

# **Lancashire Combined Fire Authority**

## **Performance Committee**

Meeting to be held on 03 December 2025

### **Performance Management Information for quarter 2, 2025/26**

(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 2 Measuring Progress report, including three 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



Lancashire Fire  
and Rescue Service

## Measuring Progress Performance Report

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Quarter 2: July 2025 – September 2025

2025/26

## 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<sup>[1]</sup> 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.

<sup>[1]</sup>**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.

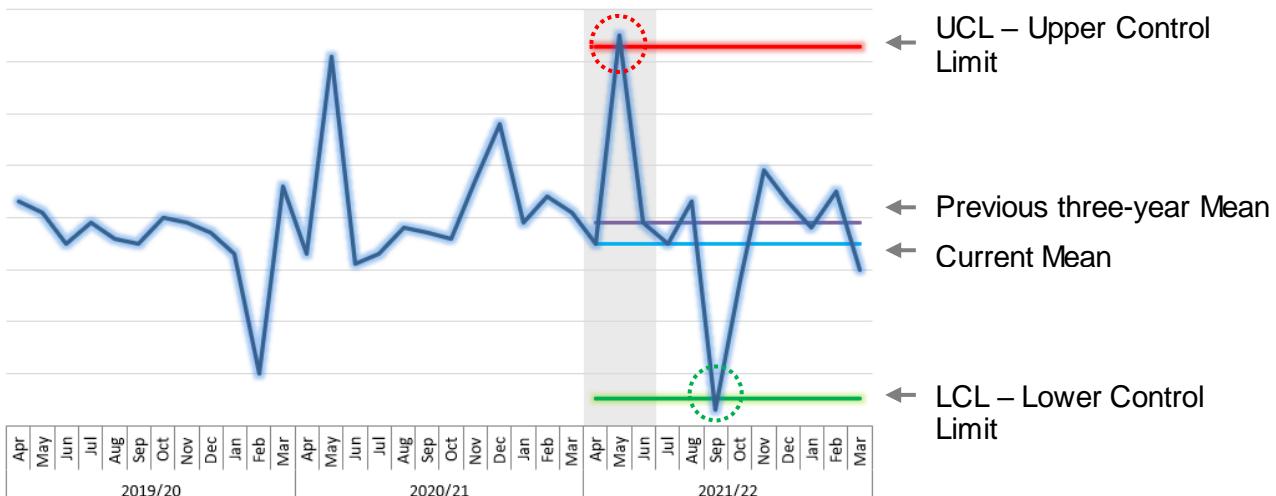
Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are based upon the previous three years activity and are set using a statistically derived constant, approximately equivalent to three standard deviations.

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 (red circle) is above the Upper Control Limit (UCL) and a positive exception in September 2021 (green circle) for meeting rule 2, being below the Lower Control Limit (LCL).



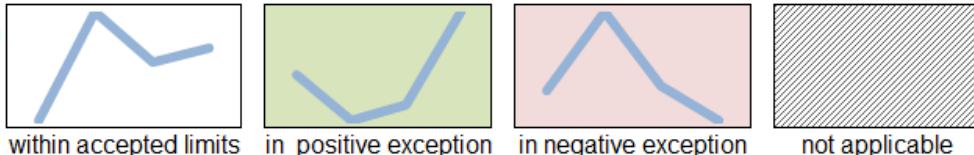
## Performance Framework and indicator trends

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.

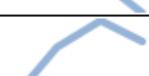
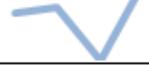
The cell shading within the Progress column denotes whether the indicator is:



KPI	Description		Progress	Page (s)
<b>1</b>	<b>Valuing our people so that they can focus on making Lancashire safer.</b>			
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)		13
1.2.3		Staff Absence Greenbook		14
1.3.1		Workforce Diversity (as a %): Performance measure of how representative our staff are of our communities		17
1.3.2		Workforce Diversity Recruited (as a %): Performance measure of our success in recruiting a diverse workforce		18
1.4		Staff Accidents:		19

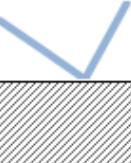
**Lancashire Fire and Rescue Service**  
**Measuring Progress**

**July 2025 – September 2025**

KPI	Description	Progress	Page (s)
<b>2</b>	<b>Preventing fires and other emergencies from happening. Protecting people and property when fires happen.</b>		
2.1	 Critical Fire Risk Map Score		20
2.2	 Overall Activity		21
2.3	 Accidental Dwelling Fires (ADF)		23
2.3.1	 ADF – Harm to people: Casualties		24
2.3.2	 ADF – Harm to Property: Extent of Damage (Fire Severity)		26
2.4	 Accidental Building Fires (Commercial Premises)		27
2.4.1	 ABF (Commercial Premises) – Harm to property: Extent of Damage (Fire Severity)		28
2.5	 ABF (Non-Commercial Premises)		29
2.5.1	 ABF (Non-Commercial Premises: Private Garages/Sheds) – Harm to Property: Extent of Damage (Fire Severity)		31
2.6	 Deliberate Fires Total: Specific performance measure of deliberate fires		32
2.6.1	 Deliberate Fires – Dwellings		22
2.6.2	 Deliberate Fires – Commercial Premises		34
2.6.3	 Deliberate Fires – Other (rubbish, grassland, vehicles etc.)		35
2.7	 HFSC		36
2.8	 Numbers of other prevention activities delivered		37
2.9	 Business Fire Safety Checks		38
2.9.1	 Fire Safety Activity		40
2.10	 Building Regulation Consultations (BRC) (number and completed on time)		41

**Lancashire Fire and Rescue Service**  
**Measuring Progress**

**July 2025 – September 2025**

KPI	Description		Progress	Page (s)
<b>3</b>	<b>Responding to fire and other emergencies quickly.</b>			
3.1		Critical Fire Response – 1st Fire Engine Attendance		42
3.2		Critical Special Service Response – 1st Fire Engine Attendance		43
3.3		Fire Engine Availability		44
<b>4</b>	<b>Delivering value for money in how we use our resources.</b>			
4.1		Progress Against Allocated Budget		45
4.2		Partnership Collaboration		46
4.3		Overall User Satisfaction		48

## 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 69% (2025).

### **Measurement/update:**

From July 2025 to September 2025, 33 station visits were carried out by principal officers and area managers as part of our service-wide engagement programme.

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

Staff consultation began in September with wholetime firefighters on efficiency plans to optimise crewing through changes to crewing levels and improved rota management. All wholetime units provided feedback to shape the plans.

The Service engaged with staff over several topics relating to our fleet and equipment including trials to test several breathing apparatus sets, looking at functionality, communications, and telemetry as part of a regional procurement exercise. Engagement workshops also took place with operational stakeholders relating to the Service's Masterplan for the Leadership and Development Centre, and a survey was conducted on videos used in internal communications.

The latest staff survey was launched on 2 July 2025 and ran for eight and a half weeks until 29 August 2025. An independent research service coordinated the survey. It was delivered online and via paper copies which were sent to all stations.

The survey was supported by 51 visits to on-call and wholetime crews on station by the communications team. Three focus groups with on-call staff, wholetime supervisory managers, and support staff were also held to gain qualitative feedback to complement the survey data. In total, 511 responses to the survey were received (equating to 44% of staff).

The responses reflected good representation across different roles, ranks, and geographical areas of the service.

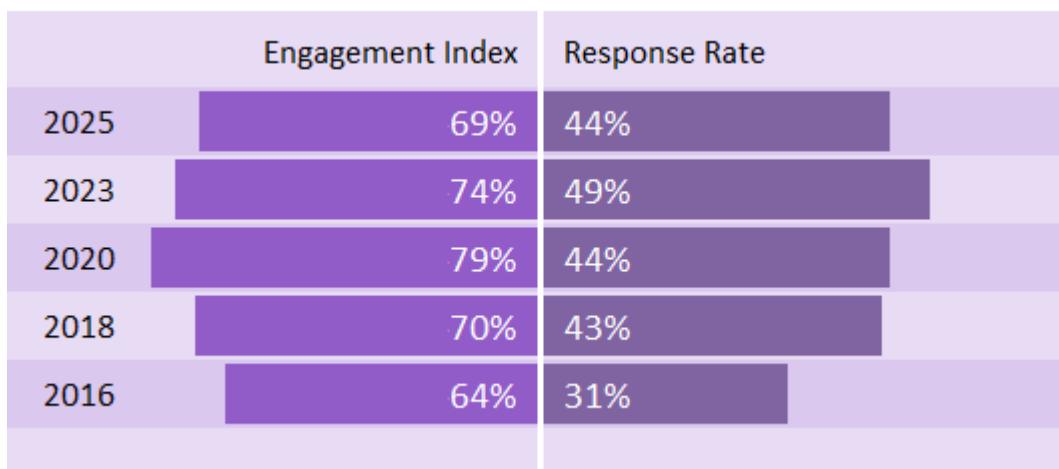
## Lancashire Fire and Rescue Service Measuring Progress

### July 2025 – September 2025

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.

The 2025 index score was 69%, down from 74% in 2023. The score varies significantly by staff group; for wholetime firefighters the score is 53%, and for both on-call firefighters and service support staff, it is 81%.



The survey results highlight areas of success as well as areas for development and the feedback will be considered by the Service and used to inform current and future planning. Feedback will also be provided to staff to demonstrate that views have been listened to in terms of action taken as a result.

### 1.2.1 Staff Absence Wholetime (WT)

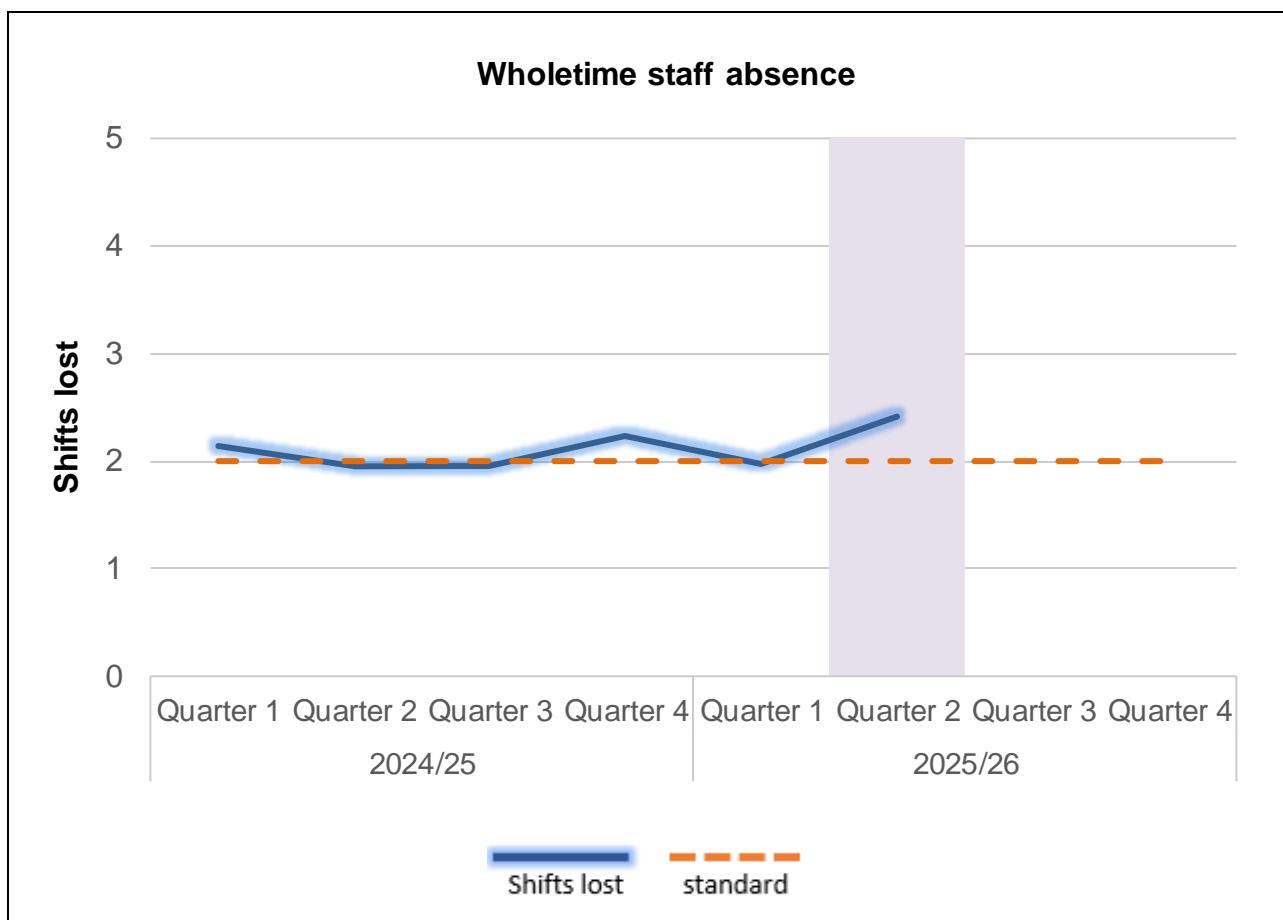


Quarter shifts lost  
2.414

To ensure LFRS aligns to national standards, absence is calculated using the cumulative number of shifts (days) lost due to sickness for all wholetime staff divided by the total average headcount strength. This follows the National Fire Chiefs Council (NFCC) reporting methodology.

#### Annual Standard: Not more than 8 shifts lost.

This is represented on the chart as annual shifts lost divided by 4 quarters, which equates to a quarterly standard of two.



Cumulative total number of shifts lost:

4.396

### **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 April 2025 to 30 September 2025.

The agreed target performance level is 4 shifts lost per employee per year for wholetime staff, which equates to a target of 4.00 shifts lost per employee per year for quarter 1 and 2. The actual shifts lost for the period for this group of staff is 4.396, which is 0.396 shifts above target. During the same period the previous year, 4.093 shifts were lost which is an increase of 0.303 shifts lost per wholetime employee compared to the same period last year.

