

Lancashire Combined Fire Authority

Performance Committee

Meeting to be held on 02 July 2025

Annual Review of KPI 3.3 – Fire Engine Availability

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Executive Summary

Further to the scrutiny of Key Performance Indicators (KPIs) by Members of the CFA Performance Committee, the Service was asked to reflect on the suitability of the 'Fire Engine Availability' KPIs with particular reference to the On Call (OC) measure.

On the 17 July 2023, Members of the CFA Planning Committee approved the recommendation to combine the two Wholtime (WT) and OC availability performance measures, into a single station-based performance measure (resolution 08/23). Members agreed to change the previous KPI (3.3) WT availability target of 99.5% and the OC target of an aspirational 95%, into a combined 90% first pump availability target across the 39 fire stations in Lancashire.

It was agreed this would be reviewed annually.

Recommendation(s)

Members are recommended to maintain the combined 90% first pump availability target across the 39 fire stations in Lancashire.

Information

In July 2023, members agreed a single KPI measure for the first pump availability across the 39 fire stations in Lancashire.

This 'Availability KPI' reports on the combined availability of the primary asset at each of the 39 locations, in percentage terms, whether that be a WT or OC appliance. This aligns with the Response Standard KPI approach which measures 1st pump response times and gives a true indication of the speed of response and first intervention provided across each of the 39 risk areas.

As such the KPI reports availability by virtue of all first pumps at WT, flexi day crewed and day crewing plus stations in addition to the first pumps at stand-alone OC stations.

At the national level, on-call availability remains a significant challenge, as emphasised by the National Fire Chiefs Council (NFCC) and His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). Ongoing efforts, both locally and nationally, are focused on addressing these key issues. Within the Service, considerable initiatives are underway to enhance recruitment, training, retention, and

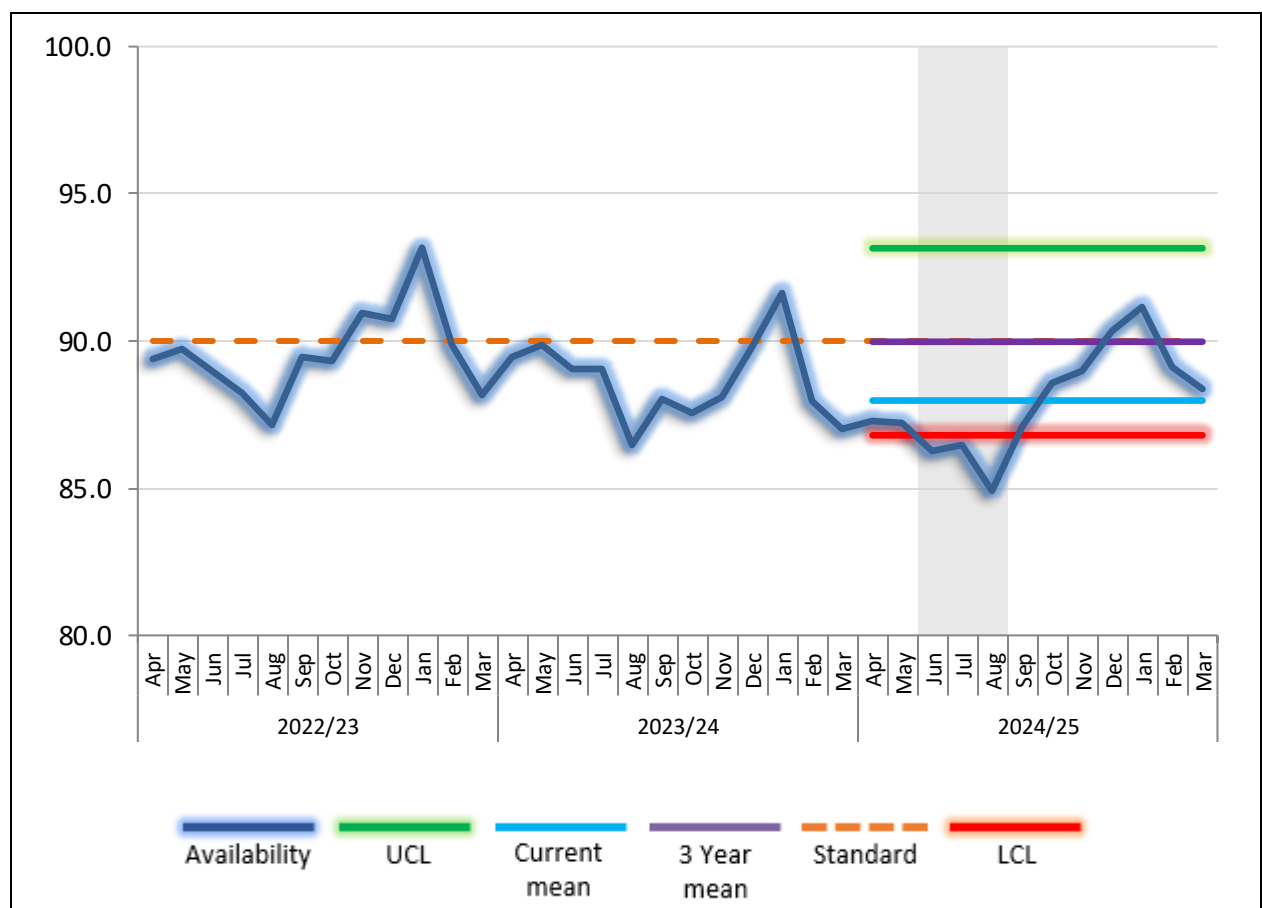
the wider use of on-call personnel, all while maintaining realistic role expectations given the limited training hours available each week.

The table below shows the availability achieved in each quarter over 2024/25. The total availability over 2024/25 was 89.97%, slightly below the 90% target, with each quarter below the standard.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	2024/25
86.91%	86.14%	89.30%	89.57%	87.97%

The chart below shows the months of June, July, and August 2024 were below the lower control limit (highlighted shading), meaning that an exception report was published for Q1 and Q2.

However, in Q3 and Q4 availability increased, with December 2024 achieving 90.35% (0.35% above the 90% availability standard), and January 2025 achieving 91.19% (1.19% above the 90% standard).



The Service KPI change appears to provide an appropriate balance of oversight and ambition for fire engines crewed by both WT and OC firefighters. The 90% availability performance standard is supplemented by further internal KPIs for use by local managers to drive contractual performance and ensure value for money.

Recommendations

Members are recommended to maintain the combined 90% first pump availability target across the 39 fire stations in Lancashire.

Business risk

Low – the Service is currently below the target for availability, however, the availability standard of 90% ensures that fire cover distribution can be appropriately measured and reported, using KPI's that are specific, measurable and achievable, and tailored towards managing the risk the exists across the county.

Furthermore, the current approach is consistent with the measurement of 1st pump response times to incidents and the Dynamic Cover Tool system which is based upon covering 39 risk areas within Lancashire.

Local and national work is underway to address OC challenges, and the introduction of the Dynamic Cover Tool at North West Fire Control has mitigated Service risk by aiding the deployment of resources more efficiently.

Sustainability or Environmental Impact

Negligible – overall appliance numbers remain, hence little environmental impacts, positive or negative arise from this availability KPI.

Equality and Diversity Implications

None

Data Protection (GDPR)

None

HR implications

None

Financial implications

None

Local Government (Access to Information) Act 1985

List of background papers

Paper: Planning Committee Agenda Item: Measuring Progress - Fire Engine Availability
- KPI Review

Date: 17 July 2023

Contact:

Reason for inclusion in Part 2 if appropriate: