



**Wednesday,
4 September 2019
10.00 am**

**Meeting of
Performance and
Overview Committee
Sadler Road
Winsford**

Contact Officer:
Naomi Thomas
Democratic Services

Cheshire Fire and Rescue Service, Sadler Road, Winsford, Cheshire, CW7 2FQ

Tel: 01606 868804
E-mail: naomi.thomas@cheshirefire.gov.uk

Cheshire Fire Authority

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**MEETING OF THE PERFORMANCE AND OVERVIEW COMMITTEE
WEDNESDAY, 4 SEPTEMBER 2019**

Time : 10.00 am

Lecture Theatre - Sadler Road, Cheshire

AGENDA

PART 1 - Business to be discussed

1 PROCEDURAL MATTERS

1A Record of Meeting

Members are reminded that this meeting will be audio-recorded.

1B Apologies for Absence

1C Declaration of Members' Interests

Members are reminded that the Members' Code of Conduct requires the disclosure of Statutory Disclosable Pecuniary Interests, Non-Statutory Disclosable Pecuniary Interests and Disclosable Non-Pecuniary Interests.

1D Minutes of the Performance and Overview Committee

(Pages 1 - 6)

To confirm as a correct record the Minutes of the meeting of the Performance and Overview Committee held on 10th July 2019.

ITEMS REQUIRING DISCUSSION/DECISION

2 Financial Review - Quarter 1 2019-20

(Pages 7 -14)

3 Programme Report - Quarter 1 2019-20

(Pages 15 -30)

4 Performance Report - Quarter 1 2019-20

(Pages 31 -72)

**5 Internal Audit Progress Report - Quarter 1 2019-20 and
National Fraud Initiative (NFI) Interim Update Report**

(Pages 73 -88)

6 Annual Equality Monitoring Report 2018-19

(Pages 89 -130)

7 Safeguarding Report 2018-19

(Pages 131 -138)

8 Safety Central Performance Report

(Pages 139 -162)

**9 Fire and Rescue National Framework for England 2018 -
Compliance Report**

(To Follow)

10 Forward Work Programme

(Pages 163 -164)

The table includes those items that have been identified/agreed to-date. Members are asked to agree any additional items at the end of the meeting which need to be added to the programme.

**PART 2 - BUSINESS TO BE DISCUSSED IN PRIVATE -
NONE**



**MINUTES OF THE MEETING OF THE PERFORMANCE AND OVERVIEW COMMITTEE
held on Wednesday, 10 July 2019 at Lecture Theatre - Sadler Road, Cheshire at 10.00
am**

PRESENT: Councillors Phil Harris, Terry O'Neill, Razia Daniels, Gina Lewis, James Nicholas, Jonathan Parry, Peter Wheeler and Norman Wright and independent (non-elected) member Derek Barnett.

1 PROCEDURAL MATTERS

A Record of Meeting

Members were reminded that the meeting would be audio-recorded.

B Apologies for Absence

There were no apologies for absence received.

C Declaration of Members' Interests

There were no declarations of Members' interests.

D Minutes of the Performance and Overview Committee

RESOLVED:

That the minutes of the Performance and Overview Committee held on 27th February 2019 be confirmed as a correct record.

E Minutes of Closure of Accounts Committee

RESOLVED:

That the minutes of the Closure of Accounts Committee held on 29th May 2019 be confirmed as a correct record.

2 PERFORMANCE REPORT - QUARTER 4 2018-19

The Head of Protection and Organisational Performance introduced the report, which provided an update on the 2018-19 Quarter 4 review of performance for each of the Service's Key Performance Indicator (KPIs). Appendix 1 to the report included the Corporate Performance Scorecard, which reflected the Quarter 4 position against targets set and the year-on-year direction of travel for the KPIs.

Officers expanded on each of the KPIs, providing further context particularly where targets set had not been achieved. These included the number of recorded deaths

and injuries in primary fires, on call availability and working days lost to injury.

The Head of Protection and Organisational Performance reported that although there had been a rise in the number of working days lost to injury compared with figures from last year, there had been none reported for the last quarter of 2018-19.

The Head of Service Delivery provided Members with an update on the performance of 'On-call availability' for the final quarter of 2018-19. He informed Members that the overall availability for the year was 63.07% against the 85% target. He explained that although the Service was below target, recruitment for on-call firefighters had improved significantly having 13 firefighters recruited and 34 more going through the training programme to achieve their certificate allowing them to ride a fire engine.

RESOLVED: That

[1] the report be noted.

3 PROGRAMME REPORT - QUARTER 4 2018-19

The Chief Fire Officer and Chief Executive provided Members with an update on the Service's 2018-19 Integrated Risk Management Plan (IRMP) programmes and projects. He referred Members to Appendix 1 to the report which contained a health report for the final quarter of 2018-19.

He provided an update on the Blue Light Collaboration programme and confirmed that new signage had been erected to reflect the joint occupancy of Police and Fire at the Clemonds Hey site in Winsford, following permission granted by the Cheshire West and Chester Council planning department.

A Member queried which of the joint corporate services teams were planned to taken back 'in house' by the Service. The Chief Fire Officer and Chief Executive confirmed that there were no plans to bring the services back 'in house'. However, there was still further work to be done to improve the overall service provided by the joint teams.

A Member drew officers attention to page 16 of the report which included an update on the replacement of Chester Fire Station project. He queried why details of a petition the Fire Authority had received was not included. The Director of Governance and Commissioning confirmed that the information contained within the report was compiled for the last quarter of 2018-19 prior to receipt of the petition.

RESOLVED: That

[1] the report be noted.

4 INTERNAL AUDIT PROGRESS REPORT AND INTERNAL AUDIT ANNUAL REPORT AND HEAD OF INTERNAL AUDIT OPINION 2018-19

Ann-Marie Harrop, a representative from Mersey Internal Audit Agency (MIAA), was in attendance at the meeting to present the Internal Audit Progress Report and

Internal Audit Annual Report and Head of Internal Audit Opinion 2018-19.

The auditor referred Members to the appendices in particular the Internal Audit Annual Report and Head of Internal Audit Opinion 2018-19. She explained that the overall opinion for the period 1st April 2018 to 31st March 2019 was that substantial assurance could be given that there was a good system of internal control in place and that controls were being applied consistently.

The independent non-elected member queried what benchmarking activities were in place. The auditor confirmed that as there was no longer a national body, there was no way to benchmark without reviewing all fire and rescue services and comparing assurance levels.

RESOLVED: That

[1] the report be noted.

5 UPG ANNUAL REPORT 2018-19

The Head of Service Delivery introduced the report, which provided an update on the initiatives supported and funded by the Unitary Performance Groups (UPGs) during 2018-19. The report had been produced at the request of the Chair and would be presented to this meeting on an annual basis.

It was reported that the UPG meetings provided an opportunity for Fire Authority Members to engage with officers from Service Delivery, Prevention and Protection to scrutinise performance at a local level. The UPG also developed initiatives which assisted with improving performance and outcomes for the communities within each unitary area. The UPGs received £25k per year to enable them to consider and approve funding bids for activities within their areas. Information on some of the initiatives supported and funded by the UPGs during 2017-18 and Quarter 1 of 2018-19 were detailed at Appendix 1 of the report.

A Member queried how members of the public were able to find out about funding from UPGs. The Head of Service Delivery explained that the Service runs campaigns throughout the year to inform the community of the initiatives and funding available for community projects or to individuals keen to make a difference in their local area.

RESOLVED: That

[1] the report be noted.

6 NORTH WEST FIRE CONTROL - ANNUAL REPORT 2018-19

The Group Manager for Operational Policy and Assurance introduced the report which provided an update on the performance of North West Fire Control during the 2018-19 reporting year (1st April 2018 to 31st March 2019).

He informed Members that the performance recorded for the availability of the call

handling and mobilising system was 100%. Members were informed above the current areas that officers were reviewing to help improve performance which included, automatic call distribution, standardisation of operating procedures amongst the brigades and business continuity arrangements.

A Member queried if relevant security arrangements were in place to deal with possible hackers. The Group Manager for Operational Policy and Assurance confirmed that the information technology security arrangements were maintained by Greater Manchester Fire and Rescue which provides regular assurance in this particular area.

RESOLVED: That

[1] the performance information relating to North West Fire Control be noted.

7 OPERATIONAL AND COMMAND TRAINING - END OF TRAINING YEAR REPORT 2018-19

The Group Manager for Operational Policy and Assurance introduced the report, which provided members with an update on the training arrangements and achievements throughout the training year 2018-19.

He drew Members attention to the new performance report template which was similar to the corporate performance report and provided an indication of the performance for each of the training courses provided by the Service including a RAG status and dashboard. He asked Members to confirm that this template be used to report on an annual basis to the Performance and Overview Committee.

RESOLVED: That

[1] the end of training year report be noted and that future reports be presented in the same format.

8 HMICFRS INSPECTION ACTION PLAN

The Head of Protection and Organisational Performance introduced the report which presented Members with the action plan produced in response to the 'Areas for Improvement' highlighted within the inspection report from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) about the performance of Cheshire Fire and Rescue Service.

He reminded Members that it was reported at the last Performance and Overview Committee that it was the intention of the Service to develop the action plan through engagement and consultation across the organisation. Since then 275 members of staff had been engaged with to help inform the development of the action plan.

RESOLVED: That

[1] the content of the action plan be agreed.

- [2] the HMICFRS Action Plan Performance Health Report be noted.**
- [3] progress be reported to Performance and Overview Committee every six months.**

9 ANNUAL PROSECUTIONS REPORT 2018-19

The Head of Protection and Organisational Performance introduced the report which provided Members with an update on the prosecutions under the Regulatory Reform (Fire Safety) Order 2005 during the 2018-19 IRMP period.

He informed Members that 25 cases had been taken to court over the past 10 years and 100% of them had been won with significant fines and sentences given. He drew Members attention to Appendix 1 to the report which included a brief description of each of the prosecutions pursued by the Service between the years 2006 to 2018.

RESOLVED: That

- [1] the contents of the report be noted.**
- [2] the annual report continue to be presented to Performance and Overview Committee.**

10 PENSION ADMINISTRATION UPDATE

The Payroll and Pensions HR Lead introduced the report which aimed to provide Members with further information regarding the changes that had been made to improve the quality of employee data and business processes following a number of errors made by the current pension administrator.

She provided a brief overview of the errors made by the company and led Members through each of the proposed arrangements in place to reduce the risk of reoccurrence.

The Chief Fire Officer and Chief Executive commended the payroll team for their diligence in spotting the errors and thanked them for their efforts to ensure that pension scheme members receive a satisfactory service.

RESOLVED:

- [1] the report be noted.**

11 FORWARD WORK PROGRAMME

The table included those items that have been identified/agreed to-date.

RESOLVED: That:

- [1] The Forward Work Programme be noted.**

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 4TH SEPTEMBER 2019
REPORT OF: HEAD OF FINANCE
AUTHOR: WENDY BEBBINGTON

SUBJECT: FINANCIAL REVIEW - QUARTER 1 2019-20

Purpose of report

1. The report provides a review of the Service's forecast financial performance and reports on the progress of the 2019-20 capital projects.

Recommended: That Members

- [1] note the forecast outturn position; and
- [2] approve the movement in reserves as set out in Appendix 2.

Background

2. The Authority's vision, plans, policies, and organisational structures are all focused on ensuring the Service can deliver the improvements in safety outcomes that matter to the communities of Cheshire East, Cheshire West and Chester, Halton and Warrington.
3. On 13th February 2019 the Authority approved the 2019-20 revenue budget of £43.461m together with a 2019-20 capital programme of £17.488m. This report provides an early indication of the forecast level of expenditure when compared to the approved revenue budget and capital programme.

Information

Funding position

4. The original budget for 2019-20 approved by the Authority reported a figure for the Collection Fund surplus for council tax would be £382k. The Collection Funds are managed by the four unitary authorities. The Fire Authority has since been notified that one of the amounts will be £20k less than original amount notified.

Forecast Revenue Spending

5. At this early stage of the financial year there are no significant issues that have emerged that will impact on the forecast to the year end. Based on this early assessment, there is a net forecast underspend of £75k as shown in the table below with further details of each service area's forecast outturn set out in Appendix 1.

	Original Budget £000	Forecast Spend £000	Variance £000
<u>Summary for 2019-20 First Quarter</u>			
Firefighting and rescue operations	27,460	27,507	47
Protection	1,883	1,938	55
Prevention	2,463	2,449	(14)
Support Services	9,599	9,832	233
Unitary Performance Groups	100	100	-
Finance Resources	1,384	656	(728)
Contributions to/(from) reserves	572	884	312
Net Revenue Position	43,461	43,366	(95)
Funding:			
Business Rates S31 grants	(653)	(653)	-
Council Tax	(29,084)	(29,084)	-
Collection Fund Surplus (council tax)	(382)	(362)	20
Business Rates Retention scheme	(9,501)	(9,501)	-
Collection Fund Deficit (business rates)	86	86	-
RSG	(3,927)	(3,927)	-
Overall Net Underspend	-	(75)	(75)

6. The following details cover the key variances shown in the above table.
- 6.1. Finance Resources shown above includes a budget of £285k for the Local Government Pension Scheme (LGPS) secondary rate – the increase in employer's contribution required as a result of the last triennial actuarial review. An upfront payment for this additional cost was made in April 2017 to cover the three year period providing a saving on the level of interest charged. As a result, the budget included in Finance Resources has not been used during this period. However, the current triennial review was carried out in March 2019 and the results are due this autumn. In between these two reviews, the annual budget has been transferred to a reserve to provide funding for any additional contribution required from April 2020.
- 6.2. In June 2019, the Authority received the fire pension grant from the Home Office. The Authority had built into its budget this specific grant to compensate for the increase in employers pension contributions. The actual amount distributed has been increased following the higher than anticipated rate for the firefighters pension schemes employers contributions. Notification was received after the budget was set in February 2019. Grant received £2,104k compared to the budget of £1,803k; an additional £301k. This will be reported on further at mid-year review.

- 6.3. The Authority approved the costs of the Training Centre to be funded by new borrowing. The actual timing of the borrowing is dependent on the timing of spend, interest rates and cash flow requirements. No borrowing has taken place during the Quarter 1 and the budget for interest charges of £77k have not been required. This, along with additional income of £22k received on external investments, have been transferred to the capital reserve to contribute to the funding of the capital programme. As fire authorities no longer receive any Government funding towards capital investments, additional capital reserves help reduce future borrowing requirements and their associated demand on the revenue spend.
- 6.4. Under Operational Policy and Assurance there is a responsibility to install, repair and maintain hydrants. This is carried out by some of the utilities companies who then recharge the Authority accordingly. The utilities companies are finally invoicing for this work with this year's recharges significantly higher than the budget of £5k. Current forecast is for a total spend of £55k. This will be monitored and reported on further at mid-year.
- 6.5. The Authority's decision to place on hold the joining of the Multi-force Shared Service as part of the Blue Light Collaboration programme has resulted in a few one-off costs – the upgrading of Agresso (the financial/procurement system currently used); a new payroll contract; and extension of the Business Improvement post until September 2019. The initial two are to be funded from reserves, the latter has resulted in some budget pressure and will be monitored going forward.
- 6.6. The Blue Light recharge from Cheshire Constabulary for the Estates joint service will be £55k higher than budget due to the approved extra project manager resource required to deliver the Authority's fire station modernisation programme.
- 6.7. Fleet services are forecasting an underspend partly due to lower than anticipated insurance costs (£25k) and the sale of obsolete vehicles (£8k).
7. A breakdown of the movement in reserves is set out in Appendix 2.
8. In summary, the overall position at Quarter 1, when the expenditure and the slight reduction in funding are brought together, is for a forecast underspend to the year end of £75k (or 0.17%) when compared to the budget approved by the Authority. The position will continue to be monitored during the year.

Capital Programme

9. At the end of June 2019, the Authority had an overall capital programme of £32.505m; the forecast outturn spend is £32.494m – on underspend of £0.011m (minimal variance). Details of all the capital schemes are in Appendix 3.

10. Contractors are now on site at Sadler Road with the build of the new Training Centre. Planning permission was approved on 4th June for new Chester fire station and work is expected to commence shortly. Work has started at Bollington and Tarporley Fire stations as part of the Fire Station Modernisation Programme. At the time of writing a formal decision is awaited about the project to create a joint fire and police facility on the site of Crewe Fire Station.
11. Funding for the Training Centre was approved through borrowing, the timing of which is being kept under review in consultation with the Authority's Treasury Management Advisors. At the end of Quarter 1, no new borrowing has occurred. Dependent on the outcome of discussions about the Crewe project, a revised funding proposal for the capital programme may be brought to the Authority as part of the mid-year review.

Financial implications

12. This report considers financial matters.

Legal Implications

13. There are no legal implications arising from the report.

Equality and diversity implications

14. There are no equality and diversity implications arising from this report.

Environmental implications

15. There are no environmental implications arising from this report.

BACKGROUND PAPERS: NONE

CHESHIRE FIRE AUTHORITY QUARTER 1 2019-20

Appendix 1

	Original Budget £000	Forecast Spend £000	Income/ expenditure variance £000	Original reserve movement £000	Forecast reserve movement £000	Reserve movement variance £000	Total variance £000
Firefighting and rescue operations							
Service Delivery	22,085	22,086	1	-	-	-	1
Operational Policy and Assurance	5,375	5,421	46	-	5	5	51
Protection	1,883	1,938	55	-	(36)	(36)	19
Prevention							
Community Safety	2,042	2,030	(12)	-	3	3	(9)
Safety Centre	421	419	(2)	-	-	-	-
Support Services							
Executive Management	1,011	1,011	-	-	-	-	-
Workforce Transformation	183	205	22	-	(2)	(2)	20
Property Management	1,609	1,663	54	-	30	30	84
Finance	395	423	28	-	(31)	(31)	(3)
ICT	1,539	1,520	(19)	-	34	34	15
Legal and Democratic Services	524	572	48	-	-	-	48
People and Development	1,673	1,775	102	-	(59)	(59)	43
Planning, Performance & Communications	949	982	33	-	-	-	33
Procurement and Stores	234	232	(2)	-	-	-	(2)
Fleet services	1,482	1,449	(33)	-	-	-	(33)
Unitary Performance Groups	100	100	-	-	-	-	-
Finance Resources	1,384	656	(728)	572	940	368	(360)
Total Service Expenditure	42,889	42,482	(407)	572	884	312	(95)
Council Tax	(29,084)	(29,084)	-	-	-	-	-
Collection Fund Surplus (council tax)	(382)	(362)	20	-	-	-	20
Business Rates Retention scheme	(9,501)	(9,501)	-	-	-	-	-
Collection Fund Deficit (business rates)	86	86	-	-	-	-	-
Business rates S31 grant	(653)	(653)	-	-	-	-	-
RSG	(3,927)	(3,927)	-	-	-	-	-
Total Funding	(43,461)	(43,441)	20	-	-	-	20
Forecast Net Underspend	(572)	(959)	(387)	-	-	-	(75)

Appendix 2

MOVEMENT IN RESERVES 2019-20

<u>Department</u>	<u>Description</u>	TOTAL £000
Finance Resources	Annual Contribution to Capital	572
	Approved as part of 2019-20 Budget	572
Property Management	Annual contribution of RHI Income to Environment Reserve	25
Property Management	Annual contribution Poynton Maintenance	5
ICT	Annual contribution MDTs	34
	Annual Contributions	64
 <i><u>Q1 Contributions to/(from) Reserves (reported to P&O, 4 Sept 2019)</u></i>		
Finance Resources	Funding for new loan costs - not required in Qtr1	77
Finance Resources	Additional Investment Income	22
Finance Resources	Repayment of LGPS actuarial costs funded from reserves	285
Finance Resources	Ill Health pension costs	(16)
OPA	New Dimensions Grant - transfer to reserves	6
OPA	Vet fees funded from reserve	(1)
Protection	Contribution to one retro fit of sprinklers	(36)
Prevention	Road safety - transfer to reserve	7
Prevention	Cadets - temporary storage container	(4)
Workforce Transformation	Contribution from reserve to staff survey - bi-annual	(11)
Workforce Transformation	Pilot Health & wellbeing advisor post costs falling into 2020-21	9
Finance	Agresso upgrade funded from reserve	(31)
People & development	Operational staff recruitment drive	(15)
People & development	Payroll contract extension then set up costs	(44)
	First Quarter Transfers	248
	Sub-total	884
	Add: First Quarter Review underspend to capital reserve	75
	TOTAL POTENTIAL NET CONTRIBUTION TO/ (FROM) RESERVES	959

CHESHIRE FIRE AUTHORITY CAPITAL QUARTER 1 2019-20

Service Area	Description	2019-20 Capital Budget £000	Total Programme Budget £000	Total Expenditure to end Jun19 £000	Total Expenditure to date £000	Expected Scheme Outturn £000	Variance £000
Prior year schemes:	ERP Programme - final fees and retention adjustments	-	-	19	19	25	25
	ICT Review/Server Replacement Programme	-	557	-	311	557	-
	2 x cadets vehicles	-	20	-	-	20	-
	Three New Appliances 2018-19 programme	-	810	441	744	744	(66)
	Support vehicles replacement 2018-19 programme	-	60	63	63	63	3
	New Drill Tower - Poynton Fire Station	-	60	1	1	87	27
	Sub-total	-	1,507	524	1,138	1,496	(11)
2019-20 Schemes	New Operational Training Facility	8,800	11,000	287	891	11,000	-
	Chester Fire Station	4,400	5,510	11	406	5,510	-
	Crewe Joint Fire/Police Facility (CFA Share of Cost)	1,300	5,000	16	29	5,000	-
	Fire Station Modernisation Programme	2,000	8,500	39	39	8,500	-
	Three New Appliances	810	810	-	-	810	-
	support vehicles replacement programme	60	60	-	-	60	-
	Animal Rescue Unit	30	30	-	-	30	-
	2 x Rapid Response Units	60	60	-	-	60	-
	Replacement thermal image cameras (phased replacement)	28	28	26	26	28	-
	Sub-total	17,488	30,998	379	1,391	30,998	-
In-year approvals:	None						
	Total	17,488	32,505	903	2,529	32,494	(11)

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 4TH SEPTEMBER 2019
REPORT OF: CHIEF FIRE OFFICER AND CHIEF EXECUTIVE
AUTHOR: JOANNE CARTLEDGE/SUSAN WATKINS

SUBJECT: PROGRAMME REPORT - QUARTER 1 2019-20

Purpose of Report

1. To update Members on the Service's programmes and projects (including those contained within the Authority's annual IRMP action plan).

Recommended: That

- [1] Members review the information provided.

Background

2. This report forms part of the Authority's quarterly performance reporting cycle which also includes reports on key performance indicators and financial performance.

Information

3. Progress on delivery of the programmes and projects is reported in the form of a quarterly health report to the Service's Performance and Programme Board (members of Service Management Team). The Board is responsible for ensuring the successful delivery of programmes and projects contained in the Authority's annual IRMP action plans. The Programme Health Report for Quarter 1 of 2019-20 is attached as Appendix 1 to this report. It was produced originally for Performance and Programme Board which considered it in July 2019. Although the Report has been updated slightly, verbal updates will be provided at the meeting.

Financial Implications

4. Specific financial and budget impacts are detailed in the financial review report presented separately by the Head of Finance.

Legal Implications

5. There are no issues to report that impact upon the Service's ability to meet its statutory or other legal obligations.

Equality and Diversity Implications

6. Programmes and projects are required to have equality impact assessments completed in accordance with the approved Project Management Framework.

Environmental Implications

7. Projects are individually assessed for environmental implications by the relevant project managers in accordance with the Service's Project Management Framework.

CONTACT: NAOMI THOMAS, CLEMONDS HEY, WINSFORD

TEL [01606] 868804

BACKGROUND PAPERS: NONE

APPENDIX 1 – PROGRAMME HEALTH REPORT

Performance and Programme Board – Programme Health Report

All data supplied in the report has been populated directly from the Cheshire Planning System.

Reporting Period	FROM	1st April 2019	TO	30th June 2019
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1561	WHOLE SERVICE REVIEW
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PROJECT SPONSOR	Chief Fire Officer and Chief Executive	PROJECT MANAGER	Assistant Chief Fire Officer, Operational Assurance and Service Improvement
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Previous status	Current status	<u>Explanation</u> (where status is red or amber)
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Programme Update


The project team has produced an executive summary of the risk report focusing on Prevention, Protection, Response, Operational Assurance, Collaboration and Budgets. Each area of focus has ideas, concepts and tasks to develop. A Whole Service Review (WSR) programme meeting group comprising of staff from across CFRS has been established to develop these. The project team will then distil these to present to Members in development of the next four year IRMP 20/24 and the first action plan 20/21.

Budget management – The budget management principles, based on priority based budgeting (PBB) to prioritise spend to risks in a consistent manner, is progressing well through its cycle. Outcomes of which will be presented to Members during the IRMP planning cycle.



Blue Light Collaboration review - The joint heads of corporate services have developed Service plans, which include service levels and consider pay and non-pay budgets focusing on efficiency and effectiveness. The outcomes will feed into the PBB process.

Consultation/engagement continues to progress well - The ideas Members prioritised previously are to be revisited in July planning days to inform the new Members. The WSR programme was presented to over 100 staff at the recent staff conferences and the areas of focus from the risk report are due to be debated with the staff engagement forum in July. Trade Union engagement happens on a monthly basis at JCNP. A short WSR animation is being developed to share the programme aims with staff across CFRS and seek their participation.



During next quarter, the wider programme team will be focusing on developing specific options and proposals, engaging with Staff and briefing Members on the ideas and concepts.



1566		PRIORITY BASED BUDGETING IMPLEMENTATION PLAN		
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER	
			Organisational Performance Manager	
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
N/A				
Programme Update				
<p>The budget management principles, based on priority based budgeting (PBB) to prioritise spend to risks in a consistent manner, is progressing well through its cycle. Budget holders have presented their draft prioritised budget to the Service Management Team, where they were challenged. Final presentation of the prioritised budgets is on the 3rd September. Outcomes of which will be presented to Members during the IRMP planning cycle.</p>				



Governance and Commissioning



1226		BLUE LIGHT COLLABORATION PROGRAMME		
PROGRAMME MANAGER		Head of Strategic Change		
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		Current status remains amber as the underlease has not yet been approved and the end state collaboration agreement has not been finalised.		
Programme Update				
<ul style="list-style-type: none"> • Car parking – 59 additional spaces have been created and are now available to use by staff. • Underlease for Fire’s occupation of the Command Suite at Clemonds Hey – The request has now gone to the funders for approval; this is the last step in the approval process. • Signage – Planning permission has been received and the signage has been installed. • Conference rooms – A request has been sent to BAM to install hearing loops in conference room 7. <p><u>End State Collaboration Agreement:</u></p> <p>The Agreement remains in draft, but there have been some significant developments which will assist in the completion of the final document.</p> <p>Following the unsuccessful input from the internal audit consultant the Joint Finance Team has been working on creating a charging model and the draft provides some confidence about the appropriateness of charges and allows for abnormal work to be suitably accommodated. The model will be refined and refreshed over the next few years.</p>				



The Heads of the Joint Teams have now prepared Service Plans for 2019-20, which are intended to refresh the work to create the teams and promote clarity about current service levels and performance. These documents will also help inform the cost of the services. They should be agreed in the near future and then be used in future years to help inform budget planning and setting.

1564		NEW PAYROLL PROVIDER		
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER	Project Business Manager
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
				
Programme Update				
<p>The Service has now moved to the new payroll provider, Access UK. The parallel payroll run took place in June which highlighted a requirement for HR to amend some internal processes and templates. The first live payroll run took place during week commencing 15th July and has been successful with a minimal number of queries raised by staff.</p> <p>Communication messages were circulated in advance to staff. The new supplier has provided staff with a link to the new payroll portal so they can access their online payslips. A few Members have needed assistance in gaining access to the system.</p> <p>The payroll team will continue to review and refine the new processes and have regular review meetings with Access.</p> <p>It is recommended that this project will be closed in the next quarter.</p>				



1565		AGRESSO SYSTEM UPGRADE		
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER	Project Business Manager
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
				
Programme Update				
<ul style="list-style-type: none"> • Current System Audit/review completed in May - this highlighted a number of areas that may require extra work and configuration. • Unit 4 Business World (the new name for Agresso) test system successfully installed • Experienced some delays with the Test system install and transformation of Agresso Report Creator (ARC) reports which has led to the go-live being pushed back to end of August - ARC reports due to be completed at the end of July. • System Testing commenced w/c 8th July - defect found with Budgetary balance tables which could delay exit of User Acceptance Testing. If issue is not resolved then Finance may have an increased workload in the short term following go-live until this is resolved. Testing has shown that the system is easy for users to navigate and that the scope of change is limited. To this end there will be no formal training required and any changes will be communicated via an updated user guide, which will be made available on the Intranet and sent out to key users (requisition raisers and approvers). • Still on track for an end of August go-live. • Making Tax digital implementation plan currently being created. It's looking like this module will be implemented on 17th September in test and then go live will be 10th October. There are tight timeframes around this work and the Finance team will need to be prepared to test this swiftly in the intervening weeks. 				

1544		REPLACEMENT OF CHESTER FIRE STATION		
PROGRAMME SPONSOR		Director of Governance and Commissioning	PROGRAMME MANAGER	Group Manager – Cheshire West and Chester
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		The planning permission has been received but includes some pre-commencement conditions which need to be discharged so that the work on site can commence.		
Programme Update				
<p>Given the settled intention of the Fire Authority to see a new fire station built on the existing St Anne Street site and the significant delay in securing planning permission officers and advisers are working to progress the project as quickly as possible. The planning permission includes some pre-commencement conditions and it is hoped that these can be discharged in the near future so that the work on site can finally commence.</p> <p>The planning appeal has not progressed. Currently, there is no indication when it will be dealt with. The earliest that a decision could be expected is the autumn. Whilst there is an expectation that the Authority's case is relatively strong there is, obviously, no guarantee that the appeal will be successful.</p> <p>Officers are working on the assumption that the construction contract will be entered into and the appeal will be withdrawn as soon as the pre-commencement conditions have been discharged. Officers do not believe that it makes sense to await the outcome of the appeal. During this time the cost of the project would be very likely to increase because of building inflation.</p> <p>Two petitions were presented to the Fire Authority at its meeting in April. The petitions are essentially about the same issues, but were achieved using different methods (one online and one hard copy) and contain slightly different wording. There were 6,495 signatories. We have written to the petitioner explaining that there appears to be a flaw in the petitions, because they seek to combine two separate matters. The capital funding set aside for the fire station project would not be made available to pay for a second fire engine for Chester.</p> <p>The additional planning and design work associated with the second planning application coupled with the considerable archaeological investigations has involved unexpected costs. The delay, in itself, is also likely to see some inflationary increases impacting upon costs. These factors have put considerable pressure on the budget and left little contingency. However, officers and advisers believe that aspects of the additional works have helped to mitigate some cost risks, e.g. the chance of finding something of archaeological importance has considerably reduced due to the extent of the investigations that have been required as part of the planning process.</p>				



1558 CREWE JOINT FIRE AND POLICE FACILITY				
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER	Group Manager – Governance and Commissioning
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		Ongoing feasibility study and exploration of costs and options.		
Programme Update				
<p>Quarter 1 for this project has seen further work on the feasibility study, with room specifications for both Police and Fire discussed and provided to the architects. Based on these documents the architects have designed draft plans for a joint facility establishing user requirements and exploring if the building will fit on the site. Initial costings have yet to be confirmed with the current design consisting of a basement carpark, ground floor with reception area and a further two floors of accommodation. The feasibility report has been presented and highlights the influencing factors surrounding the proposal and the current costings. Further discussions are to be held with Fire and Police regarding further exploration of costs, options and the impact of the Crewe Hub area action plan (relating to HS2).</p>				



1557 STATION MODERNISATION PROGRAMME				
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER	Group Manager
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		The work at Tarporley and Bollington has commenced and a preferred supplier has been selected for the 5 year programme.		
Programme Update				
<p>The modernisation work at both Tarporley and Bollington Fire Stations, as part of the year zero projects, is now underway.</p> <p>In relation to the longer term programme a procurement process has identified the fastest route to market utilising the North West procurement framework for the modernisation programme, with guidance provided by the procurement team and the preferred companies invited to tender for the 5 year term. Following an assessment of their written submissions the companies invited to the interview stage of the formal tender were Wates and Interserve. Wates was chosen as the preferred supplier.</p>				


Operational Policy and Assurance

1490		SADLER ROAD TRAINING CENTRE PROGRAMME		
PROGRAMME SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROGRAMME MANAGER	
		Head of Operational Policy and Assurance		
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		This project is amber as it has slipped from the original programme.		
Programme Update				
<p>Following the previous update which included details on the planning permission being received on the 7th March 19 containing 25 conditions, there is now only one condition which must be discharged prior to commencement of the full works on site. This relates to the ground conditions.</p> <p>The design team are working on the condition with ground contamination surveys started on the 8th July 19. This involves bore holes being made in the designated sections of the site and gas monitoring being fitted to provide the planning officers with readings over a 3 week period. Ground samples results are also being provided with it all due to conclude during the next two weeks.</p> <p>Work is ongoing however in other phases of the programme, including the main training centre building, OHU and workshops. Some of the timescales associated to the phases have been realigned, though it is not envisaged to affect the overall programme.</p> <p>The relocation of training project to deliver training courses to other planned locations has gone ahead as planned and training has not been affected.</p> <p>All risks have been reviewed with no change and the budget has been updated following the planning approval being received with the programme being costed by the contractor within budget. The new programme has been received from the building consultant and has been used to realign the milestones and tasks.</p>				



1553		OPERATIONAL TRAINING GROUP REVIEW			
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER		Group Manager Operational Policy and Assurance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
		This project is amber as it has slipped from the original programme.			
Programme Update					
<p>The Project Manager has met with the FBU Brigade Secretary to discuss new duty system and structure proposals during the past quarter with the consultation found to be productive.</p> <p>Though the Services proposed structure and new duty system was initially rejected, a revised proposal has received a more positive response following the FBU Brigades Secretary meeting with the training instructors. The final consultation meeting was held on the 11th July 2019.</p> <p>The revised proposal followed the Services rejection of the FBU's submission of their own proposal, which was rejected due to it not meeting the new duty system principles. The formal negotiation for the current duty system and team structure will now take place at the final JCNP negotiation meeting on the 25th July 2019.</p> <p>The project remains on its revised timeline and within budget with no new risks identified.</p>					



1318		CARDIAC ARREST RESPONSE PROJECT			
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER		Head of Operational Policy and Assurance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
		Current status remains red due to lack of progress on the project.			
<p>There continues to be no progress with this project during quarter 1 as it remains on hold awaiting the outcomes of national discussions for the wider Fire Fighter role linked to pay and conditions.</p>					

1313		EMERGENCY SERVICES MOBILE COMMUNICATION PROGRAMME			
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER		Group Manager Operational Policy and Assurance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
		Ongoing delays and lack of meaningful progress.			
Programme Update					
<p>No clear movement on the project again this quarter.</p> <p>Coverage assurance due to commence from Q3 2019 – this will be joint with Cheshire Fire and Police. Critical Operational Locations are currently being reviewed. ESN Prime, which is the full system rather than the incremental approach, now scheduled for Q1 2021. Minimum standards for transition are being reviewed as part of the National Acceptance Criteria.</p> <p>Nationally the programme has again come under scrutiny of the Public Accounts Committee due to its lack of meaningful progress across the whole sector. The Home Office have been requested to provide detailed updates by the end of October 2019.</p> <p>Regional strategic briefing to take place W/C 22nd July.</p>					



1567		CHESHIRE FIRE DRONES			
PROJECT SPONSOR		Head of Operational Policy and Assurance	PROJECT MANAGER		Group Manager Operational Policy and Assurance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
N/A					
Programme Update					
<p>Drone and associated equipment has been rebuilt, updated and tested. A new cohort of Drone pilots have been selected and have recently successfully completed their CAA ground school qualification with Lancashire Fire & Rescue Service.</p> <p>Two new training venues have been risk assessed and will be used to start initial flight training with the new cohort of pilots.</p> <p>Application for Permission for commercial operations in progress.</p>					



Service Delivery



1556		ON-CALL PROGRAMME		
PROJECT SPONSOR		Head of Service Delivery	PROJECT MANAGER	Group Manager – Cheshire West and Chester
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
				
Programme Update				
<p>The On Call Programme Team (OCPT) is performing well, aligned to the overall plan. A briefing was provided to SMT on the 15th July at which no concerns were raised.</p> <p>On-Call Support Crew Managers The 6 Crew Managers (CM) have provided 2054 hours of availability in the months of May and June collectively. This has contributed to:</p> <ul style="list-style-type: none"> • A combined 14.77% improvement in availability for May and June during weekday days and an overall uplift of 4.35%. • 205 hours of development for Certificate to ride and maintenance of competence training. • As of the end of June the CMs had attended over 50 plus incidents and engaged in 38 recruitment activities. <p>Recruitment The recruitment drive is progressing well with an average of 6 firefighters being successfully recruited per month, in Quarter 1. Enquiries are continuing to be received due to programme activities. The Communications team are using Facebook to directly target those within a 5 minute response polygon. This had some success in the two weeks of the trial to date with 713 direct clicks and over 20 enquiries into the resourcing team with minimal costs.</p> <p>Availability As mentioned an average of 4.35% uplift has been demonstrated since the introduction of the 6CMs overall with Station Managers scrutinising contractual hours of exiting staff alongside other methods of improvement. There are significant numbers of new development firefighters. As these reach competence, availability will improve further.</p>				

1540		AERIAL LADDER PLATFORM REVIEW	
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER
			Group Manager Operational Policy and Assurance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)	
			
Programme Update			
This project remains open but at this stage it is recommended that progress will be reported to Performance and Programme Board and Performance and Overview Committee as part of the Whole Service Review Programme.			



Protection and Organisation Performance



1058		SPRINKLER CAMPAIGN 2014	
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER
			Head of Protection and Organisational Performance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)	
		Status changed to green to reflect recent progress.	
<p>Following the Protection team making representations and presentations regarding Peninsula House, Warrington to the management company ('Stef & Phillips') quotes have been obtained and the owners have indicated that sprinklers will be fitted this year. We await final confirmation.</p> <p>Agreements have been approved and signed in relation to the Joseph Groome Towers installations and £36K has now been transferred for that project. Further agreements are now being drafted for Churchill Mansions and other developments.</p> <p>3 blocks in Handforth are currently being fitted with sprinklers. 1 is complete, 1 is in the test phase and 1 is yet to start.</p>			

1549		HIGH RISE SPRINKLER CAMPAIGN 2018			
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER		Head of Protection and Organisational Performance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
		Efforts are still being made to persuade Peaks and Plains Housing and Golden Gates Housing to install sprinklers in their high rise blocks in Macclesfield and Warrington respectively.			
<p>4 projects totalling 8 buildings are either in progress or agreed for phase 1 of the sprinkler project.</p> <p>For phase 2 we have 2 projects in progress:</p> <ul style="list-style-type: none"> • Guinness Housing in relation to Waverley Court, Crewe and • Sanctuary Housing regarding 9 blocks in Chester. <p>If these projects are successful that will equate to 18 of 21 high rise blocks in Cheshire having sprinklers fitted. Sanctuary have confirmed that they have started work on their 9 blocks and their project plan details completion of all 9 installations by end November 2020.</p> <p>Efforts are still being made to persuade Peaks and Plains Housing and Golden Gates Housing to install sprinklers in their high rise blocks in Macclesfield and Warrington respectively.</p>					

1554		PROTECTION REVIEW			
PROJECT SPONSOR		Assistant Chief Fire Officer, Operational Assurance and Service Improvement	PROJECT MANAGER		Head of Protection and Organisational Performance
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
		Head of Protection and Organisational Performance to present proposals to Assistant Chief Fire Officer by the end of August.			
Programme Update					
A comprehensive review report has been completed, considering all areas of Protection, complete with recommendations. This report is now being condensed in to a reader friendly summary report complete with a suite of final recommendations for consideration.					

Prevention

1500		SAFE AND WELL PHASE 2 – LONELINESS AND ISOLATION			
PROJECT SPONSOR		Assistant Chief Fire Officer, Service Delivery	PROJECT MANAGER		Partnership Co-ordinator
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
					
Project Update					
Closedown and Evaluation Report approved at Performance and Programme Board on 8 th August 2019.					

1496		SAFE AND WELL PHASE 2 – HYPERTENSION, BLOOD PRESSURE and ATRIAL FIBRILLATION			
PROJECT SPONSOR		Assistant Chief Fire Officer, Service Delivery	PROJECT MANAGER		Prevention Policy and Projects Manager
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
					
Project Update					
Closedown and Evaluation Report approved at Performance and Programme Board on 8 th August 2019.					

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 4th SEPTEMBER 2019
REPORT OF: HEAD OF PROTECTION AND ORGANISATIONAL
PERFORMANCE
AUTHOR: ANTHONY JONES

SUBJECT: PERFORMANCE REPORT – QUARTER 1 2019-20

Purpose of Report

1. To present the Quarter 1 2019-20 review of performance for each of the Service's Key Performance Indicators (KPIs).

Recommended: That

[1] Members review and consider the information presented in this report.

Background

2. The report forms part of the Authority's performance reporting cycle and provides a summary of the Service's performance against the KPIs for Quarter 1 2019-20.

Information

3. The Service's Performance and Programme Board (members of the Service Management Team) receives a quarterly review of performance against KPIs. The Board is responsible for monitoring and reviewing progress against performance targets and ensuring that action is taken wherever possible if targets are not being met. The performance reviews are in turn presented to the Performance and Overview Committee.
4. The Corporate Performance Scorecard is attached to this report. It reflects the Quarter 1 position against targets set and the year-on-year direction of travel for the Service's KPIs.
5. A more detailed description of each KPI including a summary of current performance and any actions required to improve performance is set out in the Performance Health Report.

Financial implications

6. There are no financial implications with this report.

Legal implications

7. There are no issues to report at the end of Quarter 1 that should impact upon the Service's ability to meet its statutory or other legal obligations.

Equality and Diversity implications

8. The Service has for a number of years collected and reported equality monitoring data across a number of indicators. This is reported quarterly to the Equality Steering Group and annually to this committee so that trends can be identified and addressed.

Environmental implications

9. There are no specific environmental implications. Environmental performance targets are reviewed and monitored as part of the delivery of the Authority's Environmental Strategy.

Appendix 1 – Corporate Scorecard

Appendix 2 – Performance Health Report

Appendix 3 – Safety Central Infographic

Appendix 4 – Safe & Well Infographic

Appendix 5 – On-call Availability

Quarter 1 2019/20 Performance

A Cheshire where there are no deaths, injuries or damage from fires or other emergencies

Vision

IRMP Theme

Outcomes

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Outputs

Protecting Local Communities

	Actual	Target	Q1 Year on Year	Q1 2018-19
Deaths in Primary Fires	0	0	↔	0
Injuries in Primary Fires	10	11	↓	14
Accidental dwelling fires	88	95	↓	94
- % starting in kitchens	51 (58%)		↑	48 (51%)
- % in homes with residents over pensionable age	16 (18%)		↑	13 (14%)
Deliberate fires (Primary and Secondary)	320	319	↑	301
Fires in Non Domestic Premises	42	45	↓	44
AFA's in Non Domestic Premises	112	115	↑	101

	Actual	Target	Q1 Year on Year	Q1 2018-19
HSA's Delivered to Heightened Risk	8,145	10,000	↓	9,879
Platinum address success rate	78%	65%	↑	77%
Thematic Inspections Completed	475	501	↑	461
NDP Fire Safety Audits Completed	395	450	↑	344

Responding to Emergencies

	Actual	Target	Q1 Year on Year	Q1 2018-19
10 Minute Standard	86%	80%	↓	87%
On Call Availability	63%	85%	↓	66%
Nucleus OC pumps	93%	85%		
Primary OC pumps	65%	85%		
Secondary OC pumps	40%	85%		

Developing the organisation

	Actual	Target	Q1 Year on Year	Q1 2018-19
Average Days/Shifts Lost to sickness	0.84	1.38	↓	1.14
Working Days Lost To Injury	0	40	↓	28

Performance key

- Meeting target
- Within 10% of target
- Failing against target by at least 10%

Year on year direction key



- ↑ ↓ Direction of travel year on year
- ↔ No change in direction of travel
- ↑ ↓ Direction of travel year on year by up to 10%
- ↑ ↓ Direction of travel year on year by at least 10%

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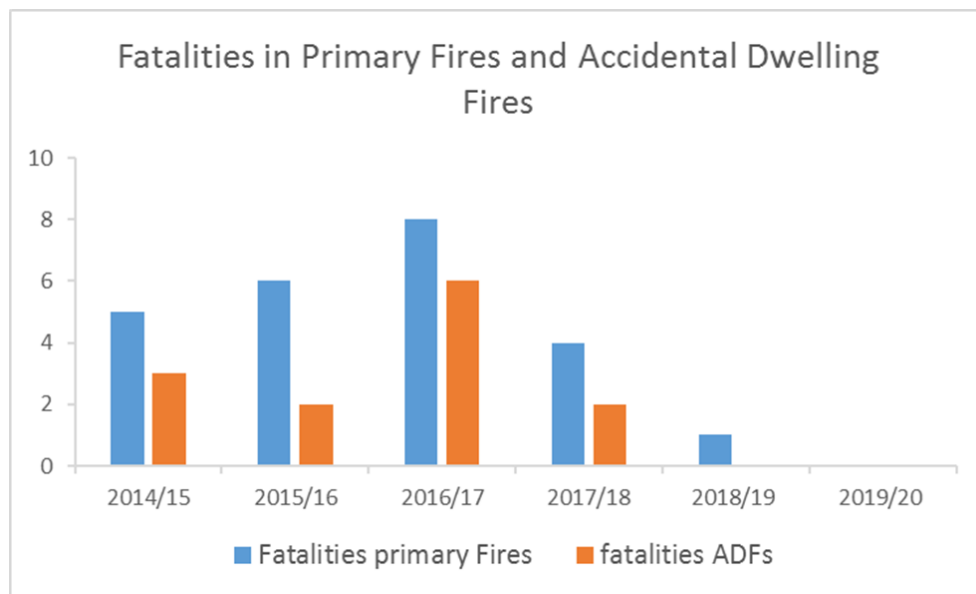
Performance and Overview Committee – Performance Report

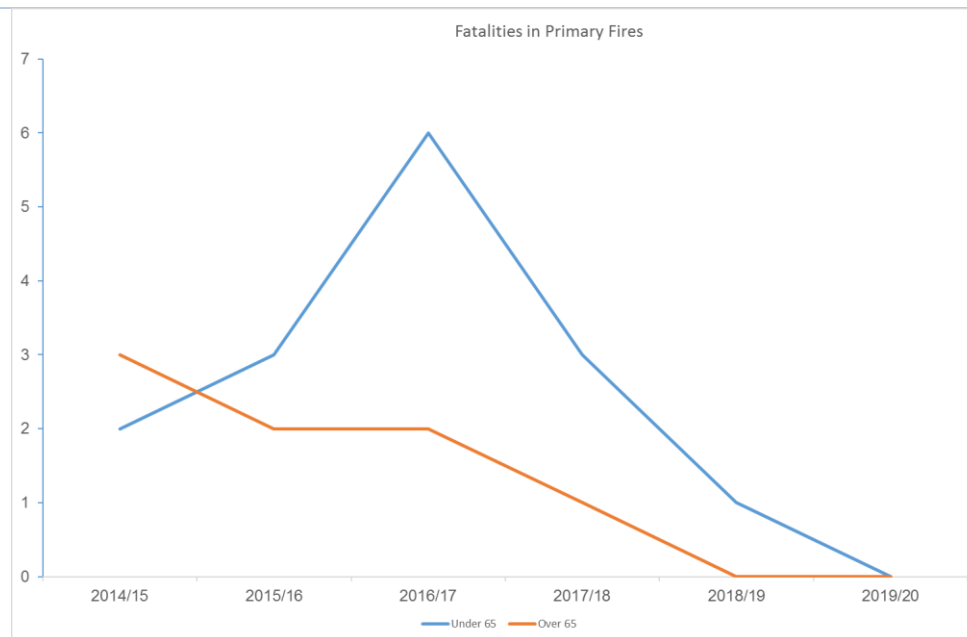
Indicator: [Number of Deaths in Primary Fires]

Primary fires include all fires in buildings, vehicles and some outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	0	Q1 Actual	0
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	0	Cumulative Actual	0
Previous Status	Current Status		
			

Summary of Current Performance





Nationally, in 2017/18 41% of fatalities, in accidental dwelling fires, involved people aged 65 or older. However, within Cheshire over the last three years 10 out of the last 13 fatalities (77%) in primary fires have involved victims aged under 65. The single fatality in 2018/19 involved a vehicle fire and is currently under investigation as to the cause. For the first time in its history Cheshire Fire and Rescue Service had zero deaths in accidental house fires during its annual reporting period, in this case from 1 April 2018 to 31 March 2019.



What actions will be required to improve performance?

- Our fire investigation officers will continue to work with partner agencies and other stakeholders to examine the causes of fires and identify any emerging trends to better inform our prevention and protection activities and help prevent further fires occurring.
- The Heads of Department meet every two months as the Incidents of Interest Scrutiny Group. Findings, outcomes and actions associated with any fire fatalities, serious injuries, 2 in 24s and other 'incidents of interest', e.g. Grenfell Towers, are monitored and scrutinised by Heads of Department at the group to ensure that the Service continually improves and learns from these incidents to prevent further fires occurring.
- It is acknowledged that people with poor mental health are at heightened risk from dying in a fire. A jointly funded (with Cheshire & Wirral NHS Trust) mental health advocate has now been appointed to the Prevention team to work with vulnerable people at risk in our communities – and will start on 8th July 2019 . The post-holder will work across Cheshire East and Cheshire West & Chester – being the areas covered by the Cheshire & Wirral NHS Trust partnership. Currently within Halton & Warrington we are exploring solutions with mental health partners

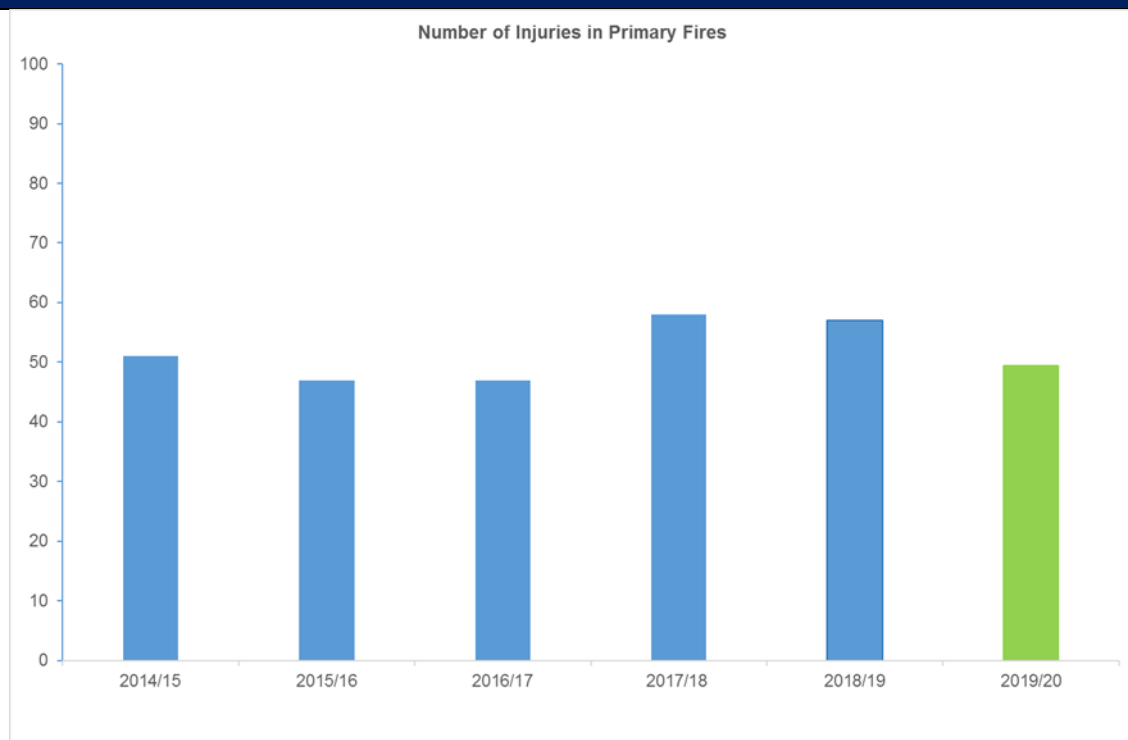
Performance and Overview Committee – Performance Report

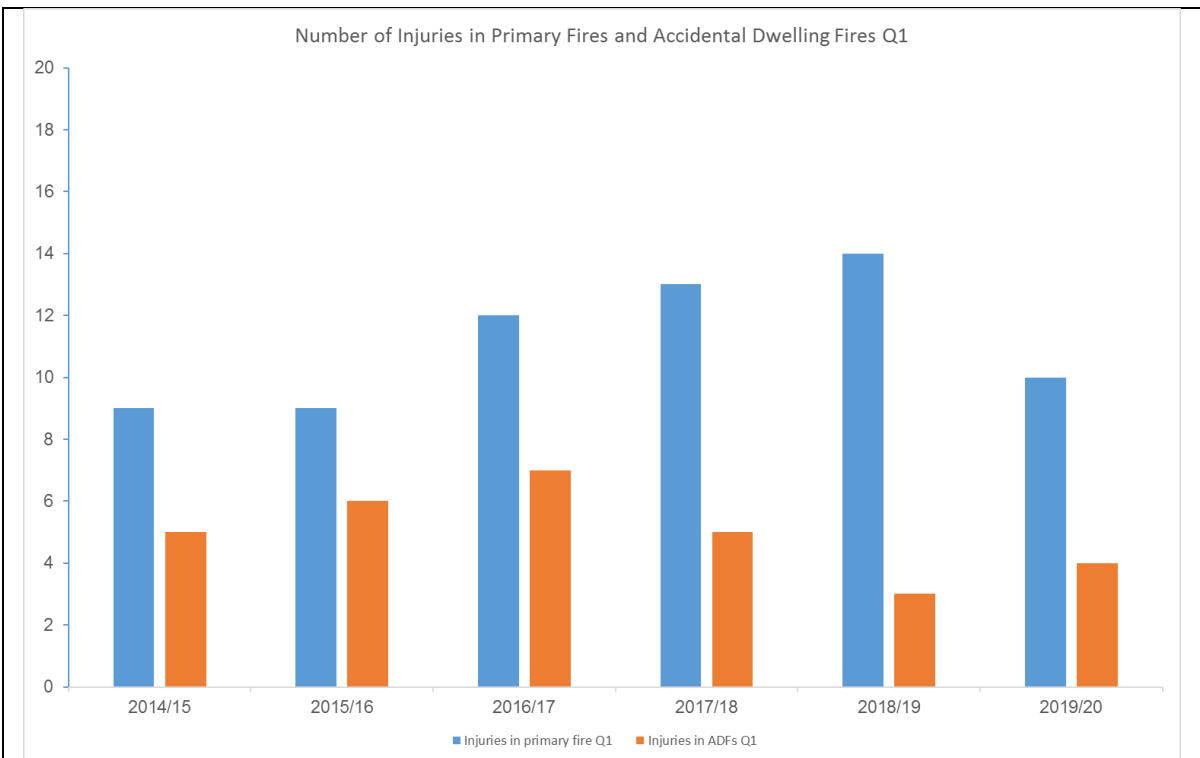
Indicator: [Injuries in Primary Fires]

Primary fires include all fires in buildings, vehicles and some outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	11	Q1 Actual	10
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	11	Cumulative Actual	10
Previous Status	Current Status		
			

Summary of Current Performance





The number of Injuries in primary fires are on target and we have seen a reduction compared to 2018/19 from 14 to 10

- The number of injuries in primary fires are on target for Quarter 1
- 4 of the 10 injuries took place in accidental dwelling fires.
- Each injury involved people under the age of 65
- One injury was classified as a serious injury and was fuel/chemical related and involved the accidental ignition of a barn

Unitary Authority	Number of Injuries
Cheshire East	2
Cheshire West & Chester	3
Halton	4
Warrington	1
Total	10

Cause	Number of Injuries	
Smoking	2	
Candles	2	
Fuel/Chemical	2	
Naked flame	2	
Electrical Fault - vehicle	1	
Other appliance or equipment	1	
Total	10	

Age Group	Number of Injuries Serious	Number of Injuries Slight
0-9	0	0
10-19	0	1
20-29	0	2
30-39	0	3
40-49	1	3
50-59	0	0
60-69	0	0
70-79	0	0
80-89	0	0
90+	0	0
Total	1	9

Injury Description	Number of Injuries Serious	Number of Injuries Slight
Burns - severe	1	0
Burns - slight	0	5
Overcome by gas, smoke or toxic fumes; asphyxiation	0	4
Total	1	9

Cheshire East
Of the two injuries two were in Styal Prison and both slight.

Halton & Warrington
There were five injuries in Q1 all of which were slight.



Cheshire West & Chester
The two injuries occurred in separate incidents and were related to the ignition of fuel one of which was a serious injury and the other slight.
The serious injury was in a farm building and had been caused by the ignition of fuel for machinery.

What actions will be required to improve performance?

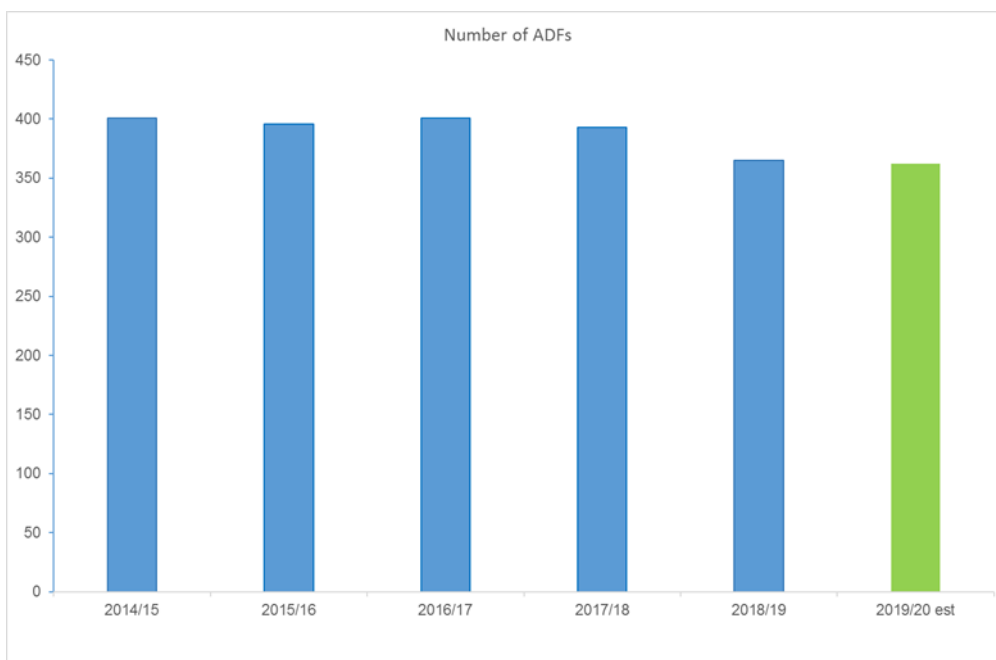
- The *Fatal Fire and Serious Injuries Reporting Policy* enables us to respond to incidents and ensure our activities are focussed on preventing further injuries caused by fire. The policy directs that where a serious injury occurs, as a result of fire, a thorough internal review will take place. Internal Serious Injuries Review Reports will then be scrutinised alongside Fatal Fire Review Reports by the Heads of Department at the Incidents of Interest Scrutiny group on a bi-monthly basis to ensure that any outcomes, actions and learning points are monitored and communicated effectively.
- Social media presence continues to help raise awareness of the dangers from fire, in particular the dangers associated with smoking. All fire stations now have their own Twitter accounts so activity can be tailored relevant to the local area and is increasingly used.
- As a consequence of identifying those households at risk a pilot to target those with additional vulnerabilities using MOSAIC profiling data is underway. The additional vulnerabilities include:
 - People living in rented accommodation
 - Those who smoke excessively
 - Those who drink excessively
 - Single parent family, with children under high school age
 - Those in receipt of disability or incapacity benefits.
- The pilot stations are: Powey Lane, Chester, Winsford, Northwich, Wilmslow, Macclesfield and Crewe. During the visit crews will be asked to validate the data they are using.
- In addition at Ellesmere Port the crews will be tasked not only to target specific households but also the remaining households in the street as another form of data validation.
- Injuries are monitored and where possible validated and any follow up/referrals to partner agencies is carried out by the Prevention Department.
- In relation to the serious injury in Halton & Warrington ongoing scrutiny of all injuries continues and there has been significant social media information sent out regarding candles and use of e-cigarettes.

Performance and Overview Committee – Performance Report

Indicator: [Number of Accidental Dwelling Fires (ADFs)]

Reporting period Q1		01/04/2019 to 30/06/2019	
Q1 Target	95	Q2 Actual	88
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	95	Cumulative Actual	88
Previous Status	Current Status		
			

Summary of Current Performance



At the end of Q1 there were 88 Accidental Dwelling Fires compared to a target of 95, this is also a reduction of 6 incidents compared to the same period in 2018/19.

Looking at the key risk areas, there has been an increase in the number of kitchen fires from 48 to 51. In addition there has been an increase in the number of fires involving single occupancy households from 21 to 29.

In addition, no fire-fighting action was required at 127 incidents (35%) and no fire spread beyond the room of origin in 321 (88%) of Accidental Dwelling Fires.

Unitary Authority	Total
Cheshire East	29
Cheshire West & Chester	32
Halton	12
Warrington	15
Total	88

Fire Location	Total
Kitchen	51
Bedroom	7
External Fittings	6
Living Room	5
Bathroom	3
Dining Room	3
External Structures	3
Other	10
Total	88

Occupancy Type	Was a smoke alarm present? Yes
Lone person over pensionable age	93.4%
Lone Person under pensionable age	92.3%
Lone parent with dependant children	100%
Couple one or more over pensionable age, no children	100%
Couple with dependant children	82.1%
Couple both under pensionable age with no children	90.9%
Other	87.5%
Total	89.8%

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	16	56533	327
Lone person under pensionable age	13	73421	204
Couple one or more over pensionable age, no children	9	80559	129
Couple with dependant children	28	347436	93
Couple both under pensionable age with no children	11	167332	75
Other	8	209308	44
Lone parent with dependant children	3	82396	42

The indexed score is a risk score which compares the rate of incidents for each occupancy type against the average rate of accidental dwelling fires within Cheshire. The rate is converted to an indexed score, with the average rate for Cheshire being converted to a score of 100. The indexed score is used rather than the rate so that simple comparisons can be made quarter on quarter and across occupancy types. For example an indexed score of 200 indicates that occupancy type is twice as likely as average to have an accidental dwelling fire.

What actions will be required to improve performance?

Cheshire East

- Following two incidents at Old Ribbon Mill Macclesfield prevention and protection teams have engaged with the Management Company to ensure all preventative measures are in place e.g. working smoke alarms and resident awareness of evacuation procedures. The engagement will also identify any further vulnerable adults at Old Ribbon Mill and a neighbouring block of flats further down the road.
- Crews are focusing on ensuring the records of where smoke alarms are not fitted is accurate and fully up to date.

Cheshire West & Chester

- There has been an increase in kitchen and cooking related fires in Ellesmere Port therefore operational crews and advocates are focusing on kitchen and cooking safety messages as part of the Safe & Well visits
- Crews are also tasked with taking photos at incidents that will be used for social media campaigns about safety in the kitchen.
- In July there will be a cooking safety event, which coincides with the NFCC theme of cooking safety aimed at reducing such incidents.

Halton

- An Extensive media campaign has been completed which focuses on electric chargers, hover boards and e cigarettes. Channel 5 picked up on the issue with a hover board and an interview took place with a Station Manager. Forthcoming media campaigns and use of social media will focus on the safe disposal of smoking materials when outside properties.

Warrington

- Ongoing social media campaigns in response to incidents the crews have attended.
- Two kitchen safety events are being held in July and August in the Warrington area.

A Safe and Well working group has been set up to focus on maximising engagement, reviewing environmental impacts and efficiencies. It is also reviewing the targeting methodology to include other at risk groups such as "Lone persons under pensionable age" as identified through the above data. Further data is to be used to identify individuals with additional vulnerabilities



Safety Central

Since 1st April 2019 has welcomed 2,012 visitors: including 858 pupils and 118 adults from 17 mainstream schools; 126 young people and 61 adults from 12 non – mainstream schools and colleges; 288 people and 37 helpers from 21 community groups and 521 stakeholders attending training or meetings.

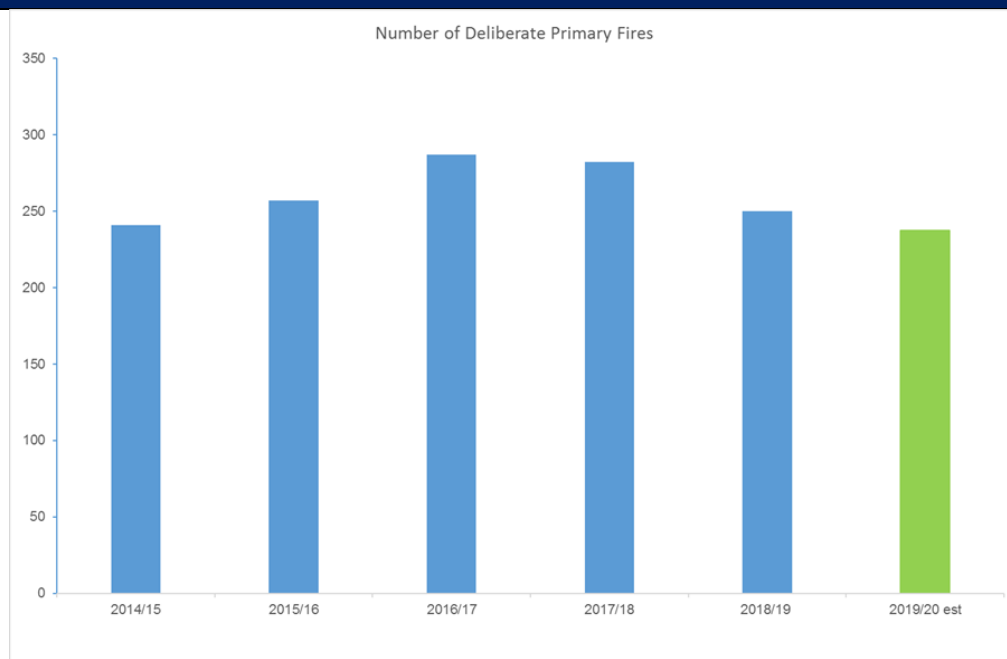
There is on average a 72% improvement in test of key life-skills subject knowledge. 100% of 39 teachers rated their visits as “very good” or “excellent” with all saying they would visit again. See infographic attached as Appendix 1

Performance and Overview Committee – Performance Report

Indicator: [Number of Deliberate Fires]

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target (Primary)	67	Q1 Actual (Primary)	55
(Secondary)	252	(Secondary)	265
Q2 Target (Primary)		Q2 Actual (Primary)	
(Secondary)		(Secondary)	
Q3 Target (Primary)		Q3 Actual (Primary)	
(Secondary)		(Secondary)	
Q4 Target (Primary)		Q4 Actual (Primary)	
(Secondary)		(Secondary)	
Cumulative Target (Primary)	67	Cumulative Actual (Primary)	55
(Secondary)	252	(Secondary)	265
Previous Status	Current Status		
			

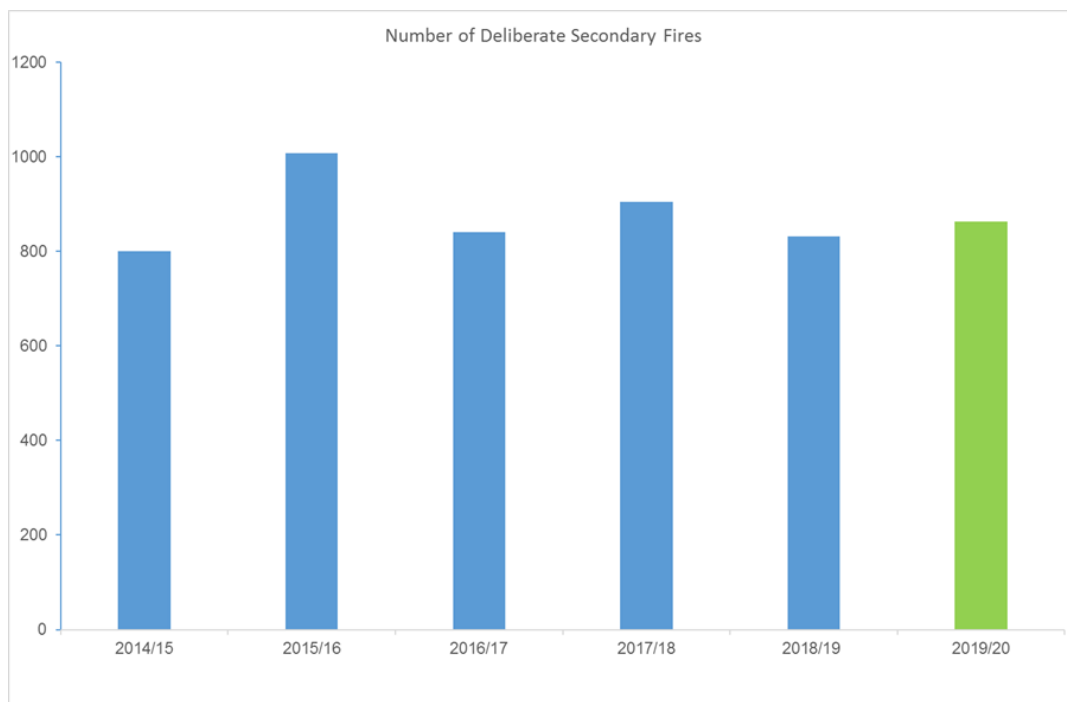
Summary of Current Performance



Overall 55 deliberate primary fires were recorded at the end of Q1, against a target of 67. Overall the station areas with the highest number of incidents are Runcorn(8), Warrington(7) and Widnes(7)

Across Cheshire, 27 incidents (50%) involved the deliberate ignition of a road vehicle. Of these, 12 were cars and 8 motorcycles. Seven out of eight incidents involving the deliberate ignition of motorcycles occurred in Runcorn and Warrington.

Unitary area	Number of Deliberate Primary Fires
Cheshire East	15
Cheshire West and Chester	11
Halton	15
Warrington	14
Total	55



Unitary area	Number of Deliberate Secondary Fires
Cheshire East	56
Cheshire West and Chester	51
Halton	84
Warrington	74
Total	265

The number of deliberate secondary fires recorded in Q1 was 265 which is 13 over target. The highest number of incidents have been in the following station areas - Warrington (45), Widnes (34) and Runcorn (32). These three station areas account for 42% of all incidents.

The main property types are loose refuse (72) and Small refuse/rubbish/recycling container and wheelie bins (65). 20/34 deliberate secondary fires in Widnes involved a wheelie bin or recycling container, particularly around Ditton and Crow Wood Park.

What actions will be required to improve performance?

Cheshire East

- Following a meeting between the GM and the Police Superintendent, data about deliberate fires will be taken and discussed at the TTCG (Tactical Tasking and Coordination Group) meetings going forward.
- SM's currently attend MAAG (Multi Agency Action Group) meetings where fire performance is discussed. Cheshire East Protection Dept. attend Vacant & Void meetings.
- Consideration is being given to the deployment of the HD Mobile CCTV Unit within the Crewe South ward via the MAAG, as this is the ward where there has been a lot of activity.
- Operational crews continue to complete PNR notifications as per the policy and Police log numbers noted.
- It is recognised a number of incidents occur in empty buildings during school holidays. Crews are preparing in readiness for the next School holidays to monitor any future incidents occurring.

Cheshire West & Chester

- Ongoing and continued recording of details will be passed to the police and in particular discussions will be had with the Police SPOC (Single Point of Contact) to address the issues.

Halton



- Operation Scrambler is on going to reduce off road bikes in the neighbourhood with warrants to search known addresses.
- Station Managers (SM) continue to support the police in their work, as they increase their presence in Hough Green, by PNRs being completed for all incidents and information shared with the Beat Sergeants.
- Station Managers are also on hand to meet with perpetrators as required
- The CCTV installation at Upton Rocks has led to a significant reduction in fires and as a consequence, with a contribution from the fire service, there is provision for more cameras to be installed in Halton.
- Wheelie bin stickers will continue to be distributed in the Upton Rocks area.

Warrington

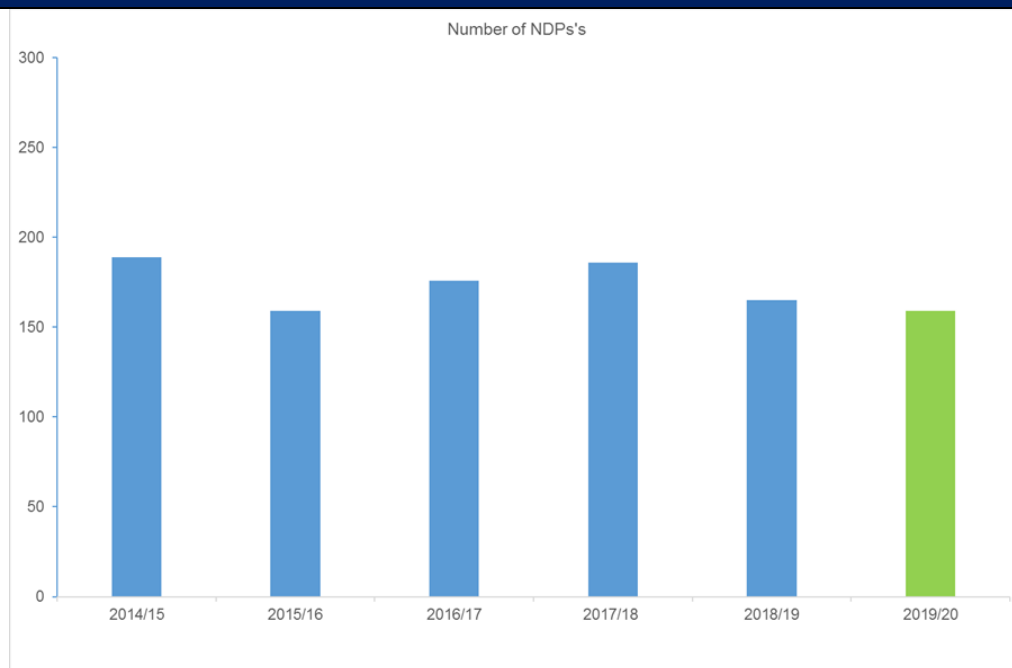
- Continued and ongoing liaison with established Police links for any incident in the Unitary area. As a result of this one perpetrator for an incident in April has been dealt with by Police.
- Crews continue to work on multi agency projects to improve even further on the significant reduction in Deliberate Fires
- Wheelie bin stickers have been delivered in the hot spot areas.
- Ongoing engagement with youths identified as setting a number of fires continues to positively impact on the reduction.

Performance and Overview Committee – Performance Report

Indicator: [Fires in Non-Domestic Premises]

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	45	Q1 Actual	42
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	45	Cumulative Actual	42
Previous Status	Current Status		
			

Summary of Current Performance



There have been 42 Non-Domestic Premises fires during Q1 compared to 44 for the same period last year. This is the lowest number of incidents during quarter 1 in the last 10 years.

The most significant numbers of fires have been identified in the following building types – with other categories having 3 or less occurrences:

- Prison 5
- Factory 4

The main causes for fires in Non-Domestic Premises:

- 17 electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.
- 5 industrial equipment including kilns and dryers.
- 7 cooking related incidents - including cookers, deep fat fryers and microwaves.

69% of the 42 fires (29 incidents) were either confined to the item first ignited (22) or involved smoke and heat damage only (7). Whilst a further 8 fires were confined to the room of origin.

Cause	Heat or smoke damage only	Confined to item 1st ignited	Confined to Room of origin	Other
Electrical	5	8	4	0
Industrial Equipment	0	2	1	2
Cooking	1	6	1	0

Unitary Area	Accidental	Deliberate
Cheshire East	7	2
Cheshire West & Chester	13	2
Halton	4	1
Warrington	10	3
Grand Total*	34	8

What actions will be required to improve performance?



- The review of our risk-based inspection strategy to improve our targeting methodology is ongoing.
- Protection officers continue to take enforcement action in accordance with our enforcement management model and prosecute duty holders as appropriate. Where businesses are successfully prosecuted we will use social media and the press to highlight these cases as a means of deterrent.
- The Business Safety team now has joint access with the Corporate Communications team to the Service's Facebook account and the Cheshire Fire Alert system, meaning that relevant fire safety and campaigns messages can be communicated to our business community quickly. The team has also taken over the Service's LinkedIn business account with a view to improving our engagement with businesses and other key sectors and partners. The team also compiles videos to support fire safety campaign messages and raise awareness of our work with local businesses to help prevent further fires occurring.
- A 'Business Information Pack' is sent to new businesses across the Service Area including all relevant fire safety messages. In addition, free fire-risk assessment templates are available on the Service's website to assist businesses to improve fire safety on their own premises.
- As part of the Service's Sprinkler Campaign, the Protection team are working with social landlords across the Service Area to promote the benefits of fire sprinkler systems. Work has started on the three high-rise tower blocks in Wilmslow owned by Onward Homes. In

Warrington, the high-rise tower block Peninsula House has been bought by a private investment company and it has been agreed that the recommendation to install sprinklers will be put to investors by the end of April.

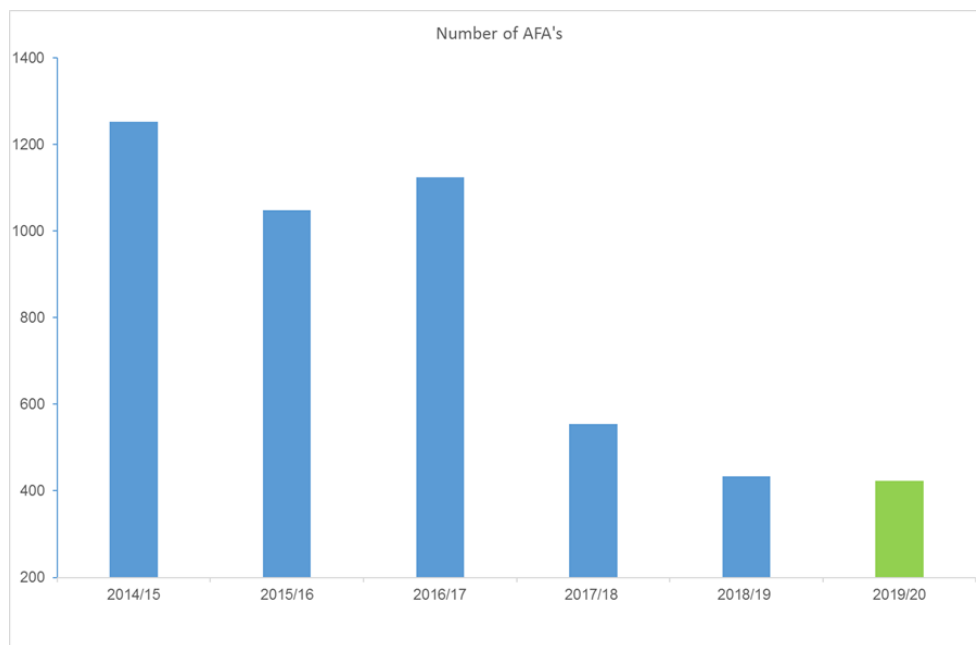
- At the request of Derbyshire's Chief Fire Officer (Chair of the National Fire Sprinkler Network) our Business Safety Manager is working with Derbyshire Fire and Rescue to develop a national sprinkler marketing tool-kit for all services to use.
- In the aftermath of the Chester Zoo fire the Protection team are working with the zoo regarding fire-fighter/appliance access and hydrants.
- The Protection team is working with the Health and Safety Executive to improve fire safety at the Isover St. Gobain's site in Runcorn.
- Officers are working with partner agencies, e.g. the Police and Street Wardens and business leaders to address any emerging issues following reports of rough sleepers on the Rows and the risk of them setting small fires to keep warm.
- Officers review fire investigation data and determine learning outcomes and trends so that we are able to further focus our campaigns and activities accordingly.
- Deliberate fires are investigated alongside police colleagues and where possible evidence gathered to bring offenders to justice

Performance and Overview Committee – Performance Report

Indicator: [Number of Automatic Fire Alarms (AFAs) in Non-Domestic Premises]/False Alarms

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	115	Q1 Actual	112
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	115	Cumulative Actual	112
Previous Status	Current Status		
			

Summary of Current Performance



An Unwanted Fire Signal is defined by the British Fire Protection System Association as “any alarm signal other than a genuine fire or test signal”. Any false alarm which is subsequently passed to the fire and rescue service from an Automatic Fire Alarm is classed as an Unwanted Fire Signal.

At the end of Q1 there were 112 attendances to Automatic Fire Alarms in Non-Domestic Premises against a target of 115.

The station areas with the highest number of calls are Chester and Warrington which together account for 39% (44) of the overall total.

The main property types for Automatic Fire Alarms are hospitals (32) and nursing, retirement or care homes (36).

The most common reason for the alarm to go off was a fault (34), followed by accidentally/carelessly set off (26).



What actions will be required to improve performance?

Unitary area	Number of AFA's
Cheshire East	39
Cheshire West and Chester	45
Halton	4
Warrington	24
Total	112

- Our fire safety inspecting officers continue to work with business representatives where there have been instances of multiple false alarms to reduce calls, e.g. hospitals and residential care homes.
- A letter has been sent to the Chief Executive of Warrington hospital with further guidance on how false alarms can be avoided.
- The Countess of Chester Health Park has a number of health premises and Trusts on the site. Work is underway to separate the Trusts and premises to identify the worst offenders and focus resources from the Protection team in these areas.
- A review of our Unwanted Fire Signal policy is underway to ensure that it takes into account modern technology and that premises outside of our attendance policy are scrutinised.

Performance and Overview Committee – Performance Report

Indicator: [A) Number of Safe and Well visits delivered to properties of Heightened Risk]



Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	10,000	Q1 Actual	8,145
Q2 Target		Q2 Actual	
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	10,000	Cumulative Total	8,145
Previous Status	Current Status		
			

Summary of Current Performance

Number of Safe and Well Visits

In Q1 8,145 heightened risk visits have been completed by Prevention and operational staff. Since 1st April 2019. 2.3% of visits have resulted in referrals to partner health agencies – see Infographic attached at Appendix 2.

Indicator: [B) Platinum Address Success Rate

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	65%	Q1 Actual	78%
Q2 Target		Q2 Actual	
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	65%	Cumulative Total	78%
Previous Status	Current Status		
			

Summary of Current Performance

Platinum Address Success Rate –

“Platinum” – the top 10,000 households identified at most risk from fire.

The percentage of platinum addresses that we have completed a Safe and Well visit is 78% which is above our target of 65% and an improvement on the same period last year.



What actions will be required to improve performance?

- As a result of the delay in available data (Exeter Data) to work from for Q1 and an outcome of the review of our targeting methodology both prevention teams and Operational Crews will be targeting Safe and Well visits that include households with additional vulnerabilities. This is set out earlier in the report under injuries in Primary Fires.

- The third phase of training for Operational Crews and Prevention staff was completed in May. As a consequence additional high level screening has now gone live and will continue – this includes blood pressure monitoring, loneliness and social isolation.
- The current under performance for the Safe & Well annual target is attributed to the lack of Exeter Data for this reporting year. The remaining addresses from last year's dataset (2018/19) were utilised as a stop gap until the data for 2019/20 was received. Due to issues out of the control of CFRS this data has not yet been received. To enable better performance, a new targeting methodology is being created, with the assistance of staff from across the Service departments, who have a Safe & Well delivery interest.

Performance and Overview Committee – Performance Report

Indicator: [Thematic Inspections Completed by Operational Crews]

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	501	Q1 Actual	475
Q2 Target		Q2 Actual	
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	501 (25%)	Cumulative Total	475 (24%)
Previous Status	Current Status		
			

Summary of Current Performance

A thematic inspection is a fire safety assessment carried out by operational crews of low-risk Non-Domestic Premises. Thematic inspection targets are allocated to all stations with the exception of on-call. By the end of Q1 a total of 475 thematic inspections were completed against a target of 501.

Unitary	Number
Cheshire East	93
Cheshire West & Chester	160
Halton and Warrington	222
TOTAL	475

What actions will be required to improve performance?



- In Q1 2019 / 2020 the focus of thematic inspections for operational crews will continue to be small shops, which have been identified as premises with the highest incidence of fire. This allows the Protection officers to focus on fire safety audits of higher risk premises. The Protection team continue to monitor, identify and inform crews of any emerging trends to ensure that the correct types of premises are targeted for thematic inspections.
- In Chester crews will focus thematic visits in the city centre with a focus on fire safety considerations in heritage buildings.
- At Operational fire safety training sessions we remind crews of the importance of referring any issues found during their thematic inspections to the Protection team. The Protection team will continue to follow-up on any of these issues and take enforcement action where appropriate.
- Policy amendments have been made to further improve the capturing of information in a more timely manner.

- Inspections have been carried out but part of the administration process was omitted and they have not been counted as complete in Q1. Steps have been taken to address this and will be reflected Q2

01/04/2019 to 30/06/2019

Performance and Overview Committee – Performance Report

Indicator: [Fire Safety Audits in Non-Domestic Premises]

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	450	Q1 Actual	395
Q2 Target		Q2 Actual	
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	450 (25%)	Cumulative Total	395 (22%)
Previous Status	Current Status		
			

Summary of Current Performance

At the end of Q1 a total of 395 Non-Domestic Premises fire safety audits have been completed against a target of 450 (22%). Whilst the service has not achieved the target, this is set locally and when compared to the national average Cheshire Fire and Rescue Service carries out over 60% more audits per 100 known premises.

Area	Performance					
	Yearly Target	Q1 Actual	Complex	Simple	Development	Total FTE
Cheshire East	600	176 (29.3%)	5	2	0	7
CW&C	600	99 (16.5%)	4	2	1	7
Halton & Warrington	600	120 (20%)	3	2	0	5*

*There are two vacancies

What actions will be required to improve performance?



- Individual and team targets have been adjusted and performance continues to be monitored robustly by Protection managers in a bid to ensure year end targets are achieved. Staff continue to move through the development process which is also having a positive impact on performance against target, but this does mean that some staff can only audit less complex premises as outlined above.
- The Protection team are now working across the service to ensure the target of 600 audits per office is achieved. The Cheshire East team have the most qualified staff and these staff are

supporting the other areas with the more complex audits, fire engineering submissions and developing new starters.

- The vacancies in the department have been recently filled, however it is usually some 18 months before new officers achieve a level of competence to contribute to the audit numbers.
- A number of Prohibitions have been issued which has resulted in significant work for officers and in addition on-going potential prosecution cases have taken a considerable amount of time to produce.

Performance and Overview Committee – Performance Report

Indicator: [10 Minute Standard]

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	80%	Q1 Actual	86%
Q2 Target		Q2 Actual	
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	80%	Cumulative Actual	86%
Previous Status	Current Status		
			

Summary of Current Performance

Overall 86% of life risk incidents were attended within 10 minutes, which is above the target of 80%. The average attendance time for life risk incidents is 8 minutes and 12 seconds.

Dwellings

89% of dwelling fires were attended within 10 minutes.

There were 9 attendances to dwelling fires which failed the standard. The average attendance time for a first pump to a dwelling fire between April 2018 and March 2019 inclusive was 7 minutes and 10 seconds.

Cheshire East – There were three failures

- One due to access to incident, narrow roads and parked vehicles
- Incident location estimated time of arrival was very close to the 10 minute standard and there was a slight delay in mobilisation of the on-call crew
- Another due to distance from the incident

Halton – There was one failure due to

- The location of the fire was a some distance from the point of arrival at a large building

Warrington – None

Cheshire West & Chester – There were five failures due to

- Distance from the incident – two
- Failure to book in attendance – two
- One with access to incident because of double parking

Road Traffic Collisions

82% of Road Traffic Collisions were attended within 10 minutes. Overall there were 10 incidents which failed the standard. The average time from alert to in attendance was 9 minutes 30 seconds.

Cheshire East – There were two failures due to:

- Distance from the incident
- Another due to a delay in booking mobile

Halton – None

Warrington – There have been two failures due to:

- Roadworks impacted on crews mobilising
- Motorway congestion due to incident of two broken down vehicles on hard shoulder

Cheshire West & Chester – There were six failures due to:

- Distance from the incident – one
- Traffic delays – two
- Crew engaged on Key Stage 2 school visit at time of call – one
- Ability to pinpoint exact location of incident - two

Call Handling data

North West Fire Control report on the average time taken in seconds from the time of call to the time that the first resource is mobilised, based on all incidents with the following omissions:

- “Any incident classified on Incident Recording System or within North West Fire Control system as ‘Other’” – these are predominantly test and admin incidents some of which do not feed into the Fire Service Incident Recording Systems.
- “Chemical Suicide”
- “Concern for Welfare”
- “Gaining Entry”
- “Calls to Assist Other Agencies Non-Life Risk (i.e. Police or Ambulance)”
- “Suspect Package/White Powder/Bomb”
- “Arson Threat”
- “Threatening to Jump (from height or into water)”
- “Attendance to be made to a non-critical incident within 2 hours.”







FRS	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Cheshire	104 seconds	105 seconds	105 seconds	102 seconds

What actions will be required to improve performance?

- CAP holders scrutinise failures and these are further scrutinised and validated at the local scrutiny meetings. Appropriate action is taken to prevent future failures by Service Delivery Managers.

Performance and Overview Committee – Performance Report

Indicator: [On-call Availability]

Reporting Period Q1		01/04/2019 to 30/06/2019			
Q1 Target	85%	Q1 Actual	63%		
Q2 Target		Q2 Actual			
Q3 Target		Q3 Actual			
Q4 Target		Q4 Actual			
Q4 Cumulative Target	85%	Q4 Cumulative Actual	63%		
Nucleus		Primary on-call		Secondary on-call	
Previous Status	Current Status	Previous Status	Current Status	Previous Status	Current Status
					

Summary of Current Performance

- On-call availability for the year to date is 62.8% with a crew of four and 70.1% with a crew of less than four

There are significant variations of availability between the differing on-call shift systems, where an:

- On-call pump is part of nucleus crewing, availability is 93.3%.
- On-call pump is the primary pump, availability is 64.5%. (e.g. Malpas, Poynton etc.).
- On-call pump is the second pump, availability is 40% (e.g. Winsford etc.).

Quarterly Availability	on-call availability	on-call availability with SIU* added
All OC Pumps (average)	62.8%	70.1%
Nucleus OC Pumps	93.3%	95.57%
Primary OC Pumps	64.5%	73%
Secondary OC Pumps	40%	46.4%

The Individual figures for each pump over the last 12 months are shown in Appendix 3.

*SIU – Small Incident Unit (crewed with under four staff).

What actions will be required to improve performance?



To strengthen and improve the on-call Duty System we have:

- As of 23rd April 2019 appointed six OCSCM (On-Call Support Crew Managers)
- Appointed them from existing duty systems
- Given post holders the opportunity to enhance their existing skill set

In the first two months, the team have:

- Provided an additional 2054.9 hrs availability for On Call stations
- Attended over 50 incidents as part of an On-call team that would not ordinarily have been available
- Provided over 200 hours of development activities to support new and development firefighters
- Attended 38 recruitment events.

There has been further investment in the National Fire Chief's Council on-call national recruitment campaign 'Need More' utilising printed materials and social media.

Alongside this we have used MOSAIC data to target potential recruits which is also proving to be successful.

The aim is to recruit over 70 new firefighters in 2019 and are on target to do so.

The table below illustrates the current and past position with recruitment and already demonstrates a significant improvement in numbers during the current year in comparison to previous years.

<u>Calendar year</u>	<u>Number of On-call starters</u>	<u>Number that were already Wholtime</u>
2016	54	16
2017	58	19
2018	27	10
2019	41 (at end of June 2019)	6

During weekday periods, 08:00 – 18:00, at the primary on-call stations we have experienced a 14.77% improvement in on-call availability during May and June. Across all three on call shift systems this represents an overall availability increase of 4.35% in Quarter 1.

It is anticipated that as increased numbers of recruits and trained firefighters begin to come to fruition as a result of the increased activities of the OCSCM, the availability % will improve further.



MAY

JUNE

WEEKDAY ONLY 08:00-18:00					WEEKDAY ONLY 08:00-18:00						
Callsign	Station	Actual %	Excludi ng Imports %	% Benefit	Hours Benefit	Callsign	Station	Actual %	Excludi ng Imports %	% Benefit	Hours Benefit
E03P1	Stockton Heath	48.04%	19.67%	28.37%	65	E03P1	Stockton Heath	54.12%	22.50%	31.62%	63
E06P1	Frodsham	30.22%	18.80%	11.42%	26	E06P1	Frodsham	20.38%	5.25%	15.13%	30
E10P1	Tarporley	25.22%	20.22%	5.00%	12	E10P1	Tarporley	32.75%	23.75%	9.00%	18
E11P1	Malpas	12.17%	4.67%	7.50%	17	E11P1	Malpas	16.12%	5.00%	11.12%	22
E12P1	Nantwich	86.96%	82.72%	4.24%	10	E12P1	Nantwich	88.88%	86.25%	2.63%	5
E13P1	Audlem	66.85%	39.24%	27.61%	64	E13P1	Audlem	59.50%	33.25%	26.25%	53
E14P1	Alsager	70.65%	48.91%	21.74%	50	E14P1	Alsager	48.25%	38.75%	9.50%	19
E16P1	Sandbach	70.65%	59.46%	11.19%	26	E16P1	Sandbach	71.75%	43.50%	28.25%	57
E17P1	Holmes Chapel	34.02%	20.00%	14.02%	32	E17P1	Holmes Chapel	27.38%	18.00%	9.38%	19
E20P1	Bollington	37.61%	18.70%	18.91%	43	E20P1	Bollington	64.62%	55.38%	9.24%	18
E22P1	Poynton	73.37%	57.28%	16.09%	37	E22P1	Poynton	85.38%	66.88%	18.50%	37
E24P1	Knutsford	24.24%	16.52%	7.72%	18	E24P1	Knutsford	39.62%	28.00%	11.62%	23
E26P1	Middlewich	72.07%	65.98%	6.09%	14	E26P1	Middlewich	75.50%	53.50%	22.00%	44
AVERAGE		50.16%	36.32%	13.84%		AVERAGE		52.63%	36.92%	15.71%	
TOTAL HOURS BENEFIT					414	TOTAL HOURS BENEFIT					408

Performance and Overview Committee – Performance Report

Indicator: [Average Days/Shifts Lost to Sickness]

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	1.38	Q1 Actual	0.84
Q2 Target		Q2 Actual	
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Q4 Cumulative Target		Q4 Cumulative Actual	
Previous Status	Current Status		
			

Summary of Current Performance

The Quarter 1 statistics show that performance for operational staff is strong with the Service under target (0.72) for this group, and showing a reduction when compared with Quarter 1 last year (0.87) the performance for support staff is also under target (1.29) for the quarter and has shown a decrease in average days lost when compared with Quarter 1 last year (2.08).

Overall across all staff groups the Service is under target for the quarter.

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person
Whole-time	321.5	430	0.75
On-call	184.5	270	0.68
Uniform Total	506	700	0.72
Support	234.5	182	1.29
Q1 Total	740.5	882	0.84



What actions will be required to improve performance?

- Monthly scrutiny at the Attendance Management meetings continues to be applied to all absence cases to ensure that the appropriate interventions are put in place to ensure staff are given adequate support to assist with their return to the workplace.
- Quarterly contract meetings with Occupational Health Unit are also ongoing to monitor service delivery and performance.

- A report to SMT in relation to support staff sickness absence over the last 3 years was considered on 15th July and a number of recommendations arising from this report will be implemented with a view to lowering sickness absence.

Performance and Overview Committee – Performance Report

Indicator: [Working Days Lost to Injury]

Reporting Period Q1		01/04/2019 to 30/06/2019	
Q1 Target	40	Q1 Actual	0
Q2 Target		Q2 Actual	
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Previous Status	Current Status		
			

Summary of Current Performance

There has now been a consecutive ten month period without a duty day being lost to an injury caused by an accident.

What actions will be required to improve performance?

The Service Health Safety and Well-Being Committee continues to monitor accident trends in an attempt to identify any causes of accidents where we can take proactive measures to prevent future occurrences. However one serious accident can skew the figure considerably.

Performance at the end of June 2019



Since April 1st 2019 we have welcomed a total of **2,012** visitors including:

- 858** pupils and **118** adults from **17** mainstream schools and groups
- 126** young people and **61** adults from **12** non-mainstream schools and colleges
- 288** people and **37** helpers from **21** community groups
- 521** stakeholders attending training or meetings
- Total number of visitors since we opened in July 2017: **13,420**



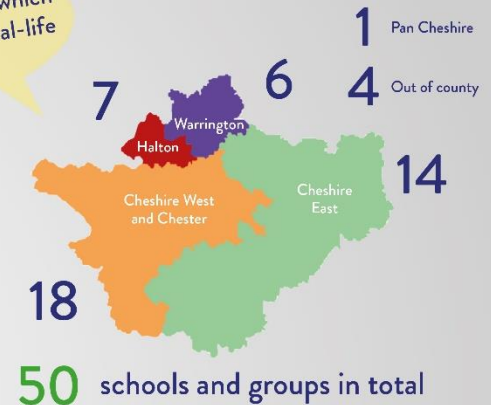
26 volunteers are currently active and **6** more have applied or are in training. A total of **1,052** volunteer hours have been logged so far this year.



Pre-visit Post-visit
 Average **improvement** of **72%** in test of key lifeskills subject knowledge



“Excellent facilities which gave the children real-life contexts.”



“Learners and staff had a great day, some didn’t want to leave!”

“I thought all staff were great with the children, brilliant organisation of the day.”



Visitor experience

100% of 39 teachers rated their visit as ‘very good’ or ‘excellent’ and **100%** would visit again.
91% of 132 pupils and students gave their visit **4 or 5** out of 5.
98% of 54 adult visitors gave their visit **4 or 5** out of 5.



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SAFE & WELL Initiative

1ST APRIL 2019 – 30TH JUNE 2019

Cheshire Fire and Rescue Service has a proud record of delivering successful fire safety, road safety and youth engagement initiatives. This excellent record is now being extended and expanded to provide help to our health partners for some key local health priorities through Safe and Well visits, which the Service commenced on 1st February 2017.

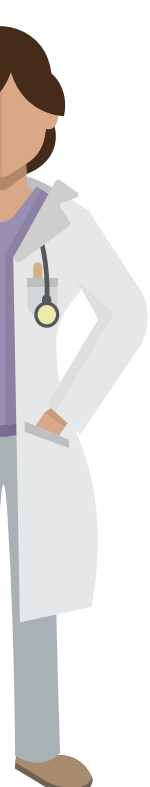
8,145

*2 of these visits were OTB

VISITS COMPLETED

765
ATRIAL
FIBRILLATION
SCREENINGS

276
LONELINESS &
ISOLATION
SCREENINGS



37 PEOPLE
BEING
SIGNPOSTED
TO SEE THEIR
GP

2.3%
OF VISITS
RESULTED IN
REFERRALS TO
HEALTH
AGENCIES

10 PEOPLE
BEING
SIGNPOSTED
TO BRITISH
REDCROSS



72



LOCAL AUTHORITY
FALL TEAM
REFERRALS

92

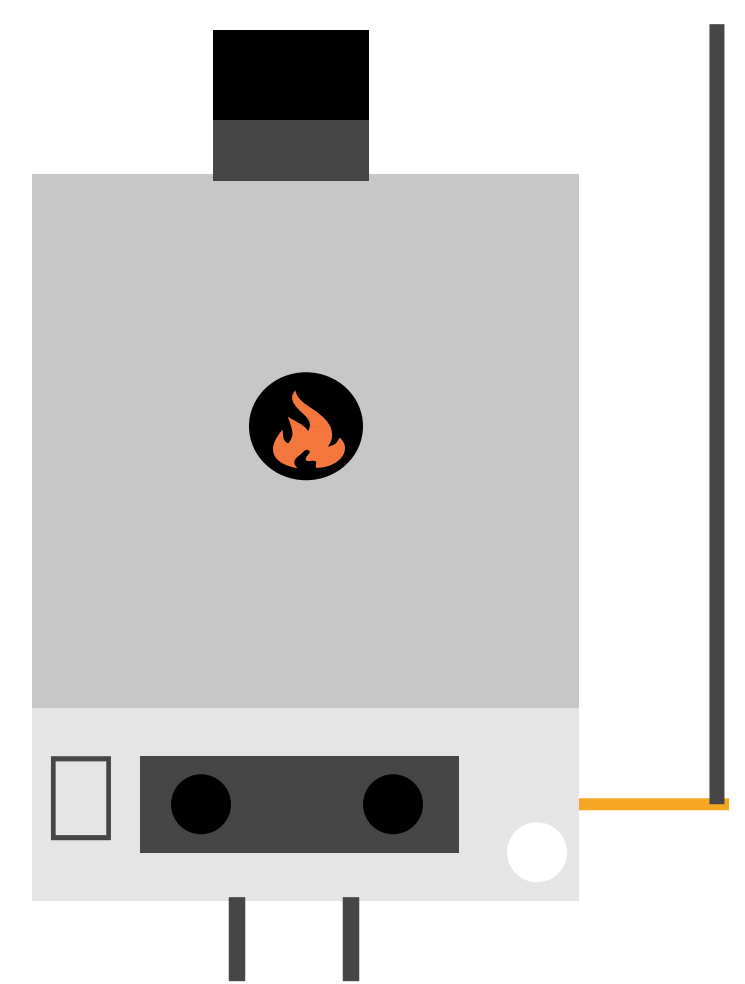


BLOOD PRESSURE
TESTS TAKEN

31 PEOPLE
SIGNPOSTED
TO HEALTH
FOR SECOND
TEST



24*



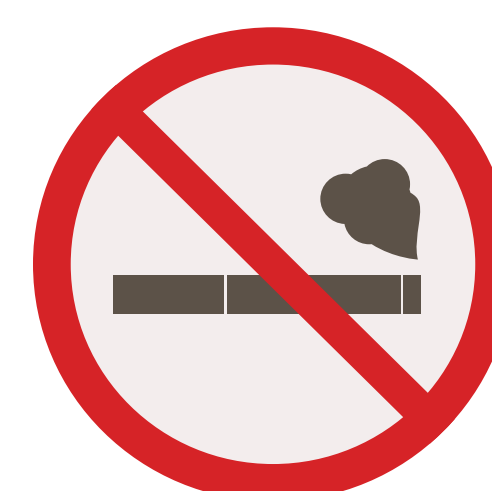
AFFORDABLE
WARMTH
REFERRALS

2



ALCOHOL REDUCTION
TEAM REFERRALS

9



SMOKING CESSATION
TEAM REFERRALS










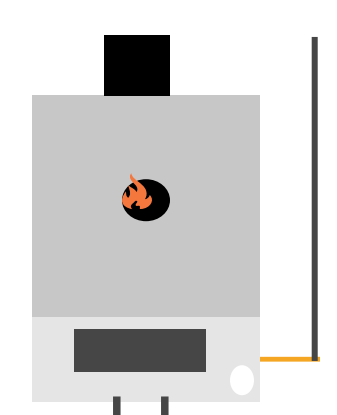




(*1 referral per household)

SAFE & WELL Initiative

1ST APRIL 2019 – 30TH JUNE 2019

Cheshire Fire and Rescue Service has a proud record of delivering successful fire safety, road safety and youth engagement initiatives. This excellent record is now being extended and expanded to provide help to our health partners for some key local health priorities through Safe and Well visits, which the Service commenced on 1st February 2017.

SAFE & WELL UNITARY OVERVIEW

UNITARY AREA				
FALLS REFERRAL 	22	22	7	21
ATRIAL FIBRILLATION SCREENINGS 	432	89	6	238
ATRIAL FIBRILLATION SIGNPOSTS 	15	2	0	20
SMOKING CESSATION REFERRALS 	1	3	0	5
ALCOHOL REDUCTION TEAM REFERRALS 	0	1	0	1
AFFORDABLE WARMTH REFERRALS 	10	8	1	5
BLOOD PRESSURE TESTS TAKEN 	31	10	10	41
BLOOD PRESSURE SIGNPOSTS 	9	2	0	20
LONELINESS & ISOLATION SCREENINGS 	87	88	33	67
LONELINESS & ISOLATION REFERRALS 	2	3	2	3
VISITS COMPLETED	2,397	2,964	908	1,874
% TO REFERRAL	2.5%	1.4%	1.1%	4.0%

APPENDIX 3

ON CALL AVAILABILITY

Shift System*	Appliance Location	Call Sign	Quarter 2 2018/19			Quarter 3 2018/19			Quarter 4 2018/19			Quarter 1 2019/20			Percentage without SIU	Percentage with SIU
			July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019		
Nucleus OC	Macclesfield	E19P1	100.00%	100.00%	100.00%	100.00%	100.00%	96.77%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.73%	99.73%
Nucleus OC	Birchwood	E02P1	100.00%	99.60%	100.00%	99.60%	100.00%	99.73%	98.72%	99.93%	99.93%	98.89%	94.83%	99.58%	99.22%	99.44%
Nucleus OC	Wilmslow	E23P1	98.52%	98.66%	98.75%	99.73%	98.06%	99.13%	100.00%	100.00%	99.73%	80.76%	83.80%	82.15%	94.95%	95.23%
Primary OC	Nantwich	E12P1	95.23%	94.19%	92.40%	95.73%	96.11%	96.47%	97.85%	98.44%	96.64%	94.83%	89.11%	89.13%	94.66%	94.66%
Primary OC	Poynton	E22P1	75.84%	69.99%	72.53%	68.58%	74.13%	84.71%	85.69%	81.96%	83.23%	81.42%	85.22%	91.28%	79.53%	83.06%
Primary OC	Middlewich	E26P1	71.07%	63.51%	79.03%	82.06%	78.33%	75.47%	79.91%	76.67%	79.60%	69.13%	78.36%	82.05%	76.25%	80.44%
Primary OC	Sandbach	E16P1	74.33%	69.72%	68.51%	78.60%	67.60%	72.08%	76.04%	80.88%	77.35%	84.20%	78.76%	80.45%	75.67%	87.70%
Primary OC	Alsager	E14P1	73.29%	72.55%	77.22%	57.43%	72.33%	77.15%	83.90%	75.45%	70.97%	81.74%	80.07%	78.23%	75.00%	82.09%
Primary OC	Audlem	E13P1	55.68%	42.34%	62.08%	65.39%	76.91%	64.42%	80.38%	78.79%	77.25%	75.14%	84.95%	80.90%	70.25%	81.73%
Primary OC	Bollington	E20P1	62.57%	59.85%	59.10%	70.43%	66.01%	48.99%	72.82%	68.42%	58.06%	65.28%	48.59%	66.74%	62.16%	69.47%
Primary OC	Malpas	E11P1	61.90%	48.72%	59.38%	58.90%	57.74%	69.46%	74.19%	65.81%	58.70%	50.00%	49.29%	53.58%	58.96%	65.39%
Primary OC	Holmes Chapel	E17P1	49.80%	55.01%	55.90%	50.67%	53.68%	52.52%	67.07%	48.07%	61.46%	46.84%	51.85%	53.72%	53.94%	74.67%
Primary OC	Tarporley	E10P1	57.53%	47.61%	49.20%	61.76%	54.97%	53.49%	56.79%	42.34%	50.67%	53.02%	33.40%	42.33%	50.33%	70.13%
Primary OC	Knutsford	E24P1	55.28%	43.85%	53.09%	55.65%	49.24%	32.39%	52.12%	46.21%	38.84%	44.79%	43.88%	50.73%	47.15%	57.39%
Primary OC	Stockton Heath	E03P1	32.83%	47.58%	39.58%	45.16%	39.10%	21.03%	24.90%	31.03%	46.14%	53.09%	60.01%	67.40%	42.33%	51.70%
Primary OC	Frodsham	E06P1	23.66%	8.40%	22.95%	28.43%	19.69%	10.75%	35.79%	31.29%	39.18%	34.51%	38.47%	21.94%	26.23%	57.39%
Secondary OC	Macclesfield	E19P2	49.13%	41.70%	56.53%	90.39%	60.21%	49.43%	68.35%	75.30%	71.30%	59.79%	64.35%	57.81%	61.95%	69.42%
Secondary OC	Northwich	E25P2	63.98%	54.91%	58.02%	59.61%	55.80%	51.41%	58.37%	45.24%	48.86%	47.08%	37.26%	40.07%	51.79%	63.18%
Secondary OC	Penketh	E29P2	40.76%	48.62%	46.22%	51.68%	47.05%	46.34%	52.22%	52.86%	54.33%	56.22%	42.27%	44.62%	48.56%	51.41%
Secondary OC	Runcorn	E05P2	36.49%	23.56%	38.72%	28.97%	30.87%	17.44%	44.56%	38.43%	28.13%	27.47%	29.77%	35.42%	31.58%	36.39%
Secondary OC	Winsford	E27P2	22.01%	13.00%	16.32%	21.51%	34.13%	11.02%	20.36%	19.23%	12.67%	4.79%	11.12%	40.97%	18.87%	21.36%
Monthly Availability			61.90%	57.30%	62.17%	65.25%	63.43%	58.58%	68.10%	64.59%	64.43%	62.33%	61.21%	64.72%	62.83%	70.08%
Quarterly Availability			60.46%			62.42%			65.70%			62.75%				
Quarterly Availability as SIU			68.16%			69.38%			72.91%			69.88%				

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 4TH SEPTEMBER 2019
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING
AUTHOR: LOUISE WILLIS/CHRIS ASTALL

SUBJECT: INTERNAL AUDIT PROGRESS REPORT –
QUARTER 1 2019-20 AND NATIONAL FRAUD
INITIATIVE (NFI) INTERIM UPDATE REPORT

Purpose of Report

1. To present to Members the Internal Audit Progress report and National Fraud Initiative (NFI) Interim Update Report.

Recommended: That Members

- [1] note the information in the report and appendices; and
- [2] highlight any specific audit findings that they would like to hear more about.

Background

2. Internal audit is an assurance function that provides an independent opinion to the Authority on the organisation's control environment. It is provided by MIAA.
3. Recommendations made by MIAA are presented formally in a report to relevant senior officers. Each recommendation is prioritised as Critical, High, Medium, or Low to reflect the assessment of risk. It is a management responsibility to respond to the recommendations and identify actions that can be taken to mitigate or reduce the risk.
4. Terms of reference and final audit reports are reviewed by senior officers and significant risks identified may be referred to the Risk Management Board (RMB). The Performance & Overview Committee receives quarterly updates for the purpose of monitoring and scrutiny of progress.
5. Delivery of recommendations are monitored and tracked on the Service's Cheshire Planning System (CPS).

Information

Internal Audit Progress Report Quarter 1

6. The Progress Report is attached to this report at **Appendix 1**. The audit activity for this quarter is summarised below:-

- Volunteers Safety Central Review – **Draft Report awaiting sign off**
- National Fraud Initiative (NFI) – **Interim Update Report attached as Appendix 2**

National Fraud Initiative (NFI) Interim Update Report

7. The National Fraud Initiative (NFI) Interim Update Report is attached to this report as **Appendix 2**.
8. The Management Summary on page 2 of the document confirms MIAA have reviewed all potential creditor matches. A full and detailed outline explanation can be found under Item 4 of the document.

Financial Implications

9. Internal audit is an outsourced service funded from base budget. Any additional financial implications arising from internal audit recommendation are assessed individually as part of the management response to final audit reports.

Legal Implications

10. Legal implications are considered when audit reports are presented to senior managers.

Equality and Diversity Implications

11. There are no differential impacts on any particular section of the community arising from this report.

Environmental Implications

12. There are no specific impacts on the environment arising from this report.

**CONTACT: NAOMI THOMAS, FIRE SERVICE HQ, WINSFORD
TEL [01606] 868804**

BACKGROUND PAPERS: Information provided by Mersey Internal Audit Agency (MIAA)

Appendix 1 – Internal Audit Progress Report – Quarter 1 2019-20

Appendix 2 – National Fraud Initiative (NFI) Interim Update Report

Internal Audit Progress Report Performance and Overview Committee (Sept 2019)

Cheshire Fire Authority / Fire & Rescue Service

Contents

1. Introduction
2. Key Messages for Committee Attention
3. Work in progress and planned
4. Request for Audit Plan Changes

Appendix A: Risk Classification and Assurance Levels

Appendix B: Contract Performance

Appendix C: Critical & High Level Risk Action Plans

1. Introduction

This progress report provides an update to the Performance and Overview Committee in respect of the assurances, key issues and progress against the Internal Audit Plan for 2018/19. Comprehensive reports detailing findings, recommendations and agreed actions are provided to the organisation, and are available to Committee Members on request. In addition a consolidated follow up position is reported on a periodic basis to the Performance and Overview Committee.

2. Key Messages for Audit Committee Attention

Since the previous meeting of the Performance and Overview Committee we have completed the following reviews:

- Volunteers Safety Central Review - Final Draft report awaiting sign off
- National Fraud Initiative (NFI) – Interim Update Report (see separate report)

Our work in relation to the NFI data matching is in progress and an interim update is provided as a separate report. Further work on payroll and pensions matches are underway. Data from the Treasury was released in April 2019 and therefore this work runs across the year.

Appendix A provides the categorisation of assurance levels and risk ratings and Appendix B confirms performance against plan. Details of High Level actions agreed are provided in Appendix C.

3. Work in Progress and Planned

The following pieces of work are in progress and/or planned and will be reported to Committee following completion:

Work In progress

- National Fraud Initiative – Further work on payroll matches underway
- HMICFRS – Phase 1 Gap analysis August 2019
- IT Service Continuity Review – Planning

Work planned

- Cost Improvement Plans – Planning – Fieldwork Sept 2019
- Collaboration/ Partnerships – Planning – Fieldwork October 2019

4. Request for Audit Plan Changes

It is recognised that we may need to update the audit plan during the year as different risks emerge. Any proposed changes to the plan are discussed with the Service Management Team and this will be reported to the Performance and Overview Committee to facilitate the monitoring process.

- There are no proposed amendments to the audit plan for consideration by the committee.

Appendix A: Assurance Definitions and Risk Classifications

Level of Assurance	Description
High	There is a strong system of internal control which has been effectively designed to meet the system objectives, and that controls are consistently applied in all areas reviewed.
Substantial	There is a good system of internal control designed to meet the system objectives, and that controls are generally being applied consistently.
Moderate	There is an adequate system of internal control, however, in some areas weaknesses in design and/or inconsistent application of controls puts the achievement of some aspects of the system objectives at risk.
Limited	There is a compromised system of internal control as weaknesses in the design and/or inconsistent application of controls puts the achievement of the system objectives at risk.
No	There is an inadequate system of internal control as weaknesses in control, and/or consistent non-compliance with controls could/has resulted in failure to achieve the system objectives.

Risk Rating	Assessment Rationale
Critical	Control weakness that could have a significant impact upon, not only the system, function or process objectives but also the achievement of the organisation's objectives in relation to: <ul style="list-style-type: none"> the efficient and effective use of resources the safeguarding of assets the preparation of reliable financial and operational information compliance with laws and regulations.
High	Control weakness that has or is likely to have a significant impact upon the achievement of key system, function or process objectives. This weakness, whilst high impact for the system, function or process does not have a significant impact on the achievement of the overall organisation objectives.
Medium	Control weakness that: <ul style="list-style-type: none"> has a low impact on the achievement of the key system, function or process objectives; has exposed the system, function or process to a key risk, however the likelihood of this risk occurring is low.
Low	Control weakness that does not impact upon the achievement of key system, function or process objectives; however implementation of the recommendation would improve overall control.

Appendix B: Contract Performance

The primary measure of your internal auditor’s performance is the outputs deriving from work undertaken. The plan has also been discussed with lead officers to determine the appropriate timing of individual work-streams to accommodate priorities, availability, mandatory requirements and external audit views.

General Performance Indicators

The following provides some general performance indicator information to support the Committee in assessing the performance of Internal Audit.

Element	Status	Summary
Progress against plan	Amber	There have been some delays in delivery against plan for the Follow Up work and Collaboration/Partnerships.
Timeliness	Green	Generally, reviews are progressing in line with planned delivery.
Qualified Staff	Green	MIAA Audit Staff consist of: <ul style="list-style-type: none"> • 65% Qualified (CCAB, IIA etc.) • 35% Part Qualified
Quality	Green	MIAA operate systems to ISO Quality Standards. The External Quality Assessment, undertaken by CIPFA, provides assurance of MIAA’s compliance with the Public Sector Internal Audit Standards.

Overview of Output Delivery (2019/20 Plan)

REVIEW TITLE	PLANNED REPORTING TO P & O				ASSURANCE LEVEL	Commentary
	Sep	Nov	Feb	April		
CORPORATE SERVICES						
Financial Systems			o			
Cost Improvement		•				Planning
Risk Management Board	•	o	o	o		
IT resilience / BCP		•				TOR issued
National Fraud Initiative (Carry forward)		•				In progress – Interim briefing issued
PROTECTION & ORGANISATIONAL PERFORMANCE						
Professional Standards				o		
HMICFRS (Carry Forward)		•		•		In progress
SERVICE DELIVERY / OPERATIONAL POLICY & ASSURANCE						
Collaboration/ Partnerships		•				Planning
PREVENTION						
Safety Central Volunteers	✓					Draft Final Report
FOLLOW-UP AND CONTINGENCY						
Follow-up	•					In progress
Contingency						

Key o = Planned • = In Progress ✓ = Complete

Appendix C: Critical / High Risk Recommendations

There were no Critical or High Risk recommendations raised within any of the finalised report this period.

To: Andrew Leadbetter, Director of Governance and Commissioning
Wendy Bebbington, Joint Head of Finance (Cheshire Constabulary and Cheshire Fire and Rescue Service)
Jerry Faulkner, Principal Accountant (Cheshire Constabulary and Cheshire Fire and Rescue Service)

From: Anne-Marie Harrop, Assistant Director
Simon Davies, Audit Manager
Jeanette Sharp, Anti-Fraud Officer
Jacquie Rutter, Principal Auditor

Date: June 2019

Re: National Fraud Initiative (NFI) Update - Release of Matches 2019/20

1. Introduction and Background

The Cabinet Office co-ordinates the National Fraud Initiative (NFI) through powers under Part 6 of the Local Audit and Accountability Act 2014 to conduct data matching exercises to assist in the prevention and detection of fraud and error. This programme has been in existence now for over 20 years and has successfully identified over £1.69bn of fraud and error within the Public Sector.

The NFI continues to play an important role in protecting the public purse against fraud and is as important as ever with the true cost of fraud, estimated between £20billion and £40billion a year. The task of identifying fraud and error is continuous, to ensure funds and resources are allocated to the many honest deserving families in need.

The details of the potential data matches for Cheshire Fire and Rescue Service (CFRS) have been received from the Cabinet Office and at the request of the Fire Authority, MIAA have undertaken a review of the potential matches to identify any discrepancies.

2. Objective and Scope

The main objective of our work was to assess the reports provided by the Cabinet Office and to investigate any identified potential data matches by evaluating the reasons for the match and where appropriate taking corrective action.

The following sub objectives were also carried out:

Assessment and review of each potential match report for the following areas

- Pensions/Pension Gratuity to DWP Deceased;
- Payroll to payroll within CFRS and with other bodies;
- Pensions to payroll within CFRS and with other bodies;
- Pensions to injury benefits;
- Payroll to bank accounts/addresses;
- Creditor payments;
- Creditor matches by name and postcode;
- Creditors duplicate payments;
- Creditors duplicate bank accounts;
- Creditors duplicate invoice reference, amount and reference;
- VAT overpaid;
- Procurement - Payroll to Companies House (Director);
- There were no matches identified in relation to UK Visa matches.

MIAA liaised with CFRS's Payroll/HR department to confirm the information highlighted within the payroll matches; including verifying the employment status of an individual's secondary employment and/or sickness records.

MIAA also liaised with the Finance Department in order to obtain access to CFRS's Finance systems in order to review Creditor payments.

Additional liaison is ongoing with identified matching authorities to resolve identified discrepancies in relation to payroll matches.

3. Management Summary


MIAA have reviewed all potential creditor matches with the assistance of the Finance Department. Duplicate payments which had been identified as being made were found to have already been corrected, with either invoices cancelled or credit notes raised. No duplicate creditor accounts were found to be in place.





Further information have been requested from the Payroll/HR department to ensure review and investigation of the highlighted potential payroll related matches.



Procurement to company house matches are also subject to further internal review.


4. Summary Of Matches

The following provides an outline explanation of each report received, the number of potential data matches reviewed and any outcomes identified following completion.

 Certain reports have a flag (gold key) to note which reports the NFI team considers a priority.

Report Name / Explanation	Priority Status*	Number of Potential Data Matches highlighted	Outcomes
<p>Pensions/Pension Gratuity to DWP Deceased</p> <p>To identify instances  where an occupational pensioner has died but the pension is still being paid.</p>	High	5	Information has been shared with HR Senior Payroll Officer. Investigation work ongoing.
<p>Pension to Payroll (within CFRS)</p>	High	22	Information has been shared with HR Senior Payroll Officer. Investigation work ongoing.
<p>Pension to Payroll (with matching authorities) </p> <p>To identify pensioners who may have gone back into employment that could result in an abatement of their pension. Generally abatements apply in instances where the pay from the new employment plus the pension exceeds the level of pay at the time of retirement.</p>		2	Information has been shared with HR Senior Payroll Officer. Investigation work ongoing.
<p>Pension to Injury Benefits </p> <p>To identify individuals in receipt of an enhanced injury pension who have failed to declare relevant state benefits (industrial injuries disablement benefit, incapacity benefit, employment and support allowance) that may remove or reduce entitlement to the enhanced pension.</p>	High	15	Information has been shared with HR Senior Payroll Officer. Investigation work ongoing.
<p>Payroll to Payroll </p> <p>To identify individuals who may be committing employment fraud by failing to work their contracted hours because they are employed elsewhere or are taking long-term sickness absence from one employer and working for another employer at the same time.</p>	High	54	Information has been shared with HR Senior Payroll Officer. Investigation work ongoing.

Report Name / Explanation	Priority Status*	Number of Potential Data Matches highlighted	Outcomes
Payroll to Payroll (Phone Number)		4	Agreement with Cabinet Office that match information not deemed relevant for investigation by the authority.
Payroll to Creditors (same  Bank account)	High	7	No issues identified
Payroll to Creditors (same address) The match identifies instances where an employee and creditor are linked by the same bank account or the same address to identify employees with interests in companies with which your organisation is trading. This may indicate potential undeclared interests or abuse of the finance system.	High	3	Confirmed matches related to reimbursement of expenses, disturbance and removal allowances, compensation etc.
Duplicate creditors by creditors name / reference To identify instances where the same supplier has been set up with more than one reference number on the system thus increasing the potential for creditors to obscure fraudulent activity.	High	11	No errors or duplications found. Duplicate creditor names for different supplier sites /departments.
Duplicate creditors by address details To identify multiple creditors operating at the same address. These may represent simple errors, where the same creditor may have been set up twice using a slightly different spelling, for example LIMITED and LTD, or an attempt to obscure fraudulent activity.	High	4	No errors or duplications found. Duplicate creditor names for different supplier sites /departments.
Duplicate creditors by bank account To identify multiple creditors set up with the same bank account number.	High	1	No errors or duplications found. Duplicate creditor names for different supplier sites /departments.
Duplicate records by invoice number, invoice  amount and creditor reference	High	11	Three duplicates were identified, however further review found

Report Name / Explanation	Priority Status*	Number of Potential Data Matches highlighted	Outcomes
This match highlights possible duplicate payments in excess of £500 that may have arisen as a result of poor controls or fraudulent activity by suppliers and/or staff.			two invoices had been cancelled and reissued, and one credit note had already been raised.
<p>Duplicate records by amount and creditor reference  invoice</p> <p>This match highlights possible duplicate payments in excess of £1,000 that may have arisen as a result of poor controls or fraudulent activity by suppliers and/or staff. There are likely to be more matches than in report 707 as this report does not require the invoice reference field to match.</p>	High	241	All matches justified, no errors or duplications.
<p>VAT overpaid</p> <p>This report identifies instances where VAT may have been overpaid. This is based on the information provided within the NFI invoice history data submission and the output includes the level and scale of overpaid VAT. The VAT amount is compared to a calculated maximum VAT of 20%, the maximum VAT rate in the payment period covered by the NFI exercise.</p>	High	23	No issues, errors or duplications identified.
<p>Duplicate records by invoice number and amount but different creditor reference and name</p> <p>This match highlights possible duplicate payments for the same goods/services but to creditors with different reference numbers, which may have arisen as a result of poor controls or fraudulent activity by suppliers and/or staff.</p>	High	7	No issues, errors or duplications identified and corrected.
<p>Procurement - Payroll to Companies House (Director)</p> <p>To identify potential undeclared interests that have given a pecuniary advantage. To do this we have matched your payroll data to companies house information and then to your creditors data.</p>	High	3	Currently subject to further review

Report Name / Explanation	Priority Status*	Number of Potential Data Matches highlighted	Outcomes
The reports are split between those highlighting employees who appear to be registered directors of companies that the employing body has traded with (Report 750).			

5. Timetable

Potential match information is required to be investigated and completed usually within one year of the information becoming available. The key date which is used by the Cabinet Office for reporting purposes is the 31st of March the following year after the matches have been released. For this exercise that will be the 31/3/2020. It is therefore imperative that all match information has been investigated and closed by this date. MIAA will continue to work with Finance and HR/Payroll departments to ensure investigation and completion off all reported match information before this date. A further briefing will issued following the review and completion of all payroll related matches.

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 4TH SEPTEMBER 2019
REPORT OF: DIRECTOR OF TRANSFORMATION
AUTHOR: MELANIE HOCKENHULL

SUBJECT: ANNUAL EQUALITY MONITORING
REPORT 2018-19

Purpose of this Report

1. As part of the Service's commitment and compliance with the Equality Act 2010, an Equality Monitoring Report is published on an annual basis which contains comprehensive equality monitoring information – see *Appendix A* to the report for 2018-19. In addition to the information found within the Report, this covering report seeks to provide Members with a summary of progress and the key achievements during the year relating to Equality, Diversity and Inclusion (EDI).

Recommended: That Members

- [1] note the content of this summary report; and
- [2] review the content of the Annual Equality Monitoring Report 2018-2019 and approve for publication.

Background

2. The Service has a strong reputation, both within the fire and rescue sector and externally in general, for championing EDI initiatives and being an inclusive employer. The EDI portfolio has a high profile within the Service and is one of the key work streams within the Transformation Department.
3. The body responsible for oversight of EDI is the Equality Steering Group (ESG) which is chaired by the Chief Fire Officer and Chief Executive. This group also comprises of members of Service Management Team, champions for protected characteristics, representative bodies, and shift system representatives. The newly appointed member champion for EDI, Cllr Daniels, also attends the ESG to ensure there is member oversight of work and initiatives.
4. In addition to the production of the Annual Equality Monitoring Report, equality monitoring information is gathered on a quarterly basis both internally in respect of employment practices and externally in relation to

community engagement initiatives. This information once analysed is presented to the ESG for scrutiny and discussion.

5. Where trends are identified, whether positive or adverse, appropriate interventions are discussed. These can range from further analysis to get a better understanding of the issues, direct action to mitigate any negative impact, or the development of initiatives to capitalise on areas of success and/or strength.
6. The Annual Equality Monitoring Report attached at *Appendix A* was reviewed and discussed at the July meeting of the ESG. The key findings, achievements from 2018-19, and the priorities for the year ahead are summarised below.

Key achievements during 2018-19

- Moving from 4th place in the Stonewall Workplace Equality Index in 2018 to 3rd place in 2019. This showcased the Service as the most inclusive UK emergency service in respect of LGBT inclusion, and also as the top public sector employer.
- Station Manager Jon Woolley was named Stonewall's North West Ally of the Year, for the work he has carried out to further LGBT inclusion in the Service.
- Organising and hosting 'Proud to Provide', a national conference analysing how public sector organisations can tailor their services to the needs of LGBT communities. Feedback was overwhelmingly positive and consideration is being given to hosting another conference during 2020.
- Launched the 'Who Do I Turn To?' campaign which was designed to raise awareness and reinforce the support available to staff in the event that they experience concerns or worries at work in respect of inappropriate conduct, health and wellbeing and/or personal safety. The campaign was accompanied by specific Dignity at Work training for managers to ensure that they were sufficiently equipped to recognise, manage and resolve dignity at work issues quickly and sensitively.
- In January 2019, the Service became a White Ribbon accredited organisation, showing its commitment to tackling domestic abuse. An action plan is in place which focuses on a range of potential issues relating to domestic abuse which the Service as an employer can address, and to ensure as a compassionate employer, policies are in place to address any issues that arise. The Service celebrated White Ribbon Day on 25 November 2018 by flying a 60 foot white ribbon from the ALP in the centre of Chester.

- Renewed emphasis on the ongoing development of “*Limitless*”, the Service’s women’s network, led by Watch Manager Hannah Caulfield. Highlights include: hosting a development conference to celebrate International Women’s Day; establishing a working group to review the Service’s approach to supporting staff through the menopause; and the provision of training for female staff engaged on the Service’s buddying scheme for prospective and new recruits.
- Broadening the scope of positive action in order to attract a diverse workforce with particular emphasis on increasing the number of female operational staff. This included sponsoring two prominent female rugby teams - Warrington Wolves and Widnes Vikings, to amplify the Service’s commitment to showcasing career opportunities to females. The Service has embarked upon the development of a bold and innovative recruitment campaign to attract members of under-represented groups to join the Service.

Progress and Analysis – Key Headlines

7. The Annual Equality Monitoring Report is divided into two sections: Internal Employment (including recruitment monitoring) and Community Engagement, which covers the monitoring and analysis of external service users who either interact with the service in respect of prevention and protection activities or have been affected by community risks and incidents.
8. In relation to the 2018-2019 Annual Equality Monitoring Report, key areas of interest in the two sections include the following.

Employment

Area	Commentary
Staff Profile	<ul style="list-style-type: none"> • The Service employs 847 staff, the majority of whom are white British males, and most commonly aged between 35 and 44. • This trend is similar to that reported in previous years.
Gender Profile	<ul style="list-style-type: none"> • Net increase of 5 female staff in operational roles during 2018-19. • This increased the percentage of female operational staff from 6% to 7%. • By contrast, the percentage of total population of female staff reduced by 2%. This is due to Blue Light Collaboration, which completed on 1 April 2018.
Volunteers	<ul style="list-style-type: none"> • Currently 176 volunteers, most commonly aged either between 17 and 24 or 56-65, male and white British • This represents 19 less volunteer than in the previous year, with a decrease in volunteers from younger age groups.

	<ul style="list-style-type: none"> Percentage of female volunteers increased by 3%.
Leavers	<ul style="list-style-type: none"> 46 fewer leavers in 2018-19 than in 2017-18, due to completion of transfers pursuant to Blue Light Collaboration.

Recruitment

Area	Commentary
Fire staff recruitment	<ul style="list-style-type: none"> 58% of fire staff applicants were women, most commonly aged 25-35 and 93% white British Comparable to trends seen in the previous year. Increase in the number of LGBT candidates, who represented 6% of applicants.
Grey book recruitment (excluding on-call and wholetime recruitment)	<ul style="list-style-type: none"> 3% of grey book applicants were women, most commonly aged between 36 and 45. This is lower than the 7% female representation in the operational workforce. 91% white British, similar to the percentage of white British employees in the operational workforce. 2% of applicants identified as LGBT, the same percentage as in the operational workforce.
Wholetime	<ul style="list-style-type: none"> 15 candidates began the wholetime recruits course in January 2019. Of these, 33% were female, 80% were white British and 20% identified as LGBT. This shows encouraging trends compared to previous years, in particular the percentage of female recruits represented a 19% increase from the previous year, showing strong reinforcement for positive action initiatives.
On call recruitment	<ul style="list-style-type: none"> 34 new on-call firefighters were recruited during 2017-18, with 15% being female (a small increase from the previous year).

Community Engagement

Area	Commentary
Safe and well delivery	Research shows that personal fire-risk increases with age, thus the majority of Safe and Well Assessments are delivered to residents aged over 65. The makeup of residents receiving a safe and well visit was in line with this targeted risk methodology. A higher than estimated proportion of respondents identified as LGBT, again reinforcing the Service's focus on LGBT inclusion and ensuring this is built into prevention work.
Safe and well resident	The breakdown of those completing surveys was similar to previous years, although 11% of respondents

satisfaction surveys	identified as Hindu. The Service anticipates this is an error due to the format of the report. Currently the census figures for Cheshire identify less than 1% of the population as Hindu. The format of the report is being addressed to prevent further mistaken entries.
Youth Engagement Activities	There is encouraging diversity within the young people taking part in youth engagement activities. Most commonly aged between 12 and 14 (a younger age group than last year), females represent 36% of all attendees, an increase of 3% from the previous year.
Business premises audits	There was a slightly higher number of deficiencies found in BAME owned businesses (+3) compared to 2017/18 (although numbers are small and inspections are predicated on risk, not ethnicity). This is replicated nationally and protection teams continually carry out work to engage and protect BAME business owners.
Injuries and fatalities as a result of fire	The age of those who have suffered injuries and fatalities as a result of fire was younger than in previous years. Most injuries (including serious injuries) were suffered by those aged between 35 and 44. However, numbers are relatively small to make definite conclusions and prevention work will have impacted on the number of injuries to those aged over 65. This trend will continue to be fed into performance reporting. There was also a slight increase in injuries to those aged 65 than in the previous year, showing that those aged over 65 continue to be at risk from fire as predicted by the Service's targeted risk methodology.
Injuries and fatalities occurring as a result of accidental fires in the home	Those aged over 65 suffered the most number of serious injuries and most injuries in general. This is as predicted by the Service's risk methodology.

Ongoing priorities for 2019/2020

9. **Positive Action in Recruitment** – The Service has seen encouraging progress in terms of attracting recruits from under-represented groups, particularly as concerns women and members of the LGBT community. This will continue to be built on throughout 2019-20, with investment in more campaigns and initiatives, and in the communications campaign referred to above. Specifically, the Service intends to look at new and innovative ways of encouraging members of BAME communities to join. Initial ideas include: carrying out research as to why members of BAME communities may or may not choose to join the fire and rescue service; carrying out engagement work with BAME communities outside of the

Service area; and working closely with sector BAME staff network groups.

10. **Staff profile** – The Service is similarly committed to ensuring that it retains a diverse workforce once staff are in post, and that staff from under-represented groups have access to development and promotion opportunities. Following the introduction of ‘best in class’ maternity and adoption policies, the Service will be looking to improve the offering in respect of paternity leave and supporting staff through the menopause.
11. **Stonewall Workplace Equality Index** – Work will continue in respect of the Service’s commitment and reputation for LGBT inclusion. Building on learning from ‘*Proud to Provide*’, we will seek to strengthen links with local LGBT groups, particularly those supporting older people, so that the Service is in the best possible position to support vulnerable communities. The Service has been visible at six Prides throughout 2019, the majority of which have been organised locally by stations, culminating in the Service’s tenth annual appearance at Manchester Pride. This signals the value placed on LGBT inclusion both externally to communities, and internally to staff. The intention is that this work will support and strengthen the Service’s submission to the 2020 Workplace Equality Index.
12. **Staff Network Groups** – The Service currently has in place staff network groups, specifically FirePride and FirePride Allies, for LGBT staff and supporters, and Limitless. The Service also works with Women in the Fire Service and the Asian Fire Service Association nationally. To ensure that these networks are open and accessible to all members of staff, the Service plans to run a campaign highlighting the value of them and encouraging staff and volunteers to be actively involved.
13. **EDI Awareness raising** – The Service already has in place a number of routes for ensuring that its staff are educated on and understand the EDI agenda. However, the Service is committed to reviewing this offering in 2019-20 to make sure that the awareness provided is as comprehensive and accessible as possible.

Financial Implications

14. There may be limited costs associated with some of the actions needed to ensure that the Service is addressing the trends identified within the report, mainly associated with holding events and courses. These costs will be factored into budgets of the relevant department or met from within the Equalities Budget.

Legal Implications

15. Production of the Annual Equality Monitoring Report helps the Authority to comply with its statutory responsibilities.

Equality and Diversity

16. The Annual Equality Monitoring Report is produced to reinforce the Service's commitment to the EDI agenda and to remove any barriers or adverse impacts to our employment policies/practices and service delivery.

**CONTACT: NAOMI THOMAS, FIRE AND RESCUE SERVICE HQ,
WINSFORD TEL [01606] 868804**

BACKGROUND PAPERS :

Appendix A - Annual Equality Monitoring Report 2017-18

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Annual Equality Monitoring Report

Employment and Community Engagement

2018/19
{Official Sensitive}

www.cheshirefire.gov.uk

A picture of Cheshire

Cheshire consists of four unitary councils: Cheshire East; Cheshire West and Chester; Halton; and Warrington. Combined, the population of Cheshire is just over one million: Cheshire East has the largest population, with Halton having the smallest. Over the next ten – fifteen years, the population of Cheshire is predicted to rise by approximately 30,000 – 40,000.

Cheshire covers approximately 919 square miles, with a strategic crossroads in the national motorway infrastructure, including the M6, M56, M53 and M62 – as well as having the UK's third largest airport at Manchester, as well as Liverpool Airport, on its borders.

Cheshire is an area of diversity, both socially and economically. Cheshire comprises areas of affluence, together with areas of multiple deprivation in each of the four council areas. There are also large rural expanses, areas of heavy industry and a number of urban areas. There are currently 485,195 households with an average of 2.18 people per household. The average age of residents is 42.2 years. Approximately 20% of Cheshire's residents are aged over 65, whereas the proportion of residents under 24 is falling.



According to the most recent Census, Cheshire's population is predominantly made up of White British residents, who account for 94.1% of the population. After Christianity, the second most popular religion is Islam, although 22% of residents indicate they do not have a religion.

There are no official estimate figures for Transgender residents. The Government equalities office tentatively estimated that there were between 200,000 and 500,000 trans people in the UK. Applying this estimate to the population of Cheshire, there are approximately between 3000 and 8000 trans people in Cheshire. LGB (lesbian, gay and bisexual) population estimates vary, with some government reports estimating 2% of the population is LGB and Stonewall suggesting that 5-7% is a 'reasonable estimate'. Using Stonewall's estimate, Cheshire's LGB population would be between 52000 and 74000.

In terms of disability, approximately 18% of Cheshire residents are living with a long term health problem or disability, which impacts on their ability to carry out day-to-day activities.

Cheshire Fire and Rescue Service monitors equality and diversity information internally across several areas of the organisation as detailed below.

Staff in post

The age, gender, ethnic origin, religion, sexual orientation and any disabilities are recorded for all staff. The Service intends to monitor gender identity across all categories from Summer 2019 onwards. This information ensures that the make-up of our organisation strives to reflect the community we serve. Trends are identified and monitored in comparison to previous quarters.

Volunteers

The age, gender, ethnic origin, religion, sexual orientation and any disabilities are recorded for all volunteers. Figures quoted reflect those in post at the end of March 2019.

Female operational employees

In line with historic nationally set indicators, we monitor the percentage of operational employees who are female. This also details the split of female firefighters against crewing types.

Crewing types included are:

Whole-time – staff working a 2-day rota of days and 2 nights, followed by 4 days away from work.

DC1 – This is a self-rostering system, crewed Whole-time Monday – Friday from 09:00 – 19:00 and on call outside of these hours.

Nucleus – staff working days on agreed shifts. This is 3 days 12hr shifts 07.00 – 19.00 with 3 days off

On Call – staff contracted to be available to attend incidents for an agreed number of hours a week, from work or home locations.

Full details of the agreements are on the intranet and internet

Recruitment

The Service is dedicated to monitoring all vacancy applications to ensure that all individuals feel eligible to apply and be considered for new posts. As such, the Service monitors applications across a range of characteristics.

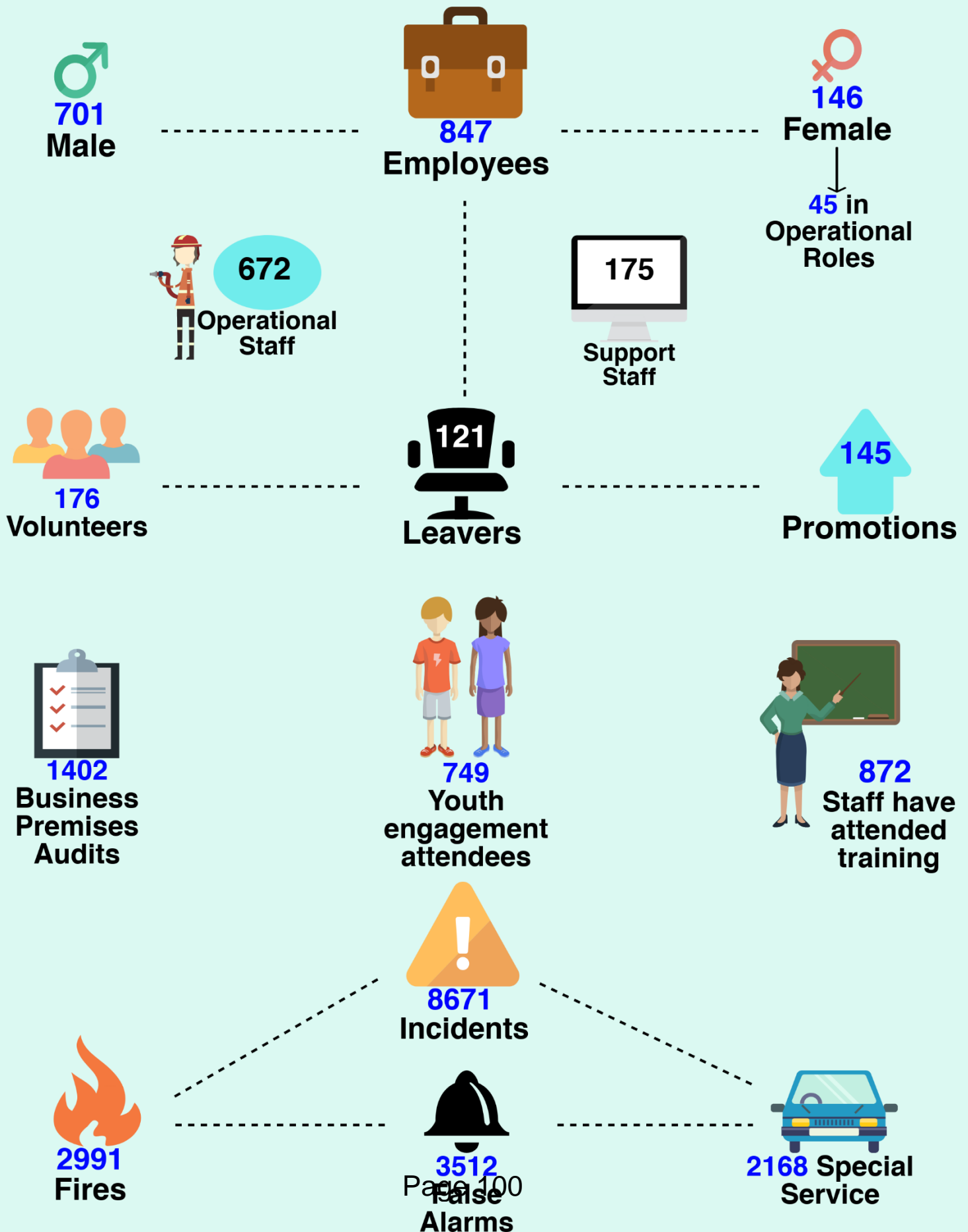
Staff Training

As part of the Service's commitment to developing a workforce able to deliver its vision, it is dedicated to staff training. Data is collated for training across the organisation, from regular mandatory firefighting modules to leadership development programmes in addition to any specific job related fire staff training.