### **Analysis**

3,960 wholetime absence shifts lost = 4.396 against a target of 4.00

The number of cases of long-term absence which spanned over the total of the 3 months remained at 4 cases in Q2. The absence reasons being:

<b>Reason</b>	<b>Case/s</b>
Mental Health	3
Other absence types	1

192 shifts were lost during the quarter as a result of the above four cases of long-term absence, this is in comparison to 204 shifts were lost during the same quarter of 2024-25. These cases account for 0.26 shifts lost per person over the quarter.

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

<b>Reason</b>	<b>Case/s</b>
Musculo Skeletal	12
Mental Health	9
Hospital/Post Operative Procedure	7
Gastro-Intestinal (abdominal pain, vomiting, diarrhoea)	2
Other absence types	1

125 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 6 shifts lost in the same quarter of 2024-25.

### **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 i-Trent 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.

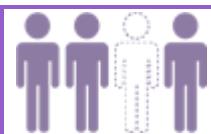
The Service has several support mechanisms available to support individuals to return to work or be exited as appropriate including guidance from Occupational Health, access to Trauma Risk Management (TRiM), access to an Employee Assistance Programme and the Firefighters Charity.

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)

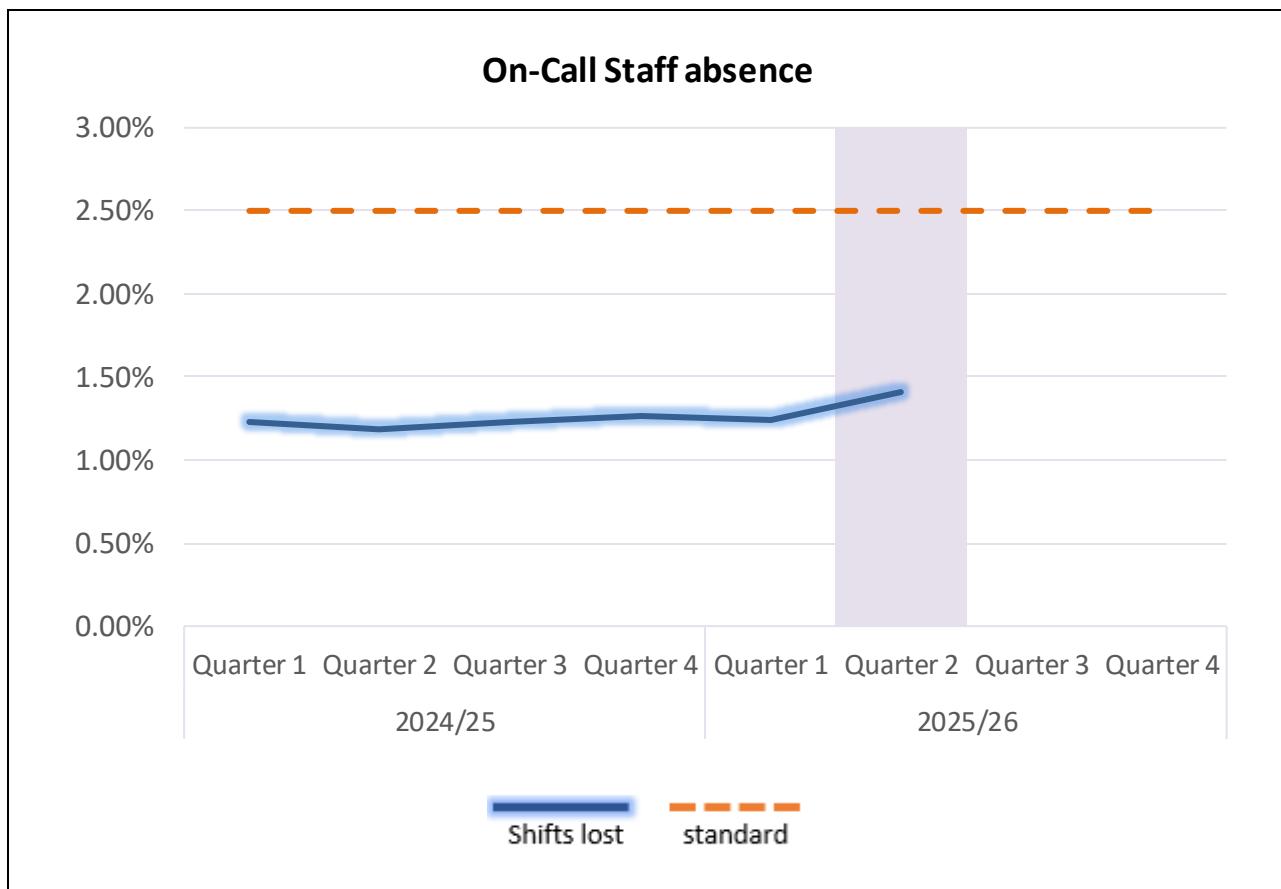


Cumulative Absence  
1.41%

To ensure LFRS aligns to national standards, absence is calculated using the cumulative number of shifts (days) lost due to sickness for all wholetime staff divided by the total average headcount strength. This follows the National Fire Chiefs Council (NFCC) reporting methodology.

**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, 1.41%.



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

1.41%

### 1.2.3 Staff Absence Green Book

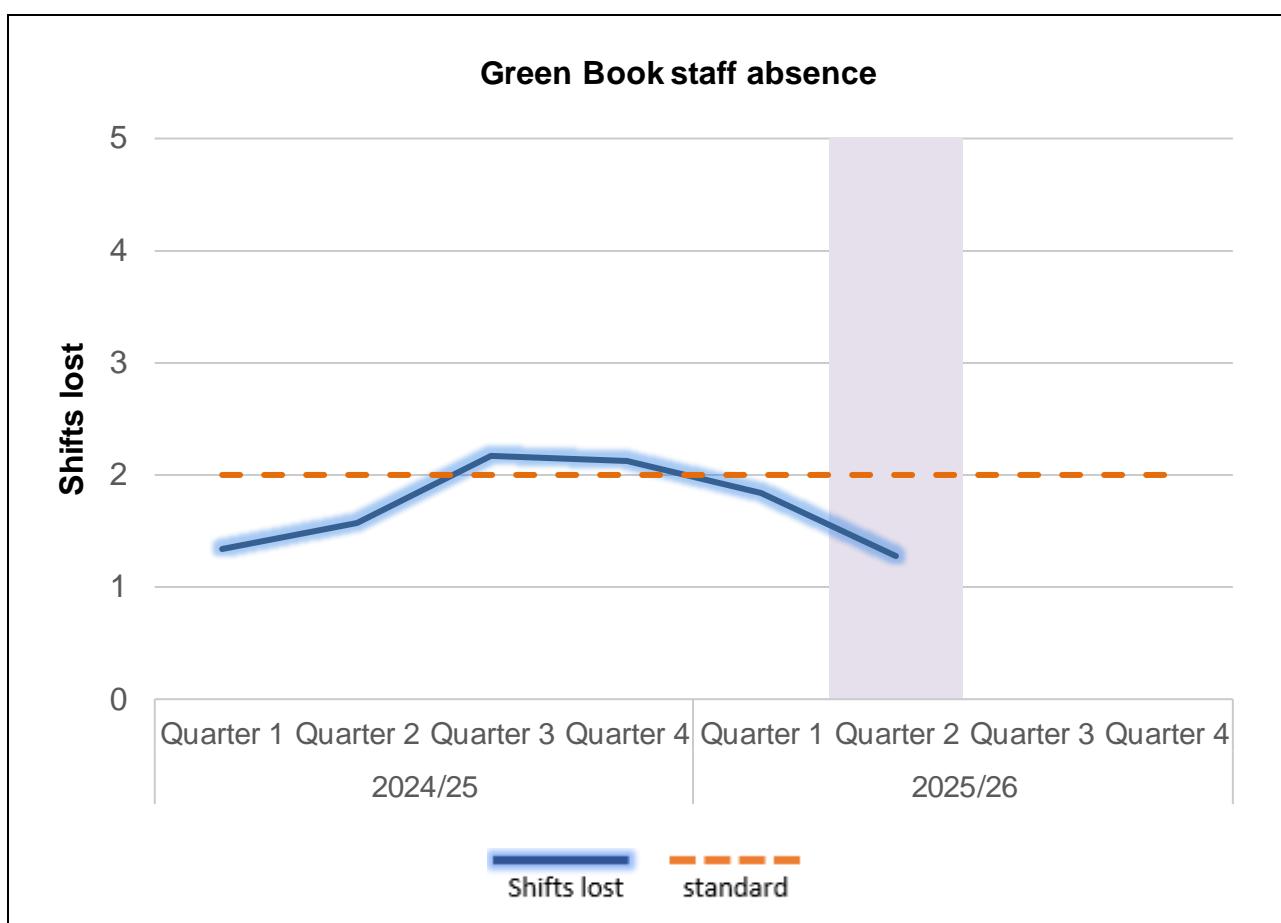


Quarter shifts lost  
1.276

The cumulative number of shifts (days) lost due to sickness for all Green Book staff divided by the average strength. The National Fire Chiefs Council (NFCC) have changed the reporting methodology used and the average strength figures used in this report are based on headcount and not full-time equivalents (FTE).

**Annual Standard: Not more than 8 shifts lost.**

This is represented on the chart as annual shifts lost divided by 4 quarters, which equates to a quarterly standard of two.



Cumulative total number of shifts lost: 3.124

### **What are the reasons for an Exception report**

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

The agreed target performance level is 8 shifts lost per employee per year for Green Book staff, which equates to a target of 4.00 shifts lost per employee per year for quarter 1 and 2. The actual shifts lost for the period for this group of staff is 3.12, which is 0.88 below target. During the same period the previous year, 2.93 shifts were lost which is an increase of 0.19 shifts lost per Green Book employee compared to the same period last year.

### **Analysis**

During the period, April - September 2025, absence statistics show non-uniformed personnel absence below target for the quarter, with 1.28 shifts lost in the quarter against a target of 2.00 shifts lost.

806 non-uniformed absence shifts lost = 3.12 against a target of 4.00 during the quarter 1 and 2. There were no cases of long-term absence which spanned over the total of the 3 months.

The number of long-term absence cases recorded in the quarter increased from 8 in Q1 to 10 Q2:

<b>Reason</b>	<b>Case/s</b>
Mental Health (Stress - 1case, Other - 1 case)	4
Hospital/Post Operative Procedure	3
Other absence types	3

230 shifts were lost during the quarter as a result of the above 10 cases of long-term absences, this is in comparison to 185 shifts lost during the same quarter of 2024-25. These cases account for 0.60 shifts lost per person over the quarter.

21 shifts lost were related to Respiratory related absences, this includes Coronavirus absence. This is compared to 27 shifts lost in the same quarter of 2024-25.

### **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.

## **Lancashire Fire and Rescue Service**

### **Measuring Progress**

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#### **July 2025 – September 2025**

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.

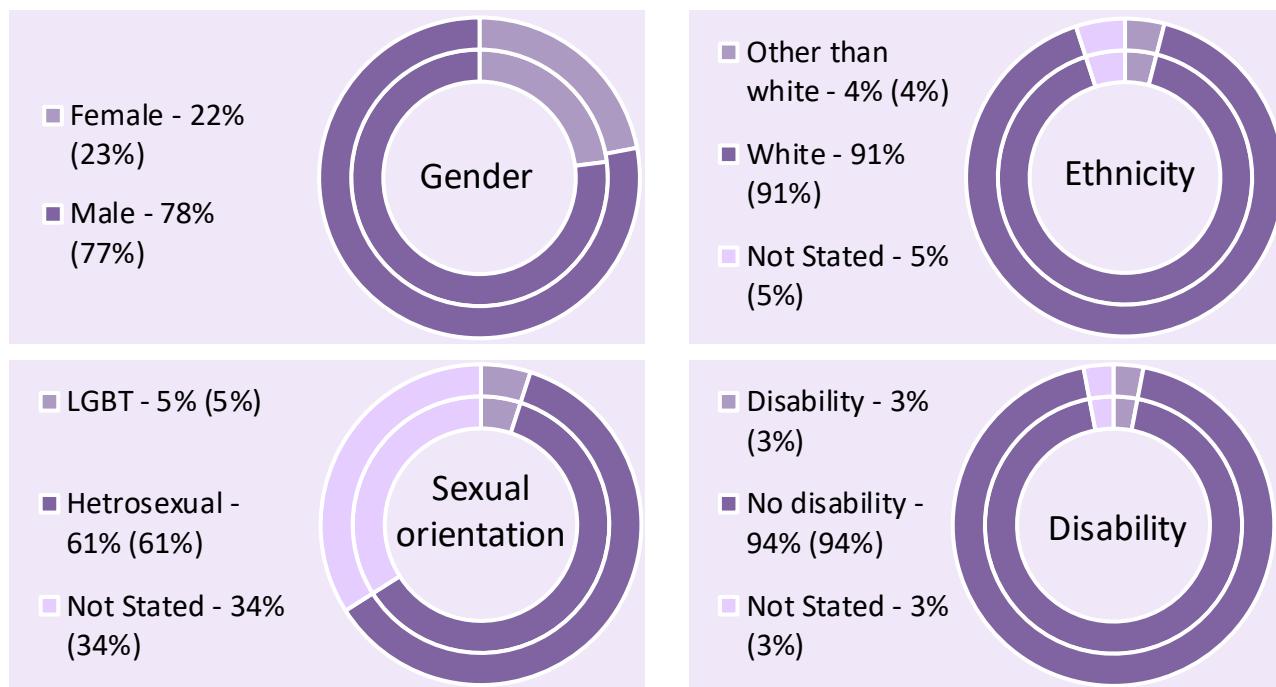
### 1.3.1 Workforce Diversity



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 position at the current quarter, with the inner circle illustrating the position at the same quarter 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	11%	Green	61%
	Male		89%		39%
Ethnicity	Other than white	Grey	3%	Green	6%
	White		92%		85%
	Not stated		5%		9%
Sexual orientation	LGBT	Grey	5%	Green	3%
	Heterosexual		60%		67%
	Not stated		35%		30%
Disability	Disability	Grey	3%	Green	5%
	No disability		94%		89%
	Not stated		3%		6%

### 1.3.2 Workforce Diversity Recruited

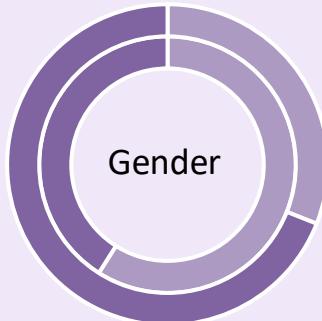


Diversity Percentage  
(Refer to charts)

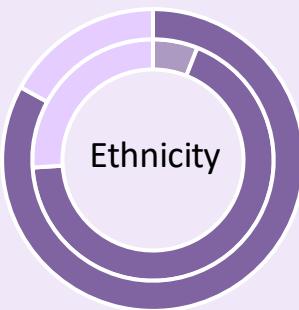
Workforce diversity recruited as a percentage: Performance measure of our success in recruiting a diverse workforce to monitor equality and diversity within LFRS.

