Measuring Progress

Performance Report

July 2019 - September 2019

making Lancashire **safer**   2019-20 **Quarter 2**

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Lancashire Fire and Rescue Service
Measuring Progress
July 19 – September 19

Introduction

The following pages set out Lancashire Fire and Rescue Service's Performance Framework, an explanation of how our Key Performance Indicator's (KPI) are measured and how we are performing.

The document illustrates our performance across all our KPI's and where appropriate, by an analysis of the KPI's which are classified as being in exception, along with an analysis of the cause and actions being taken to improve performance.

Performance Framework

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 KPIs is scrutinised every quarter at the Performance Committee.

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

1 Preventing fires and other emergencies from happening. Protecting people and property when fires happen.	1.1 Critical Fire Risk Map Score 1.2 Overall Activity 1.3 Accidental Dwelling Fires (ADF) 1.3.1 ADF – Extent of Damage (Fire Severity) 1.3.2 ADF – Number of incidents where occupants have received a Home Fire Safety Check 1.4 ADF Casualties 1.5 Accidental Building Fires 1.5.1 Accidental Building Fires – Extent of Damage (Fire Severity) 1.6.1 Deliberate Fires – Antisocial Behaviour (ASB) 1.6.2 Deliberate Fires – Dwellings 1.6.3 Deliberate Fires – Non Dwellings 1.7 High Risk HFSC 1.8 Road Safety Education 1.9 Fire Safety Enforcement
2 Responding to fire and other emergencies quickly and competently.	2.1.1 Critical Fire Response – 1st Fire Engine Attendance 2.1.2 Critical Fire Response – 2nd Fire Engine Attendance 2.2.1 Critical Special Service Response – 1st Fire Engine Attendance 2.3 Fire Engine Availability (Wholetime, Day Crewing & Day Crewing Plus) 2.4 Fire Engine Availability (On Call) 2.4.1 Fire Engine Availability (On Call) – Without wholetime detachments 2.5 Staff Accidents
3 Delivering value for money in how we use our resources.	3.1 Progress Against Savings Programme 3.2 Overall User Satisfaction
4 Valuing our people so that they can focus on making Lancashire safer.	4.2.1 Staff Absence (Excluding On Call) 4.2.2 Staff Absence (On Call)

Explanation of Performance Measures

KPI's are monitored either by using an XmR chart, comparing current performance against that achieved in the previous cumulative years activity, or against a pre-determined standard, for example, the response standard KPI's are measured against a range of set times.

The set times are dependent upon the risk rating given to each Super Output Area (SOA), which is presented as a percentage of occasions where the standard is met.

XmR chart explanation (Value [X] over a moving [m] range [R]).

> **An XmR chart is a control chart used to highlight any significant changes in activity so that interventions can be made before an issue arises. It can also highlight where activity has decreased, potentially as a result of preventative action which could be replicated elsewhere.**

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

An exception report is generated if the XmR rules are breached.

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

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

Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2018 (⭕) is above the Upper Control Limit (UCL) and a positive exception in February 2019 (⭕) for meeting rule 2.
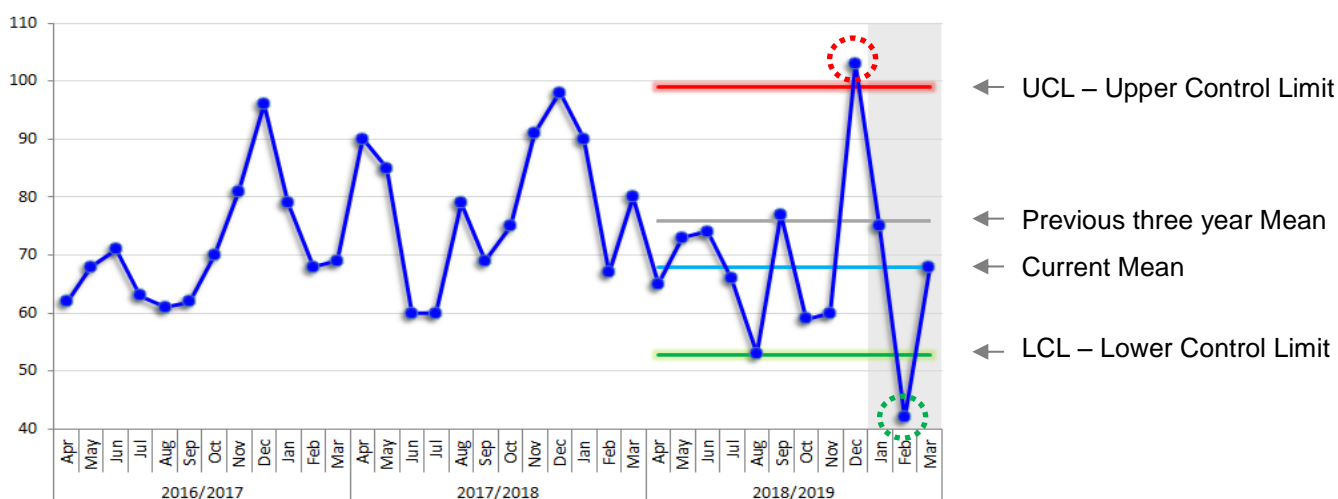
Key Performance Index and Indicator trends

This section 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 below and indicate the relative direction of travel and trends over the last four quarters; so the last point of the chart will always represent the most recent quarter. Sparkline's are simple indicative indicators and are not intended to have labelled points or axes.

The cell shading denotes whether the indicator is - within accepted limits:
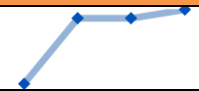
is in positive exception:
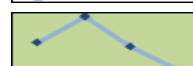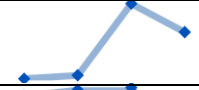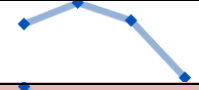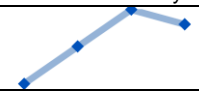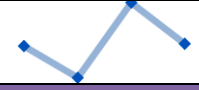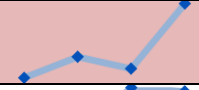
or is in negative exception:

KPI		Description	Progress	Page (s)
1		**Preventing** fires and other emergencies from happening. **Protecting** people and property when fires happen.		
1.1		Risk Map Score		9
1.2		Overall Activity		10
1.3		Accidental Dwelling Fires (ADF)		12
1.3.1		ADF - Extent of Damage (Fire Severity)		13
1.3.2		ADF - Number of Incidents Where Occupants have Received a HFSC		14
1.4		Accidental Dwelling Fire Casualties		15
1.5		Accidental Building Fires (ABF) - Non Dwellings		16
1.5.1		ABF (Non Dwellings) - Extent of Damage (Fire Severity)		17
1.6.1		Deliberate Fires - Anti-Social Behaviour		18
1.6.2		Deliberate Fires - Dwellings		18
1.6.3		Deliberate Fires - Non Dwellings		18
1.7		High Risk Home Fire Safety Checks		19
1.8		Road Safety Education Evaluation		20
1.9		Fire Safety Enforcement		21

Key Performance Index and Indicator trends

KPI		Description	Progress	Page (s)
2		**Responding** to fire and other emergencies quickly and competently.		
2.1.1		Critical Fire Response - 1st Fire Engine Attendance		22
2.1.2		Critical Fire Response - 2nd Fire Engine Attendance		23
2.2.1		Critical Special Service Response - 1st Fire Engine Attendance		24
2.3		Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		15
2.4		Fire Engine Availability - On-Call Duty System		26
2.4.1		Fire Engine Availability - On-Call Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only	28
2.5		Staff Accidents		29
3		**Delivering** value for money in how we use our resources.		
3.1		Progress Against Savings Programme		30
3.2		Overall User Satisfaction		31
4		**Valuing** our people so that they can focus on making Lancashire safer.		
4.2.1		Staff Absence - Excluding On-Call Duty System		32
4.2.2		Staff Absence - On-Call Duty System		34

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Lancashire Fire and Rescue Service
Measuring Progress
July 19 – September 19

1.1 Risk Map		Risk Score **31,816**

This indicator measures the fire risk in each 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.

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

The County risk map score is updated annually, before the end of the first quarter. An improvement is shown by a year on year decreasing 'score' value.

Current score 31,816, previous year score 32,114.
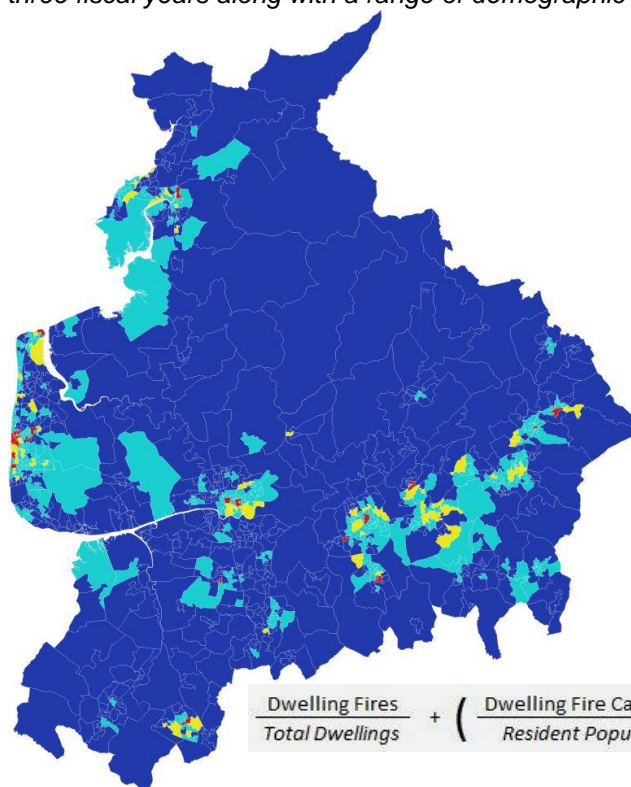
$$\frac{Dwelling\ Fires}{Total\ Dwellings} + \left(\frac{Dwelling\ Fire\ Casualties}{Resident\ Population} \times 4\right) + Building\ Fire + \left(IMD \times 2\right) = Risk\ Score$$

Score Category	Risk Grade	Score (14-17)	SOA Count (14-17)	Score (15-18)	SOA Count (15-18)	Score (16-19)	SOA Count (16-19)
Less than 36	L	11,980	521	12,012	524	12,528	542
Between 36 & 55	M	13,722	321	13,654	321	13,230	310
Between 56 & 75	H	4,654	74	4,598	74	4,306	68
Greater than 75	VH	2,042	25	1,850	22	1,752	21
Grand Total		32,398	941	32,114	941	31,816	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2018 count	22	74	321	524	32,114
2019 count	21	68	310	542	31,816
Change	▼ -5% Overall reduction in Very High risk SOA's	▼ -8% Overall reduction in High risk SOA's	▼ -3% Overall increase in Medium risk SOA's	▲ 3% Overall reduction in Low risk SOA's	▼ -1% Overall reduction in fire risk

1.2 Overall Activity		Quarter activity 4,547

The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, missing person searches on behalf of the Police and gaining entry incidents at the request of the Ambulance Service.

