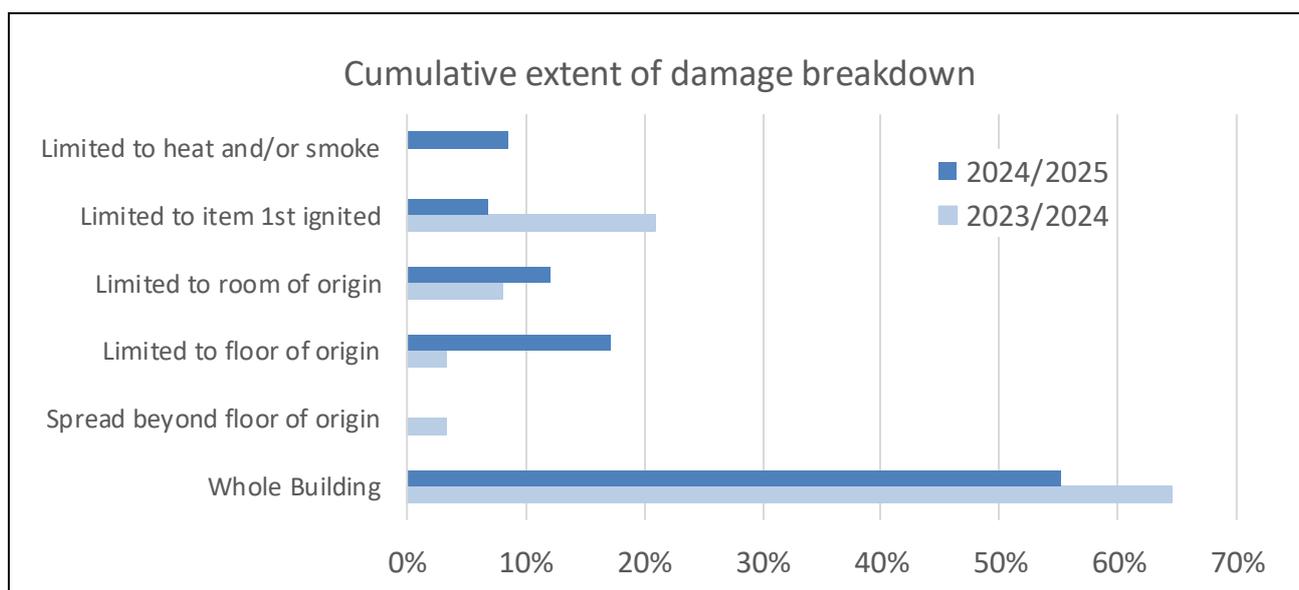
2.6 Deliberate Fires Total: Specific performance measure of deliberate fires		Quarter Activity 440

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 21.21% over the same quarter of the previous year.

Deliberate Fires	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
	1,477	**440**	1,508	363
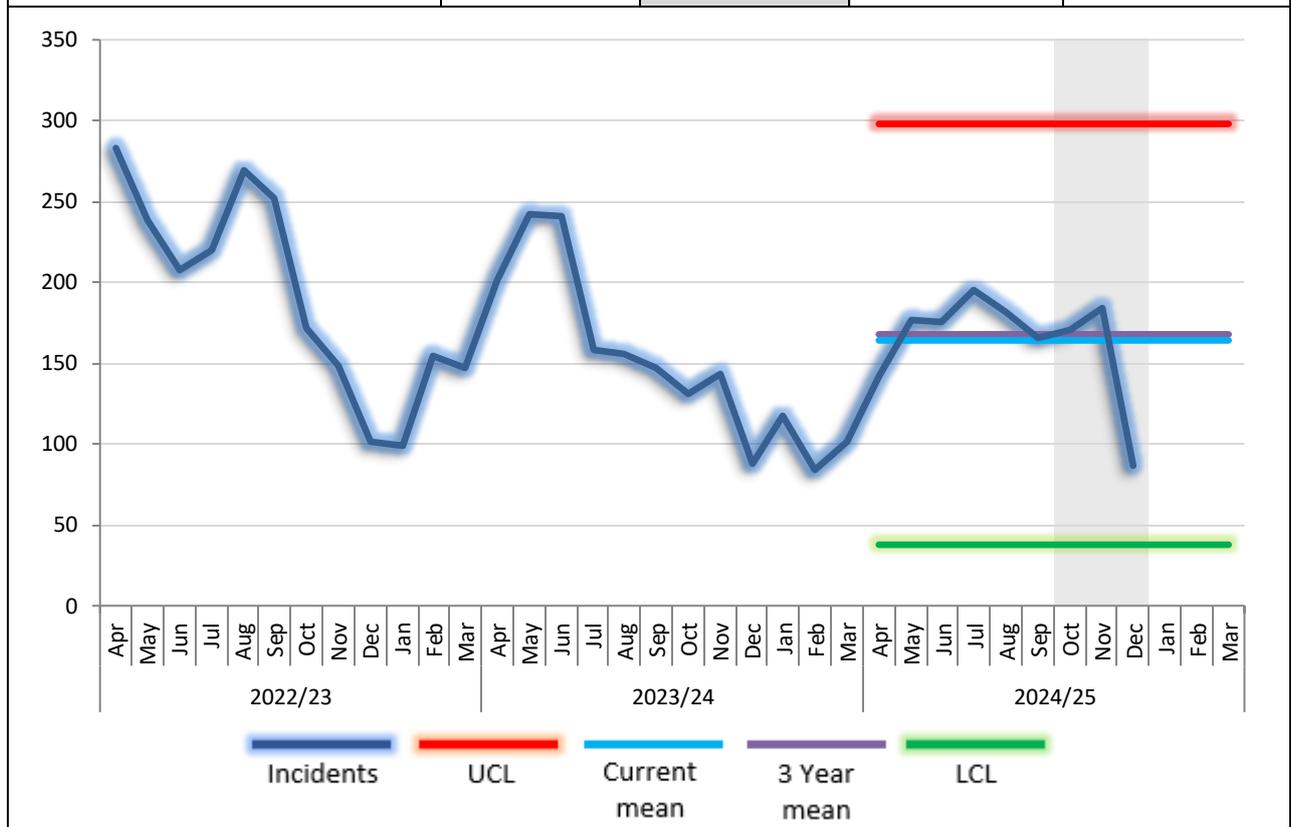
	Current mean	3 Year mean	2023/24	2022/23	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	**164**	168	151	191	162

2.6.1 Deliberate Fires – Dwellings		Quarter Activity 21

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 disused property) or any fires involving casualties, rescues, or any fire attended by five or more pumping appliances.