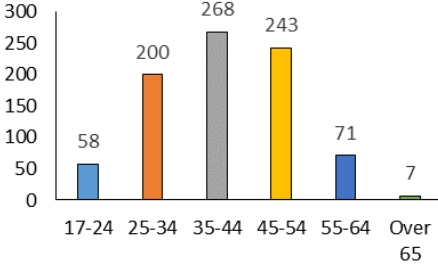

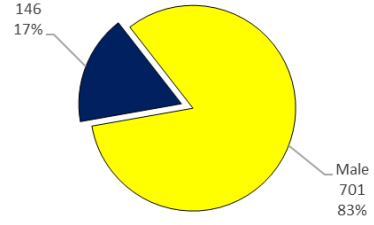

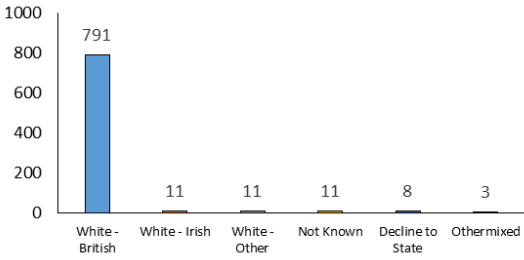

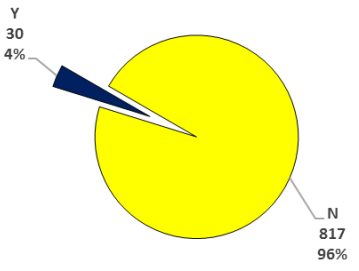
Disciplines and grievances


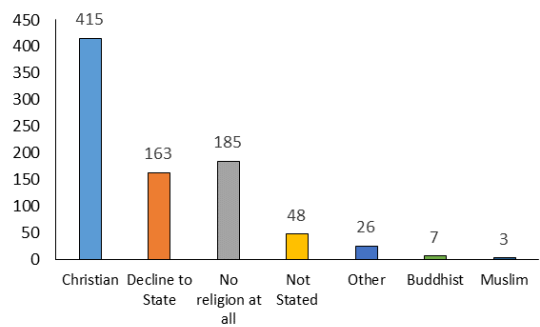

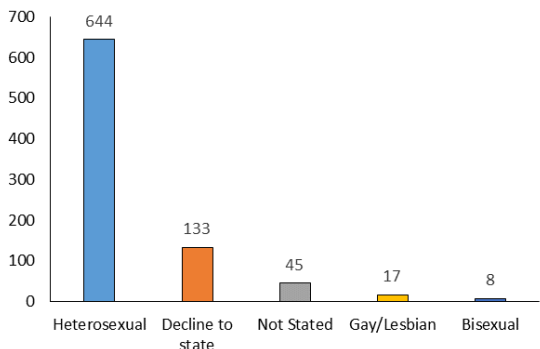
Data was also collated on disciplines and grievances to ensure a consistent approach to internal procedures. This is currently being monitored but due to the small data set, it is not possible to include the data in this report for reasons of confidentiality and anonymity.

Equality Monitoring Summary Q4 2018/19



Staff in Post

	End of Q4 2018/19	Commentary														
Staff included	847	There has been an annual decrease of 48 employees since the end of Q4 2017/18, largely due to blue light collaboration. The largest reduction was fire staff (-49) followed by On Call staff (-18). There was a net increase of 18 wholetime staff between 2017/18 and 2018/19.														
Age 	 <table border="1"> <caption>Staff by Age Group</caption> <thead> <tr> <th>Age Group</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>17-24</td> <td>58</td> </tr> <tr> <td>25-34</td> <td>200</td> </tr> <tr> <td>35-44</td> <td>268</td> </tr> <tr> <td>45-54</td> <td>243</td> </tr> <tr> <td>55-64</td> <td>71</td> </tr> <tr> <td>Over 65</td> <td>7</td> </tr> </tbody> </table>	Age Group	Count	17-24	58	25-34	200	35-44	268	45-54	243	55-64	71	Over 65	7	As with previous trends, staff are most commonly aged 35-44. This age group, along with 45-54, have seen the largest comparative decreases compared to the end of Q4 2017/18. Small increases were seen in the 17-24 and 55-64 age groups.
Age Group	Count															
17-24	58															
25-34	200															
35-44	268															
45-54	243															
55-64	71															
Over 65	7															
Gender 	 <table border="1"> <caption>Staff by Gender</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>701</td> <td>83%</td> </tr> <tr> <td>Female</td> <td>146</td> <td>17%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Male	701	83%	Female	146	17%	There has been an annual net reduction of 26 female employees and 22 male employees since Q4 2017/18. The proportion of female staff has reduced by 2.0% since Q4 2017/18. The reduction in female staff is most likely due to Blue Light Collaboration. The majority of women employed by the service prior to Blue Light Collaboration (BLC) were in fire staff roles, which have since transferred to Cheshire Constabulary under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE).					
Gender	Count	Percentage														
Male	701	83%														
Female	146	17%														
Ethnicity 	 <table border="1"> <caption>Staff by Ethnicity</caption> <thead> <tr> <th>Ethnicity</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>White - British</td> <td>791</td> </tr> <tr> <td>White - Irish</td> <td>11</td> </tr> <tr> <td>White - Other</td> <td>11</td> </tr> <tr> <td>Not Known</td> <td>11</td> </tr> <tr> <td>Decline to State</td> <td>8</td> </tr> <tr> <td>Othermixed</td> <td>3</td> </tr> </tbody> </table>	Ethnicity	Count	White - British	791	White - Irish	11	White - Other	11	Not Known	11	Decline to State	8	Othermixed	3	93% of staff identify as White British, 1 percentage point lower than at the end of Q4 2017/18. Small increases were seen in White Irish and Chinese staff, as well as 'not known'. *12 staff identified 9 other ethnicity options, which are not shown in the summarised chart. The chart shows the top 6 ethnicities of CRFS staff.
Ethnicity	Count															
White - British	791															
White - Irish	11															
White - Other	11															
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Decline to State	8															
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Disability 	 <table border="1"> <caption>Staff by Disability Status</caption> <thead> <tr> <th>Disability Status</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>No disability (N)</td> <td>817</td> <td>96%</td> </tr> <tr> <td>Disability (Y)</td> <td>30</td> <td>4%</td> </tr> </tbody> </table>	Disability Status	Count	Percentage	No disability (N)	817	96%	Disability (Y)	30	4%	96% of staff members recorded no disability, the same as in Q4 2017/18. 3.3% of operational staff recorded a disability compared to 4.6% of fire staff.					
Disability Status	Count	Percentage														
No disability (N)	817	96%														
Disability (Y)	30	4%														

<h3>Religion</h3> 	 <table border="1"> <thead> <tr> <th>Religion</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>415</td> </tr> <tr> <td>Decline to State</td> <td>163</td> </tr> <tr> <td>No religion at all</td> <td>185</td> </tr> <tr> <td>Not Stated</td> <td>48</td> </tr> <tr> <td>Other</td> <td>26</td> </tr> <tr> <td>Buddhist</td> <td>7</td> </tr> <tr> <td>Muslim</td> <td>3</td> </tr> </tbody> </table>	Religion	Count	Christian	415	Decline to State	163	No religion at all	185	Not Stated	48	Other	26	Buddhist	7	Muslim	3	<p>22% of staff declared no religion, a small increase from Q4 2017/18. Christianity remains the most common religion amongst staff.</p>
Religion	Count																	
Christian	415																	
Decline to State	163																	
No religion at all	185																	
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Other	26																	
Buddhist	7																	
Muslim	3																	
<h3>Sexual Orientation</h3> 	 <table border="1"> <thead> <tr> <th>Sexual Orientation</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Heterosexual</td> <td>644</td> </tr> <tr> <td>Decline to state</td> <td>133</td> </tr> <tr> <td>Not Stated</td> <td>45</td> </tr> <tr> <td>Gay/Lesbian</td> <td>17</td> </tr> <tr> <td>Bisexual</td> <td>8</td> </tr> </tbody> </table>	Sexual Orientation	Count	Heterosexual	644	Decline to state	133	Not Stated	45	Gay/Lesbian	17	Bisexual	8	<p>There was an increase of 4 staff declaring a sexual orientation of gay, lesbian or bisexual compared to Q4 2017/18. Furthermore, there has been a decrease in the number of staff declining to state a sexual orientation.</p>				
Sexual Orientation	Count																	
Heterosexual	644																	
Decline to state	133																	
Not Stated	45																	
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Bisexual	8																	

Females in Operational Roles


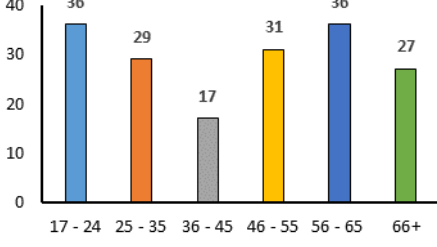

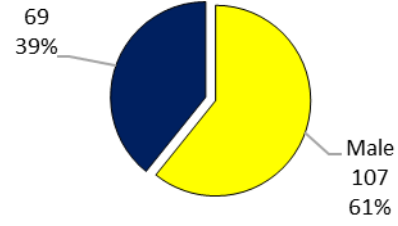

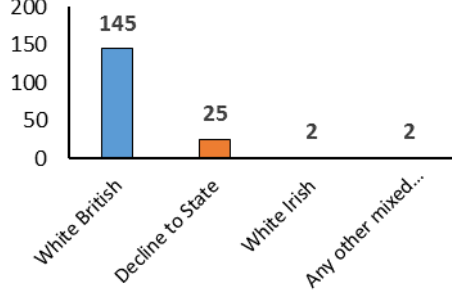

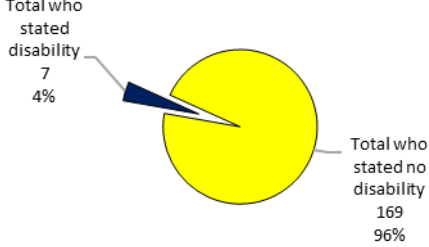

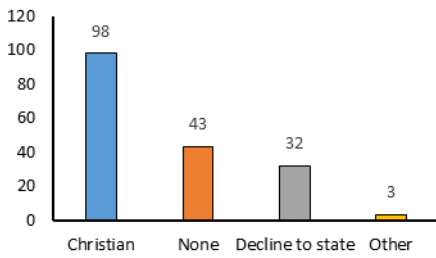


	End of Q4 2018/19	Commentary
Number of Female Operational Staff	Overall – 45 On Call – 15 Whole-time – 27 Day Crewing/DC1 – 1 Nucleus – 2	There has been an overall increase of 5 women in an operational role compared to 2017/18. There was an increase of 7 wholetime staff against a loss of 2 on call member of staff. The proportion of female operational staff has increased to 6.7% compared to 6% at the end of 2017/18.
Breakdown of Female Operational Staff	<p style="text-align: center;"> ■ DC1 ■ On Call ■ Wholetime ■ Nucleus </p>	Wholetime is currently the most common shift system for female operational staff.

Cheshire Fire and Rescue Service Operational Headcount by Gender

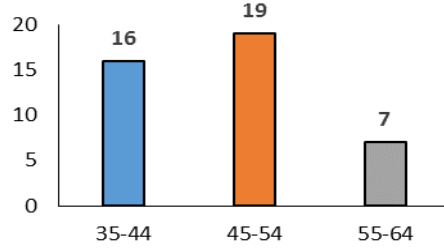


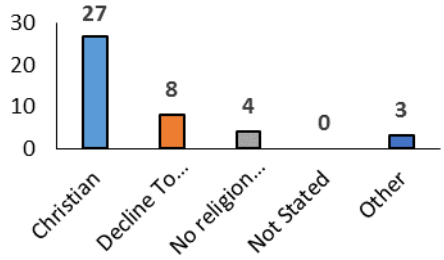

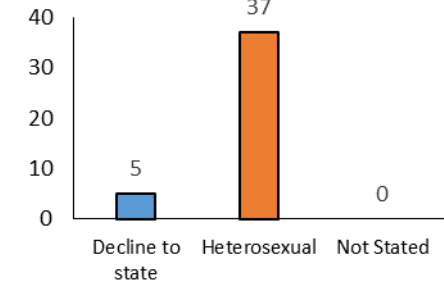
At 31st March in	Wholetime firefighters			On-call firefighters			Total firefighters		
	Men	Women	<i>Percentage that are women</i>	Men	Women	<i>Percentage that are women</i>	Men	Women	<i>Percentage that are women</i>
2014	446	15	3.3%	217	8	3.6%	663	23	3.4%
2015	417	13	3.0%	216	11	4.8%	633	24	3.7%
2016	383	14	3.5%	223	16	6.7%	606	30	4.7%
2017	386	21	5.2%	251	17	6.3%	637	38	5.6%
2018	374	23	5.8%	257	17	6.2%	631	40	6.0%
2019*	386	30	7.2%	241	15	5.9%	627	45	6.7%

The percentage of female firefighters at Cheshire Fire and Rescue Service has nearly doubled since the end of the 2013/14 fiscal year, rising from 3.4% to 6.7% in a five year period.


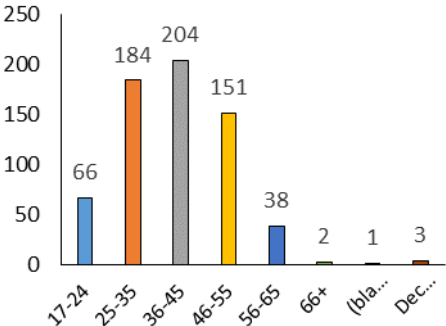

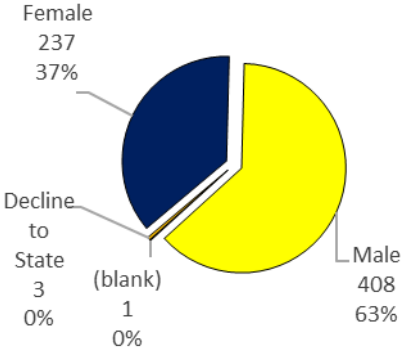




Volunteers in post

	End of Q4 2018/19	Commentary														
Volunteers included	176	There has been an annual reduction of 19 volunteers compared to the end of Q4 2017/18.														
Age 	 <table border="1"> <caption>Volunteers by Age Group</caption> <thead> <tr> <th>Age Group</th> <th>Number of Volunteers</th> </tr> </thead> <tbody> <tr> <td>17 - 24</td> <td>36</td> </tr> <tr> <td>25 - 35</td> <td>29</td> </tr> <tr> <td>36 - 45</td> <td>17</td> </tr> <tr> <td>46 - 55</td> <td>31</td> </tr> <tr> <td>56 - 65</td> <td>36</td> </tr> <tr> <td>66+</td> <td>27</td> </tr> </tbody> </table>	Age Group	Number of Volunteers	17 - 24	36	25 - 35	29	36 - 45	17	46 - 55	31	56 - 65	36	66+	27	The highest number of volunteers are from the 17-24 and 56-65 age groups. Decreases have been seen in the 3 youngest age groups, with small increases seen in the older age groups, compared to the end of Q4 2017/18.
Age Group	Number of Volunteers															
17 - 24	36															
25 - 35	29															
36 - 45	17															
46 - 55	31															
56 - 65	36															
66+	27															
Gender 	 <table border="1"> <caption>Volunteers by Gender</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>69</td> <td>39%</td> </tr> <tr> <td>Male</td> <td>107</td> <td>61%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Female	69	39%	Male	107	61%	The percentage of female volunteers has risen from 36% at the end of Q4 2017/18 to 39% in 2018/19. This increase has been helped by the recruitment of rangers at Safety Central. Over time, female volunteers have increased compared to a decrease in male volunteers.					
Gender	Count	Percentage														
Female	69	39%														
Male	107	61%														
Ethnicity 	 <table border="1"> <caption>Volunteers by Ethnicity</caption> <thead> <tr> <th>Ethnicity</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>145</td> </tr> <tr> <td>Decline to State</td> <td>25</td> </tr> <tr> <td>White Irish</td> <td>2</td> </tr> <tr> <td>Any other mixed...</td> <td>2</td> </tr> </tbody> </table>	Ethnicity	Count	White British	145	Decline to State	25	White Irish	2	Any other mixed...	2	82% of volunteers declared their ethnicity as White British, a small reduction compared to Q4 2017/18. *2 other ethnicities are listed, which are not included in the chart.				
Ethnicity	Count															
White British	145															
Decline to State	25															
White Irish	2															
Any other mixed...	2															
Disability 	 <table border="1"> <caption>Volunteers by Disability Status</caption> <thead> <tr> <th>Disability Status</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Total who stated disability</td> <td>7</td> <td>4%</td> </tr> <tr> <td>Total who stated no disability</td> <td>169</td> <td>96%</td> </tr> </tbody> </table>	Disability Status	Count	Percentage	Total who stated disability	7	4%	Total who stated no disability	169	96%	There has been an annual decrease in the percentage of volunteers declaring a disability from 5% in Q4 2017/18 to 4% in Q4 2018/19.					
Disability Status	Count	Percentage														
Total who stated disability	7	4%														
Total who stated no disability	169	96%														
Religion 	 <table border="1"> <caption>Volunteers by Religion</caption> <thead> <tr> <th>Religion</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>98</td> </tr> <tr> <td>None</td> <td>43</td> </tr> <tr> <td>Decline to state</td> <td>32</td> </tr> <tr> <td>Other</td> <td>3</td> </tr> </tbody> </table>	Religion	Count	Christian	98	None	43	Decline to state	32	Other	3	56% of volunteers declared their religion as Christianity. This is slightly higher than at the end of Q4 2017/18. It is lower than census data but higher than current employee data.				
Religion	Count															
Christian	98															
None	43															
Decline to state	32															
Other	3															
Sexual Orientation 	 <table border="1"> <caption>Volunteers by Sexual Orientation</caption> <thead> <tr> <th>Sexual Orientation</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Bisexual</td> <td>2</td> </tr> <tr> <td>Gay/Lesbian</td> <td>3</td> </tr> <tr> <td>Heterosexual</td> <td>133</td> </tr> <tr> <td>Decline to State</td> <td>38</td> </tr> </tbody> </table>	Sexual Orientation	Count	Bisexual	2	Gay/Lesbian	3	Heterosexual	133	Decline to State	38	The proportion of LGBT volunteers has increased slightly from Q4 2017/18 to Q4 2018/19.				
Sexual Orientation	Count															
Bisexual	2															
Gay/Lesbian	3															
Heterosexual	133															
Decline to State	38															


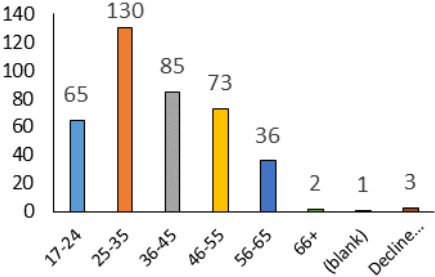

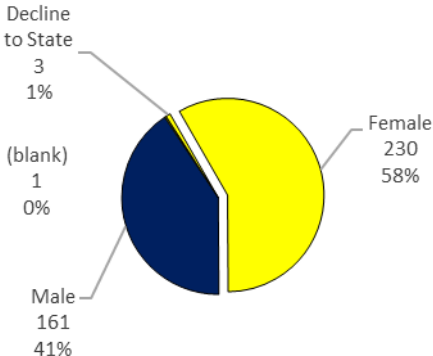




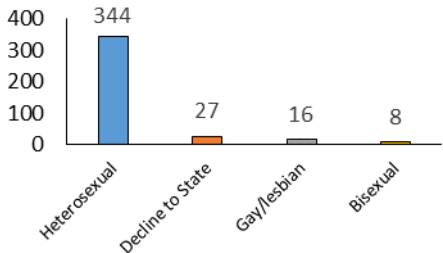
Top 5% of Earners

	End of Q4 2018/19	Commentary												
Staff included	42	There were 4 fewer staff in the top 5% of earners compared to the same time in 2017/18.												
Age 	 <table border="1"> <caption>Age Distribution</caption> <thead> <tr> <th>Age Group</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>35-44</td> <td>16</td> </tr> <tr> <td>45-54</td> <td>19</td> </tr> <tr> <td>55-64</td> <td>7</td> </tr> </tbody> </table>	Age Group	Count	35-44	16	45-54	19	55-64	7	As in previous years, the majority of the top 5% of earners are aged 45-54. The average age of staff in the top 5% of earners is 47.2. Operational staff in the top 5% of earners have an average age of 45.7 compared to 53.5 for fire staff.				
Age Group	Count													
35-44	16													
45-54	19													
55-64	7													
Gender 	 <table border="1"> <caption>Gender Distribution</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>40</td> <td>95%</td> </tr> <tr> <td>Female</td> <td>2</td> <td>5%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Male	40	95%	Female	2	5%	The proportion of women in the top 5% of earners has reduced from 9% in Q4 2017/18 to 5% currently. There are two fewer women in the top 5% of earners than compared to Q4 2017/18, with the same change seen in the number of male staff. The reduction in females was due to 2 leavers.			
Gender	Count	Percentage												
Male	40	95%												
Female	2	5%												
Ethnicity 	 <table border="1"> <caption>Ethnicity Distribution</caption> <thead> <tr> <th>Ethnicity</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>White - British</td> <td>39</td> </tr> <tr> <td>White - Irish</td> <td>2</td> </tr> <tr> <td>Decline to State</td> <td>1</td> </tr> </tbody> </table>	Ethnicity	Count	White - British	39	White - Irish	2	Decline to State	1	The majority of staff in the top 5% of earners were White British, in a similar proportion to previous years.				
Ethnicity	Count													
White - British	39													
White - Irish	2													
Decline to State	1													
Disability 	 <table border="1"> <caption>Disability Status</caption> <thead> <tr> <th>Status</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>N (No)</td> <td>41</td> <td>98%</td> </tr> <tr> <td>Y (Yes)</td> <td>1</td> <td>2%</td> </tr> </tbody> </table>	Status	Count	Percentage	N (No)	41	98%	Y (Yes)	1	2%	The proportion of the top 5% of earners declaring a disability has decreased by 5 percentage points from the same period in 2017/18.			
Status	Count	Percentage												
N (No)	41	98%												
Y (Yes)	1	2%												
Religion 	 <table border="1"> <caption>Religion Distribution</caption> <thead> <tr> <th>Religion</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>27</td> </tr> <tr> <td>Decline To...</td> <td>8</td> </tr> <tr> <td>No religion...</td> <td>4</td> </tr> <tr> <td>Not Stated</td> <td>0</td> </tr> <tr> <td>Other</td> <td>3</td> </tr> </tbody> </table>	Religion	Count	Christian	27	Decline To...	8	No religion...	4	Not Stated	0	Other	3	The majority of the top 5% of earners are Christian, with a higher Christian proportion than in the rest of the workforce.
Religion	Count													
Christian	27													
Decline To...	8													
No religion...	4													
Not Stated	0													
Other	3													
Sexual Orientation 	 <table border="1"> <caption>Sexual Orientation Distribution</caption> <thead> <tr> <th>Sexual Orientation</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Decline to state</td> <td>5</td> </tr> <tr> <td>Heterosexual</td> <td>37</td> </tr> <tr> <td>Not Stated</td> <td>0</td> </tr> </tbody> </table>	Sexual Orientation	Count	Decline to state	5	Heterosexual	37	Not Stated	0	None of the Top 5% of earners declared a sexual orientation other than heterosexual.				
Sexual Orientation	Count													
Decline to state	5													
Heterosexual	37													
Not Stated	0													


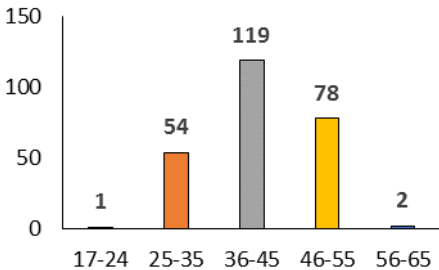

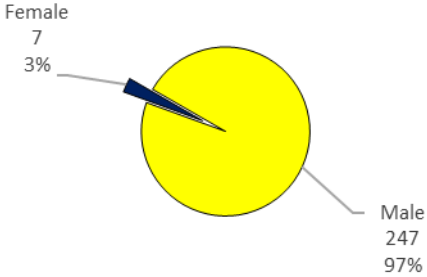




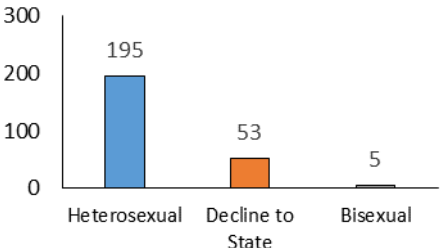
Recruitment to Roles other than On Call and Wholetime Firefighter Roles

	End of 2018/19 Q4	Commentary
Number of adverts & applicants	649 Applicants 57 Adverts	<p>This provides an overview of applications to fire staff and operational roles. There have been fewer roles advertised and applications to roles compared to the same period in 2017/18, due to no apprentice recruitment this year and fewer fire staff roles due to BLC.</p>
Age 		<p>The most common age of applicants is 36-45, matching the most common age of our current workforce. This is different to the same period in 2017/18 (25-35 followed by 17-24). This is largely due to the fact that 2017/18 included recruitment data for apprentices, who tended to be 17-24. In addition, there were more fire staff applicants in 2017/18, of which the most common age groups were 17-24 and 25-34.</p>
Gender 		<p>37% of applicants were female compared to 33% in 2017/18. When apprentice applicants are removed from the 2017/18 data, 38% of applicants were women, broadly comparable.</p>
Ethnicity 	<p>93% (602) White British 3% (21) Decline to state 1% (8) White Irish</p> <p>*18 applicants stated 13 other ethnicities option that are not shown in the above summary.</p>	<p>93% of applicants stated their ethnicity as White British, comparable to 2017/18.</p>
Disability 	<p>5% (31) applicants stated a disability</p>	<p>The percentage of applicants declaring a disability was slightly lower than in 2017/18 (6%).</p>
Religion 	<p>53% (344) Christian 29% (191) No Religion 14% (92) Decline to State</p> <p>*18 applicants stated 4 other religions which do not show in the summary list. 4 left the field blank.</p>	<p>The percentage of applicants identifying as Christian was the same as in 2017/18, with a slight percentage decrease seen in 'no religion'.</p>
Sexual Orientation 	<p>83% (539) Christian 12% (80) Decline to state 3% (17) Gay/Lesbian 2% (13) Bisexual</p>	<p>5% of applicants identified as lesbian, gay or bisexual, an increase compared to the same period of 2017/18 (3%).</p>


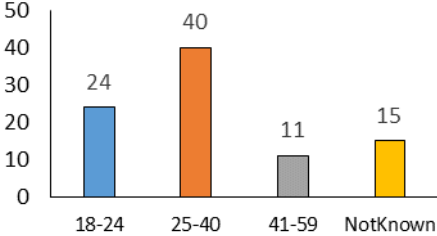

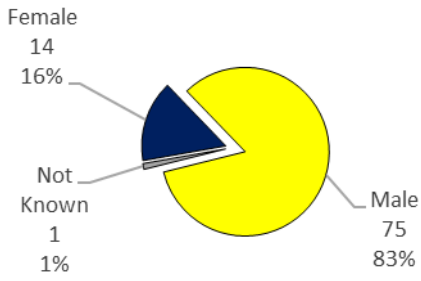



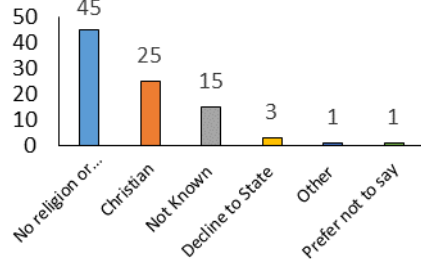

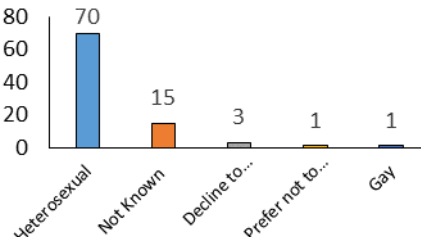
Recruitment to Fire Staff Roles

	End of Q4 2018/19	Commentary																		
Number of adverts & applicants	395 Applicants (-161) 27 Adverts (-25)	<p>There were fewer fire staff applicants and roles in 2018/19 compared to 2017/18. However, there were on average more applicants for each role.</p>																		
Age 	 <table border="1"> <caption>Age Distribution of Applicants</caption> <thead> <tr> <th>Age Group</th> <th>Number of Applicants</th> </tr> </thead> <tbody> <tr> <td>17-24</td> <td>65</td> </tr> <tr> <td>25-35</td> <td>130</td> </tr> <tr> <td>36-45</td> <td>85</td> </tr> <tr> <td>46-55</td> <td>73</td> </tr> <tr> <td>56-65</td> <td>36</td> </tr> <tr> <td>66+</td> <td>2</td> </tr> <tr> <td>(blank)</td> <td>1</td> </tr> <tr> <td>Decline...</td> <td>3</td> </tr> </tbody> </table>	Age Group	Number of Applicants	17-24	65	25-35	130	36-45	85	46-55	73	56-65	36	66+	2	(blank)	1	Decline...	3	<p>Fire staff applicants were most commonly aged 25-35. This is a change from 2017/18 due to there being no apprentices recruited. With apprentices excluded, the age profile of applicants is similar to that of 2017/18.</p>
Age Group	Number of Applicants																			
17-24	65																			
25-35	130																			
36-45	85																			
46-55	73																			
56-65	36																			
66+	2																			
(blank)	1																			
Decline...	3																			
Gender 	 <table border="1"> <caption>Gender Distribution of Applicants</caption> <thead> <tr> <th>Gender</th> <th>Number of Applicants</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>230</td> <td>58%</td> </tr> <tr> <td>Male</td> <td>161</td> <td>41%</td> </tr> <tr> <td>(blank)</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Decline to State</td> <td>3</td> <td>1%</td> </tr> </tbody> </table>	Gender	Number of Applicants	Percentage	Female	230	58%	Male	161	41%	(blank)	1	0%	Decline to State	3	1%	<p>58% of applicants to fire staff roles were women, and as expected this figure is much higher than the proportion of female applicants to grey book roles. With apprentices excluded, this is slightly higher than seen in 2017/18.</p>			
Gender	Number of Applicants	Percentage																		
Female	230	58%																		
Male	161	41%																		
(blank)	1	0%																		
Decline to State	3	1%																		
Ethnicity 	<p>94% (370) White British 4% (14) Decline to state 1% (2) White Irish 1% (2) Any Other White</p> <p><small>*7 applicants stated 7 ethnicities that</small></p>	<p>The majority of fire staff applicants were White British, a similar proportion to the current fire staff workforce.</p>																		
Disability 	<p>5% (20) applicants stated a disability</p>	<p>A slightly lower percentage of applicants declared a disability as reported in 2017/18 (7%). This is similar to the percentage of the fire staff workforce declaring a disability (5%).</p>																		
Religion 	<p>50% (196) Christian 39% (156) No Religion 8% (30) Decline to State</p> <p><small>*9 applicants stated 4 other religions which do not show in the summary list. A further 4 left the field blank.</small></p>	<p>The most commonly declared religion for fire staff applicants is Christianity, although a relatively high proportion (39%) indicated they did not have a religion. This latter is higher than the current fire staff workforce who do not have a religion (27%).</p>																		
Sexual Orientation 	 <table border="1"> <caption>Sexual Orientation Distribution of Applicants</caption> <thead> <tr> <th>Sexual Orientation</th> <th>Number of Applicants</th> </tr> </thead> <tbody> <tr> <td>Heterosexual</td> <td>344</td> </tr> <tr> <td>Decline to State</td> <td>27</td> </tr> <tr> <td>Gay/lesbian</td> <td>16</td> </tr> <tr> <td>Bisexual</td> <td>8</td> </tr> </tbody> </table>	Sexual Orientation	Number of Applicants	Heterosexual	344	Decline to State	27	Gay/lesbian	16	Bisexual	8	<p>6% of fire staff applicants declared a sexual orientation of either gay, lesbian or bisexual. This is similar to the current proportion of LGB staff within the current fire staff workforce (6%).</p>								
Sexual Orientation	Number of Applicants																			
Heterosexual	344																			
Decline to State	27																			
Gay/lesbian	16																			
Bisexual	8																			

Recruitment to Grey Book Roles

	End of Q4 2018/19	Commentary												
Number of adverts & applicants	254 Applicants 30 Adverts	This excludes on-call and whole-time recruitment. There were slightly more grey book applicants and roles available in 2018/19 compared to 2017/18.												
Age 	 <table border="1" style="display: none;"> <caption>Age Group Applicant Counts</caption> <thead> <tr> <th>Age Group</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>17-24</td> <td>1</td> </tr> <tr> <td>25-35</td> <td>54</td> </tr> <tr> <td>36-45</td> <td>119</td> </tr> <tr> <td>46-55</td> <td>78</td> </tr> <tr> <td>56-65</td> <td>2</td> </tr> </tbody> </table>	Age Group	Count	17-24	1	25-35	54	36-45	119	46-55	78	56-65	2	Applicants were most commonly aged 36-45, which is older than fire staff applicants.
Age Group	Count													
17-24	1													
25-35	54													
36-45	119													
46-55	78													
56-65	2													
Gender 	 <table border="1" style="display: none;"> <caption>Gender Distribution</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>247</td> <td>97%</td> </tr> <tr> <td>Female</td> <td>7</td> <td>3%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Male	247	97%	Female	7	3%	3% of grey book applicants were women, compared to 7% female representation in the operational workforce.			
Gender	Count	Percentage												
Male	247	97%												
Female	7	3%												
Ethnicity 	91% (232) White British 3% (7) Decline to State *15 applicants stated 8 ethnicities that are not shown in the above summary.	The majority of grey book applicants were White British, a similar proportion to the proportion of White British employees in the current grey book workforce (93%).												
Disability 	4% (11) applicants stated a disability	The percentage of grey book applicants declaring a disability was the same as in 2017/18. It is slightly higher than the proportion of the current grey book workforce declaring a disability (3%).												
Religion 	58% (148) Christian 24% (62) Decline to State 14% (35) No Religion *9 applicants stated 3 other religions which do not show in the summary list.	The percentage of applicants declining to state a religion is slightly higher than the proportion in the current grey book workforce (22%). In contrast, the proportion of Christian applicants is higher than the proportion in the current grey book workforce (48%).												
Sexual Orientation 	 <table border="1" style="display: none;"> <caption>Sexual Orientation Applicant Counts</caption> <thead> <tr> <th>Sexual Orientation</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Heterosexual</td> <td>195</td> </tr> <tr> <td>Decline to State</td> <td>53</td> </tr> <tr> <td>Bisexual</td> <td>5</td> </tr> </tbody> </table>	Sexual Orientation	Count	Heterosexual	195	Decline to State	53	Bisexual	5	There were 6 applicants who recorded a sexual orientation of either gay, lesbian or bisexual. This equates to 2% of grey book applicants. This is the same as the proportion of current grey book staff declaring a sexual orientation of either gay, lesbian or bisexual.				
Sexual Orientation	Count													
Heterosexual	195													
Decline to State	53													
Bisexual	5													

On Call Recruitment

	End of Q4 2018/19	Commentary														
Number of Leavers	90 Applicants to On Call roles	Of the applicants for On-Call roles in 2018/19, 34 have started with CFRS (38%) with a further 8 awaiting completion of pre-employment checks (9%).														
Age 	 <table border="1"> <caption>Age Distribution</caption> <thead> <tr> <th>Age Group</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>18-24</td> <td>24</td> </tr> <tr> <td>25-40</td> <td>40</td> </tr> <tr> <td>41-59</td> <td>11</td> </tr> <tr> <td>NotKnown</td> <td>15</td> </tr> </tbody> </table>	Age Group	Count	18-24	24	25-40	40	41-59	11	NotKnown	15	The majority of applicants for On Call roles were between 25-40.				
Age Group	Count															
18-24	24															
25-40	40															
41-59	11															
NotKnown	15															
Gender 	 <table border="1"> <caption>Gender Distribution</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>75</td> <td>83%</td> </tr> <tr> <td>Female</td> <td>14</td> <td>16%</td> </tr> <tr> <td>Not Known</td> <td>1</td> <td>1%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Male	75	83%	Female	14	16%	Not Known	1	1%	The majority of applicants for On Call roles in 2018/19 were men. However, the proportion of female applicants (16%) is currently higher than the % of female on call staff (6%). Out of the 34 applicants starting with CFRS, 5 were female (15%), with a further 2 women currently awaiting their pre employment checks. 36% of female applicants started with CFRS compared to 39% of male applicants.		
Gender	Count	Percentage														
Male	75	83%														
Female	14	16%														
Not Known	1	1%														
Ethnicity 	77% (69) White British 18% (16) Not Known 2% (2) Decline to state <small>*3 other applicants chose 3 ethnicities that are not shown in the summary above.</small>	The majority of applicants were White British, following trends in other forms of operational recruitment.														
Disability 	82% (74) stated no disability 17% (15) Not Known 1% (1) stated a disability	This is the first year that the data has been analysed in this form, and so no comparisons can be made to previous years.														
Religion 	 <table border="1"> <caption>Religion Distribution</caption> <thead> <tr> <th>Religion</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>No religion or...</td> <td>45</td> </tr> <tr> <td>Christian</td> <td>25</td> </tr> <tr> <td>Not Known</td> <td>15</td> </tr> <tr> <td>Decline to State</td> <td>3</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> <tr> <td>Prefer not to say</td> <td>1</td> </tr> </tbody> </table>	Religion	Count	No religion or...	45	Christian	25	Not Known	15	Decline to State	3	Other	1	Prefer not to say	1	The majority of applicants stated no religion or belief, which differs from staff in the workforce and applicants for other roles, who are most commonly Christian.
Religion	Count															
No religion or...	45															
Christian	25															
Not Known	15															
Decline to State	3															
Other	1															
Prefer not to say	1															
Sexual Orientation 	 <table border="1"> <caption>Sexual Orientation Distribution</caption> <thead> <tr> <th>Sexual Orientation</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Heterosexual</td> <td>70</td> </tr> <tr> <td>Not Known</td> <td>15</td> </tr> <tr> <td>Decline to...</td> <td>3</td> </tr> <tr> <td>Prefer not to...</td> <td>1</td> </tr> <tr> <td>Gay</td> <td>1</td> </tr> </tbody> </table>	Sexual Orientation	Count	Heterosexual	70	Not Known	15	Decline to...	3	Prefer not to...	1	Gay	1	The majority of applicants were heterosexual. There was 1 applicant who stated a sexual orientation of either gay, lesbian or bisexual, which equates to 1% of the total applicants. This is similar to the proportion of current On Call staff who state their sexual orientation as either gay, lesbian or bisexual (2%).		
Sexual Orientation	Count															
Heterosexual	70															
Not Known	15															
Decline to...	3															
Prefer not to...	1															
Gay	1															

On Call recruitment flowchart

This chart shows the **most recent status** of all applicants who started the On Call recruitment process. This applies to all applicants between 1st April 2018 and 31st March 2019

Declaration of Availability



Application Form



Timed Online Assessments



Practical Assessments



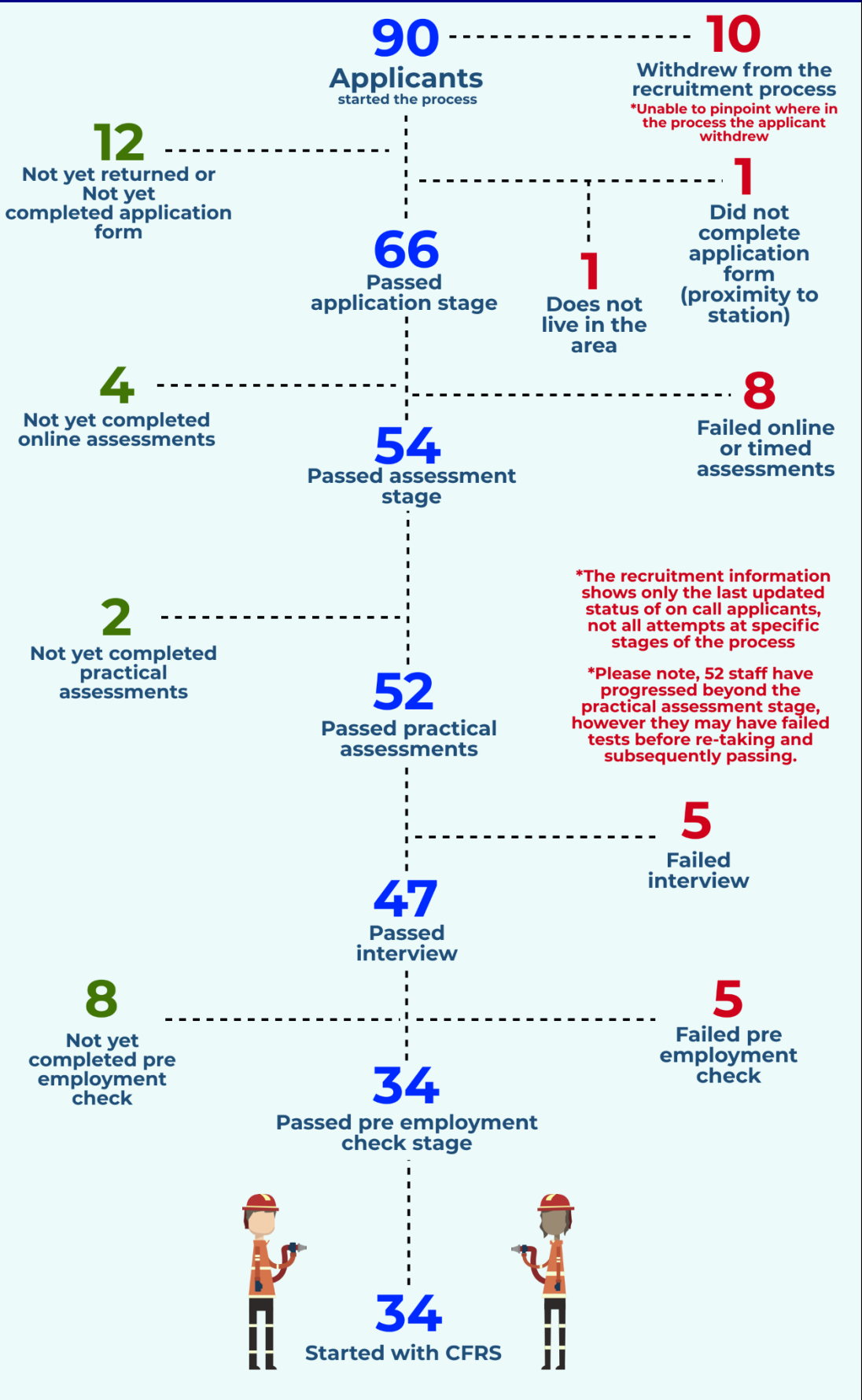
Interview




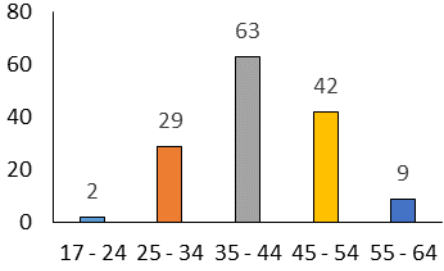

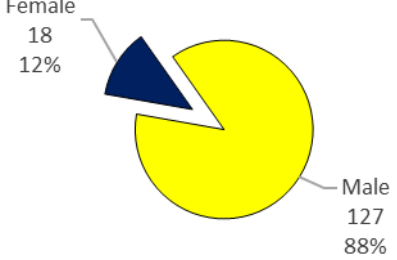

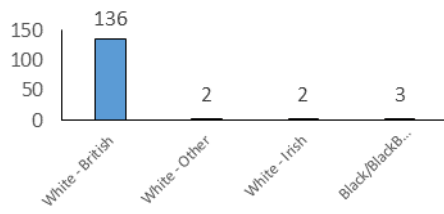

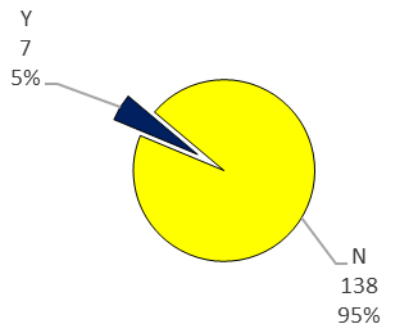

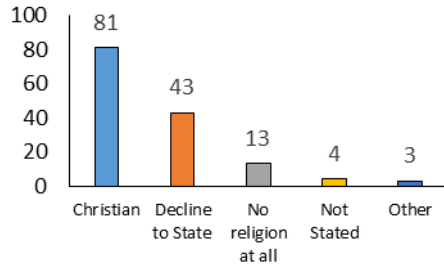

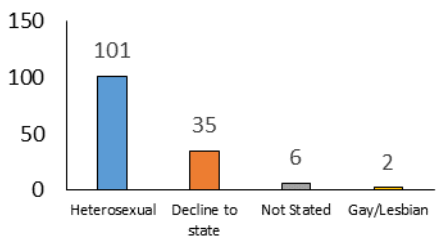
Medical, DBS and References (Pre-Employment checks)




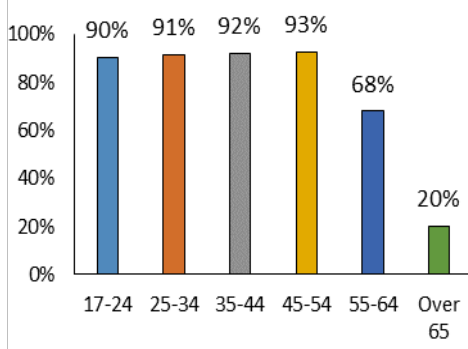





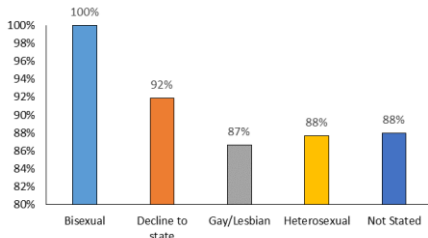
Start Course



Promotions

	End of Q4 2018/19	Commentary
Number of Promotions	Total staff who received a promotion— 145 73 Permanent & 72 Temporary	An additional 25 promotions were made in 2018/19 compared to 2017/18. The majority of promotions were awarded to whole-time operational staff.
Age 		The majority of those promoted were aged 35-44. This is the same as seen in 2017/18.
Gender 		12% of promotions were awarded to female staff in 2018/19, which is slightly higher than in 2017/18 (8%). 17/18 promotions for female staff were in fire staff roles.
Ethnicity 		The majority of those promoted were White British, continuing trends from previous years. *2 individuals stated 2 other ethnicity options, which are not included within the chart.
Disability 		5% of staff promoted declared a disability, a slight increase on 2017/18. It is also slightly higher than the % of disabled staff in the workforce.
Religion 		Over half of promoted staff in 2018/19 were Christian, which is similar to 2017/18. *1 individual stated 1 other ethnicity option, which is not included within the chart.
Sexual Orientation 		70% of promoted staff in 18/19 identify as heterosexual, a slight decrease compared to 17/18. 3 staff who identify as gay, lesbian or bisexual received a promotion compared to 0 in 17/18.

Training

	End of Q4 2018/19	Commentary														
<p>Number of Employees who have attended Training</p>	<p>872 (89%) staff have attended formal training.</p>	<p>The percentage of staff having received formal training has slightly decreased compared to 2017/18 (91%).</p>														
<p>Age</p> 	 <table border="1"> <caption>Training Attendance by Age Group</caption> <thead> <tr> <th>Age Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>17-24</td> <td>90%</td> </tr> <tr> <td>25-34</td> <td>91%</td> </tr> <tr> <td>35-44</td> <td>92%</td> </tr> <tr> <td>45-54</td> <td>93%</td> </tr> <tr> <td>55-64</td> <td>68%</td> </tr> <tr> <td>Over 65</td> <td>20%</td> </tr> </tbody> </table>	Age Group	Percentage	17-24	90%	25-34	91%	35-44	92%	45-54	93%	55-64	68%	Over 65	20%	<p>The % of staff in the 55-64 and 65+ age groups who have undertaken training is much lower than younger age groups, following previous trends. There are far less staff in these age groups and the majority of staff in these age groups are fire staff who are less likely to have mandatory training compared to operational staff.</p>
Age Group	Percentage															
17-24	90%															
25-34	91%															
35-44	92%															
45-54	93%															
55-64	68%															
Over 65	20%															
<p>Gender</p> 	<p>Total Male Staff – 807 Male Staff who have attended training – 740 (92%)</p> <p>Total Female Staff – 171 Female Staff who have attended training – 132 (77%)</p>	<p>More men than women are accessing training opportunities. The percentage of women accessing training opportunities is slightly lower than 2017/18. The majority of female staff are fire staff who may not have mandatory training requirements.</p>														
<p>Ethnicity</p> 	<p>812/918 (88%) White British staff attended training. 13/13 (100%) Not Known staff attended training. 11/11 (100%) White Irish staff attended training.</p>	<p>The majority of staff accessing training opportunities are White British, in line with workforce demographics. All other ethnicities than White British had 100% training attendance.</p>														
<p>Disability</p> 	<p>34/41 (83%) staff with a disability have attended training. 838/937 (89%) staff who have not stated a disability have had access to training</p>	<p>The proportion of staff with disabilities undertaking training is lower than that of staff without disabilities. Uptake of training for disabled operational staff (91%) is much higher compared to disabled non-operational staff (52%).</p>														
<p>Religion</p> 	<p>428/480 (89%) Christian staff attended training. 183/211 (87%) No Religion staff attended training. 172/189 (91%) Decline to state staff attended training.</p>	<p>The majority of staff accessing training opportunities are Christian, in line with workforce demographics.</p>														
<p>Sexual Orientation</p> 	 <table border="1"> <caption>Training Attendance by Sexual Orientation</caption> <thead> <tr> <th>Sexual Orientation</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Bisexual</td> <td>100%</td> </tr> <tr> <td>Decline to state</td> <td>92%</td> </tr> <tr> <td>Gay/Lesbian</td> <td>87%</td> </tr> <tr> <td>Heterosexual</td> <td>88%</td> </tr> <tr> <td>Not Stated</td> <td>88%</td> </tr> </tbody> </table>	Sexual Orientation	Percentage	Bisexual	100%	Decline to state	92%	Gay/Lesbian	87%	Heterosexual	88%	Not Stated	88%	<p>Lesbian and gay staff are undertaking training to a lesser extent than other colleagues. The majority of gay and lesbian staff work in fire staff roles where there is less mandatory training to undertake.</p>		
Sexual Orientation	Percentage															
Bisexual	100%															
Decline to state	92%															
Gay/Lesbian	87%															
Heterosexual	88%															
Not Stated	88%															

Leavers

	End of Q4 2018/19	Commentary														
Number of Leavers 	<p>121</p> <p>*Leavers represents the number of roles left, as opposed to the number of people leaving.</p>	<p>There were 46 fewer leavers compared to the same period in 2017/18, largely due to completion of blue light collaboration. The majority of leavers were due to resignations (54/121), with 29 transfers [of which 16 left their role but transferred to a different role within CFRS and 13 to roles in other FRS'], 25 retirements, 3 dismissals, 3 deaths in service, 2 temporary contract ends, 1 redundancy and 4 for other reasons.</p>														
Age 	<table border="1"> <caption>Age Distribution of Leavers</caption> <thead> <tr> <th>Age Group</th> <th>Number of Leavers</th> </tr> </thead> <tbody> <tr> <td>17-24</td> <td>4</td> </tr> <tr> <td>25-34</td> <td>33</td> </tr> <tr> <td>35-44</td> <td>29</td> </tr> <tr> <td>45-54</td> <td>46</td> </tr> <tr> <td>55-64</td> <td>7</td> </tr> <tr> <td>65+</td> <td>2</td> </tr> </tbody> </table>	Age Group	Number of Leavers	17-24	4	25-34	33	35-44	29	45-54	46	55-64	7	65+	2	<p>Leavers were most commonly aged between 45-54. This is the same as in 2017/18, although the % of leavers from this age group is higher than the previous year.</p>
Age Group	Number of Leavers															
17-24	4															
25-34	33															
35-44	29															
45-54	46															
55-64	7															
65+	2															
Gender 	<table border="1"> <caption>Gender Distribution of Leavers</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>99</td> <td>82%</td> </tr> <tr> <td>Female</td> <td>22</td> <td>18%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Male	99	82%	Female	22	18%	<p>18% of leavers 2018/19 were women, slightly higher than the percentage of women in the workforce. This is lower than the same period in 2017/18 (37%), most likely due to blue light collaboration.</p>					
Gender	Count	Percentage														
Male	99	82%														
Female	22	18%														
Ethnicity 	<p>99% (120) White British 1% (1) Not Known</p>	<p>All but one leavers in 2018/19 were of White British ethnicity.</p>														
Disability 	<table border="1"> <caption>Disability Status of Leavers</caption> <thead> <tr> <th>Status</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>N (No)</td> <td>113</td> <td>93%</td> </tr> <tr> <td>Y (Yes)</td> <td>8</td> <td>7%</td> </tr> </tbody> </table>	Status	Count	Percentage	N (No)	113	93%	Y (Yes)	8	7%	<p>7% of leavers declared a disability in 2018/19, which is more than in 2017/18 (5%).</p>					
Status	Count	Percentage														
N (No)	113	93%														
Y (Yes)	8	7%														
Religion 	<table border="1"> <caption>Religion Distribution of Leavers</caption> <thead> <tr> <th>Religion</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Christian</td> <td>61</td> </tr> <tr> <td>No religion at all</td> <td>22</td> </tr> <tr> <td>Decline to State</td> <td>26</td> </tr> <tr> <td>Not Stated</td> <td>9</td> </tr> </tbody> </table>	Religion	Count	Christian	61	No religion at all	22	Decline to State	26	Not Stated	9	<p>50% of leavers identified as Christian in 2018/19. This is slightly higher than in 2017/18 and the proportion in the general workforce population. *3 individuals stated 2 religions that are not summarised in the chart.</p>				
Religion	Count															
Christian	61															
No religion at all	22															
Decline to State	26															
Not Stated	9															
Sexual Orientation 	<table border="1"> <caption>Sexual Orientation Distribution of Leavers</caption> <thead> <tr> <th>Sexual Orientation</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Heterosexual</td> <td>92</td> </tr> <tr> <td>Decline to State</td> <td>18</td> </tr> <tr> <td>Not Stated</td> <td>8</td> </tr> <tr> <td>Gay/Lesbian</td> <td>2</td> </tr> <tr> <td>Bisexual</td> <td>1</td> </tr> </tbody> </table>	Sexual Orientation	Count	Heterosexual	92	Decline to State	18	Not Stated	8	Gay/Lesbian	2	Bisexual	1	<p>Slight increase in the proportion of heterosexual leavers compared to 2017/18, with a small decrease in the proportion of lesbian, gay or bisexual leavers.</p>		
Sexual Orientation	Count															
Heterosexual	92															
Decline to State	18															
Not Stated	8															
Gay/Lesbian	2															
Bisexual	1															

Cheshire Fire and Rescue Service works hard to educate residents on fire and road safety, and to ensure that business owners are aware of relevant legislation to ensure safe working environments.

The equality information captured during this work is vital to ensure that the Service is reaching its target audience and also identify any trends that allow us to make sure all members of our community can access our services.

Within this report, community engagement is detailed as follows:

Prevention – Safe and Well Delivery

The Fire Authority is committed to undertaking Safe and Well assessments in the most vulnerable households. This is based upon a targeting methodology which centres on enriching our existing data on vulnerable people, with data that the NHS and local authorities share with the Authority. Research shows that personal fire-risk increases with age, thus the majority of Safe and Well Assessments are delivered to residents aged over 65.

Prevention – Safe and Well Resident Satisfaction

A questionnaire is sent to a random sample of individuals who have received a Safe and Well visit. The purpose of the questionnaire is to provide quality assurance to the safe and well process and to ensure that residents are happy with the service that CFRS delivers.

Prevention – Youth Engagement Activities

The Service has, for a number of years, run many youth engagement initiatives to promote fire and road safety, encourage young people to develop personally and socially while promoting self-discipline, team work and citizenship. The Service works with local authorities to identify individuals that may benefit from some of the courses.

The activities included in this report include data from the Service Cadets, Princes Trust and RESPECT Courses. More details on these can be found on our website www.cheshirefire.gov.uk

Protection – Business Premises Audits

Our Protection team are responsible for the enforcement of fire safety legislation in non-domestic premises. During an audit, equality monitoring data is captured for a 'responsible' individual. This is usually the manager/owner of the business but can also be a nominated person.

The data in this report details information from the audits undertaken, to those with deficiencies reported, action plans issued and any resulting enforcements or prohibitions.


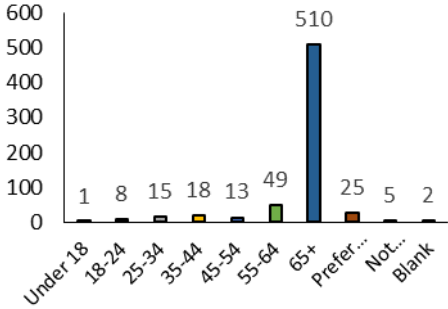

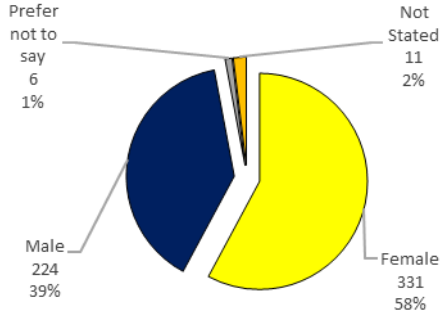




Service Delivery – After the Incident Consultation

'After the Incident' questionnaires are sent to individuals and businesses who have requested the services of CFRS to monitor how satisfied the individuals are with the service we provide.