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

Quarterly activity decreased 4.87% over the same quarter of the previous year.
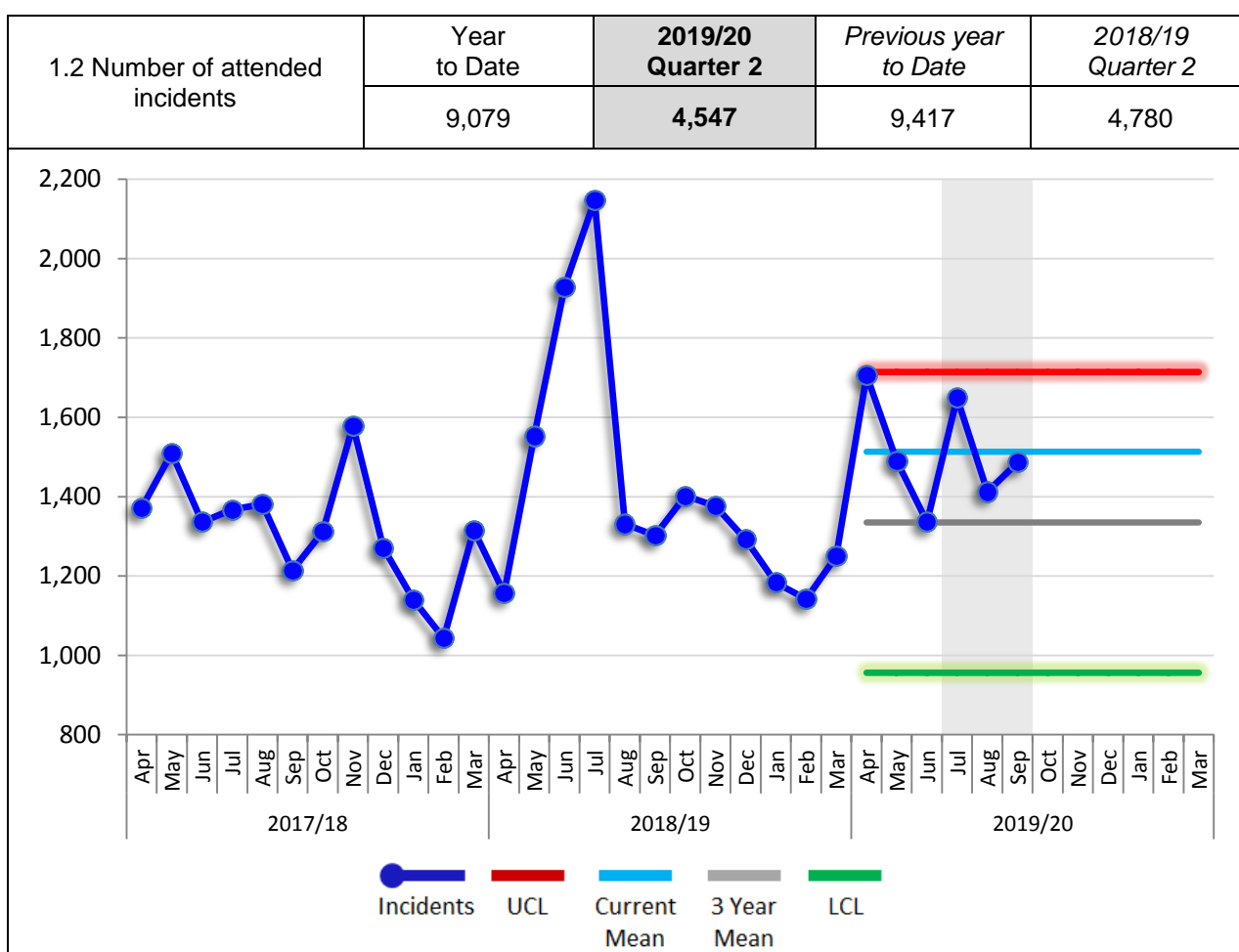
1.2 Number of attended incidents	Year to Date	2019/20 Quarter 2	Previous year to Date	2018/19 Quarter 2
	9,079	4,547	9,417	4,780

	Current Mean	3 year Mean	Monthly Mean		
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.			2018/19	2017/18	2016/17
	1,513	1,335	1,421	1,320	1,263

1.2 Overall Activity Breakdown

Quarter activity
4,547

Incidents attended by Lancashire Fire and Rescue Service consist of a myriad of different types. The breakdown below, whilst not an exhaustive list, aims to illustrate how activity captured within KPI 1.2 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	60%
Good Intent false alarm	37%
Malicious False Alarm	3%

SPECIAL SERVICE:	
Critical Incidents (KPI 2.2.1)	64%
Gaining Entry*	18%
RTC*	17%
Flooding*	7%

FIRE - SECONDARY:	
Anti-Social Behaviour (1.6.1)	57%
Accidental Fires	43%

FIRE - PRIMARY:	
Accidental Dwelling Fires (1.3)	39%
Accidental Building Fires (1.5)	13%
Dwellings (1.6.2)	7%
Non Dwellings (1.6.3)	5%
Other Primary	37%

Pie chart:
- Special Service, 1024, 23%
- False Alarm, 2280, 50%
- Fire - Secondary, 678, 15%
- Fire - Primary, 553, 12%

*Chimney fires only contribute a small proportion and are not shown in the above chart. *Included within KPI 2.2.1*

FALSE ALARM incidents make up the majority of the Service's activity. During quarter 2 false alarms consisted of: 60% Fire alarm due to Apparatus, 37% Good Intent false alarm and 3% Malicious False Alarm.

SPECIAL SERVICE incidents are made up of a number of different activities, of which, 655 are defined as critical incidents and are captured within KPI 2.2.1. On behalf of the Ambulance Service we were asked to gain entry to a property on 315 occasions, of which, 187 (59%) resulted in the use of tools to gain entry to a property. Also, 17% of special service incidents are Road Traffic Collisions (RTC) and 7% are flooding related.

SECONDARY FIRE incidents are mainly anti-social behaviour fires (KPI 1.6.1). These makeup 57% and mainly involve loose refuse. Whilst 43% are accidental fires, or fires with an unknown cause.

PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 39% and are shown later in the report as KPI 1.3. Accidental Building Fires contribute 13% and again are covered within its own KPI 1.5.

1.3 Accidental Dwelling Fires		Quarter activity 213

The number of primary fires where a dwelling has been affected <u>and</u> the cause of fire has been recorded as 'Accidental' or 'Not known'.

A primary fire is one involving property (excluding derelict property) <u>or</u> any fires involving casualties, rescues, <u>or</u> any fire attended by five <u>or</u> more appliances. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire.

Quarterly activity increased 8.67% over the same quarter of the previous year.
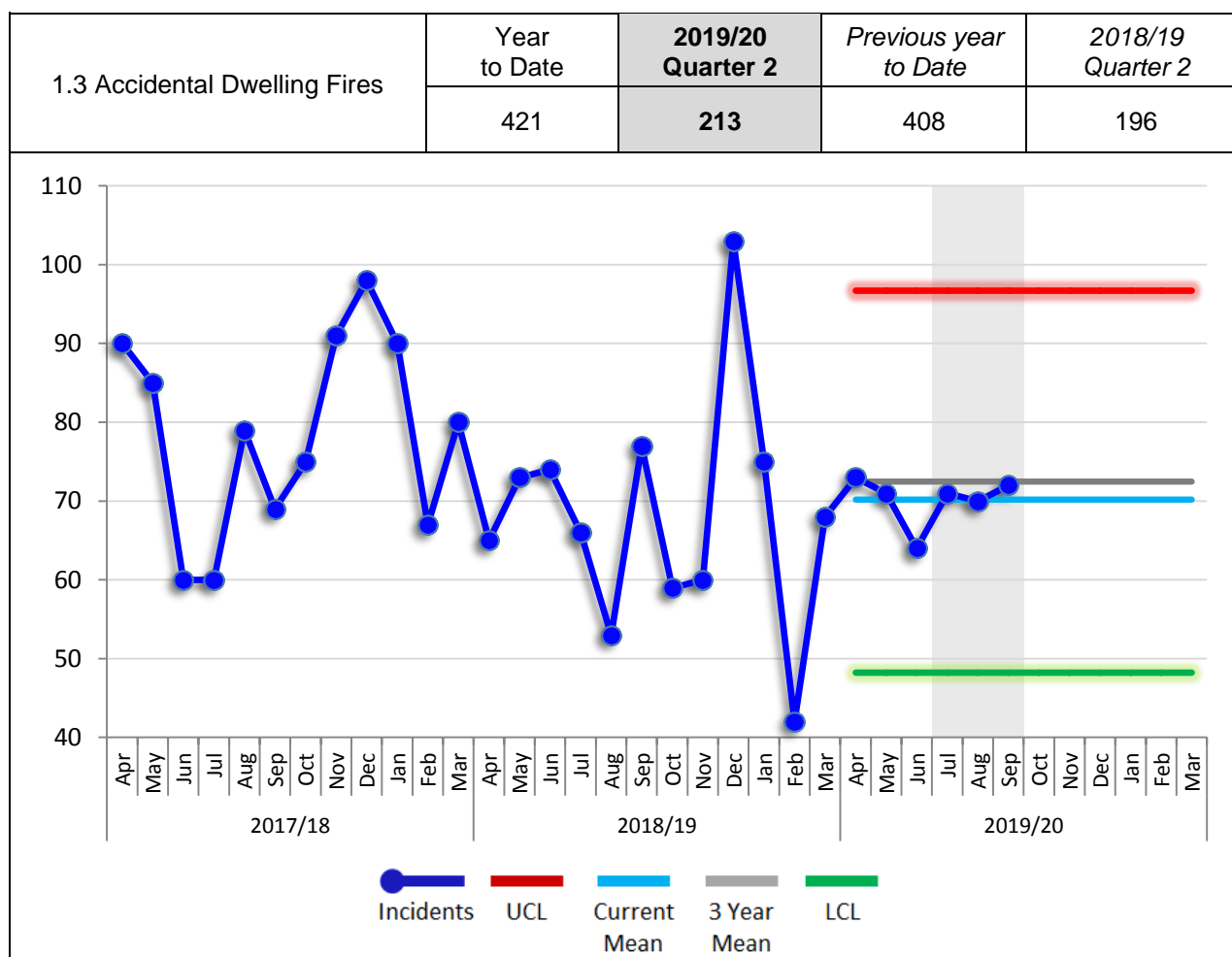
1.3 Accidental Dwelling Fires	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	421	**213**	408	196

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2018/19	**2017/18**	**2016/17**
70	72	68	79	70

1.3.1 ADF - Extent of Damage (Fire Severity)

Quarter activity:
93.5%

ADF criteria as 1.3. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types.

The chart below shows a rolling quarterly severity of Accidental Dwelling Fire over the previous two years. Each quarter is broken down in to high, medium & low and is calculated using the Cheshire Fire Severity Index for Accidental Dwelling Fires.

Each quarter includes the percentage out of 100% that each severity type represents of the total, with an indicator to illustrate the direction against the same quarter of the previous year.