Quarterly activity is static against the same quarter of the previous year.

Deliberate Fires - Dwellings	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
	63	**21**	70	21
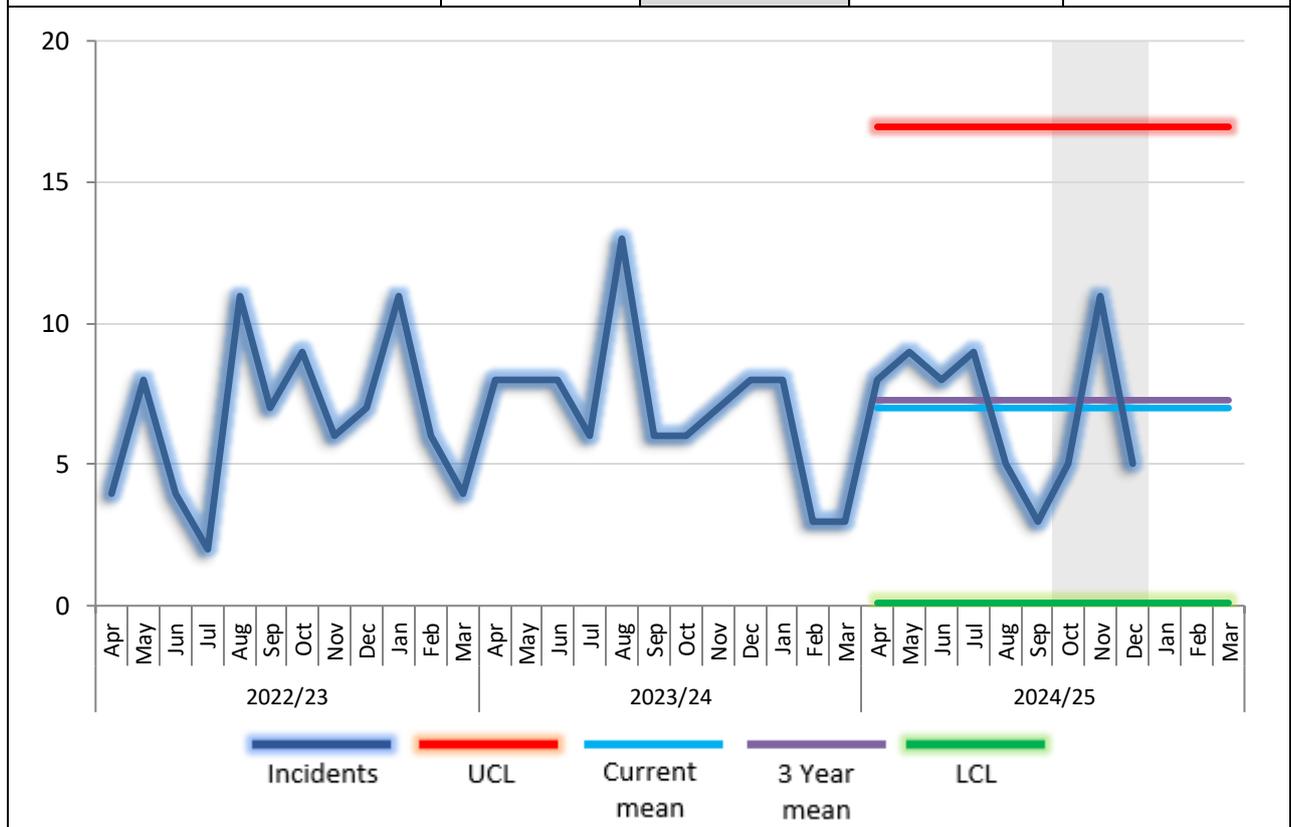
	Current mean	3 Year mean	2023/24	2022/23	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	**7**	**7**	7	7	8

2.6.2 Deliberate Fires – Commercial Premises

Quarter Activity	31

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 second incident activity line is shown which excludes Crown premises which fall outside of our legislative jurisdiction.

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

Quarterly activity decreased 6.06% over the same quarter of the previous year.