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

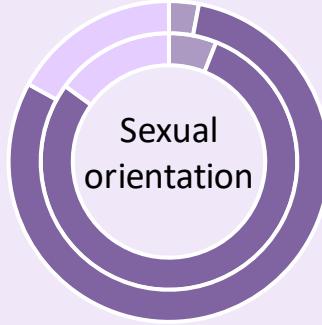
- Female - 31% (59%)
- Male - 69% (41%)



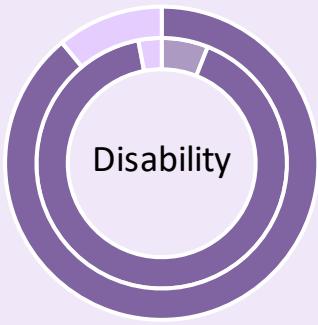
- Other than white - 0% (6%)
- White - 83% (68%)
- Not Stated - 17% (26%)



- LGBT - 3% (6%)
- Hetrosexual - 80% (79%)
- Not Stated - 17% (15%)



- Disability - 0% (6%)
- No disability - 89% (91%)
- Not Stated - 11% (3%)



During the quarter, there were a total of 7 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

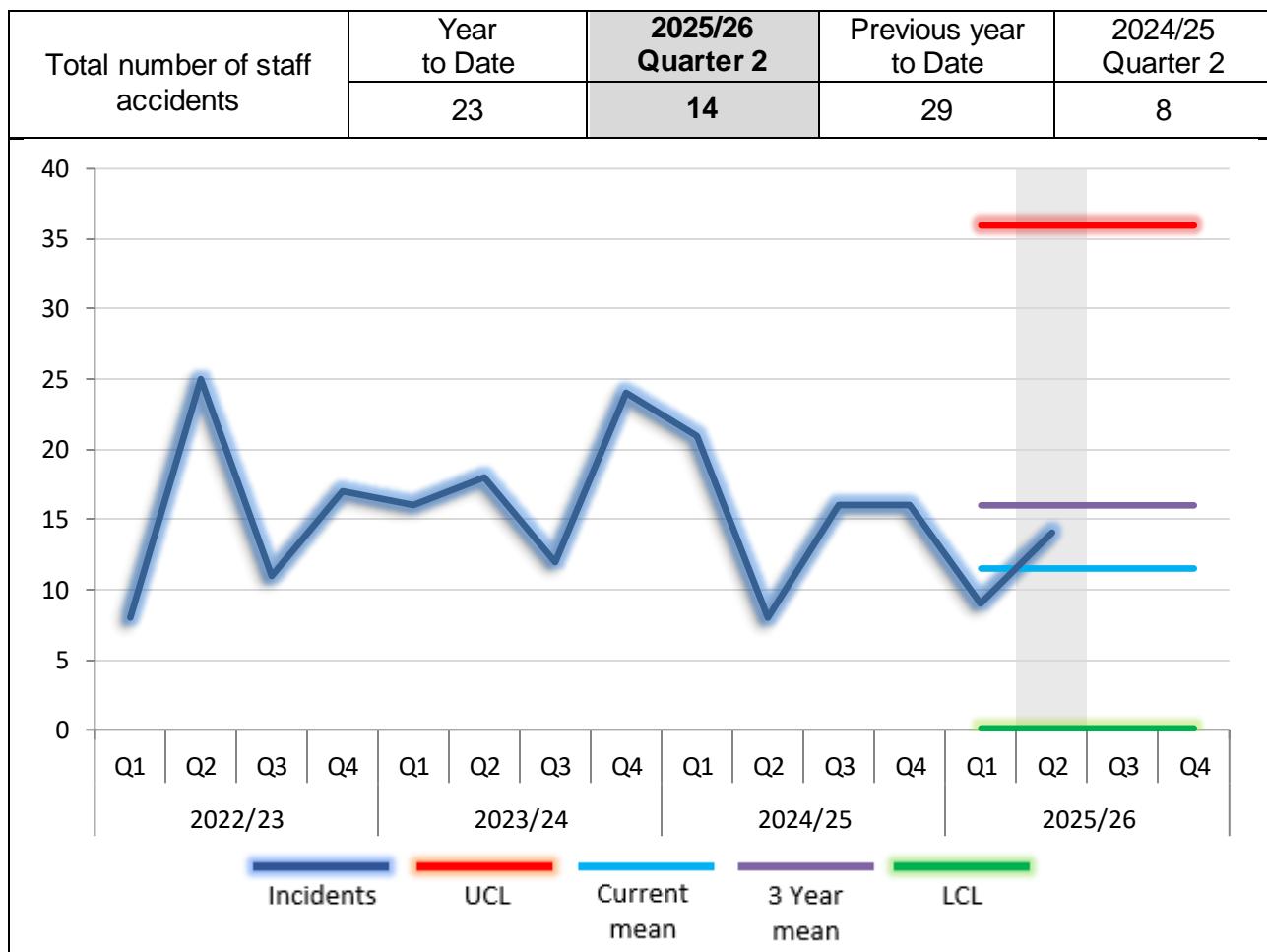
This KPI details the numbers of accidents which have involved LFRS staff members at work within the quarter.

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 75.00% (6 incidents) over the same quarter of the previous year.**

**Year to date activity decreased 20.69% (6 incidents) over the same period of the previous year.**



## 2.1 Risk Map

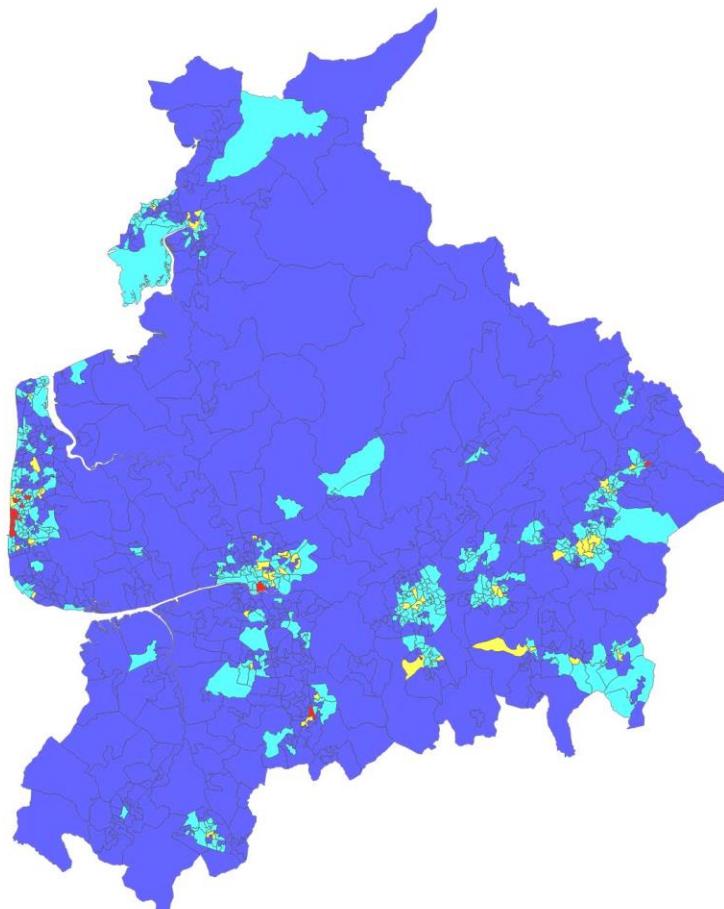


Risk Score  
30,532

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.

2025 score: 30,532

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2025 count	12	51	333	545	30,532
2024 count	11	54	340	536	30,750
Direction / % Change	9%	6%	2%	2%	1%

## 2.2 Overall Activity

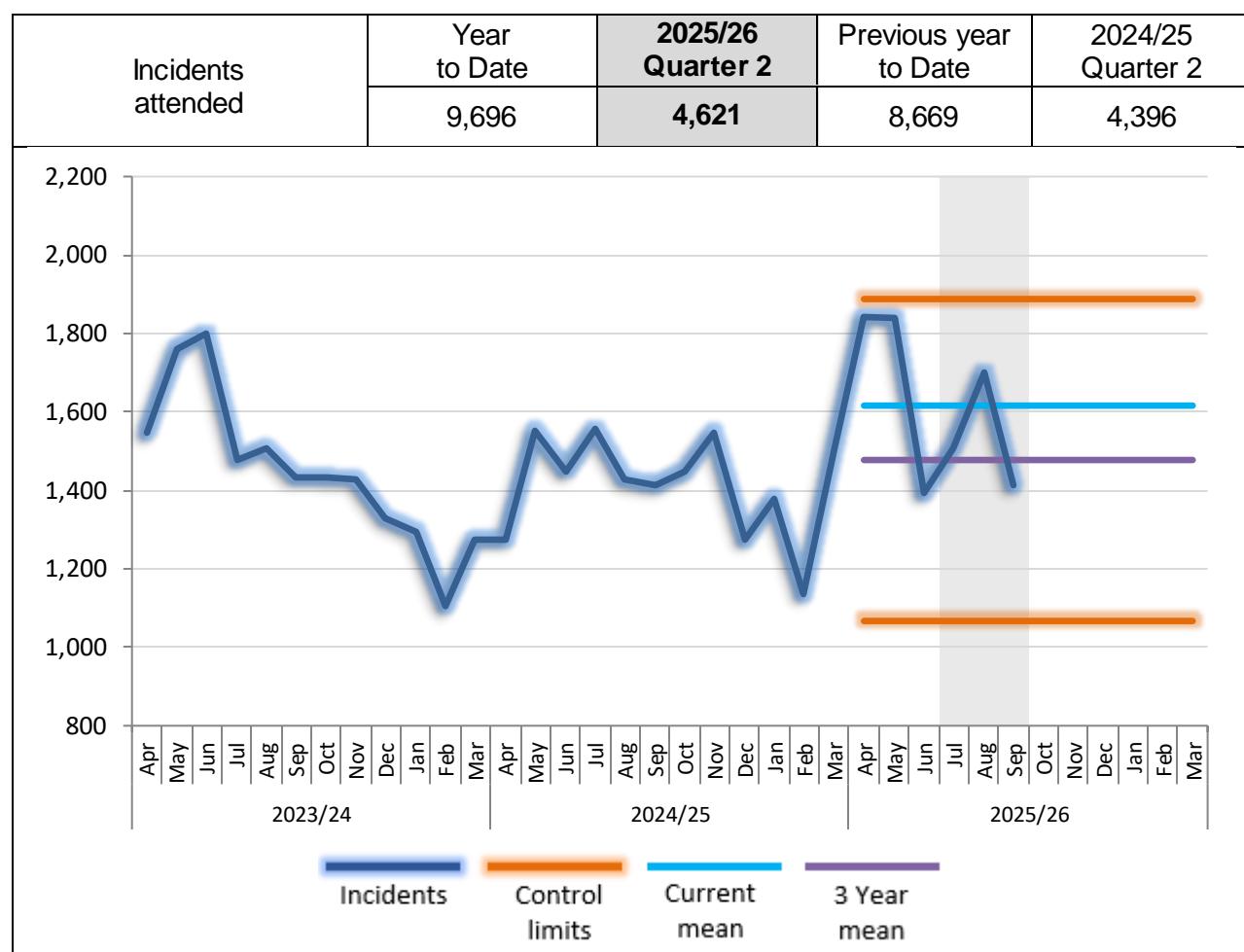


Quarter Activity  
4,621

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.

**Quarterly activity increased 5.12% 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	2024/25	2023/24	2022/23
1,616	1,477	1,413	1,449	1,570

## 2.2 Overall Activity Breakdown

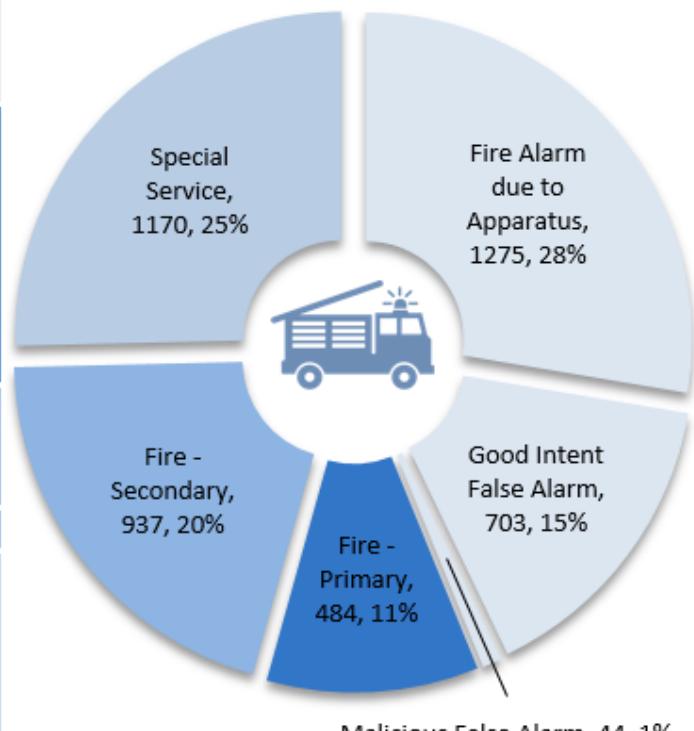


Quarter Activity  
4,621

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	1,275
Good Intent False Alarm	703
Malicious False Alarm	44
FIRE - PRIMARY:	
Accidental Dwelling (2.3)	169
Accidental Building (2.4)	58
Accidental Building (2.5)	39
Deliberate Dwellings (2.6.1)	16
Deliberate Commercial (2.6.2)	39
Other Primary	163
FIRE - SECONDARY:	
Deliberate Fires	433
Accidental Fires	504
Chimney Fires (not shown on chart)	8
SPECIAL SERVICE:	
Gaining Entry	164
RTC	200
Effecting entry/exit	75
Flooding	65
All other Special Service types	666



	FALSE ALARM incidents make up 44% of activity. Fire alarm due to Apparatus incidents account for 28% of incidents, good intent false alarm 15%, and malicious false alarms account for 1%.
	FIRE PRIMARY incidents encompass Accidental Dwelling Fires, which account for 35% 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 46% of secondary fires, with 54% 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), effecting entry, flooding incidents can be shown. Other types can range from hazardous materials incidents, to spill and leaks or advice only.