The latest quarter recorded a combined 'low' and 'medium' severity of 93.5%. This is a decrease of 1.9% against the 95.4% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 2
			Quarter 2	*Quarter 3*	*Quarter 4*	*Quarter 1*	
1.3.1 ADF – Severity of Fire	High	⬆	*4.6%*	*4.5%*	*3.2%*	*4.3%*	**6.5%**
	Medium	⇩	*46.4%*	*52.7%*	*49.7%*	*49.0%*	**44.9%**
	Low	⇩	*49.0%*	*42.8%*	*47.0%*	*46.6%*	**48.6%**
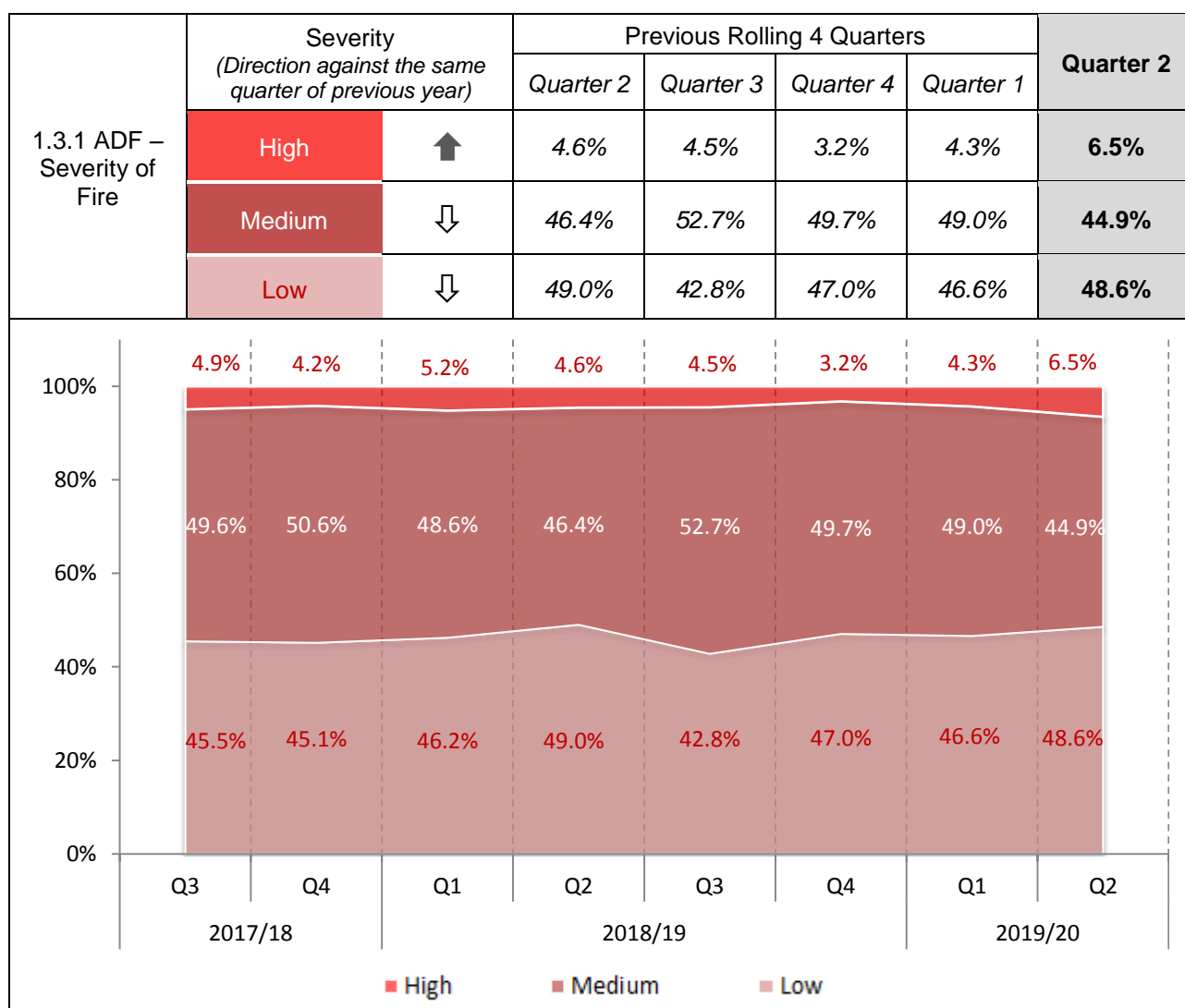
1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC	HFSC	% with previous HFSC 13%

ADF criteria as 1.3. The HFSC must be a completed job (i.e. not a refusal) carried out by LFRS personnel or partner agency. The HFSC must have been carried out within 12 months prior of the fire occurring.

An improvement is shown if the percentage of '% of ADF's with previous HFSC' is greater than the comparable quarter of the previous year. This indicates that the correct households are being targeted with prevention activities.

Over the latest quarter, Accidental Dwelling Fires with a previous HFSC increased 4% over the same quarter of the previous year.

	2019/20		⬆/⬇	2018/19	
	ADF's with previous HFSC	% of ADF's with previous HFSC	Progress	ADF's with previous HFSC	% of ADF's with previous HFSC
Quarter 1	23	11%	⬆	21	10%
Quarter 2	28	13%	⬆	17	9%
Quarter 3				24	11%
Quarter 4				15	8%

1.4 Accidental Dwelling Fire Casualties

	Quarter activity
	16

ADF criteria as 1.3. 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.

There was one fatality during the latest quarterly period. Four casualties are recorded as serious and 11 slight. The same quarter of the previous year recorded 2 fatalities, 1 serious and 9 slight.

Casualty Status	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
Fatal	3	1	4	2
Victim went to hospital, injuries appear Serious	10	4	2	1
Victim went to hospital, injuries appear Slight	18	11	16	9
Total	31	16	22	12
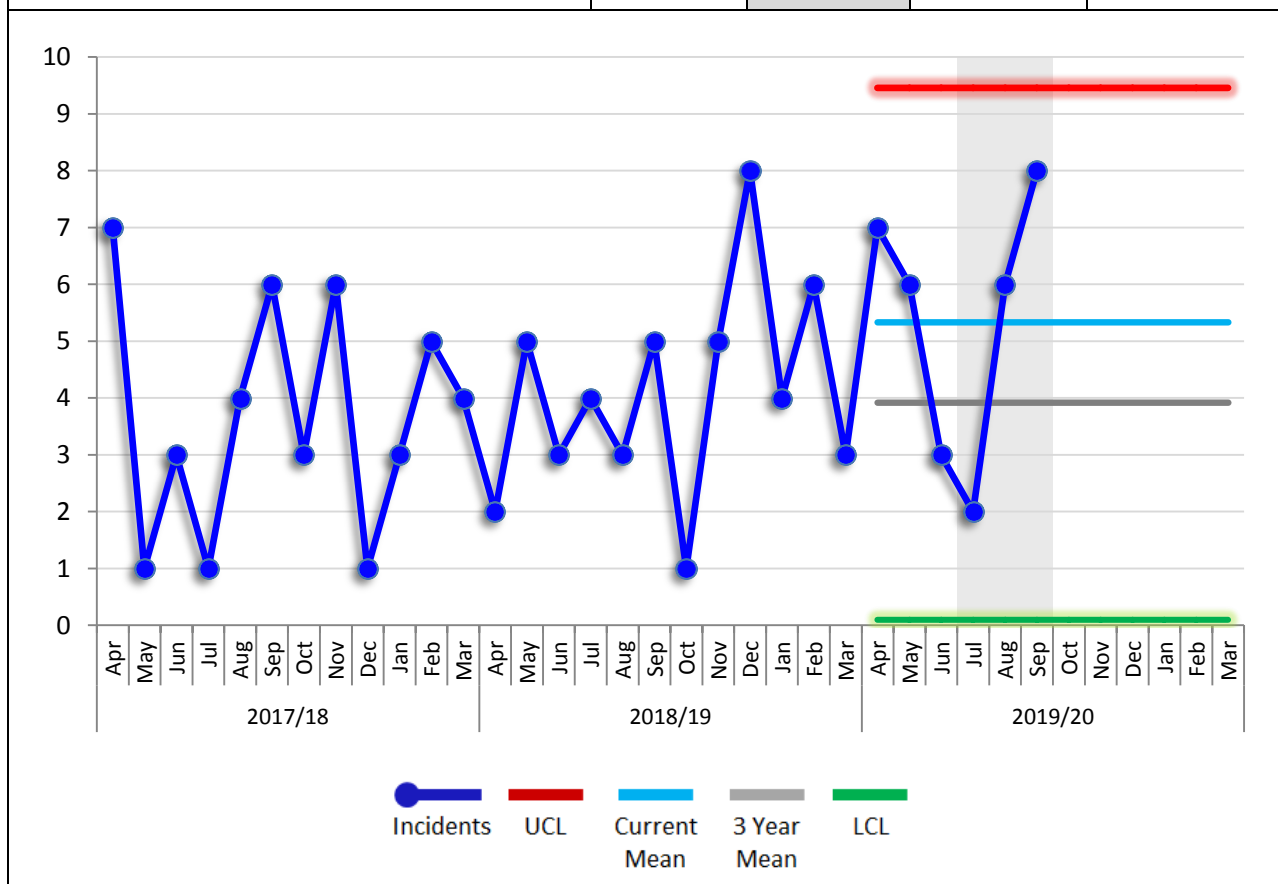
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	**3 year Mean**	**Monthly Mean**		
		2018/19	**2017/18**	**2016/17**
5	4	4	3	4

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1.5 Accidental Building Fires (Non Dwellings)	Quarter activity 73

Primary fire criteria as 1.3. Accidental Building Fires (ABF) are recorded as: Primary fires where; the property type is 'Building' and the property sub type does not equal 'Dwelling' and the cause of fire has been recorded as 'Accidental' or 'Not known'.

Quarterly activity decreased 21.51% over the same quarter of the previous year.
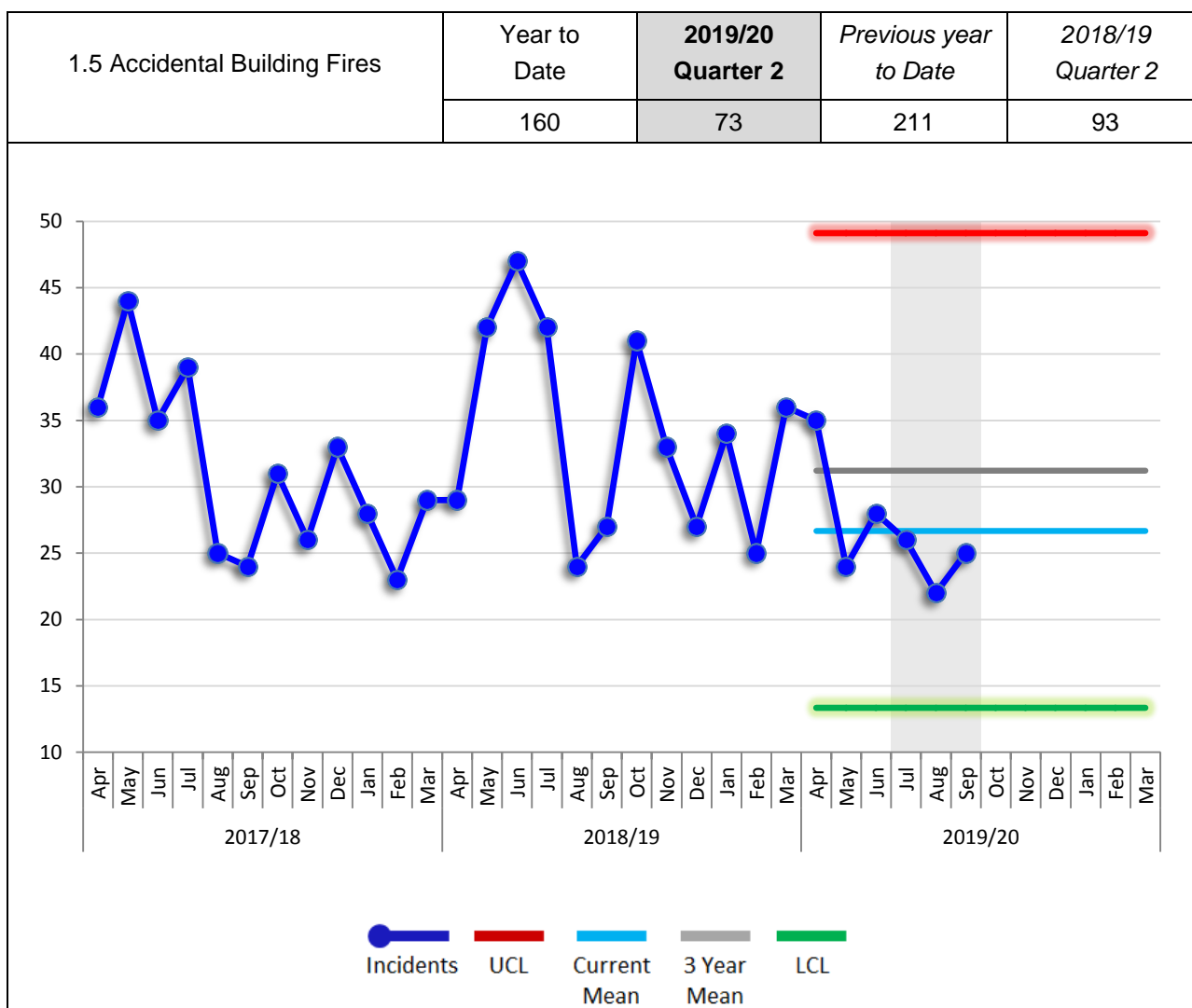
1.5 Accidental Building Fires	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	160	73	211	93