Deliberate Fires – Commercial	Year to Date	2024/25 Quarter 3	Previous year to Date	2023/24 Quarter 3
	102	31	105	33
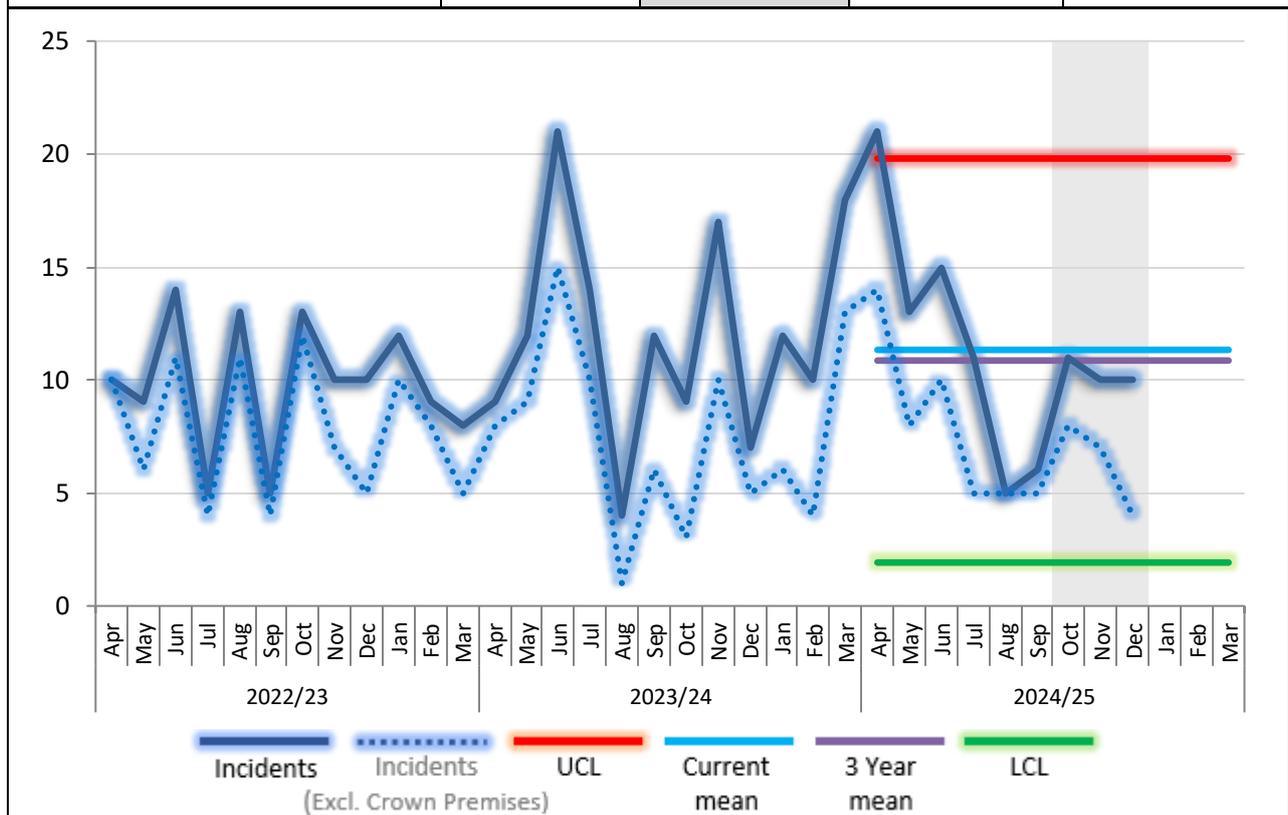
	Current mean	3 Year mean	2023/24	2022/23	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	11	11	12	10	11

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

Quarter Activity
388

The number of primary and secondary fires where the property type is other than a building, except where the building is recorded as disused, 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. Abandoned 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 abandoned .

Quarterly activity increased 25.57% over the same quarter of the previous year.

Deliberate Fires – Other	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
	1,312	**388**	1,333	309
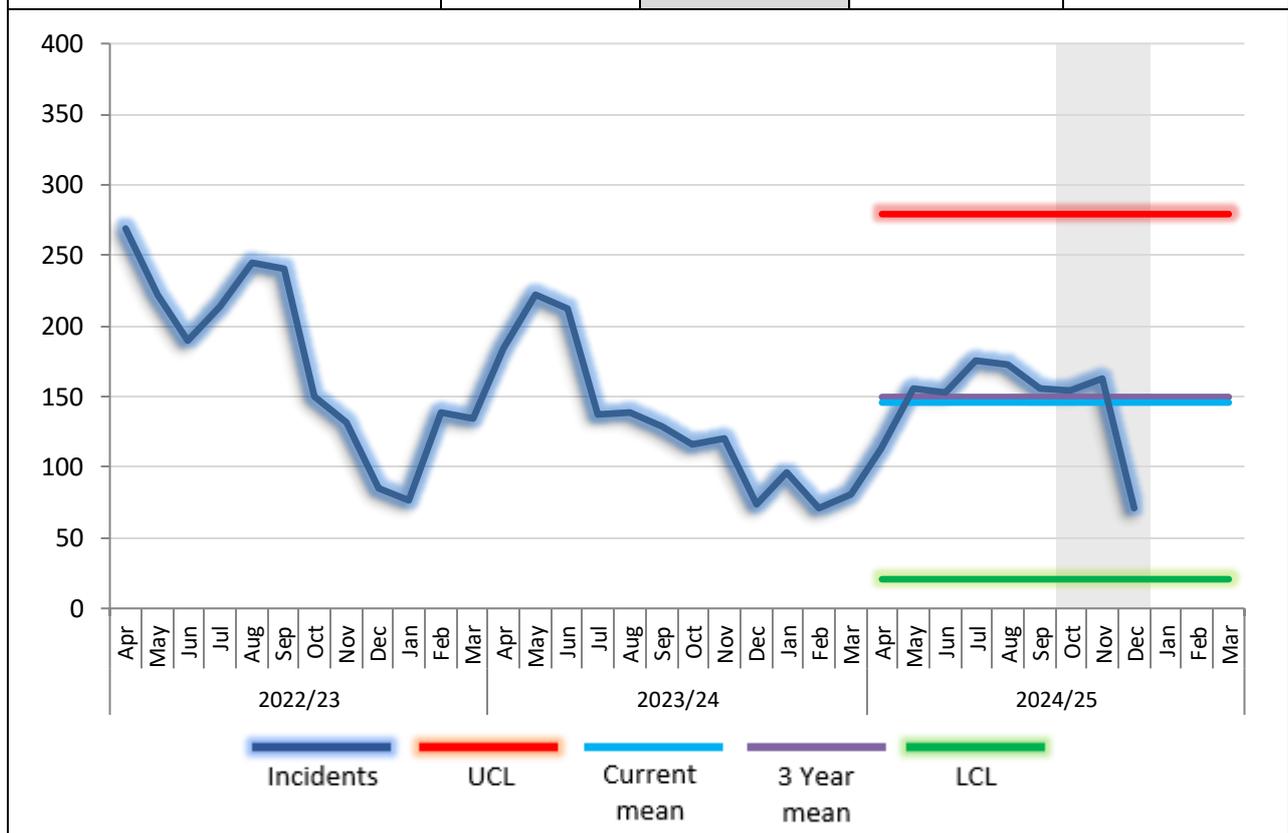
	Current mean	3 Year mean	2023/24	2022/23	2021/22
Current mean activity and the monthly mean activity over the previous 3 years.	**146**	150	132	175	143

2.7 Home Fire Safety Checks (HFSC)

HFSC

Quarter Activity
51%

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 4.9% against the same quarter of the previous year.

High risk outcomes decreased 3% against the same quarter of the previous year.

	2024/25		⬆/⬇	2023/24	
	HFSC completed	**% of High HFSC outcomes**	Progress	*HFSC completed*	*% of High HFSC outcomes*
Q 1	**5,839**	**53%**	⬄/⬇	*5,807*	*54%*
Q 2	**6,336**	**52%**	⬆/⬄	*5,930*	*52%*
Q 3	**6,010**	**51%**	⬆/⬇	*5,728*	*54%*
Q 4				*5,835*	*54%*

Cumulative year to date activity

24,566
Home Fire
Safety Checks
Offered

18,185
HFSC's
Completed

1,557
Being
Advice Only

16,628
Completed in
the Home

52%
Had a High
Risk
Outcome

Analysis to
Aid Future
Targeting

HFSC
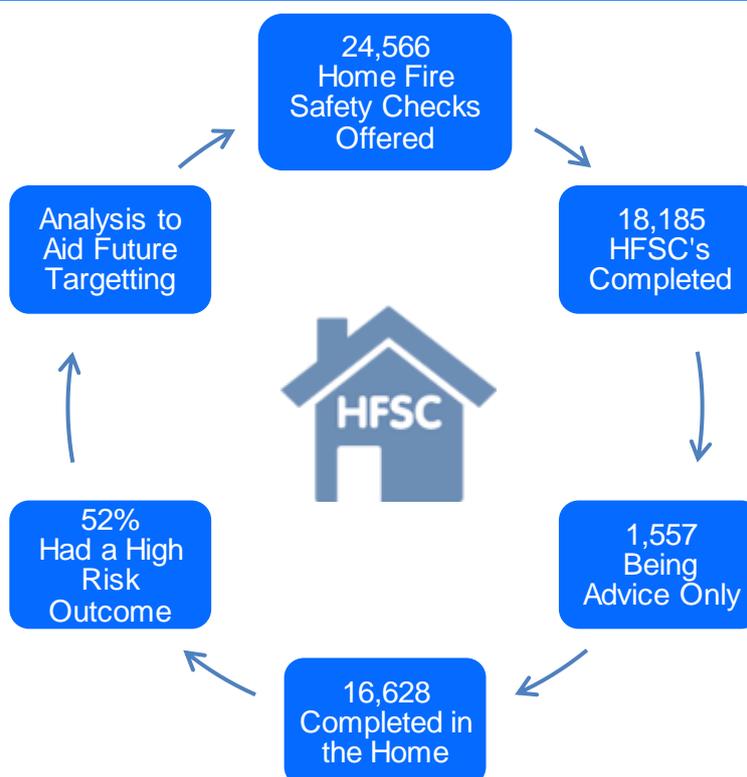
2.8 Prevention activities delivered

Activity	Description	Targets for delivery	Data for quarter 3 2024/25
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	189 sessions delivered to 5,592 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	153 sessions delivered to 4,638 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	2 sessions delivered to 55 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	5 sessions delivered to 590 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	5 sessions 130 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	44 referrals opened prior to Q3 and carried over. 40 referrals received in Q3. 38 referrals closed in Q3. 48 referrals carried to 2024-25, Q4
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	22 sessions delivered to 253
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	45 Bright Sparx sessions, delivered to 3,432 students. Plus 8 virtual sessions delivered to 19 schools and 7,979 pupils
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	186 completed

2.9 Business Fire Safety Checks
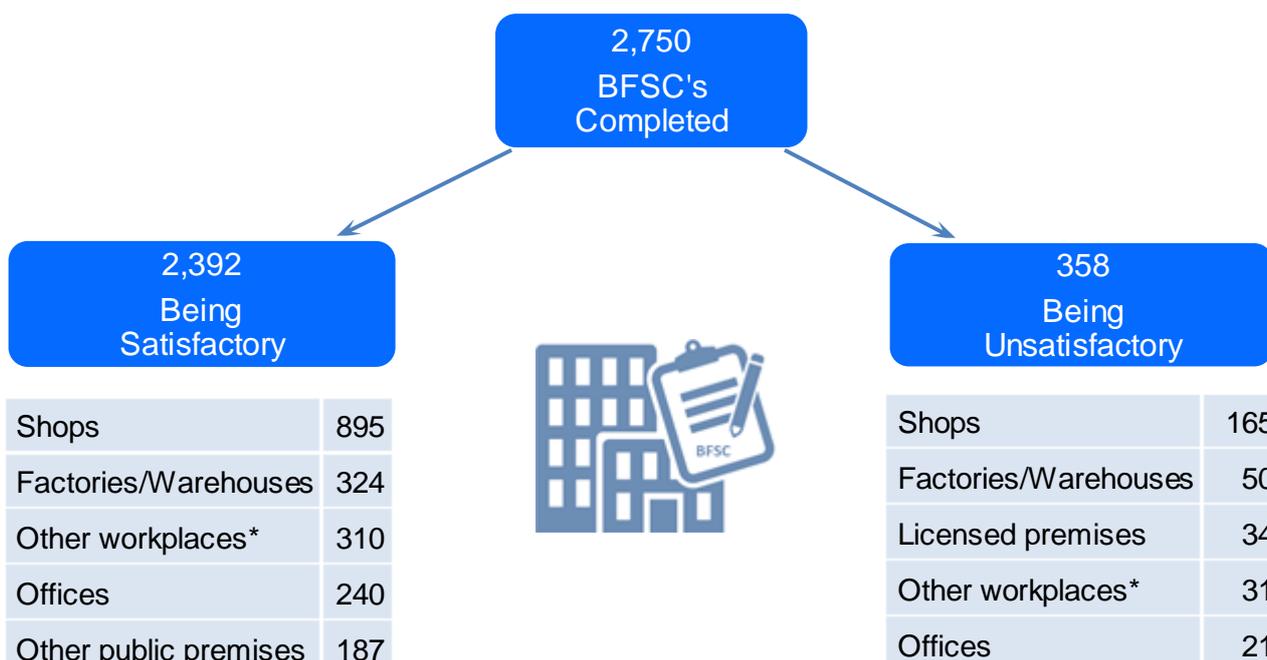
Quarter Activity
883

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.