July 2025 – September 2025

### 2.3 Accidental Dwelling Fires (ADF)

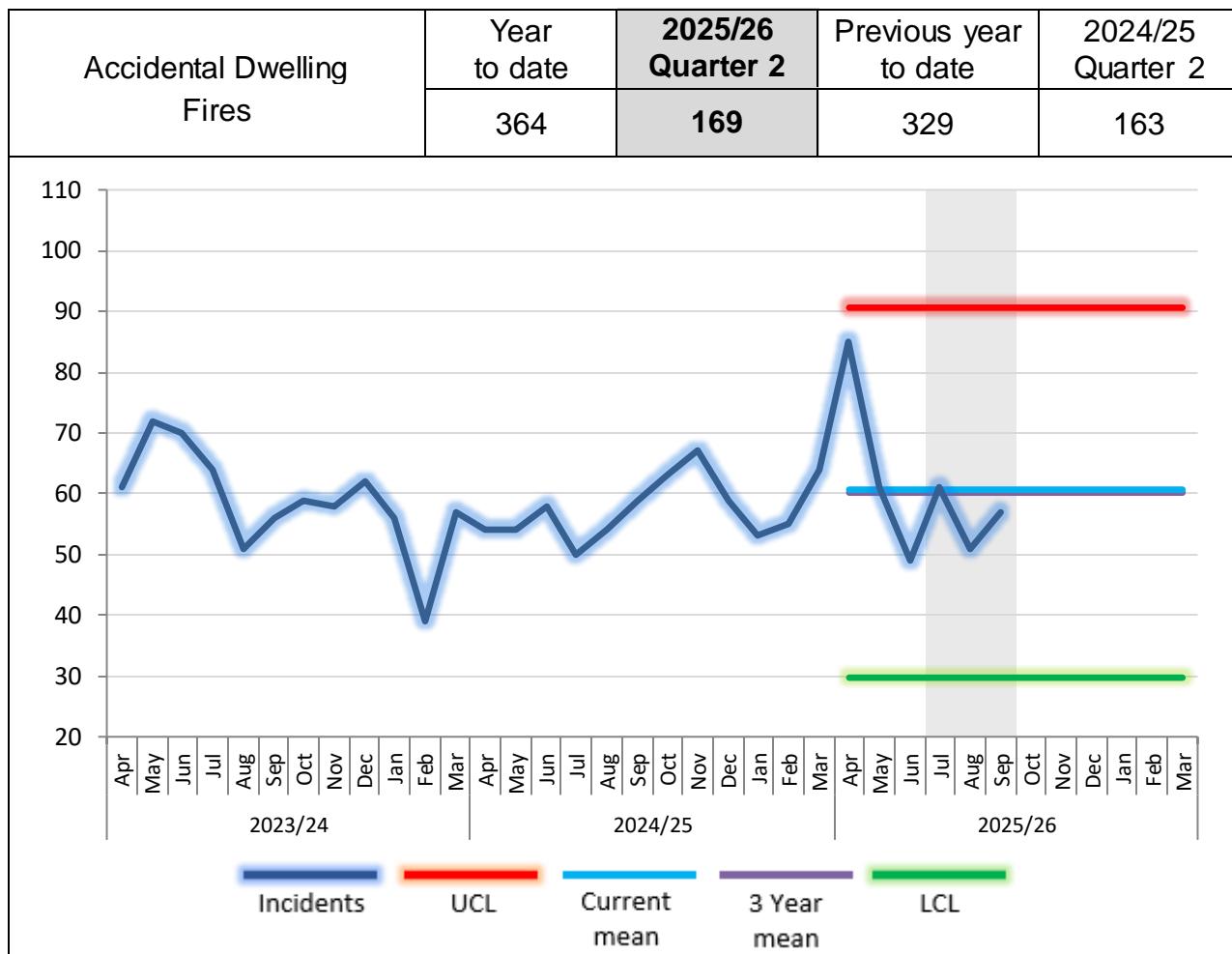


Quarter Activity  
169

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 3.68% over the same quarter of the previous year.**



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

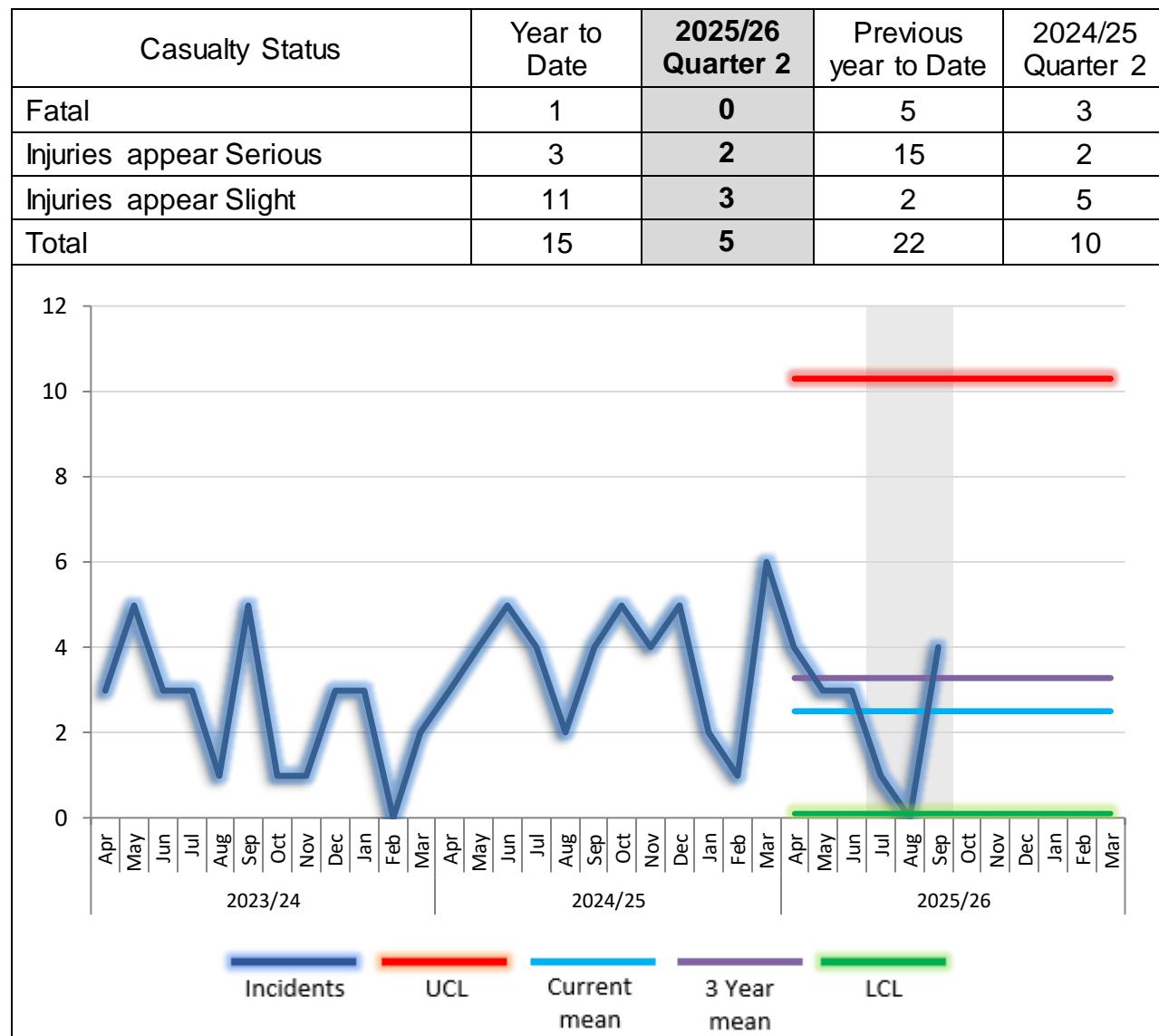
Current mean	3 Year mean	2024/25	2023/24	2022/23
61	60	58	59	64

July 2025 – September 2025

2.3.1 ADF – Harm to people: Casualties		Quarter Activity 5
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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.



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

Current mean	3 Year mean	2024/25	2023/24	2022/23
3	3	4	3	3

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

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

### **Analysis**

During the month of August 2025 there were no recorded ADF casualties, and the overall quarter recorded just five casualties.

Whilst the Accidental Dwelling Fire KPI 1.3 shows similar activity levels to quarter two of the previous year, the resultant casualties are half those recorded during the same quarter.

### **Actions being taken to maintain performance**

The actions taken to reduce Accident Dwellings Fires naturally affect the likelihood of a casualty arising, as such, the activities undertaken to reduce KPI 2.3 are applicable to this KPI also.

July 2025 – September 2025

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



Quarter Percentage  
85%

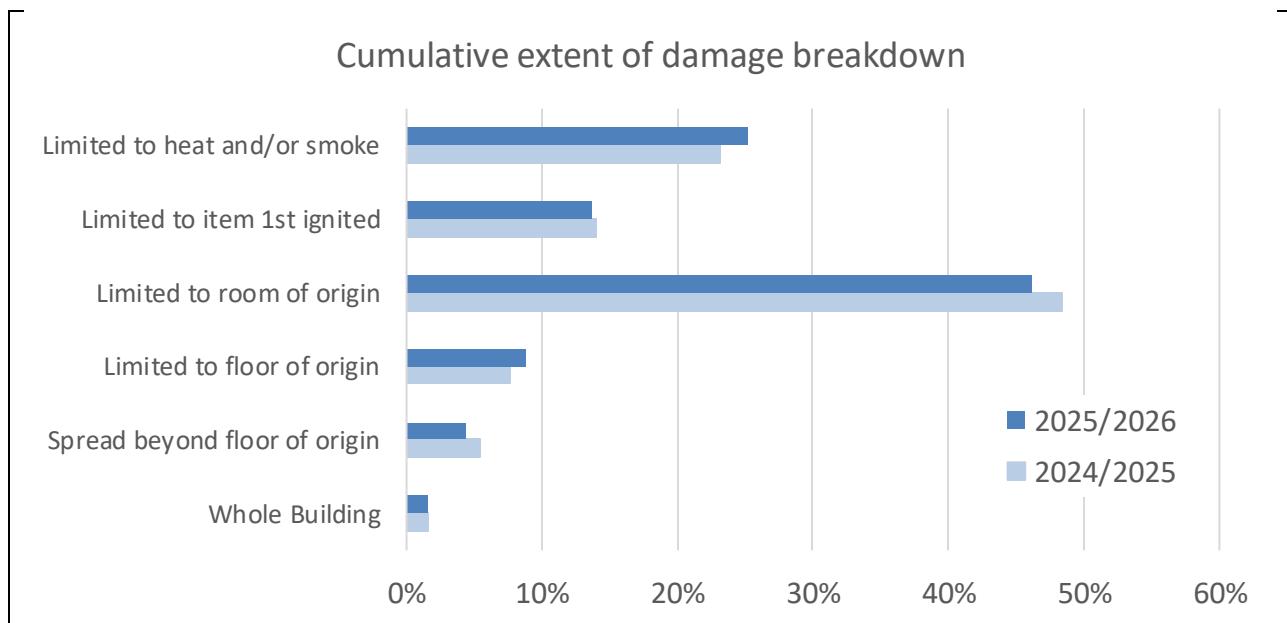
ADF criteria as 2.3. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 1<sup>st</sup> ignited or to the room of origin, is higher than the comparable quarter of the previous year.

**Combined quarterly percentage remained static over the same quarter of the previous year.**

Fire severity	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4	⬆/⬇	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Limited to heat and/or smoke	26%	25%	-	-	⬆	23%	23%	24%	22%
Limited to item 1st ignited	15%	13%	-	-	⬇	13%	15%	14%	22%
Limited to room of origin	45%	47%	-	-	↔	50%	47%	48%	41%
Limited to floor of origin	9%	7%	-	-	↔	8%	7%	8%	11%
Spread beyond floor of origin	3%	6%	-	-	↔	5%	6%	4%	3%
Whole Building	2%	2%	-	-	↔	1%	2%	2%	1%
Combined percentage	86%	85%	-	-	↔	86%	85%	86%	85%



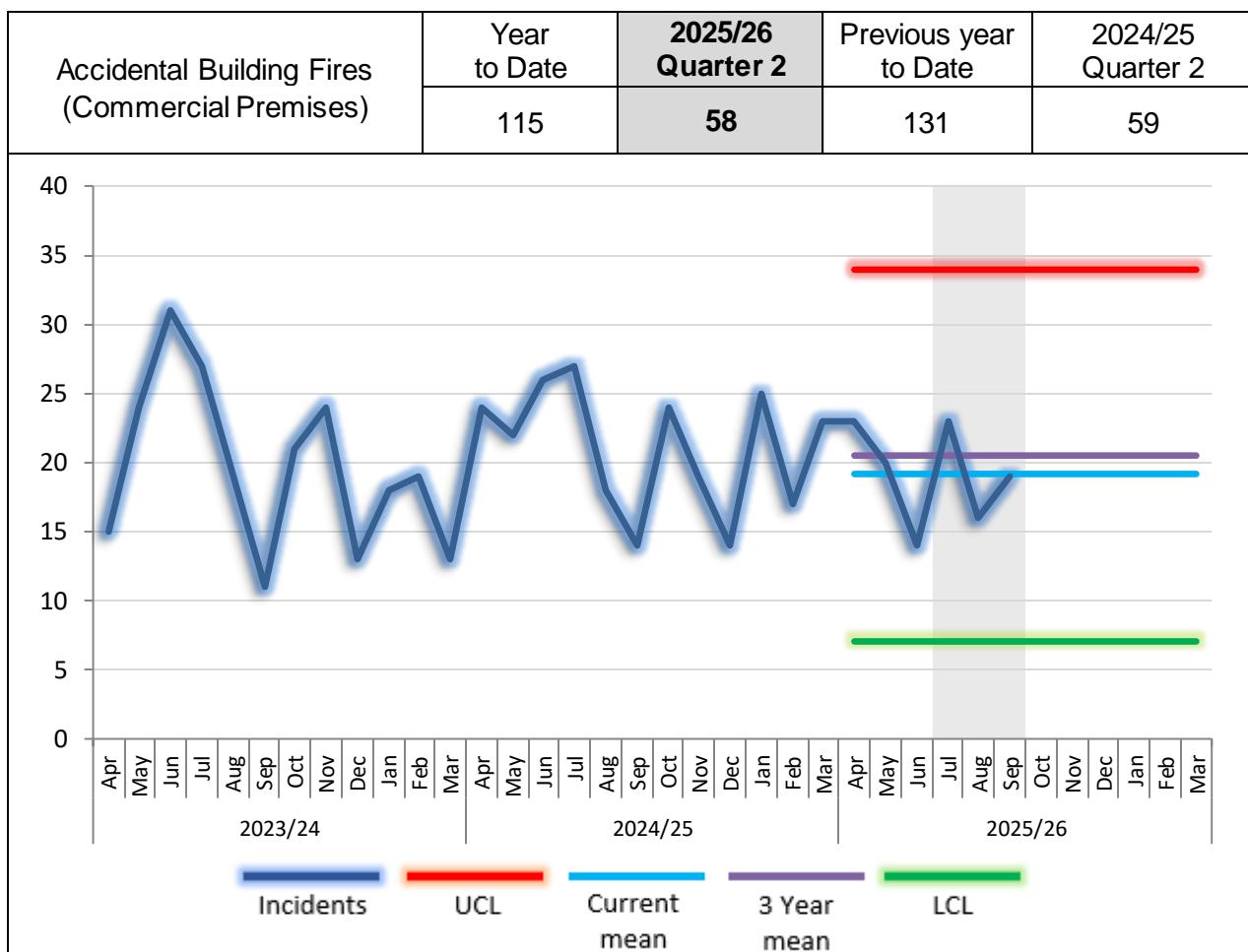
July 2025 – September 2025

2.4 Accidental Building Fires (ABF) - Commercial Premises		Quarter Activity 58
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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 1.69% over the same quarter of the previous year.**



Current mean	3 Year mean	2024/25	2023/24	2022/23
		21	20	21
19	21	21	20	21

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

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



Quarter Percentage  
**76%**

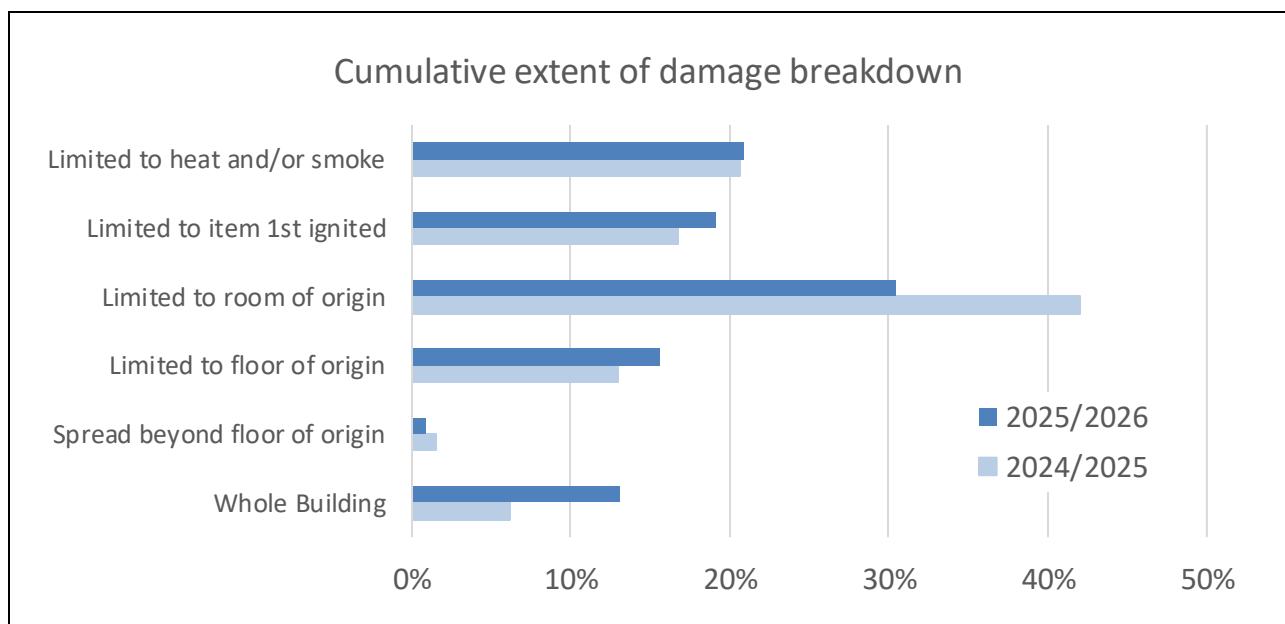
ABF criteria as 2.4. Extent of fire, heat and smoke damage is recorded at the time the STOP message is sent and includes all damage types.

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 1<sup>st</sup> ignited or to the room of origin, is higher than the comparable quarter of the previous year.

**Combined quarterly percentage decreased 5.49% over the same quarter of the previous year.**

Fire severity	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4	↑/↓	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Limited to heat and/or smoke	<b>20%</b>	<b>21%</b>	-	-	⬇	15%	27%	16%	23%
Limited to item 1st ignited	<b>18%</b>	<b>19%</b>	-	-	⬆	19%	15%	21%	18%
Limited to room of origin	<b>27%</b>	<b>36%</b>	-	-	⬇	44%	39%	33%	35%
Limited to floor of origin	<b>20%</b>	<b>12%</b>	-	-	⬇	13%	14%	12%	17%
Spread beyond floor of origin	<b>2%</b>	<b>0%</b>	-	-	⬇	1%	2%	9%	2%
Whole Building	<b>13%</b>	<b>12%</b>	-	-	⬆	8%	3%	9%	5%
Combined percentage	<b>65%</b>	<b>76%</b>	-	-	⬇	78%	81%	70%	76%



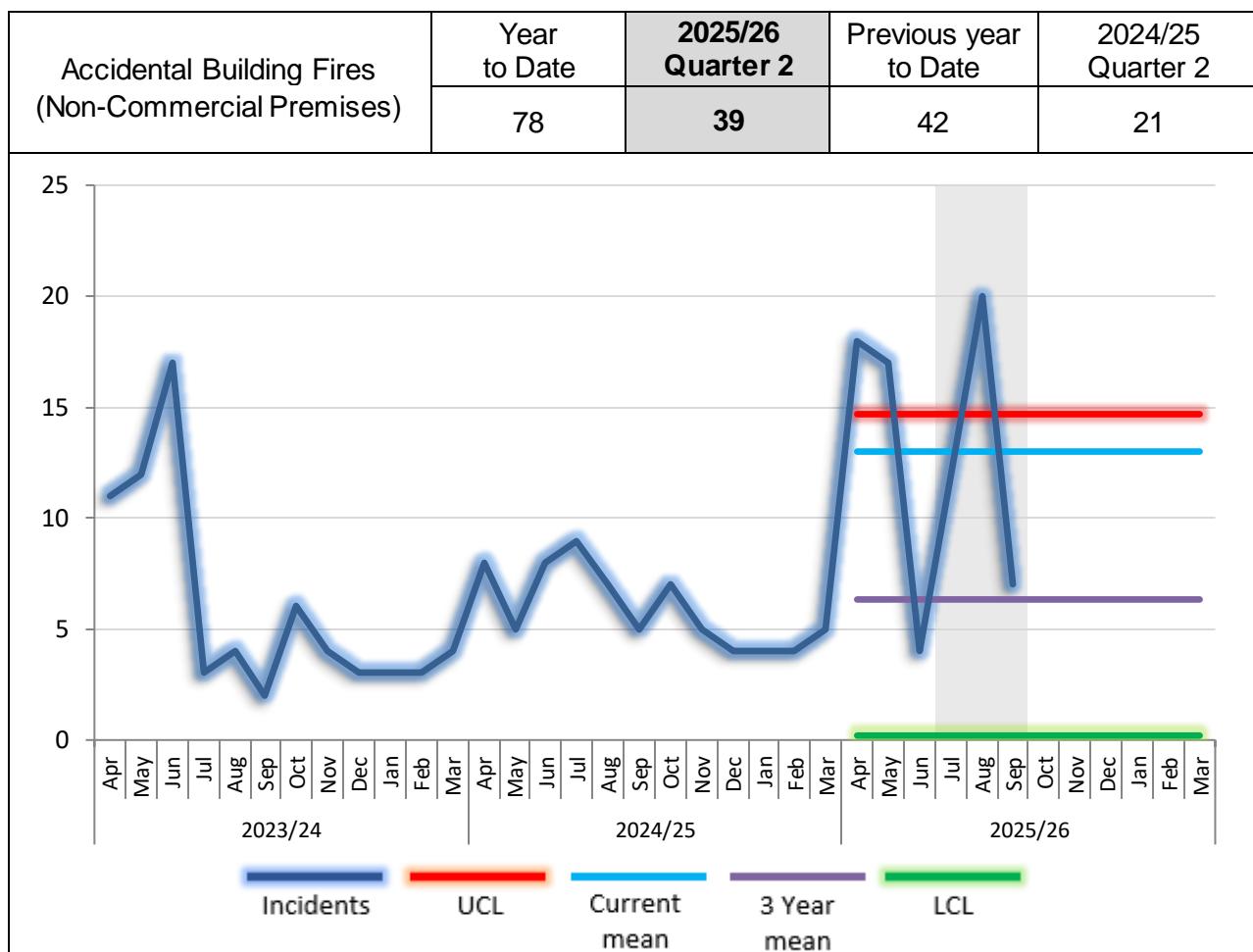
July 2025 – September 2025

2.5 Accidental Building Fires (Non-Commercial Premises)		Quarter Activity 39
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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 85.71% 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	2024/25	2023/24	2022/23
13	6	6	6	7

### **What are the reasons for an Exception report**

This is a negative exception report due to the number of accidental non-commercial building fires being above the upper control limit during the month of August of quarter two.

#### **Analysis**

A high number of accidental fires involving private garden sheds were responsible for breaching the upper control limits in August. Of the 20 incidents, there were 11 garden shed fires, 4 private garages, and 5 other private non-residential buildings.

Fires involving garden sheds have since reduced, recording only two fires in the following month of September.

Due to the nature of the construction, the majority of the sheds resulted in the extent of damage affecting the whole building.

The most common causes of ignition were spread from a secondary fire due to the burning of garden or household waste, and discarded cigarettes.

Activity levels in September have now returned to near the three year average.

#### **Actions being taken to improve performance**

Above average temperatures in August coinciding with the school holidays, we have seen a large increase in domestic accidental building fires, primarily garden sheds.

The main reason for this is the lifestyle changes during periods of hot weather, school holidays, and spending more time outdoors, with activities using hot processes, such as barbeques, along with burning away of weeds and having fires to discard of garden waste and other waste.

The key actions taken across all districts seeing an increase:

- Utilising the virtual library to provide leaflets for Home Fire Safety Checks (HFSC), warning of the dangers of garden fires and barbeques.
- Social Media posts by the service and individual service accounts.
- Post fire activity and leaflet drops in areas of accidental building fire activity.

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



Quarter Percentage  
21%

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.