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2018/19	**2017/18**	**2016/17**
27	31	34	31	28

1.5.1 ABF (Non Dwellings) - Extent of Damage (Fire Severity)

Quarter activity:
79.2%

ABF criteria as 1.5. Extent of fire and heat damage is recorded at the time the STOP message is sent and includes all damage types. Included within this KPI are property types of private garages and private sheds; due to their single room construction, any damage is often classified as 'whole building', which will have the effect of increasing their severity category outcome.

The chart below shows a rolling quarterly severity of ABF over the previous two years. Each quarter is broken down in to high, medium & low and is calculated using the Cheshire Fire Severity Index for Accidental Dwelling Fires methodology, applied to Accidental Building Fires.
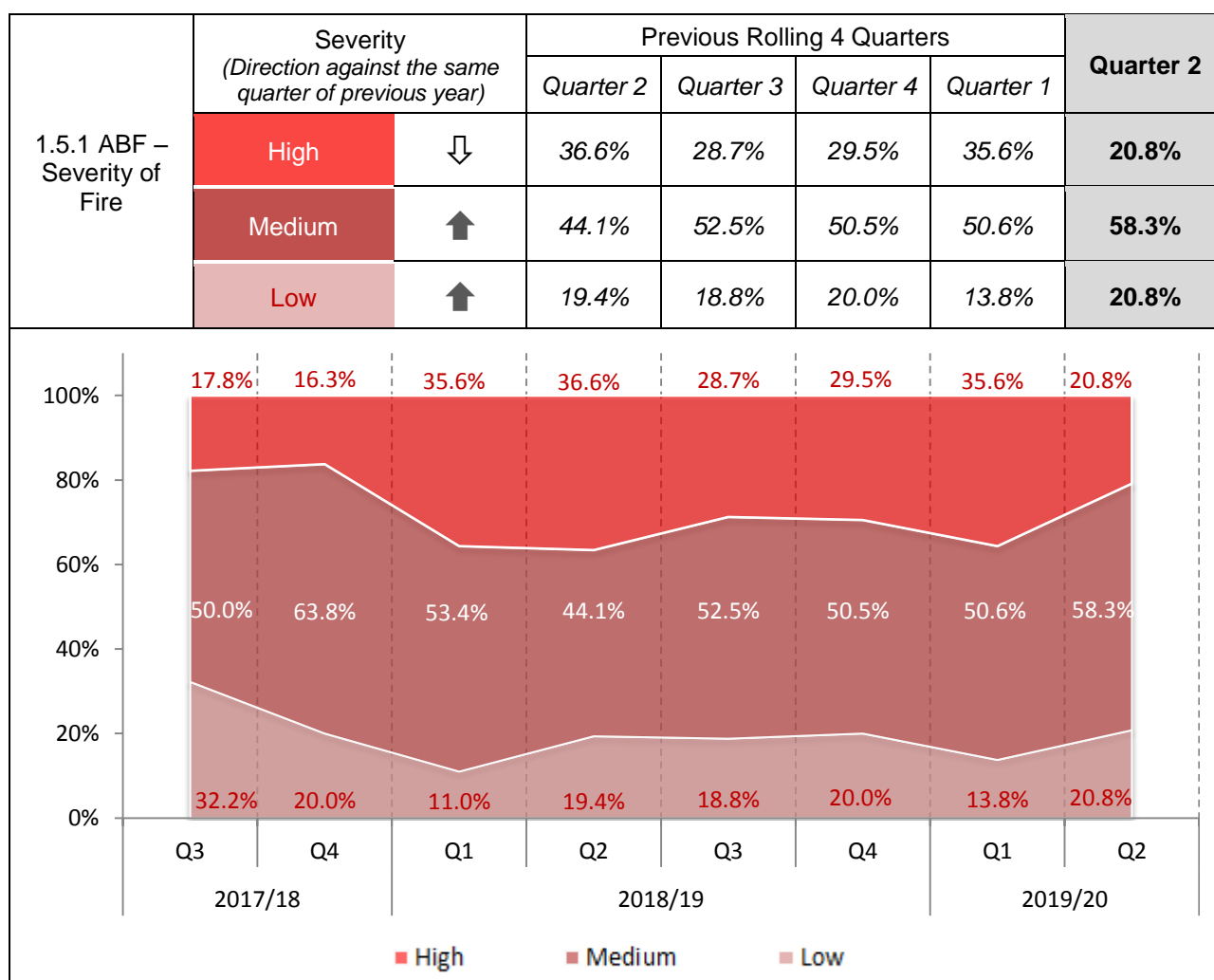
Each quarter includes the percentage out of 100% that each severity type represents of the total, with an indicator to illustrate the direction against the same quarter of the previous year.

The latest quarter recorded a combined 'low' and 'medium' severity of 79.2%. This is an improvement of 15.8% against the 63.4% recorded in the same quarter of the previous year.

	Severity *(Direction against the same quarter of previous year)*		Previous Rolling 4 Quarters				Quarter 2
			Quarter 2	*Quarter 3*	*Quarter 4*	*Quarter 1*	
1.5.1 ABF – Severity of Fire	High	⇩	*36.6%*	*28.7%*	*29.5%*	*35.6%*	**20.8%**
	Medium	⬆	*44.1%*	*52.5%*	*50.5%*	*50.6%*	**58.3%**
	Low	⬆	*19.4%*	*18.8%*	*20.0%*	*13.8%*	**20.8%**

1.6 Deliberate Fires

Quarter activity
390

The number of primary and secondary fires where; the cause of fire has been recorded as 'Deliberate'. Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or 5 or more appliances attend. Includes fires in single derelict buildings.

1.6.1 Deliberate ASB Fires	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	1,071	390	1,361	674

Chart refers to KPI 1.6.1

Legend: Incidents — UCL — Current Mean — 3 Year Mean — LCL

Deliberate Fire Type		Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	1.6.1 Deliberate Fires - ASB	1,071	390	1,361	674
	1.6.2 Deliberate Fires - Dwellings	67	38	67	27
	1.6.3 Deliberate Fires - Non Dwellings	79	44	59	18

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.	Current Mean	3 year Mean	Monthly Mean		
			2018/19	2017/18	2016/17
	178	160	175	156	150

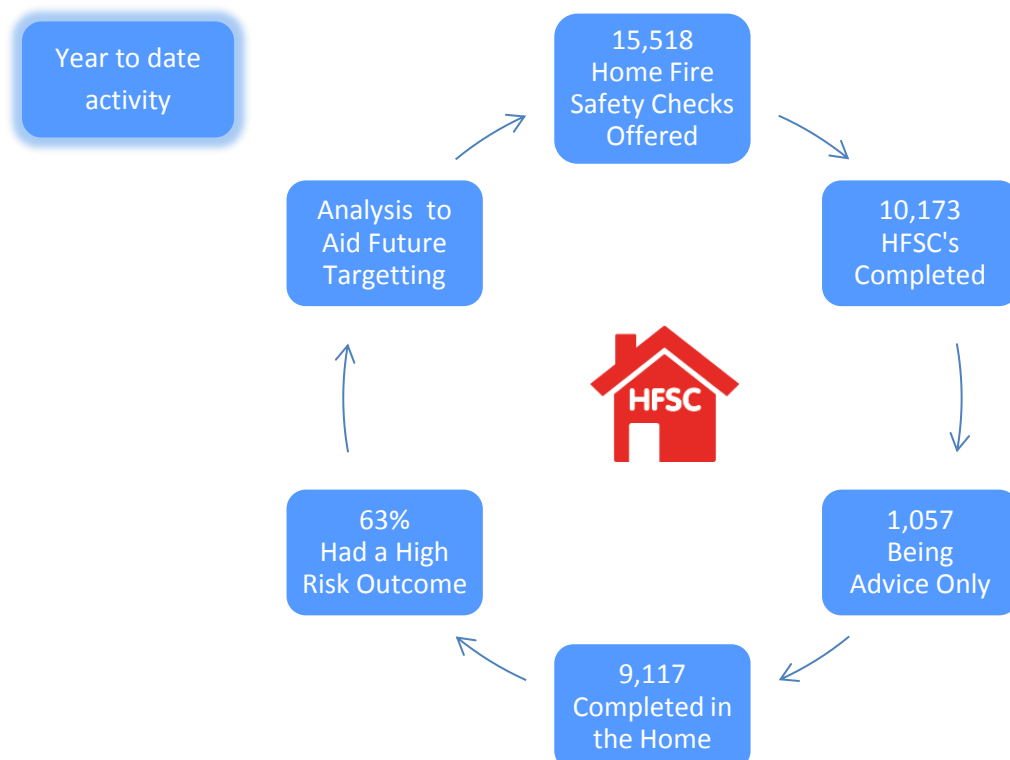| 1.7 Home Fire Safety Checks | HFSC | Quarter outcome 61% |

The percentage of completed HFSC's (KPI 1.7.1), excluding refusals, carried out by LFRS personnel or partner agencies in the home, where the risk score has been determined to be high.

An improvement is shown if:

1) the total number of HFSC's completed is greater than the comparable quarter of the previous year and,

2) the percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.

The number of completed HFSC's increased 34% over the same quarter of the previous year and those with a high risk outcome, decreased by 6%.

	2019/20		⬆/⬇	2018/19	
	HFSC completed	% of High HFSC outcomes	**Progress**	*HFSC completed*	% of High HFSC outcomes
Quarter 1	4,841	65%	⬆/⬇	3,441	66%
Quarter 2	5,332	61%	⬆/⬇	3,988	67%
Quarter 3				4,945	64%
Quarter 4				5,137	65%

Year to date activity

15,518 Home Fire Safety Checks Offered

10,173 HFSC's Completed

1,057 Being Advice Only

9,117 Completed in the Home

63% Had a High Risk Outcome

Analysis to Aid Future Targetting

1.8 Road Safety Education Evaluation

Quarter activity
85%

The percentage of participants of the Wasted Lives and RoadSense education packages that show a positive change to less risky behaviour following the programme. This is based on comparing the overall responses to an evaluation question pre and post-delivery of the course.
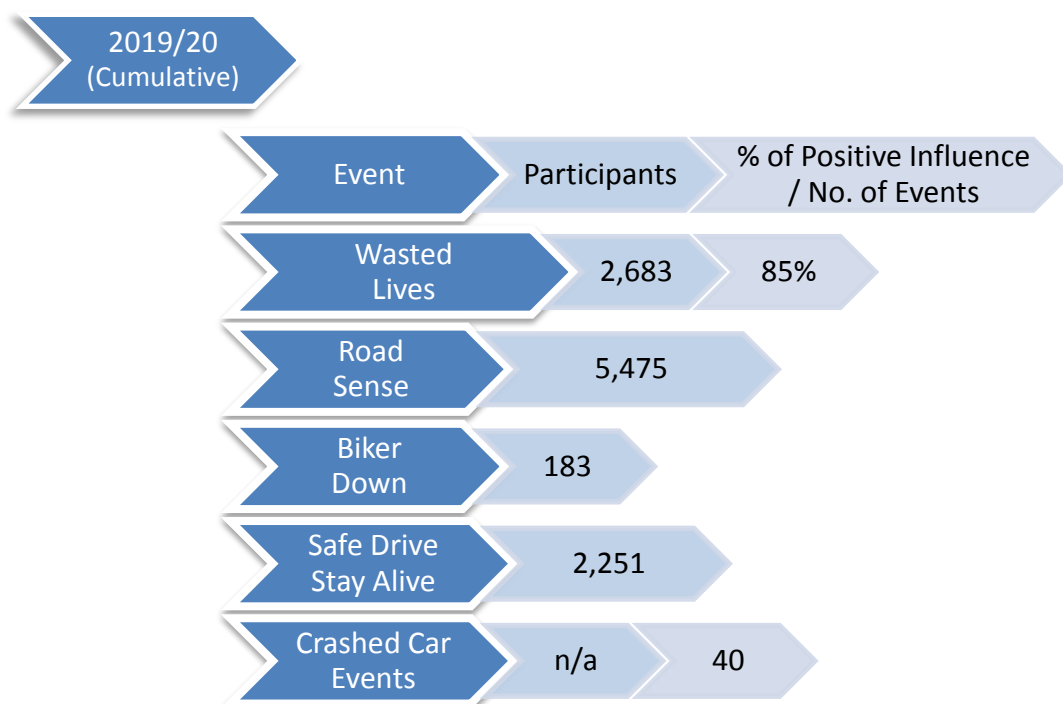
Total participants are a combination of those engaged with at Wasted Lives and Road Sense events.

An improvement is shown if the percentage positive influence on participants behaviour is greater than the comparable quarter of the previous year.

The total number of participants increased 36% and those with a percentage of positive influence [1] on participant's behaviour remained consistent with the same quarter of the previous year.

	2019/20 (Cumulative)		⬆/⬇	2018/19 (Cumulative)	
	Total participants	**% positive influence on participants behaviour[1]**	**Progress**	*Total participants*	*% positive influence on participants behaviour[1]*
Quarter 1	4,354	85%	⇩/⇔	5002	85%
Quarter 2	8,158	85%[2]	⬆/⇔	5983	85%
Quarter 3				10613	85%
Quarter 4				17220	85%

[1] *From a sample.* [2] *Estimate*

2019/20 (Cumulative)

Event	Participants	% of Positive Influence / No. of Events
Wasted Lives	2,683	85%
Road Sense	5,475	
Biker Down	183	
Safe Drive Stay Alive	2,251	
Crashed Car Events	n/a	40

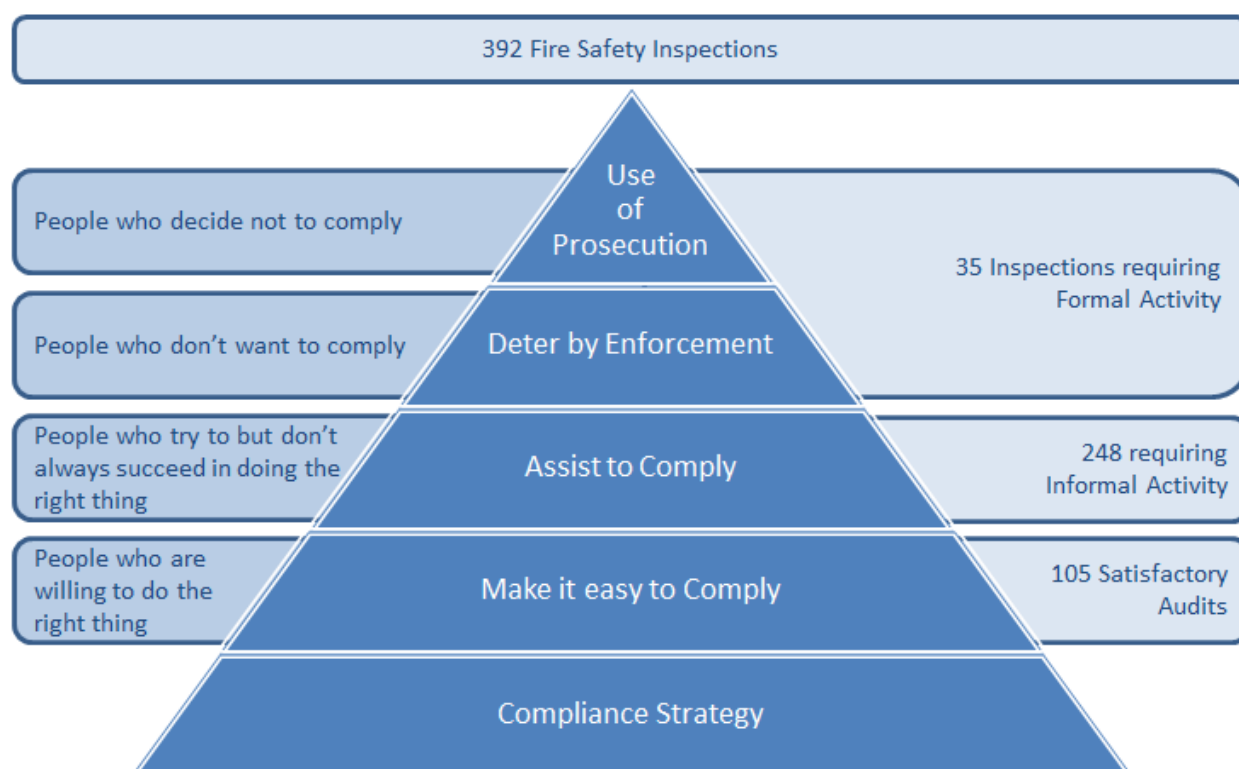| 1.9 Fire Safety Enforcement		Quarter activity **9%**

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.

*The 'Number of Inspections' count includes Business safety advice and advice to other enforcement authorities, which are not captured within the formal/informal or satisfactory counts.

Quarter	2019/20					⬆/⬇ Progress	2018/19
	*Number of Inspections	Requiring		Satisfactory Audit	Percentage requiring Formal Activity		*Percentage requiring Formal Activity*
		Formal Activity	Informal Activity				
1	411	38	270	90	9%	⬄	*9%*
2	392	35	248	105	9%	⇩	*12%*
3							*7%*
4							*11%*

392 Fire Safety Inspections

People who decide not to comply

Use of Prosecution

People who don't want to comply

Deter by Enforcement

35 Inspections requiring Formal Activity

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

Assist to Comply

248 requiring Informal Activity

People who are willing to do the right thing

Make it easy to Comply

105 Satisfactory Audits

Compliance Strategy

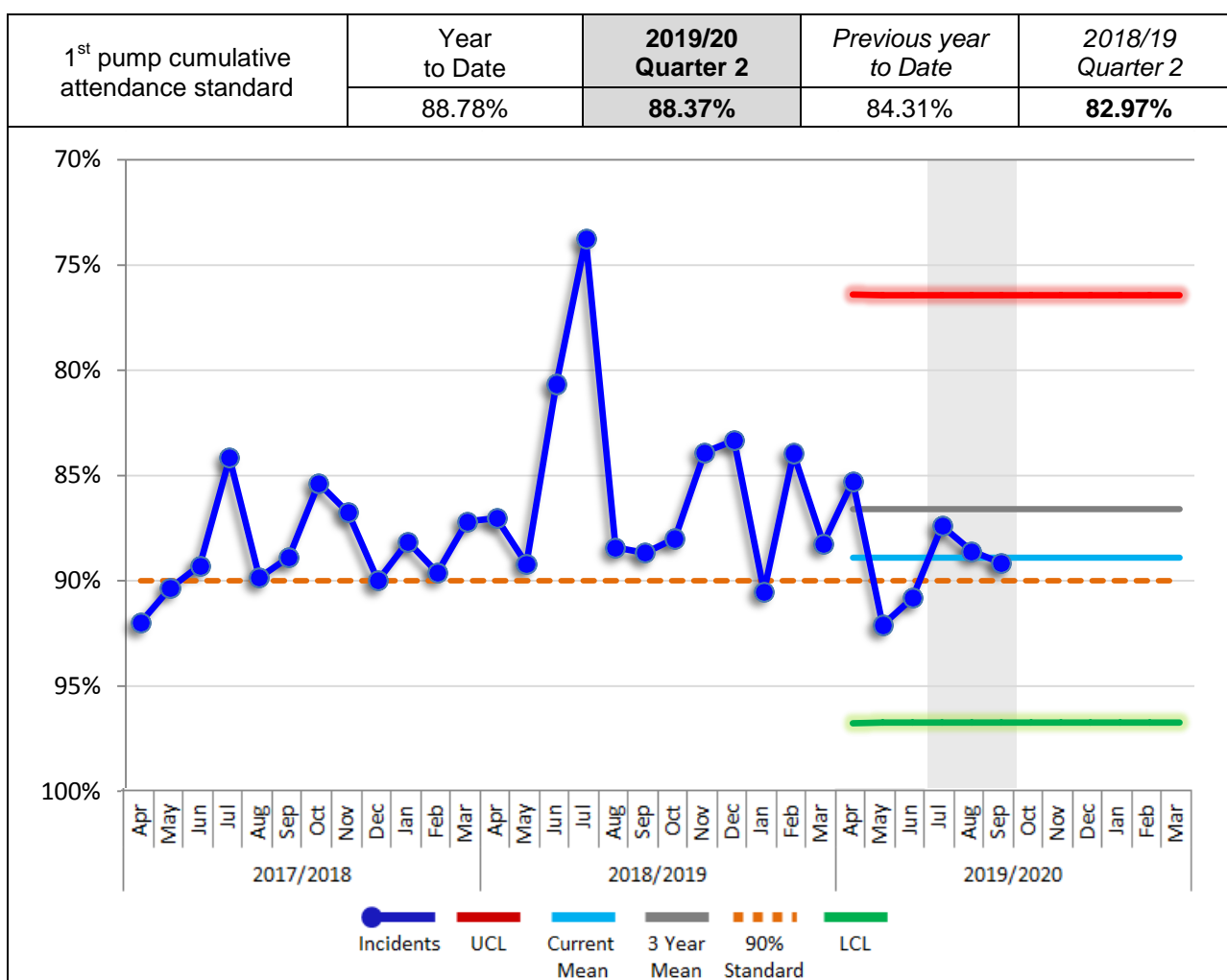| 2.1.1 Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance		Quarter response 88.37%

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 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

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

- *Very high risk area = 6 minutes*
- *High risk area = 8 minutes*
- *Medium risk area = 10 minutes*
- *Low risk area = 12 minutes*

*We have achieved our **90% standard** when the time between the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident is less than the relevant response standard.*

The latest quarter 1st pump response improved 5.4% over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	88.78%	**88.37%**	84.31%	**82.97%**

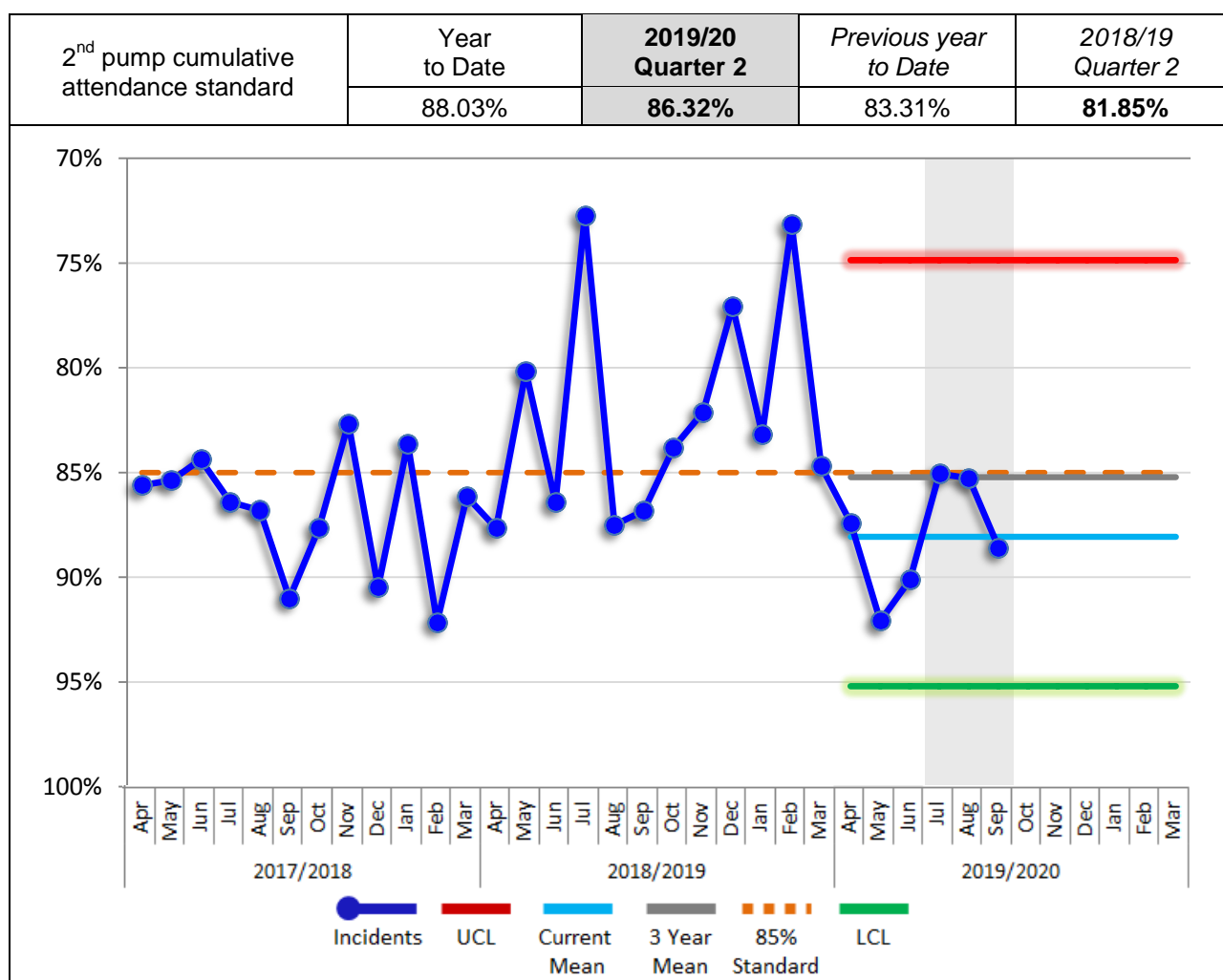|		
2.1.2 Emergency Response Standards - Critical Fires – 2nd Fire Engine Attendance	⏱	Quarter response **86.32%**

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 1.1) 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 second fire engine attending a critical fire, and are as follows:

- *Very high risk area = 9 minutes*
- *High risk area = 11 minutes*

- *Medium risk area = 13 minutes*
- *Low risk area = 15 minutes*

*We have achieved our **85% standard** when the time between the 'Time of Call' and 'Time in Attendance' of second fire engine arriving at the incident is less than the relevant response standard.*

The latest quarter 2nd pump response improved 4.47% over the same quarter of the previous year.

2nd pump cumulative attendance standard	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	88.03%	**86.32%**	83.31%	**81.85%**

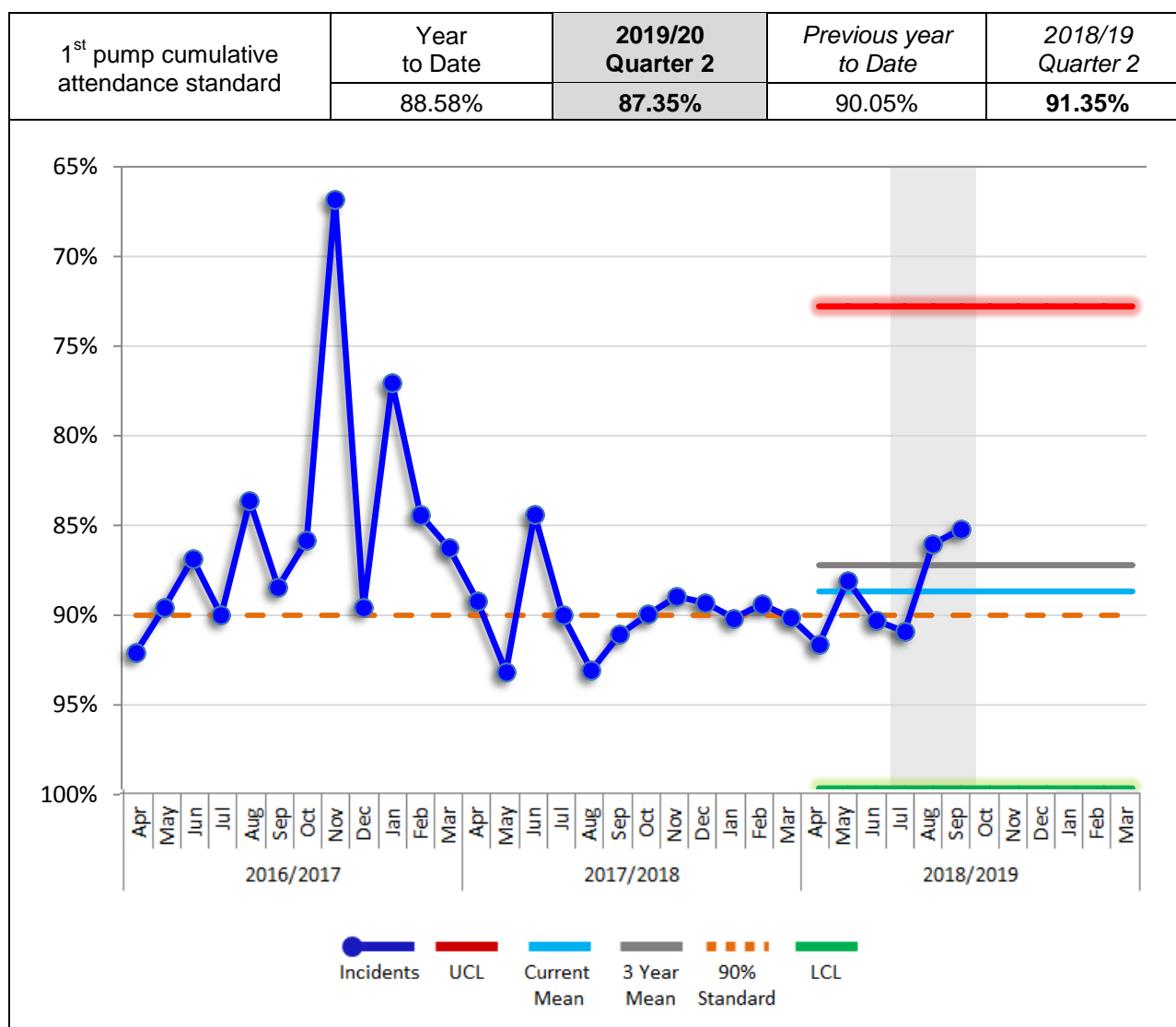| 2.2.1 Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance	Quarter response **87.35%**

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 is 13 minutes.

*We have achieved our **90% standard** when the time between the 'Time of Call' and 'Time in Attendance' of first fire engine arriving at the incident is less than the response standard.*

The latest quarter 1st pump response decreased 4% over the same quarter of the previous year.

1st pump cumulative attendance standard	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	88.58%	**87.35%**	90.05%	**91.35%**

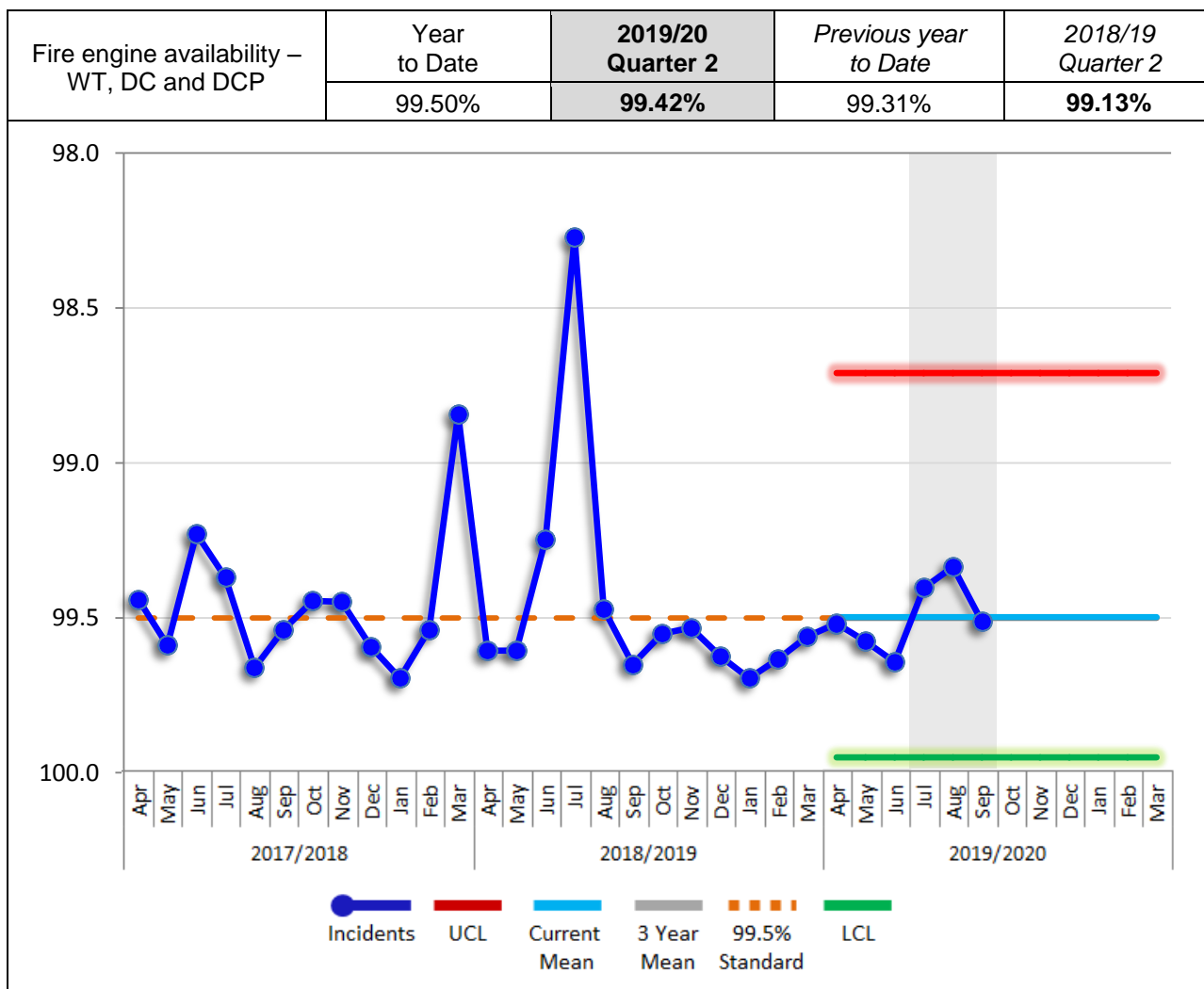| 2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus		Quarter availbility 99.42%

This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable for the following reasons:

- *Mechanical*
- *Crew deficient*
- *Engineer working on station*
- *Lack of equipment*
- *Miscellaneous*
- *Unavailable*
- *Appliance change over*
- *Debrief*
- *Welfare*

Standard: 99.5%

Year to date availability of 99.50% is an increase of 0.19% over the same period of the previous year.

Fire engine availability – WT, DC and DCP	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	99.50%	**99.42%**	99.31%	**99.13%**

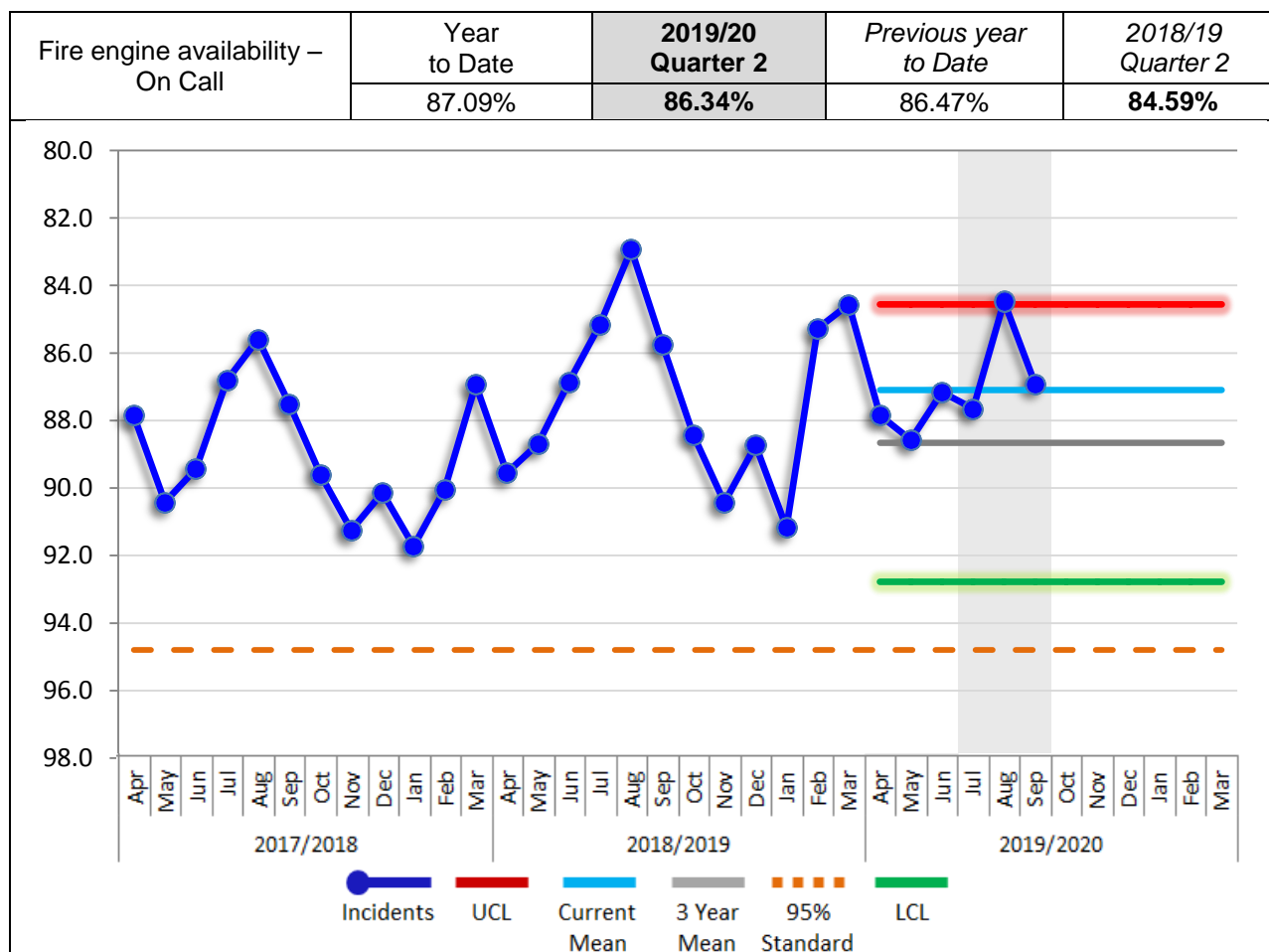| 2.4 Fire Engine Availability – On-Call Duty System		Quarter availbility **86.34%**

This indicator measures the availability of fire engines that are crewed by the On Call duty system. It is measured by calculating the percentage of time a fire engine is available to respond compared against the total time in the period.

Fire engines are designated as unavailable (off-the-run) for the following reasons. This is further broken down by the percentage of off-the-run (OTR) hours that each reason contributes to the total. A Fire engine can be OTR for more than one reason; hence the percentages are interpreted individually, rather than as a proportion of the total:

- *Manager deficient*   61%
- *Crew deficient*   73%

- *Not enough BA wearers*   51%
- *No driver*   50%

Standard: Above 95%

Year to date availability 87.09%, a 0.72% increase against the previous year to date of 86.47%.

Fire engine availability – On Call	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	87.09%	**86.34%**	86.47%	**84.59%**

Legend: Incidents, UCL, Current Mean, 3 Year Mean, 95% Standard, LCL

What are the reasons for an Exception Report

This is a negative exception report due to the month of August recording availability of 84.47%, which is outside the lower control limit of 84.55%.

Analysis

Within quarter 2 the months of July and September are within tolerance, unfortunately, the month of August recorded 0.08% outside of the lower control limit.

Typically, the summer period months can be a struggle to provide cover. This can be due to family commitments as school age children need to be cared for and annual summer holidays.

The chart above shows that this is a regular trend, with the previous August month's making a significant contribution to pump unavailability.

Normally this peak would be smoothed out by other months in the quarter, but as we now monitor on a monthly basis, instances such as this are more transparent and more readily identified.

	Quarter 3			Quarter 4			Quarter 1			Quarter 2		
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Standard achieved	88.41	90.42	88.73	91.17	85.27	84.55	87.84	88.56	87.16	87.64	84.47	86.92
			89.17%			87.05%			87.86%			86.34%

Actions being taken to improve performance

Recruitment – This quarter's recruitment campaign saw LFRS receive over 160 On-Call applications service wide. This is a big improvement on previous year's campaigns and emphasises the work being carried out by OCSO's (On-call Support Officer's). Over the last year there has been a marked improvement on the public's awareness of On-Call, this will only assist the service to attract potential applicants in the future. The current November On-Call initial course has 31 recruits starting and will prove a welcome support to stations where availability is below the benchmark.

Local action plans for stations with availability of less than 85% should continue to be produced in conjunction with SDM's (Service Delivery Manager's), Unit Managers and OCSO's to tailor the support required to each unit. The reports need to be standardised and completed each month.

In addition to the above recommendations, further input from OCSO's has seen significant improvements in Firefighter/Officer development, along with the highest numbers of applications applying for and joining On-Call. As these changes take effect over the course of the next 12 months it is envisaged that availability will begin to increase.

A focused look at existing contract alignment while ensuring staff are fulfilling existing contracts when under contracted hours. SDM's to ensure ownership of this at a local level.
Support national On-Call campaigns and utilise their recruitment literature and designs.

2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).	ON-CALL	Quarter availbility 81.92%

Performance indicator: 2.4.1 Fire Engine Availability – On-Call Duty System (without wholetime detachments).

Subset of KPI 2.4 and provided for information only.

This indicator measures the availability of fire engines that are crewed by the On-Call duty system (OC) when wholetime detachments are not used to support availability. It is measured by calculating the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable (off-the-run) for the following reasons:

- *Manager deficient*
- *Crew deficient*
- *Not enough BA wearers*
- *No driver*

Standard: As a subset of KPI 2.4 there is no standard attributable to this KPI.

The percentage of time that On-Call crewed engines were available for the most recent quarter was 81.92%. This excludes the wholetime detachments shown in KPI 2.4
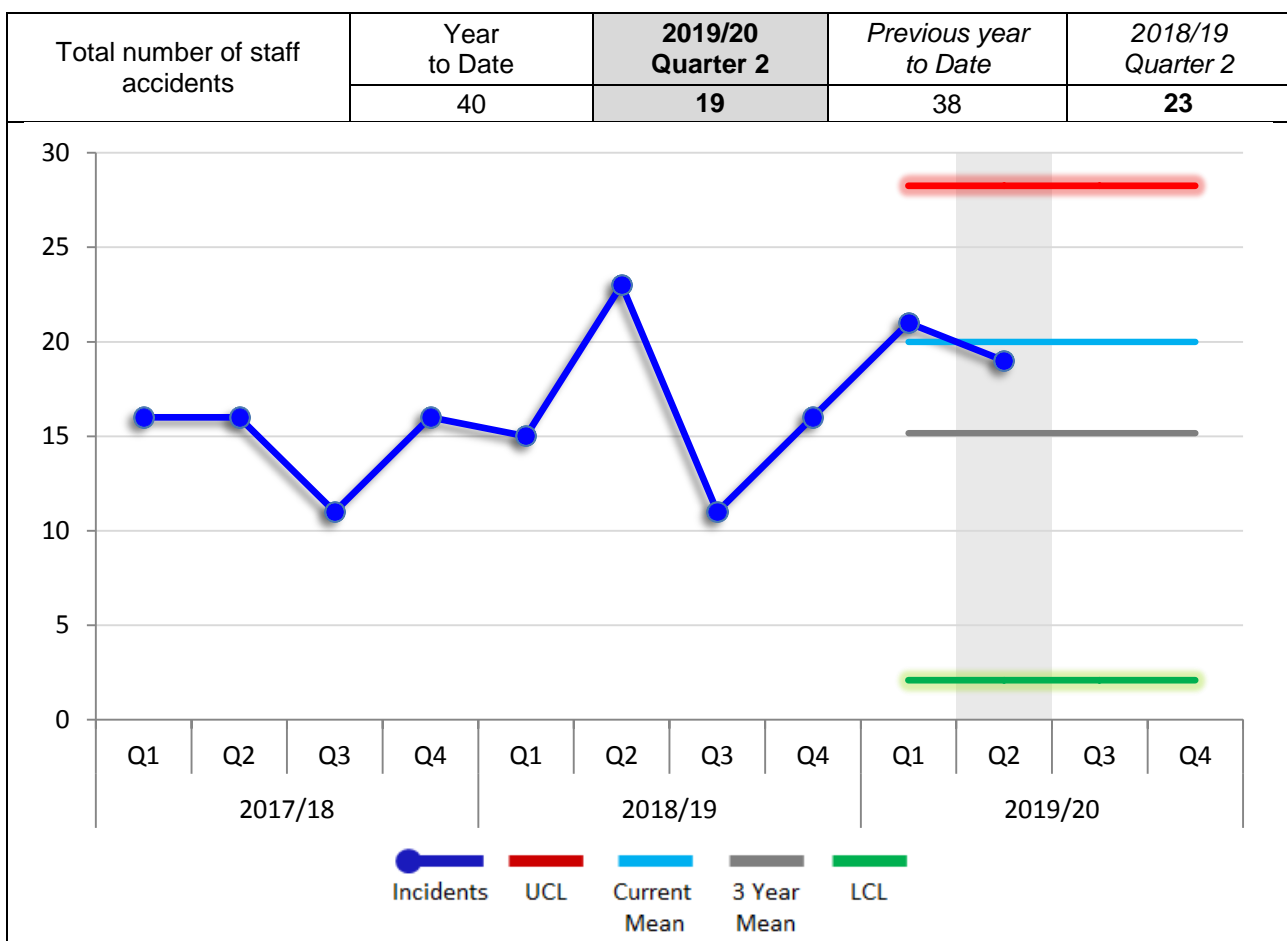
2.5 Staff Accidents		Quarter activity 19

The number of staff accidents.

An improvement is shown if the average number of staff accidents per quarter is lower than the mean of the previous three years.

The number of staff accidents during the latest quarter decreased by 17.39% against the same quarter of the previous year.

Total number of staff accidents	Year to Date	**2019/20 Quarter 2**	*Previous year to Date*	*2018/19 Quarter 2*
	40	**19**	38	**23**

The grey line on the XmR chart denotes the mean quarterly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	**3 year Mean**	**Quarterly Mean**		
		2018/19	**2017/18**	**2016/17**
20	15	16	15	15

3.1 Progress against Savings Programme		Quarter variance -0.71%

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

Budget to end of September 2019 £27.4 million. The spend for the same period is £27.0 million.

As a public service we are committed to providing a value for money service to the community and it is important that once a budget has been agreed and set, our spending remains within this.

The annual budget for 2019/20 was set at £56.0 million, with a budget to 30 September of £27.4 million. The spend for the same period was £27.0 million. This gives an under spend for the period of £0.4 million.

Variance:	-0.71%

3.2 Overall User Satisfaction		Percentage satisfied 99%

The percentage of people who were satisfied with the service received as a percentage of the total number of people surveyed.

People surveyed include those who have experienced an accidental dwelling fire, a commercial fire or a special service incident that we attended.

The standard is achieved if the percentage of satisfied responses is greater than the standard.

97 people were surveyed; 96 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everthing in to account, are you satisfied, dissatistfied, or neither with the service you received from Lancashire Fire and Rescue Service?	2,250	2,228	99.02%	97.50%	1.56%

There have been 2,250 people surveyed since April 2012.

During the latest quarter - 97 people were surveyed and 96 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

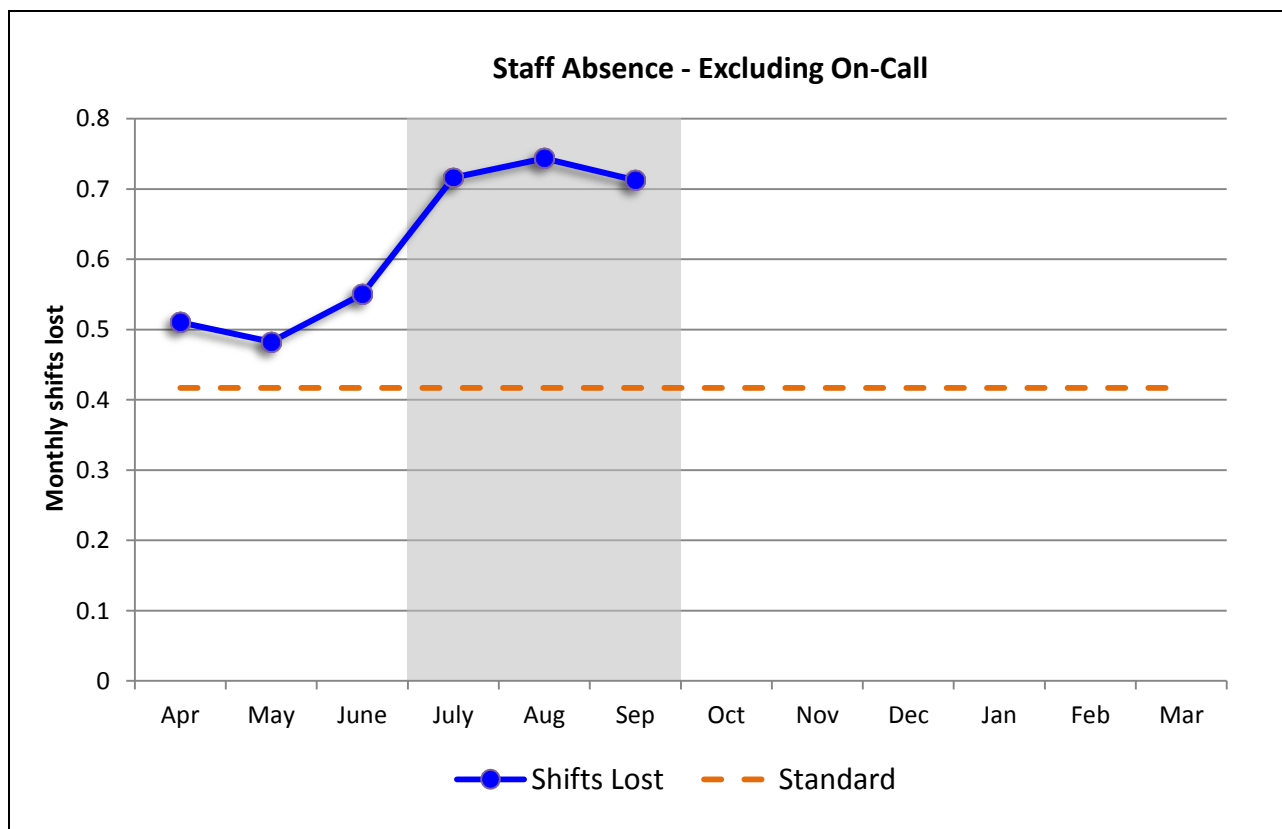| 4.2.1 Staff Absence - Excluding On-Call Duty System		Shifts lost 3.716

The cumulative number of shifts (days) lost due to sickness for all wholetime, DCP, DC and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost.

(Represented on the chart as annual shifts lost ÷ 12 months)

Staff Absence - Excluding On-Call

	Cumulative total number of monthly shifts lost:	3.716

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 each month during quarter two.

Analysis

During quarter two July 2019 - September 2019, absence statistics shows above target for all three months. Whole-time personnel and Non-uniformed personnel are both above the target over all three months. There were 13 cases of long term absence which span over the 3 months; the main reasons are cases of cancer (4) and mental health (5).

At the end of September the cumulative totals show that non-uniformed staff absence was above target at 5.61 shifts lost per employee, for whole-time staff absence was also above target at 3.12 shifts lost per employee. Overall absence for all staff (except On-Call staff) was 3.72 shifts lost which is above the Service target of 2.50 shifts lost for this quarter.

Actions being taken to improve performance

The Service aims to continue with:

- Early intervention by Occupational Health Unit (OHU) doctor/nurse/physiotherapist.

- Human Resources (HR) supporting managers in following the Absence Management Policy managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due to health issues.

- Absence management presentations/training and question and answer sessions on the ILM course and for newly appointed managers.

- To be included again within the leadership conference to assist future managers understanding and interpretation of the policy.

- Encouraging employees to make use of our Employee Assistance Programme provider Health Assured and The Firefighters Charity.

- HR to be in attendance at Stress Risk Assessment meetings, to support managers and to offer appropriate support to the employee along with signposting.

- OHU to organise health checks for individuals on a voluntary basis.

- Support from Service Fitness Advisor/ Personal Training Instructors.

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

4.2.2 Staff Absence – On-Call Duty System		Absence 0.39%

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

Cumulative On-Call absence, as a percentage of available hours of cover at end of the quarter, 0.39%

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

Staff Absence - On-Call Duty System
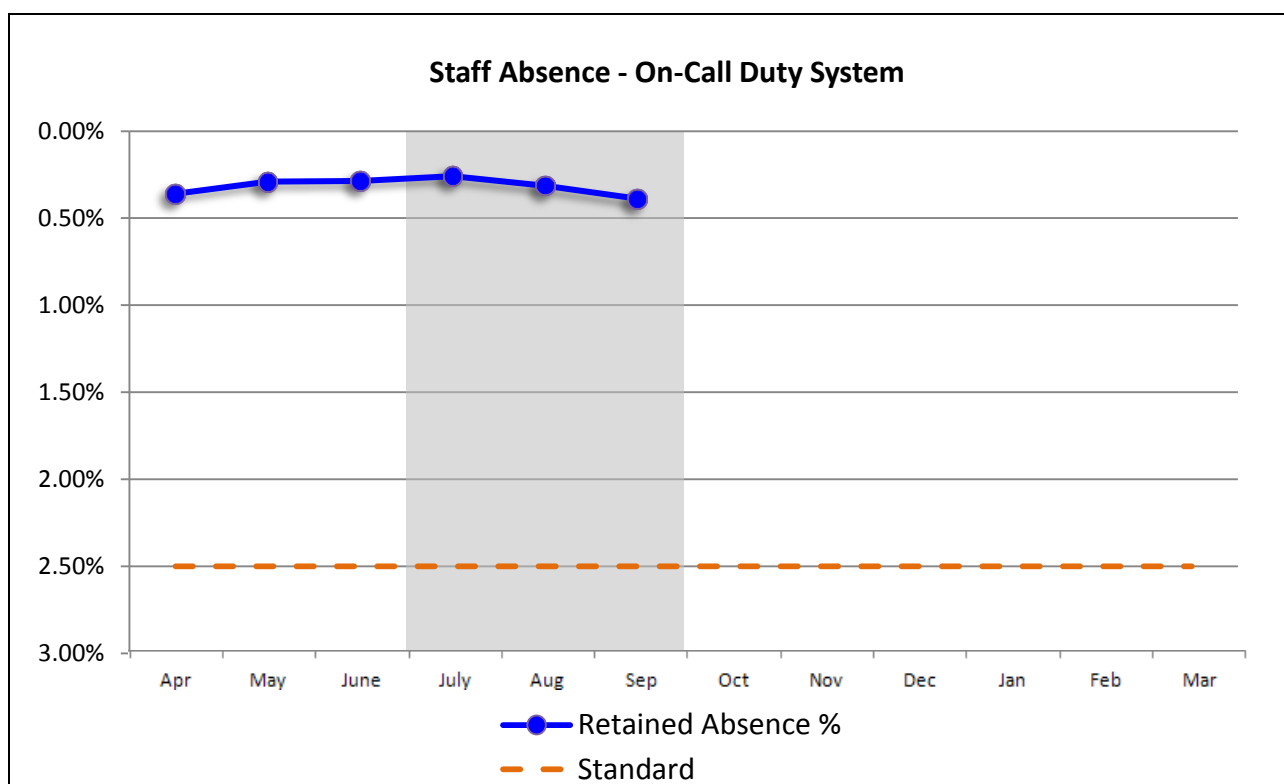
Cumulative On-Call absence (as % of available hours of cover):	0.39%