	2024/25				⬆/⬇	2023/24	
	BFSC completed	Quarter Target	BFSC Cumulative	YTD Target	Progress	BFSC complete	Quarter Target
Q 1	924	625	924	625	⬆	826	625
Q 2	943	625	1,867	1,250	⬆	893	625
Q 3	883	625	2,750	1,875	⬆	862	625
Q 4		625		2,500		791	625

Cumulative year to date activity

2,750
BFSC's
Completed

2,392
Being
Satisfactory

358
Being
Unsatisfactory

Shops	895
Factories/Warehouses	324
Other workplaces*	310
Offices	240
Other public premises	187

Shops	165
Factories/Warehouses	50
Licensed premises	34
Other workplaces*	31
Offices	21

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

*Workplaces undefined.

What are the reasons for the Exception

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.

Targeting Strategy

Service delivery personnel have been carrying out BFSC's in their respective districts for over 2 years, and this work is now embedded into business-as-usual activity.

The KPI dashboard and District Intel Profiles are used to identify and target both the business types and business locations for this activity.
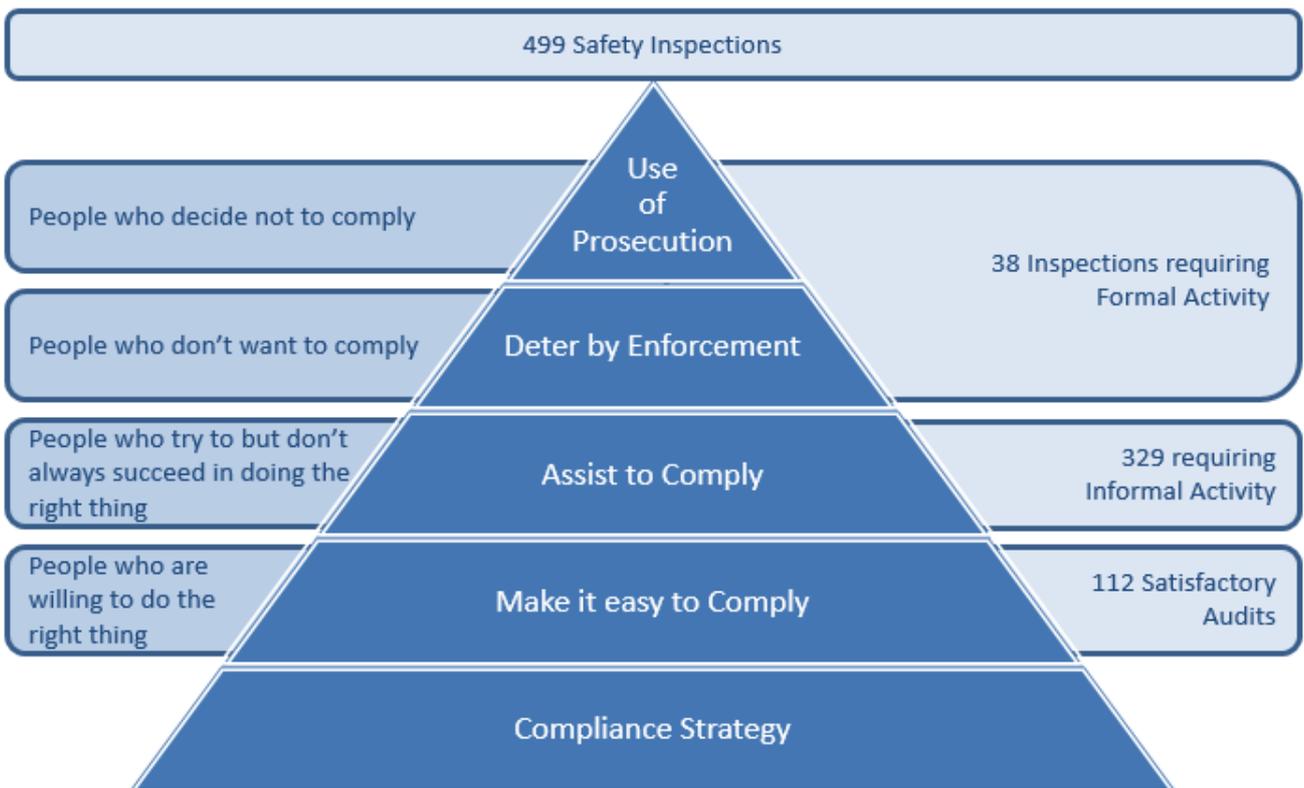
2.9.1 Fire Safety Activity

Quarter Activity
8%

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 remained static against the same quarter of the previous year.

Quarter	2024/25											2023/24	
	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	31	6%	426	80%	64	12%	9	2%	⇩		7%	78%
2	531	32	6%	387	73%	73	14%	32	6%	⇔		6%	80%
3	499	38	8%	329	66%	112	22%	20	4%	⬆		5%	82%
4												7%	78%

499 Safety Inspections

People who decide not to comply — Use of Prosecution

People who don't want to comply — Deter by Enforcement

38 Inspections requiring Formal Activity

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

329 requiring Informal Activity

People who are willing to do the right thing — Make it easy to Comply

112 Satisfactory Audits

Compliance Strategy

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	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Received	208	226	226	
Completed within timeframe[1]	207	220	219	
% Completed within timeframe	99.5%	97.3%	96.9%	

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

3.1 Critical Fire Response – 1ˢᵗ Fire Engine Attendance

Quarter Response
07:37

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)	[06:02]	05:55	[06:03]		**06:00**	*05:53*
High (8 min)	07:12	06:35	06:09		**06:36**	*06:10*
Medium (10 min)	07:00	06:54	07:35		**07:10**	*06:43*
Low (12 min)	08:51	09:02	08:14		**08:43**	*08:49*
Overall	07:40	07:42	07:37		**07:39**	*07:24*

[Out of standard response times are expressed within square brackets]