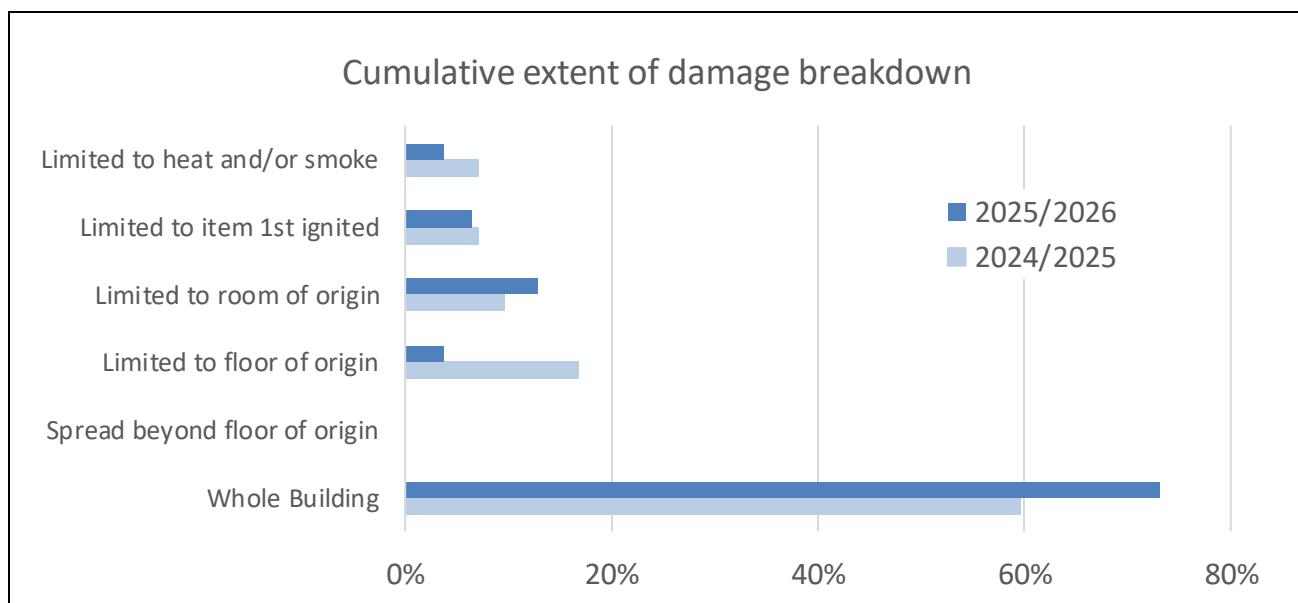
The table below shows a breakdown of fire severity at ABF's, with a direction indicator comparing the current quarter to the same quarter of the previous year.

An improvement is shown if the combined percentage of fires is limited to heat and/or smoke damage only, the item 1<sup>st</sup> 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 10.99% over the same quarter of the previous year.**

Fire severity	25/26 Q1	25/26 Q2	25/26 Q3	25/26 Q4	↑/↓	24/25 Q1	24/25 Q2	24/25 Q3	24/25 Q4
Limited to heat and/or smoke	5%	3%	-	-	↑	14%	0%	12%	0%
Limited to item 1st ignited	10%	3%	-	-	↓	10%	5%	6%	0%
Limited to room of origin	13%	15%	-	-	↑	14%	5%	19%	15%
Limited to floor of origin	5%	3%	-	-	↓	14%	19%	19%	8%
Spread beyond floor of origin	0%	0%	-	-	↔	0%	0%	0%	0%
Whole Building	67%	76%	-	-	↑	48%	71%	44%	77%
Combined percentage	28%	21%	-	-	↑	38%	10%	37%	15%



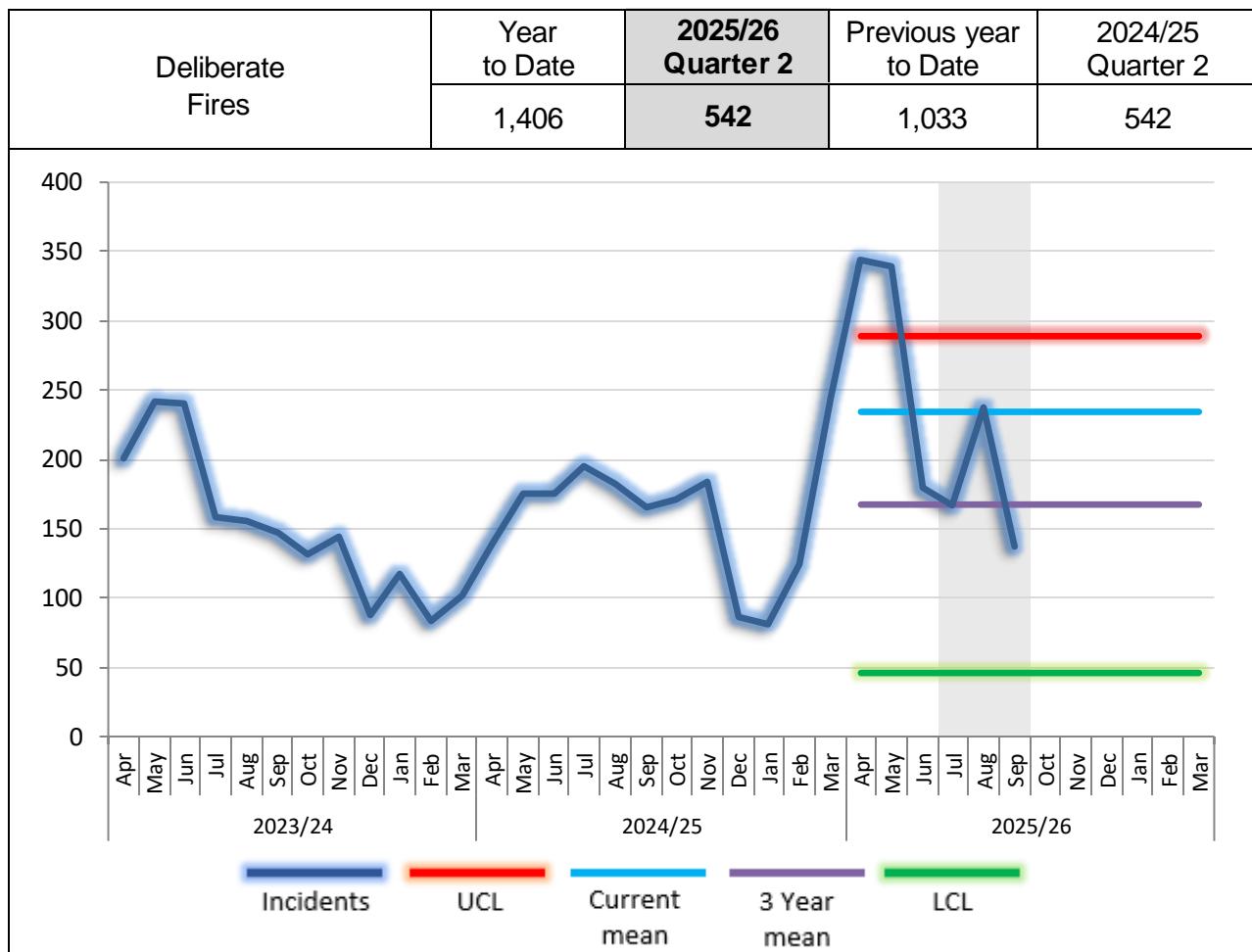
July 2025 – September 2025

2.6 Deliberate Fires Total: Specific performance measure of deliberate fires		Quarter Activity 542
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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 remained static against 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	2024/25	2023/24	2022/23
234	167	160	151	191

July 2025 – September 2025

### 2.6.1 Deliberate Fires – Dwellings

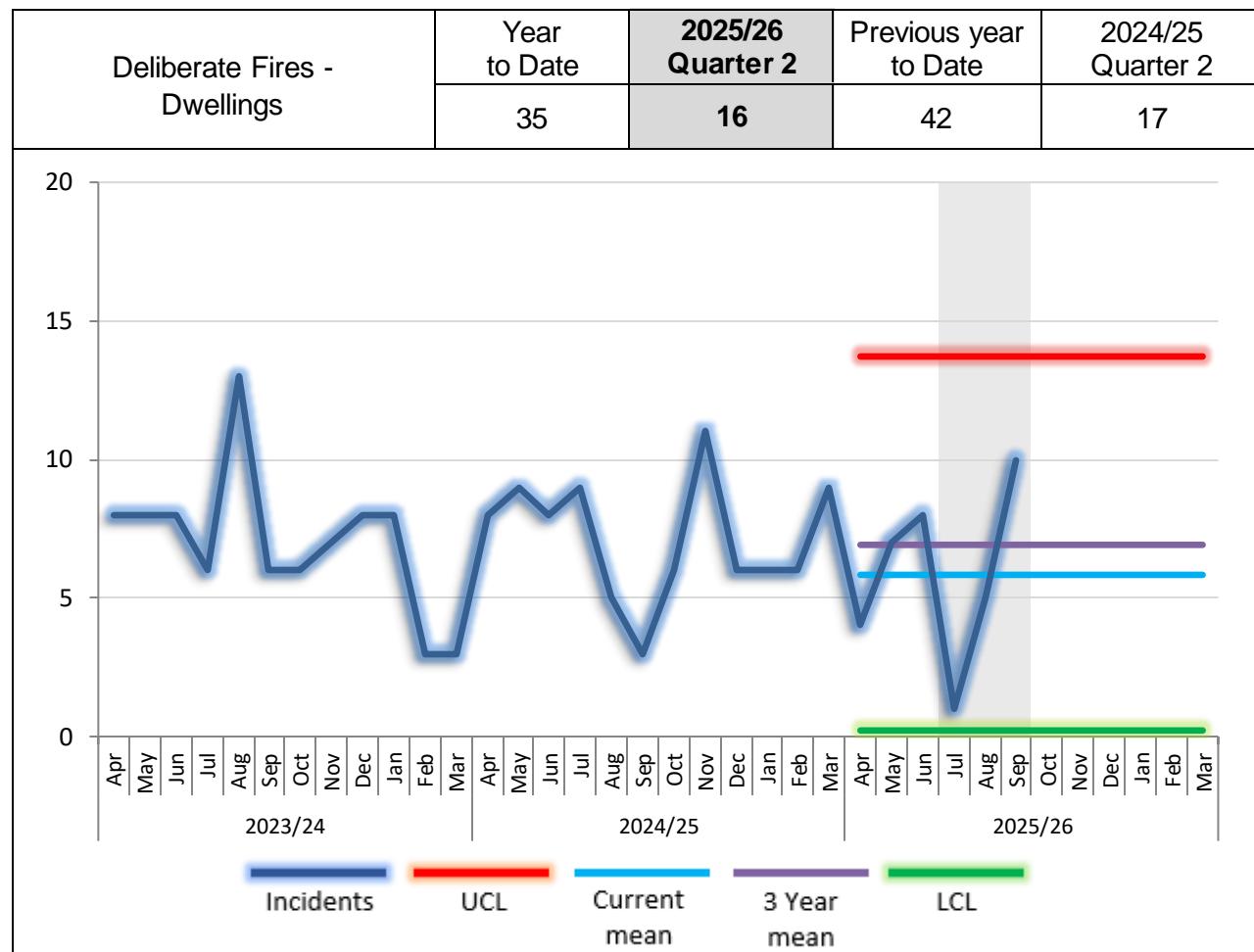


Quarter Activity  
16

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

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

**Quarterly activity decreased 5.88% 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	2024/25	2023/24	2022/23
6	7	7	7	7

July 2025 – September 2025

**2.6.2 Deliberate Fires – Commercial Premises**



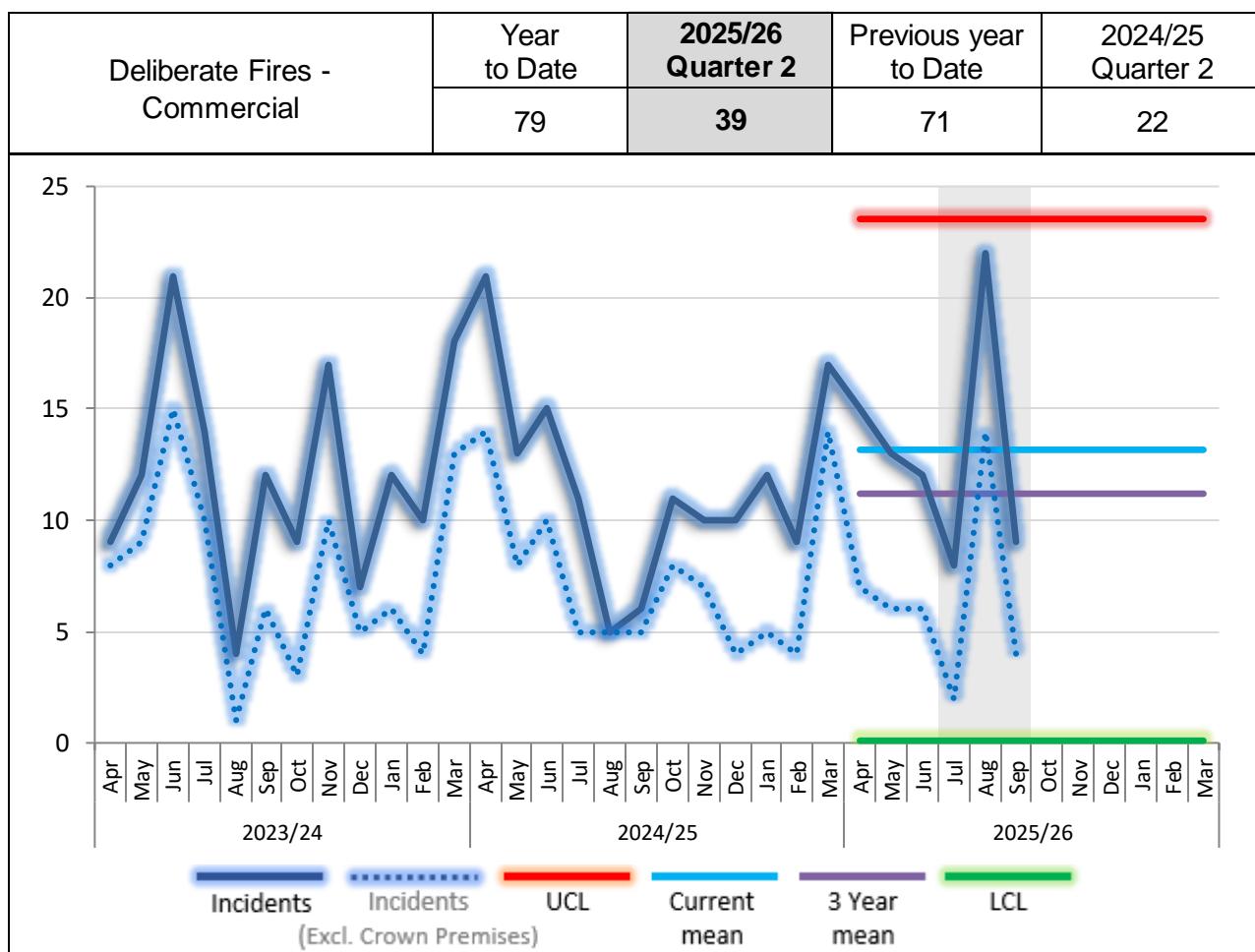
Quarter Activity  
39

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 increased 77.27% 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	2024/25	2023/24	2022/23
13	11	12	12	10