Year to date average response times
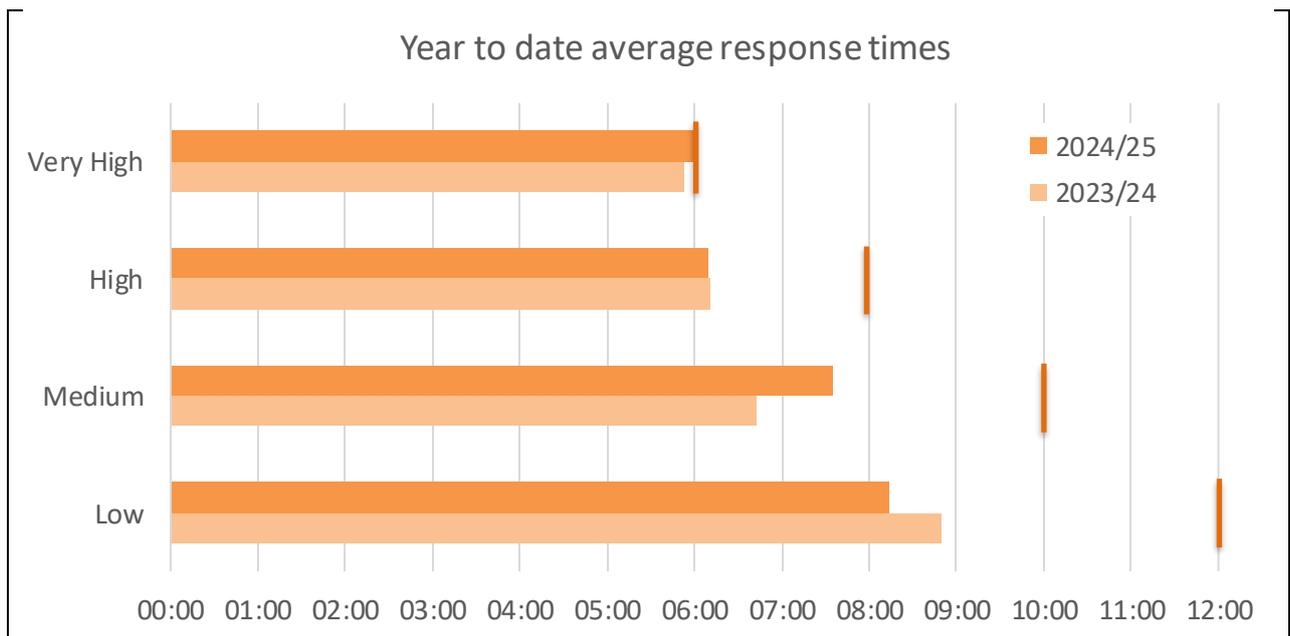
What are the reasons for an Exception report

This is a negative exception report due to the critical 1st fire first appliance average response time to very high risk areas marginally exceeding the standard in quarter three.

Analysis

The standard within a very high risk area is 6 minutes. The average time achieved during quarter three exceeded this by 3 seconds.

The monthly average response times to very high risk areas are shown below.

October	November	December	Quarter 3
05:30	05:41	07:19	06:03

This shows that only December exceeded the 6 minute average, with an average time of 07:19 being made up of just three incidents, of which, two recorded a response longer than six minutes.

The first incident was within a domestic property where unattended food on a hob activated smoke detection. The nearest pump to this incident was engaged at another incident, which led to the first attending pump responding from another station area, hence an extended run time.

The second incident involved dried towels within a kitchen of a retail premises that had self-combusted due to oils within the cloths. The delay was due the nearest appliance being engaged at another incident.

Actions to Improve

Response times are constantly monitored and, where they do not meet the target, the reason why is reported on and then scrutinised at regular performance monitoring meetings. This allows for trends to be identified, and improvements implemented as necessary.

3.2 Critical Special Service Response – 1st Fire Engine Attendance

|	Quarter Response 08:50

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 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)	08:22	08:36	08:50		**08:36**	*08:34*

[Failures are expressed within square brackets]

Year to date average response time
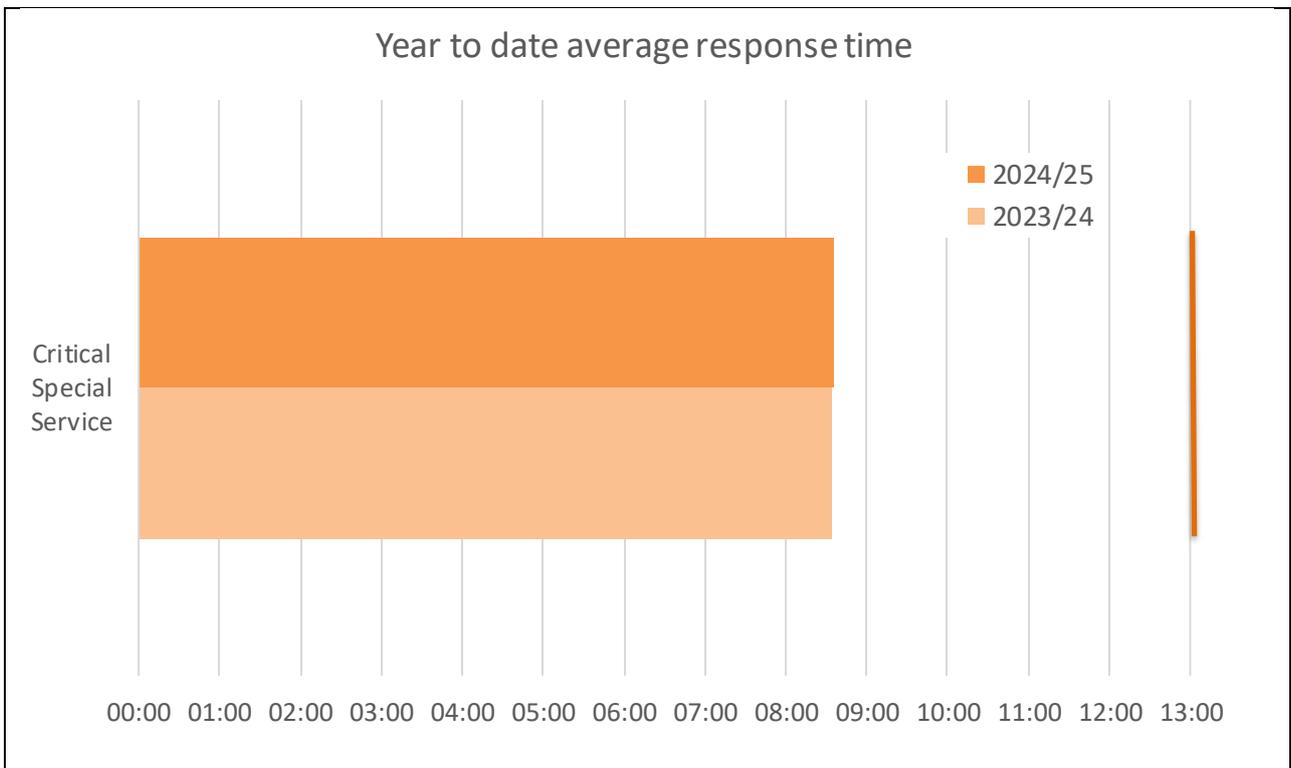
3.3 Total Fire Engine Availability

Quarter Availability
89.30%

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 increased 0.84% over the same quarter of the previous year.

Fire engine availability – WT, FDC, DCP & OC	Year to Date	**2024/25 Quarter 3**	*Previous year to Date*	*2023/24 Quarter 3*
	87.45%	**89.30%**	88.59%	88.46%
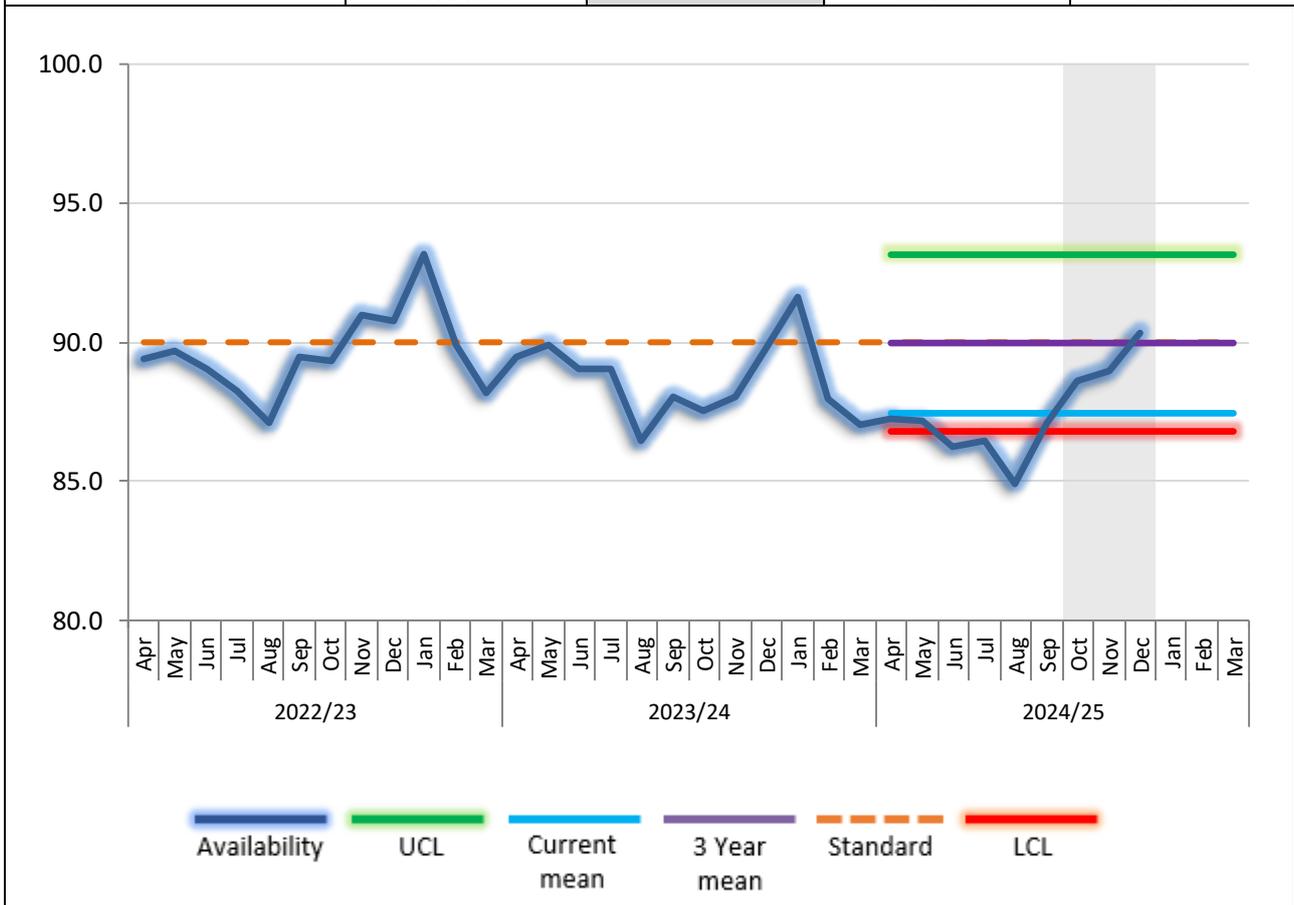
Progress update

Due to the positive progress made over the quarter, this is a progress update to the end of quarter 3.

Analysis

Overall availability across all stations for the quarter recorded 89.30%, with the month of December exceeding the 90% standard, recording 90.35%.

The following table shows the availability by each of the stations designated first pump crewing type during quarter 3.

Crewing	WT	DCP	FDC	OC	Total
Availability	99.39%	98.85%	99.42%	76.43%	89.30%

Whilst all of the Wholetime (WT) appliances achieved exceptional availability, the 1st appliance at our wholly On-Call stations contributed to the availability falling below the 90% standard for the quarter. However, throughout quarter 3, LFRS have seen a significant increase in On-Call appliance availability.

Actions contributing to the improvement in performance

- The On-Call Improvement Programme (OCIP) is driving transformation for On-Call across the Service with several workstreams to improve recruitment, development, and retention.

- A shortage of staff with the Officer in Charge (OIC) skill has been a significant contributing factor to low On-Call availability. On-Call Support Officers (OCSOs) have worked with station-based staff and management, together with our Leadership and Development Centre, to support those in development and identify opportunities for staff to acquire additional skills earlier in their career.

- Incident Command trainers have reviewed the process for On-Call Incident Command Courses, which has resulted in a significant uplift in staff trained as OICs in 2024.

- On-Call Performance Management training for Station Managers and Unit Managers was completed, which included the roll-out of sector-leading innovative software for On-Call Availability, Recruitment and Skills (OARS). The software has improved the efficiency and effectiveness of workforce planning, development, and performance. OARS is the first of its kind nationally, and the Service demonstrated the project and software as best practice at the NFCC On-Call Conference in 2024.

- On-Call recognition events commenced in quarter three, to acknowledge the dedication and efforts of our On-Call firefighters, their families, and their employers.

making Lancashire **safer**

4.1 Progress Against Allocated Budget

Quarter variance
-0.13%*

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 revenue budget for 2024/25 was set at £75.1 million and spend at the end of December was £51.8 million. The annual forecast is £75m, which is a small underspend of (£0.1) million.

The revised capital budget for 2024/25 is £12 million and spend at the end of December was £2.5 million. The total annual spend forecast is £5.9 million, and £0.2 million savings have been identified predominantly in Information Technology (IT). It is also anticipated £5.9 million expenditure will slip into 2025/26. Extended lead times and resourcing shortfall ensued the slippage.

*Revenue budget variance:	-0.13%

4.2 Partnership Collaboration

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

Scope and definition:

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

This paper provides an update on the progress against key workstreams being progressed under the Blue Light Collaboration Board (BLCB). The workstreams are effectively managed through the Strategic and Tactical level meeting structures and are contributing towards improving outcomes, providing better value for money, reducing demand, and reducing inequalities within communities.

Leadership Development

Collaboration between Lancashire Fire and Rescue Service (LFRS), Lancashire Police (LanCon) and North West Ambulance Service (NWAS) has continued to explore efficiencies and build professional working relationships across the Blue Light Services. The potential for a collaborative coaching and mentoring network has also been identified, leading to shared learning on a more regular basis and improved on-the-ground relationships when working together.

It was agreed for each Service to host a Leadership Event, and through intelligence from each organisation, three common themes were identified.

The first session, 'Nourish to Flourish', focussed on well-being and self-care and was hosted by LFRS. This aims to improve the physical and mental wellbeing of staff, which will have positive effects for each organisation. Several efficiencies were enabled for this session, by using our Leadership and Development Centre and the cost for the guest speaker was shared between all three services.

The Services are planning the next session which will be hosted by NWAS in February 2025, where the focus for this event will be on 'Media'.

The final session will be hosted by LanCon in Spring 2025. The group are considering an interesting area around 'Generational Differences'.

Missing from Home

This collaboration between LFRS and LanCon focusses on supporting high-risk missing person searches. The partnership led to the development of a Standard Operating Procedure and training for front-line personnel. LFRS assets, such as drones and search dogs, have proved effective in locating missing persons and improving public perception whilst maximising effectiveness and the potential for successful outcomes to the people of Lancashire.

Empowering trained resources from LFRS to respond to such incidents with partner agencies ensures that missing persons are located earlier, using the best available technology such as LFRS drones. Furthermore, the use of LFRS trained dogs enhances the canine capabilities for other fire specific deployments both within the UK (through USAR and other requests) and oversees (ISAR deployments). Real life incident exposure

for the dogs is invaluable and without which, their ability to develop becomes limited. Where required, LFRS recover costs under the nationally agreed National Fire Chiefs Council (NFCC) / National Resilience recharge protocol and locally agreed MOUs.

LFRS receive around 200 drone requests each year from LanCon, with most requests for missing persons searches.

Estates and Co-location

The co-location of estates between LFRS, NWAS, and LanCon aims to identify opportunities for site sharing to improve collaboration and value for money. Successful site-sharing arrangements at Lancaster, St Annes, Darwen, Preston and Lytham Fire Stations has resulted in efficiencies and shared facilities. The shared working arrangements have also built positive relationships and a greater understanding of the differing roles across the Blue Light community. In an operational context this will no doubt have improved outcomes for the people of Lancashire.

The revised Blue Light Collaboration Project Initiation document has provided the Estates and co-location sub-group leads with a renewed focus for potential areas of collaboration. The quarterly Estates sub-group meetings between Heads of Estates Departments at LFRS, NWAS and LanCon has identified that the potential benefits are greater than just co-location. The project objective, principles and benefits have been redefined and in-scope works updated. Examples of areas of collaborative working, in addition to site sharing, are knowledge sharing in relation to systems, sharing of procurement specification documents, along with supplier framework procurement and opportunities.

Community First Responders

UK FRS have been providing Emergency Medical Response (EMR) services to the public in recent years. According to a cost-benefit analysis conducted by the New Economy, the benefits of EMR far outweigh the initial investment required. The analysis estimates an overall financial return on investment of £4.41 per £1 invested.

The Community First Responder (CFR) workstream involves LFRS staff volunteers responding to life threatening emergencies in their communities from the workplace and administering life-saving interventions in the initial vital minutes before NWAS colleagues arrive, including patients that are unresponsive/ collapsed, not breathing, cardiac arrests, seizures, strokes, and choking. In providing additional CFRs in areas that currently see extended response times from NWAS, LFRS has improved outcomes for Lancashire communities. This has been achieved by ensuring a quicker response to those people requiring help with a medical emergency – and our staff have delivered lifesaving interventions whilst awaiting the arrival of ambulance colleagues, with around 200 incidents attended since 2023.

Evaluation

Through evaluation LFRS has considered the value and benefits of several workstreams and has considered how the BLCB contributes to LFRS' aim of *"Making Lancashire Safer"*

Two new Blue Light Collaboration Workstreams are currently being established – 'Wellbeing (Mental Health and Welfare)', and 'Recruitment Initiatives'.

4.3 Overall User Satisfaction	Percentage satisfied 98.73%

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.

51 people were surveyed; 51 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?	3,771	3,723	98.73%	97.50%	1.26%