July 2025 – September 2025

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



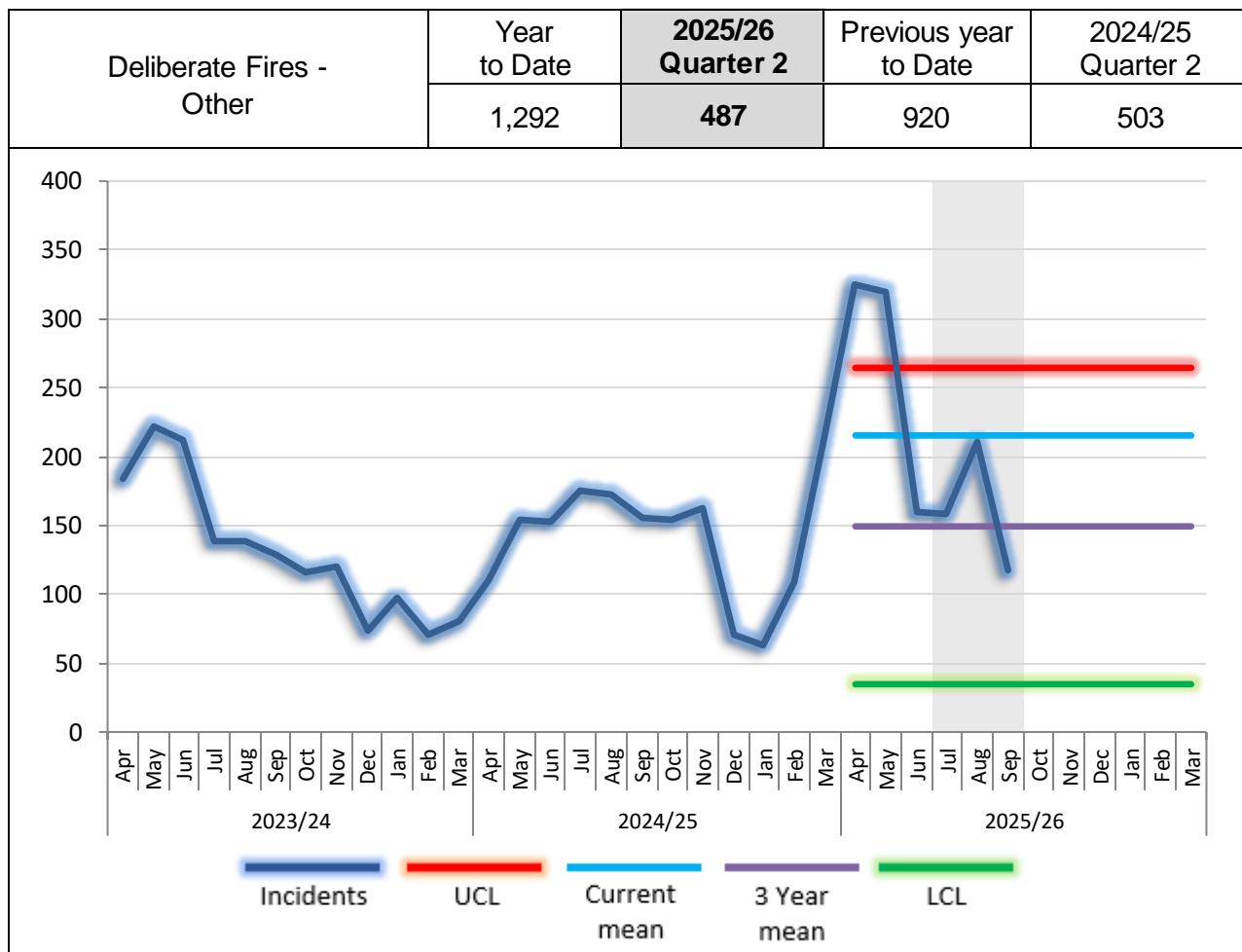
Quarter Activity  
487

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 decreased 3.18% 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	2024/25	2023/24	2022/23
215	149	141	132	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.

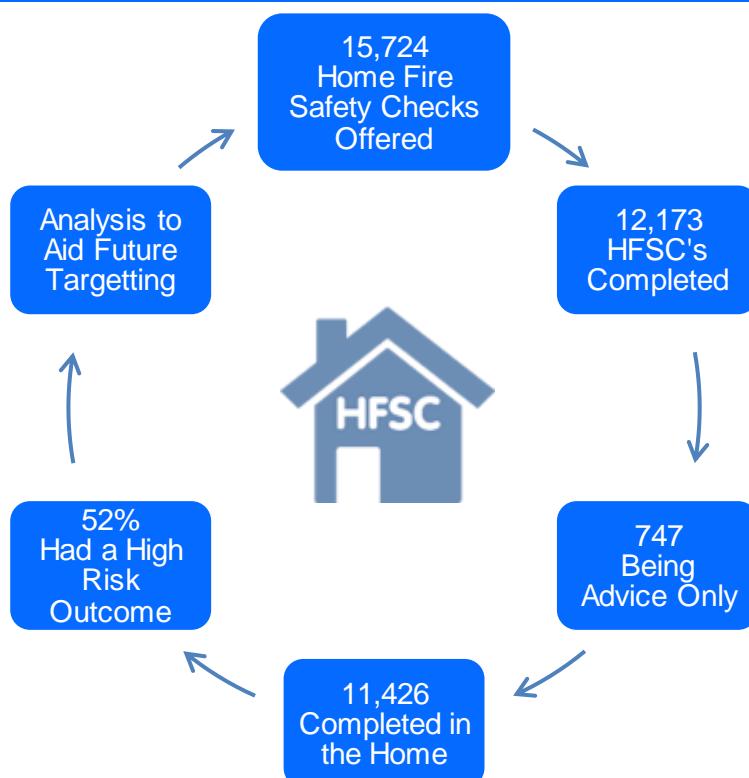
An improvement is shown if:

- 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 decreased 2.9% against the same quarter of the previous year, whilst the high risk outcomes remained static.**

	2025/26		↑/↓	2024/25	
	HFSC completed	% of High HFSC outcomes		HFSC completed	% of High HFSC outcomes
Q 1	5,966	52%	↑/↓	5,880	53%
Q 2	6,171	52%	↓/↔	6,353	52%
Q 3	-	-	-	6,035	51%
Q 4	-	-	-	5,365	55%

### Cumulative year to date activity



## 2.8 Prevention activities delivered



<b>Activity</b>	<b>Description</b>	<b>Targets for delivery</b>	<b>Data for quarter 2 2025/26</b>
ChildSafe	Fire Safety education package to Year 2 (key stage 1)	Offered to all year 2 pupils	55 sessions delivered to 1,468 students
RoadSense	Fire and Road Safety education package to Year 6 (key stage 2)	Offered to all year 6 pupils	50 sessions delivered to 1,449 students
SENDSafe	Fire Safety education package for learners with Special Educational Needs and Disabilities (SEND)	Offered to all SEND schools	6 sessions delivered to 144 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	9 sessions delivered to 2,148 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 96 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	79 referrals opened prior to Q2 and carried over. 42 referrals received in Q2. 75 referrals closed in Q2. 46 referrals carried to 2025-26, 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	28 sessions delivered to 243 delegates
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	Nil return
Arson Threat Referral	Bespoke service where a threat of arson has been made. Referrals largely come from the Police.	Meet demand from LanCon	218 completed

## 2.9 Business Fire Safety Checks



Quarter Activity  
**753**

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.

	2025/26				Progress	2024/25	
	BFSC completed	Quarter Target	BFSC Cumulative	YTD Target		BFSC complete	Quarter Target
Q 1	769	625	769	625	↓	924	625
Q 2	753	625	1,522	1,250	↓	943	625
Q 3	-	625	-	1,875	-	883	625
Q 4	-	625	-	2,500	-	887	625

### Cumulative year to date activity



Shops	472
Offices	217
Factories/Warehouses	199
Other workplaces	166
Other Public Premises	97



Shops	61
Other Workplaces	25
Factories/Warehouses	18
Flats =<3	10
Licenced Premises	8

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

### **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.

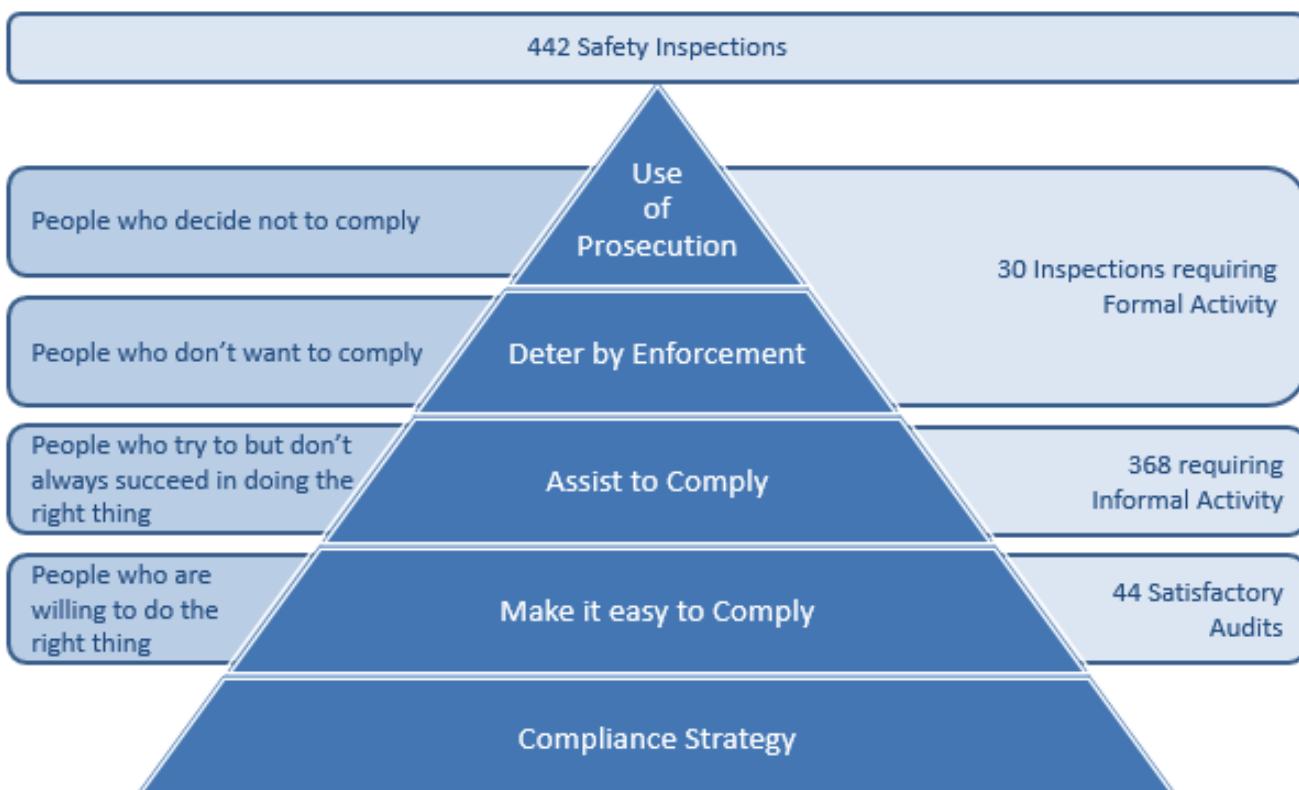
2.9.1 Fire Safety Activity		Quarter Activity 7%
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The number of Fire Safety Enforcement inspections carried out within the period resulting in supporting businesses to improve and become compliant with fire safety regulations or to take formal action of enforcement and prosecution of those that fail to comply. Formal activity is defined as one or more of the following: enforcement notice or an action plan, alterations notice or prohibition notice.

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

**Quarterly activity increased 1% against the same quarter of the previous year.**

Quarter	2025/26								2024/25	
	Fire Safety Enforcement Inspections	Formal Activity	% Formal Activity	Informal Activity	% Informal Activity	Satisfactory Audit	% Satisfactory Audit	Progress	% Formal Activity	% Informal Activity
1	402	19	5%	261	65%	80	20%	⬇️	6%	80%
2	442	30	7%	368	83%	44	10%	⬆️	6%	73%
3	-	-	-	-	-	-	-	-	8%	66%
4	-	-	-	-	-	-	-	-	8%	63%



## 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.

<b>Building Regulation Consultations</b>	<b>25/26 Q1</b>	<b>25/26 Q2</b>	<b>25/26 Q3</b>	<b>25/26 Q4</b>
Received	104	289	-	-
Completed within timeframe <sup>[1]</sup>	103	275	-	-
% Completed within timeframe	99.0%	95.2%	-	-

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

**July 2025 – September 2025**

**3.1 Critical Fire Response – 1<sup>st</sup> Fire Engine Attendance**



Quarter Response  
08:02

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.

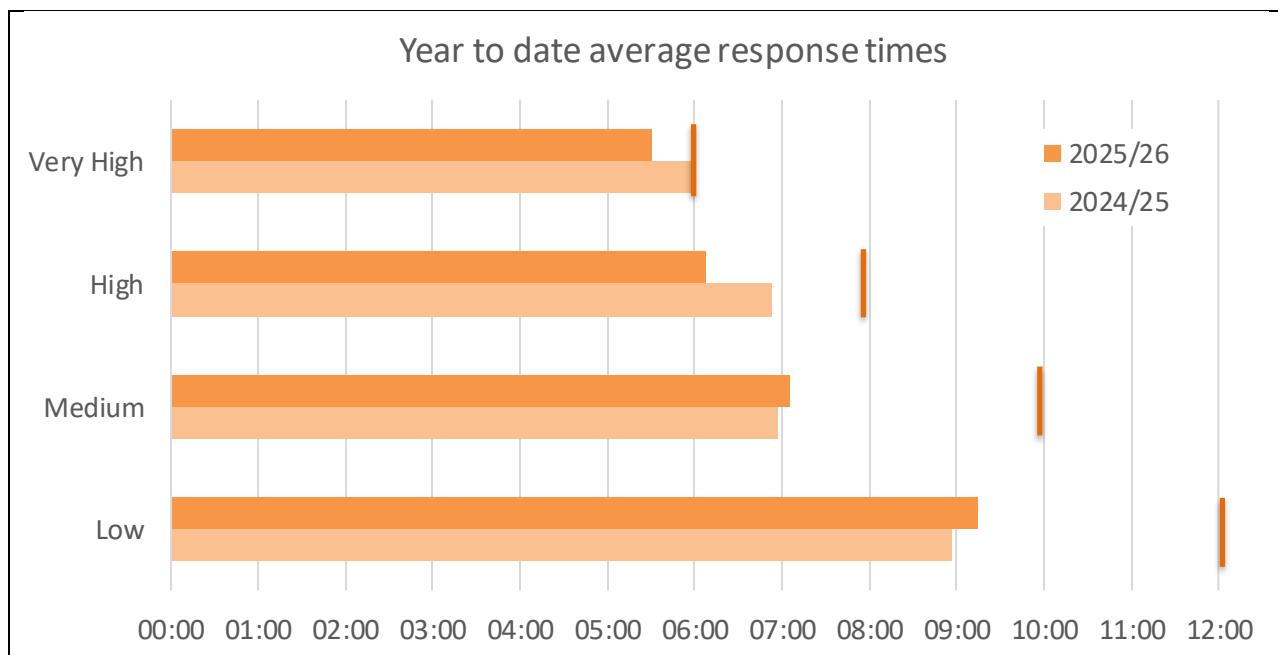
The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

- 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)	05:49	05:00	-	-	<b>05:31</b>	05:59
High (8 min)	05:37	06:38	-	-	<b>06:07</b>	06:53
Medium (10 min)	07:05	07:07	-	-	<b>07:06</b>	06:58
Low (12 min)	09:07	09:21	-	-	<b>09:14</b>	08:57
Overall	07:38	08:02	-	-	<b>07:49</b>	07:41

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



**3.2 Critical Special Service Response –  
1<sup>st</sup> Fire Engine Attendance**



Quarter Response  
08:47

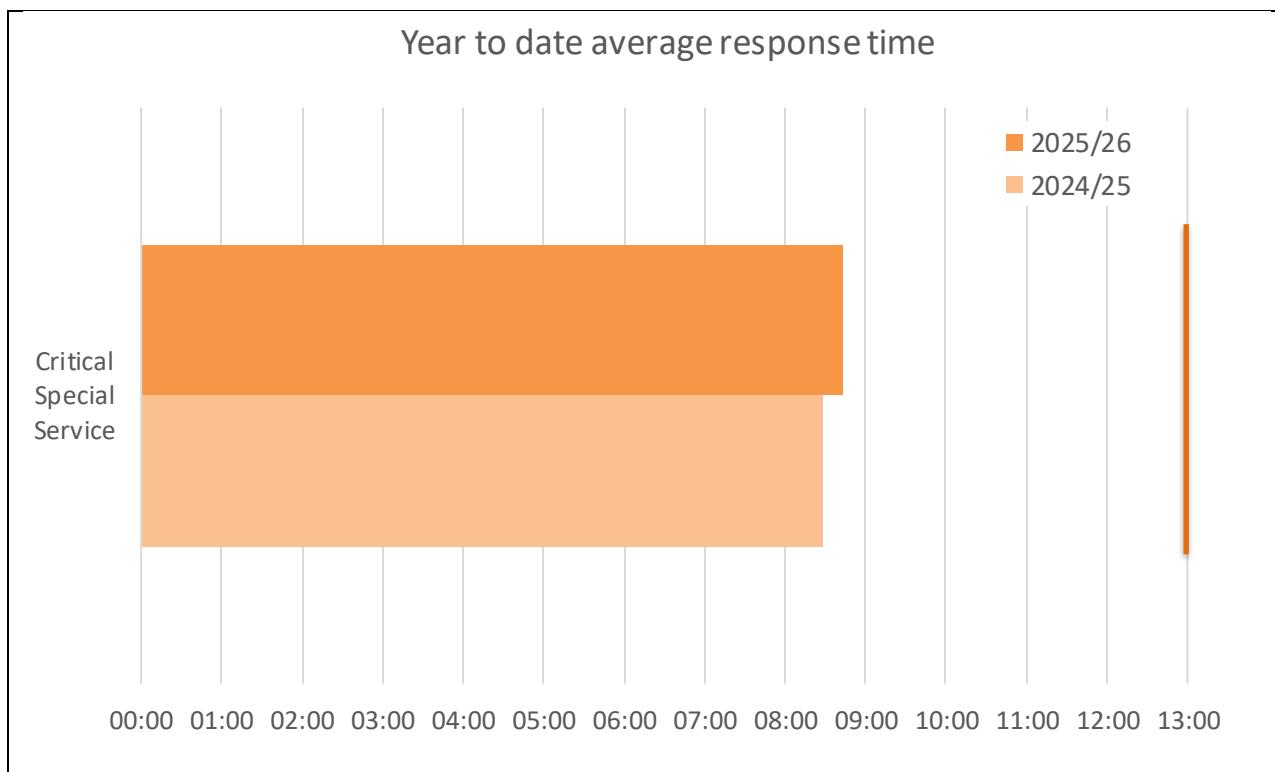
Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time.

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)	08:38	08:47	-	-	<b>08:42</b>	08:29

[Failures are expressed within square brackets]



### 3.3 Fire Engine Availability

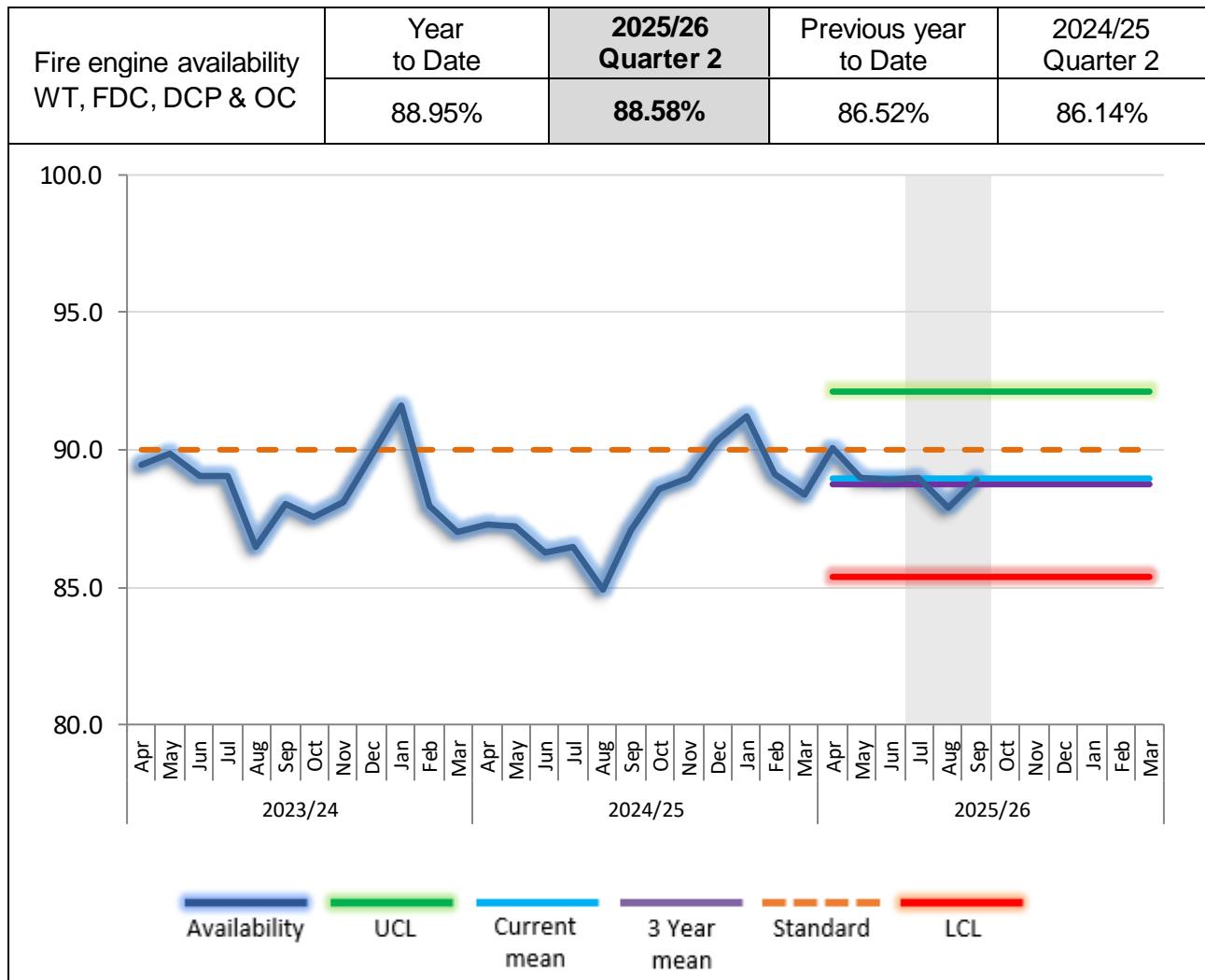


Quarter Availability  
**88.58%**

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

**Standard: 90%**

**Quarterly availability increased 2.44% over the same quarter of the previous year.**



#### **4.1 Progress Against Allocated Budget**



Quarter variance  
0.26%\*

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 2025/26 is £77.5 million. Spend of £37.6 million is broadly in line with allocated budget at the end of quarter two with a small overspend of £0.2 million; £0.1 million on each pay and non-pay. In the main, the pay overspend reflects the higher than budgeted pay awards of 3.2% for all staff compared to the 3% budgeted and the non-pay overspend is the result of inflationary pressure.

Looking ahead to the latter half of the year, inflationary pressures are likely to continue and the budgeted savings of £0.5 million from the new Dynamic Resource Management Policy are on target to be delivered.

The annual revised capital budget for 2025/26 is £12.7 million and spend at the end of September was £2.3 million. Slippage of £0.1 million has been identified.

\*Revenue budget variance: 0.26%

## 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 are mandated to work together under the Policing and Crime Act 2017. The aim is to improve efficiency, effectiveness, and deliver enhanced outcomes.

This report outlines the progress of major workstreams overseen by the Blue Light Collaboration Board (BLCB). These workstreams are managed through both Strategic and Tactical meetings, supporting improved outcomes, better value for money, reduced demand, and addressing inequalities in communities.

### **Leadership Development**

Lancashire Fire and Rescue Service (LFRS), Lancashire Police (LanCon), and North West Ambulance Service (NWAS) continue to seek efficiencies and foster professional relationships across Blue Light Services.

Over the last 12 months, each Service has hosted a Leadership Event, covering three shared themes identified using insights from each organisation. The first session, hosted by LFRS, saw 60 attendees from all three Services, including Area Managers, Group Managers, Heads of Service, and aspiring leaders. The session, titled “Nourish to Flourish,” focused on self-care for effective leadership. The second session addressed media handling for Blue Light leaders. The final leadership event was held by LanCon and focussed on generational differences.

The group is exploring an ‘Outside-In’ Leadership program and the creation of a cross-coaching network for shared learning, potentially including a coaching exchange initiative.

### **Health and Wellbeing**

A new collaborative group was formed earlier this year, bringing together Health and Wellbeing leads from all three Services. The group’s goal is to understand and align the health and wellbeing offerings across Blue Light organisations, exploring joint opportunities to support staff.

The group’s initial step was to share policies and procedures for best practice and learning. NWAS has delivered menopause awareness sessions, and LFRS has developed a workshop to raise awareness of suicide from a responder’s perspective elements of which can be shared across all services.

### **Estates and Co-location**

The estates and co-location initiative between LFRS, NWAS, and LanCon aims to identify opportunities for shared sites, enhancing collaboration and value for money. Successful co-location at Lancaster, St Annes, Darwen, Preston, and other Fire Stations has improved operational efficiency and fostered stronger inter-service relationships, ultimately benefiting Lancashire communities.

An updated Blue Light Collaboration Project Initiation Document has provided direction for the Estates and Co-location sub-group, which is exploring further collaboration. Quarterly

meetings between Heads of Estates from LFRS, NWAS, and LanCon have shown that benefits extend beyond site sharing. The project's objectives, principles, and expected benefits have been updated. The group is also considering system knowledge exchange, shared procurement specifications, and joint supplier frameworks.

### **Community First Responder (CFR)**

A cost-benefit analysis by the New Economy shows that Emergency Medical Response (EMR) yields a return of £4.41 for every £1 invested. In areas with EMR co-responding, firefighters are dispatched alongside ambulance services for suspected cardiac arrests, with the first to arrive providing life-saving care. This parallel response increases the likelihood of timely intervention and supports ambulance crews in advanced clinical work.

While this model has been successful in parts of the UK, the South Western Ambulance Service Foundation Trust is phasing out fire EMR in favour of strengthening its volunteer CFR scheme, a decision met with disappointment by FRS' involved in EMR.

In Lancashire, the CFR workstream enables LFRS staff volunteers to respond to life-threatening emergencies from their workplace. Since 2023, over 200 incidents have been attended, with LFRS staff providing life-saving interventions before ambulance arrival.

The operational model has three phases:

- Phase 1: Green book staff respond voluntarily while on duty.
- Phase 2: Flexi Duty Officers (FDOs) respond while on duty.
- Phase 3: On Call staff respond within their communities. This phase is being developed with NWAS and stations have been identified in the communities where NWAS require most support.

**4.3 Overall User Satisfaction**



Percentage satisfied  
98.62%

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.

**During the quarter, 52 people were surveyed; 50 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?	3,998	3,943	98.62%	97.50%	1.12%