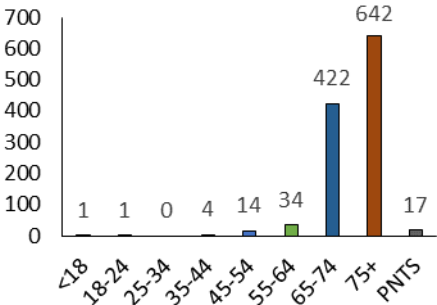

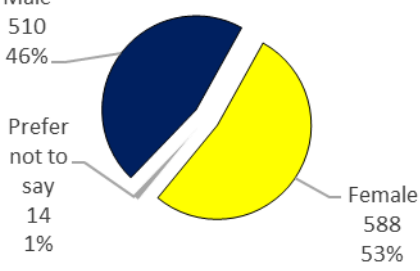




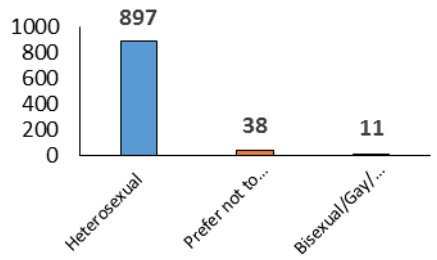
Service Delivery – Injuries and Fatalities Occurring as a Result of Fire

It is vital that the Service monitors information relating to victims of fires so that appropriate action can be taken to target those most at risk. This report splits out all victims and those occurring as a result of accidental fires in the home. The following pages detail relevant equality data captured for each of the areas listed above.


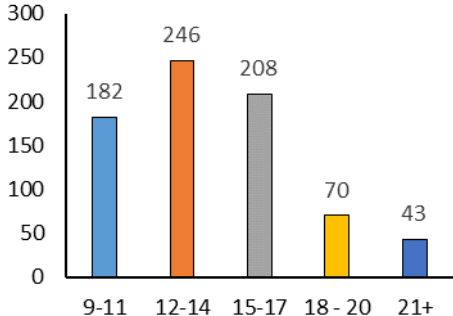

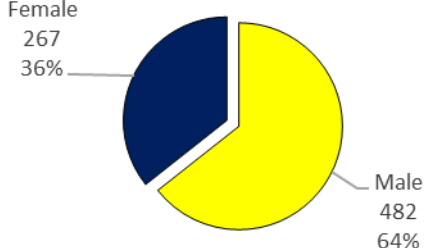




Prevention – Safe and Well Equality Information

	End of Q4 2018/19	Commentary
People Included	646 *Not all questions are answered in each returned survey.	All responses included up to 31st March 2019.
Age 		The majority of residents were aged over 65, in line with our targeted risk methodology.
Gender 		More women than men were recorded, continuing trends from resident satisfaction survey information.
Ethnicity 	93% (600) British 2% (12) Irish 1% (8) Any Other White Background *26 respondents selected a ethnicity not shown above, did not state or left blank.	In line with local population demographics and trends from previous years, the vast majority of respondents identified as white British.
Disability 	20% (128) with a disability	Types of disability were not recorded in the dataset. 27% of respondents did not state an answer to this question or left it blank.
Religion 	75% (482) Christian 16% (105) No Religion 6% (40) Prefer not to say *12 individuals stated 4 other religions not shown in the summary above. A further 7 did not state their religion.	In line with local population demographics, the majority of respondents identified as Christian followed by no religion.
Sexual Orientation and gender identity 	93% (598) Heterosexual 5% (33) Prefer not to say 1% (8) Not Stated 1% (7) Gay/Lesbian/Bisexual	7 gay/lesbian or bisexual respondents were recorded. 3 respondents identified as trans. 122 respondents answered this question.


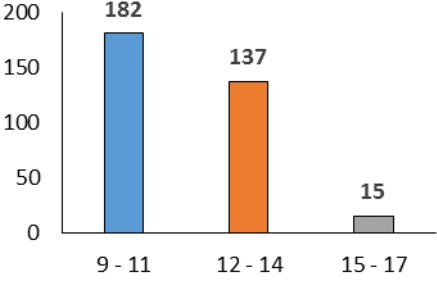

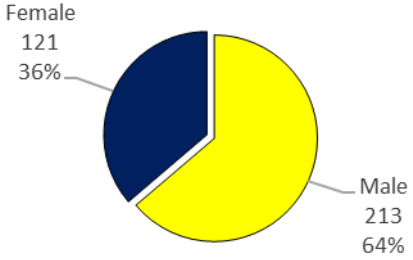


Prevention – Safe and Well (HSA) Resident Satisfaction

	End of Q4 2018/19	Commentary
<p>People Included</p>	<p>1200 surveys returned</p> <p>*Not all questions are answered in each returned survey. Figures below highlight the highest categories of questions answered.</p>	<p>380 fewer surveys returned at the end of Q4 2018/19 compared to the same period in 2017/18.</p>
<p>Age</p> 		<p>The majority of residents returning satisfaction reports were aged over 75, in line with our targeted risk methodology. More questionnaires were returned from the 75+ age group compared to the 65-74 age group, which in 2017/18 had the largest representation.</p>
<p>Gender</p> 		<p>Slightly more women (53%) than men (46%) returned the survey, continuing trends from previous years.</p>
<p>Ethnicity</p> 	<p>97.9% (1117) White British 0.8% (9) Prefer not to say 0.7% (8) White Irish</p>	<p>In line with local population demographics and trends from previous years, the vast majority of respondents identified as white British.</p>
<p>Disability</p> 	<p>The most commonly recorded disabilities were Hearing Impairment (332) and Mobility (276)</p>	<p>The most common types of disability recorded remains relatively similar to those recorded in previous years. <small>*More than one disability can be selected so percentages have been excluded.</small></p>
<p>Religion</p> 	<p>75.0% (755) Christian 10.7% (108) Hindu 9.4% (95) No Religion</p>	<p>In line with local population demographics, the majority of responders were Christian. The high number of Hindu responders is largely due to the format of the questionnaire and is being addressed at the next reprint.</p>
<p>Sexual Orientation and Gender Identity</p> 		<p>There were low numbers of returns from residents identifying as lesbian, gay or bisexual. 3 respondents identified as trans at the end of Q4 2018/19.</p>


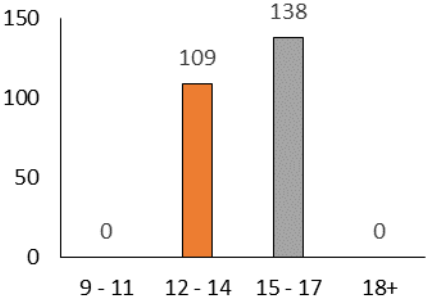

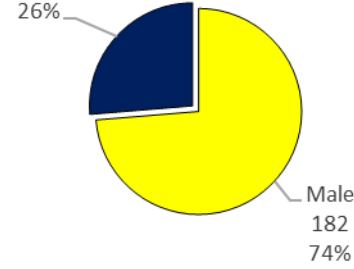



Prevention – Youth Engagement Summary

	End of Q4 2018/19	Commentary												
Attendees on Youth Engagement Initiatives	749* Fire cadets from Q4 used as year end figure.	Data is recorded for RESPECT courses, Fire Cadets and Prince’s Trust courses. Attendance on youth engagement courses was higher than compared to 2017/18.												
Age 	 <table border="1" style="display: none;"> <caption>Age Distribution Data</caption> <thead> <tr> <th>Age Group</th> <th>Attendees</th> </tr> </thead> <tbody> <tr> <td>9-11</td> <td>182</td> </tr> <tr> <td>12-14</td> <td>246</td> </tr> <tr> <td>15-17</td> <td>208</td> </tr> <tr> <td>18-20</td> <td>70</td> </tr> <tr> <td>21+</td> <td>43</td> </tr> </tbody> </table>	Age Group	Attendees	9-11	182	12-14	246	15-17	208	18-20	70	21+	43	Attendees were most commonly aged between 12-14 closely followed by 15-17. In previous years, the most common age group has been 15-17; however, there has been a reduction in cadets and respect attendees from this age group
Age Group	Attendees													
9-11	182													
12-14	246													
15-17	208													
18-20	70													
21+	43													
Gender 	 <table border="1" style="display: none;"> <caption>Gender Distribution Data</caption> <thead> <tr> <th>Gender</th> <th>Attendees</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>267</td> <td>36%</td> </tr> <tr> <td>Male</td> <td>482</td> <td>64%</td> </tr> </tbody> </table>	Gender	Attendees	Percentage	Female	267	36%	Male	482	64%	As with previous trends, more men than women attended courses. Work is undergoing to encourage more women to attend courses. Increases in female representation on Respect and Princes Trust courses has been offset against decreases in female cadets.			
Gender	Attendees	Percentage												
Female	267	36%												
Male	482	64%												
Ethnicity 	<p>93% (698) White British 3% (22) Not Known 2% (12) White Other 1% (5) White Irish <1% (3) Any other mixed background</p>	<p>Ethnicity trends remain broadly similar to previous quarters, with the majority of attendees identifying as White British.</p> <p><small>*Only the top 5 ethnicities are shown in this report for reasons of confidentiality. 9 attendees from 7 other ethnicities are not shown in the summary table</small></p>												
Disability 	<p>9% (67) with a disability.</p>	This is lower than in 2017/18. There was a particularly high proportion of Prince’s Trust attendees with a disability in 2017/18 which has dropped in 2018/19.												
Religion 	<p>65% (268) Christian 32% (131) No Religion 3% (13) Other <1% (2) Muslim</p> <p><small>*1 other attendee selected a religion not summarised above.</small></p>	<u>Data on religion is not collected for Respect attendees.</u> Compared to 2017/18, fewer attendees declared no religion with an increase in Christian and ‘other’.												
Sexual Orientation 	<p>49% (83) Declined to State 40% (67) Heterosexual 8% (13) Bisexual 3% (5) Gay/Lesbian</p>	<u>Data on sexual orientation is only collected for Princes Trust participants.</u> There was an increase of Princes Trust participants who declined to state their sexual orientation compared to 2017/18.												


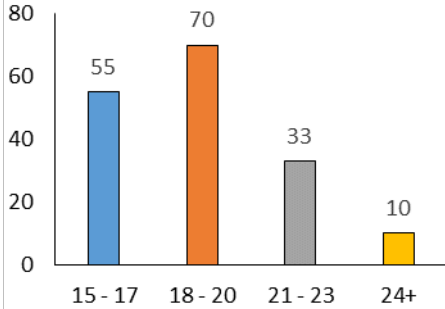

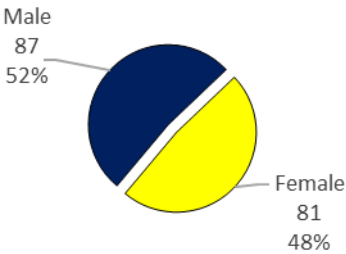




Respect Summary

	End of Q4 2018/19	Commentary									
Attendees on Respect courses	334	93 more individuals attended respect courses in 2018/19 compared to 2017/18.									
<p>Age</p> 	 <table border="1"> <caption>Attendees by Age Group</caption> <thead> <tr> <th>Age Group</th> <th>Number of Attendees</th> </tr> </thead> <tbody> <tr> <td>9 - 11</td> <td>182</td> </tr> <tr> <td>12 - 14</td> <td>137</td> </tr> <tr> <td>15 - 17</td> <td>15</td> </tr> </tbody> </table>	Age Group	Number of Attendees	9 - 11	182	12 - 14	137	15 - 17	15	The majority of attendees were aged 9-11. Similar proportions were seen in 2017/18.	
Age Group	Number of Attendees										
9 - 11	182										
12 - 14	137										
15 - 17	15										
<p>Gender</p> 	 <table border="1"> <caption>Attendees by Gender</caption> <thead> <tr> <th>Gender</th> <th>Number of Attendees</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>121</td> <td>36%</td> </tr> <tr> <td>Male</td> <td>213</td> <td>64%</td> </tr> </tbody> </table>	Gender	Number of Attendees	Percentage	Female	121	36%	Male	213	64%	National statistics suggest that school exclusion is more common amongst boys, resulting in more boys attending RESPECT courses. The majority of attendees on Cheshire RESPECT courses in recent years have been male.
Gender	Number of Attendees	Percentage									
Female	121	36%									
Male	213	64%									
<p>Ethnicity</p> 	<p>96% (319) White British 3% (11) White Other</p> <p>*4 other attendees stated ethnicities that were not in the above summary</p>	The majority of attendees were White British. The proportion is slightly higher than previous years.									
<p>Disability</p> 	<p>2% (8) of attendees stated a disability.</p>	The percentage of attendees stating a disability is lower than in previous years.									


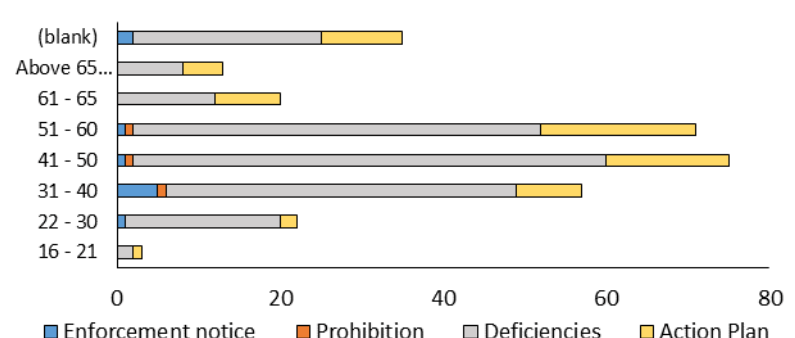


Cadets Summary


	End of Q4 2018/19	Commentary										
Attendees on Cadet Schemes	247	There were a similar number of cadets compared to the same point in 2017/18.										
Age 	 <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Age Group</th> <th>Number of Attendees</th> </tr> </thead> <tbody> <tr> <td>9 - 11</td> <td>0</td> </tr> <tr> <td>12 - 14</td> <td>109</td> </tr> <tr> <td>15 - 17</td> <td>138</td> </tr> <tr> <td>18+</td> <td>0</td> </tr> </tbody> </table>	Age Group	Number of Attendees	9 - 11	0	12 - 14	109	15 - 17	138	18+	0	The majority of cadets are aged between 15 and 17 years. However, the gap between the number of attendees aged 15-17 and those aged 12-14 age groups has reduced.
Age Group	Number of Attendees											
9 - 11	0											
12 - 14	109											
15 - 17	138											
18+	0											
Gender 	 <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Gender</th> <th>Number of Attendees</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>65</td> <td>26%</td> </tr> <tr> <td>Male</td> <td>182</td> <td>74%</td> </tr> </tbody> </table>	Gender	Number of Attendees	Percentage	Female	65	26%	Male	182	74%	The proportion of female cadets (26%) is slightly lower than recorded in 2017/18 (28%). This is due to slight decreases in female cadets alongside slight increases in male cadets.	
Gender	Number of Attendees	Percentage										
Female	65	26%										
Male	182	74%										
Ethnicity 	<p>91% (226) White British 4% (11) Not Known 2% (5) White Irish</p> <p>*5 attendees stated 5 other ethnicities that are not shown in the summary above.</p>	The majority of attendees are White British, in line with local population demographics.										
Disability 	<p>3% (8) stated a disability.</p>	There was a slight decrease in the number of cadets stating a disability compared to 2017/18.										
Religion 	<p>52% (128) No Religion 45% (112) Christian 2% (6) Other</p> <p>*1 attendee stated a religion that was not shown in the above summary.</p>	Slight decrease in the % of cadets stating no religion with a slight % increase in Christian cadets compared to 2017/18.										

Princes Trust Summary


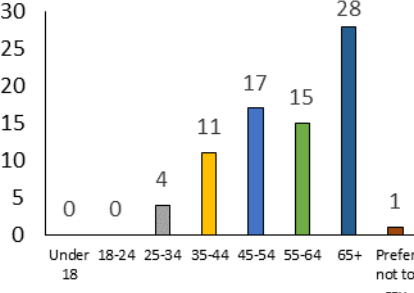

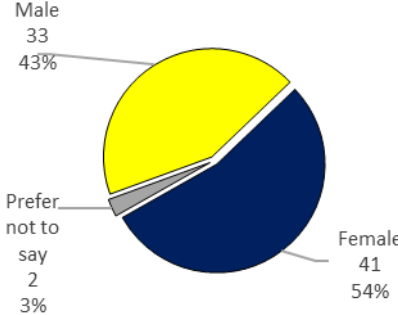



	End of Q4 2018/19	Commentary										
Attendees on Prince's Trust courses	168	The number of attendees was lower than 2017/18, but the same as in 2016/17.										
<p>Age</p> 	 <table border="1"> <caption>Age Distribution</caption> <thead> <tr> <th>Age Group</th> <th>Number of Attendees</th> </tr> </thead> <tbody> <tr> <td>15 - 17</td> <td>55</td> </tr> <tr> <td>18 - 20</td> <td>70</td> </tr> <tr> <td>21 - 23</td> <td>33</td> </tr> <tr> <td>24+</td> <td>10</td> </tr> </tbody> </table>	Age Group	Number of Attendees	15 - 17	55	18 - 20	70	21 - 23	33	24+	10	The most common age for Prince's Trust attendees was 18-20. In previous years, it has been 15-17.
Age Group	Number of Attendees											
15 - 17	55											
18 - 20	70											
21 - 23	33											
24+	10											
<p>Gender</p> 	 <table border="1"> <caption>Gender Distribution</caption> <thead> <tr> <th>Gender</th> <th>Number of Attendees</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>87</td> <td>52%</td> </tr> <tr> <td>Female</td> <td>81</td> <td>48%</td> </tr> </tbody> </table>	Gender	Number of Attendees	Percentage	Male	87	52%	Female	81	48%	The % of female Prince's Trust attendees was just under 50% in 2018/19, an increase compared to previous years.	
Gender	Number of Attendees	Percentage										
Male	87	52%										
Female	81	48%										
<p>Ethnicity</p> 	<p>91% (153) White British</p> <p>*7 attendees stated 5 ethnicities that were not in the above summary.</p>	As with other youth engagement schemes, the majority of attendees identified as White British.										
<p>Disability</p> 	<p>30% (51) stated a disability.</p>	Nearly a third of all Prince's Trust attendees declared a disability. This is slightly lower than 2017/18, however much higher than other youth engagement schemes.										
<p>Religion</p> 	<p>83% (140) No Religion</p> <p>11% (19) Christian</p> <p>*9 other attendees stated 3 other religions not shown above.</p>	Similar religious trends in Prince's Trust attendees were seen compared to previous years.										
<p>Sexual Orientation</p> 	<p>49% (83) Declined to State</p> <p>40% (67) Heterosexual</p> <p>8% (13) Bisexual</p> <p>3% (5) Gay/Lesbian</p>	There was a large increase of Prince's Trust participants who declined to state their sexual orientation compared to 2017/18. This is due to a high proportion of decline to state attendees in the Q3 period.										

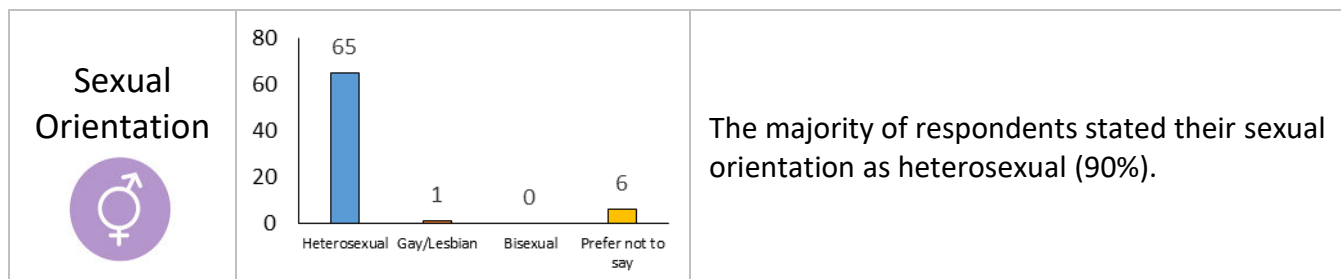
Protection – Business Premises Audits

	End of Q4 2018/19						Commentary																																													
Audits Included	1402						There was a 20% increase (+230) in the number of business audits carried out compared to the same period in 2017/18.																																													
Age 	 <table border="1" style="display: none;"> <caption>Age Group Outcomes</caption> <thead> <tr> <th>Age Group</th> <th>Enforcement notice</th> <th>Prohibition</th> <th>Deficiencies</th> <th>Action Plan</th> </tr> </thead> <tbody> <tr> <td>(blank)</td> <td>0</td> <td>0</td> <td>25</td> <td>10</td> </tr> <tr> <td>Above 65...</td> <td>0</td> <td>0</td> <td>10</td> <td>5</td> </tr> <tr> <td>61 - 65</td> <td>0</td> <td>0</td> <td>15</td> <td>5</td> </tr> <tr> <td>51 - 60</td> <td>0</td> <td>0</td> <td>50</td> <td>20</td> </tr> <tr> <td>41 - 50</td> <td>0</td> <td>0</td> <td>60</td> <td>15</td> </tr> <tr> <td>31 - 40</td> <td>5</td> <td>2</td> <td>40</td> <td>10</td> </tr> <tr> <td>22 - 30</td> <td>0</td> <td>0</td> <td>20</td> <td>2</td> </tr> <tr> <td>16 - 21</td> <td>0</td> <td>0</td> <td>2</td> <td>1</td> </tr> </tbody> </table>						Age Group	Enforcement notice	Prohibition	Deficiencies	Action Plan	(blank)	0	0	25	10	Above 65...	0	0	10	5	61 - 65	0	0	15	5	51 - 60	0	0	50	20	41 - 50	0	0	60	15	31 - 40	5	2	40	10	22 - 30	0	0	20	2	16 - 21	0	0	2	1	The largest number of outcomes were taken at businesses owned by people aged 41-50, whereas in 2017/18, the most common age group was 51-60. However, the % breakdown of outcomes between the different age groups were similar.
Age Group	Enforcement notice	Prohibition	Deficiencies	Action Plan																																																
(blank)	0	0	25	10																																																
Above 65...	0	0	10	5																																																
61 - 65	0	0	15	5																																																
51 - 60	0	0	50	20																																																
41 - 50	0	0	60	15																																																
31 - 40	5	2	40	10																																																
22 - 30	0	0	20	2																																																
16 - 21	0	0	2	1																																																
Outcome	All	Enforcements	Prohibitions	Alterations	Deficiencies	Action Plans	In line with previous years, the most common outcome of audits where action was taken was the reporting of deficiencies. There was a large decrease in the number of deficiencies reported (-84), compared to a small increase in the number of prohibitions issued (+1) compared to 2017/18.																																													
Number of Outcomes Included	296	10	3	0	215	68																																														
Gender 	Male 55% Female 34% Decline to answer 11%	Male 40% Female 40% Decline to answer 20%	Male 33% Female 67%	NA	Male 53% Female 37% Decline to answer 10%	Male 63% Female 24% Decline to answer 13%	Whilst having fewer overall deficiencies and action plans, there has been a slight % increase in these being issued for businesses owned by men compared to 2017/18. Overall, % outcomes against female business owners have decreased.																																													
Ethnicity 	77% White British 11% Decline to answer 3% Any other white background	60% White British 20% Decline to answer 10% Any other white background 10% Any other Asian background	67% White British 33% Any other Asian background	NA	78% White British 10% Decline to answer 3% Any other white background	78% White British 13% Decline to answer 3% Any other ethnic group	There was a slightly higher number of deficiencies found in BAME owned businesses (+3) compared to 2017/18.																																													


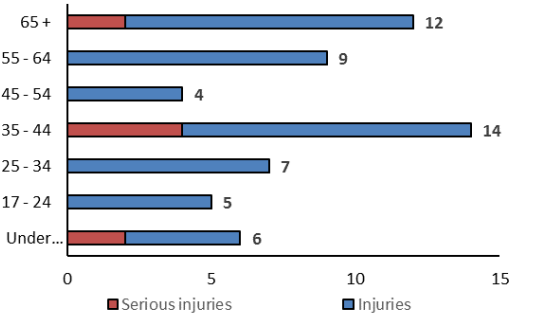

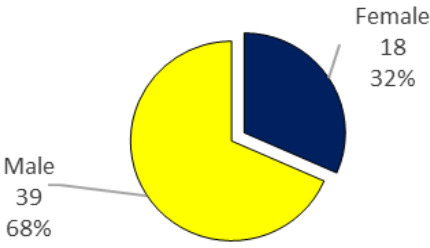

Disability 	4 people recorded a disability	0 recorded disability	1 recorded disability	0 recorded disability	2 recorded disability	1 recorded disability	4 business premises owners with an action taken against them declared a disability.
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Service Delivery – After the incident consultation



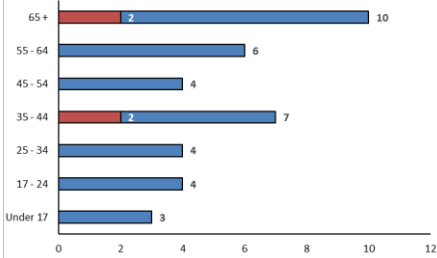

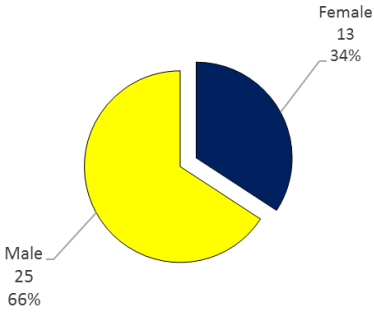

	End of Q4 2018/19	Commentary																		
People Included	<p style="text-align: center;">77</p> <p style="text-align: center;">*Not all questions are answered in each returned survey.</p>	<p>Fewer surveys were received compared to 2017/18 (111).</p>																		
Age 	 <table border="1"> <caption>Age Distribution</caption> <thead> <tr> <th>Age Group</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Under 18</td><td>0</td></tr> <tr><td>18-24</td><td>0</td></tr> <tr><td>25-34</td><td>4</td></tr> <tr><td>35-44</td><td>11</td></tr> <tr><td>45-54</td><td>17</td></tr> <tr><td>55-64</td><td>15</td></tr> <tr><td>65+</td><td>28</td></tr> <tr><td>Prefer not to say</td><td>1</td></tr> </tbody> </table>	Age Group	Count	Under 18	0	18-24	0	25-34	4	35-44	11	45-54	17	55-64	15	65+	28	Prefer not to say	1	<p>The majority of respondents (37%) were aged 65+, which follows on from 2017/18 (45%).</p>
Age Group	Count																			
Under 18	0																			
18-24	0																			
25-34	4																			
35-44	11																			
45-54	17																			
55-64	15																			
65+	28																			
Prefer not to say	1																			
Gender 	 <table border="1"> <caption>Gender Distribution</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Male</td><td>33</td><td>43%</td></tr> <tr><td>Female</td><td>41</td><td>54%</td></tr> <tr><td>Prefer not to say</td><td>2</td><td>3%</td></tr> </tbody> </table>	Gender	Count	Percentage	Male	33	43%	Female	41	54%	Prefer not to say	2	3%	<p>The majority of respondents were female (54%), which follows on from 2017/18 (60%).</p>						
Gender	Count	Percentage																		
Male	33	43%																		
Female	41	54%																		
Prefer not to say	2	3%																		
Ethnicity 	<p>99% (75) White British</p>	<p>The % of White British respondents was slightly higher compared to 2017/18 (94%).</p>																		
Disability 	<p>53/66 responses stated no disability.</p>	<p>Of the 66 responses to this question, 53 stated no disability. The most common disability stated was hearing impairment (5).</p>																		
Religion 	<p>61% (40) Christian 30% (20) No Religion</p>	<p>The majority of respondents chose Christianity as their religion, repeating the result from the same period of 2017/18 (71%). A higher % of respondents had no religion compared to 2017/18 (21%).</p>																		



Service Delivery – Injuries and Fatalities occurring as a result of fire

	End of Q4 2018/19	Commentary																								
<p>People Included</p>	<p>1 Fatality 57 Injuries (8 serious)</p>	<p>4 fewer injuries were recorded than in the same period in 2017/18. A smaller number of serious injuries was also recorded (-6). *Injuries data can be subject to change if new information is found from validation or investigations.</p>																								
<p>Age</p> 	 <table border="1"> <thead> <tr> <th>Age Group</th> <th>Injuries</th> <th>Serious Injuries</th> </tr> </thead> <tbody> <tr> <td>65+</td> <td>12</td> <td>2</td> </tr> <tr> <td>55-64</td> <td>9</td> <td>0</td> </tr> <tr> <td>45-54</td> <td>4</td> <td>0</td> </tr> <tr> <td>35-44</td> <td>14</td> <td>4</td> </tr> <tr> <td>25-34</td> <td>7</td> <td>0</td> </tr> <tr> <td>17-24</td> <td>5</td> <td>0</td> </tr> <tr> <td>Under...</td> <td>6</td> <td>1</td> </tr> </tbody> </table>	Age Group	Injuries	Serious Injuries	65+	12	2	55-64	9	0	45-54	4	0	35-44	14	4	25-34	7	0	17-24	5	0	Under...	6	1	<p>Injuries were most common among those aged 35-44. 4/8 serious injuries recorded came from this age group. This is a younger age group than predicted by our targeted risk methodology; however, there was a slight increase in injuries to individuals aged 65+ (+2). Numbers are relatively small to make definite conclusions and prevention work will have impacted on the number of injuries occurring to those aged over 65.</p>
Age Group	Injuries	Serious Injuries																								
65+	12	2																								
55-64	9	0																								
45-54	4	0																								
35-44	14	4																								
25-34	7	0																								
17-24	5	0																								
Under...	6	1																								
<p>Gender</p> 	 <table border="1"> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>39</td> <td>68%</td> </tr> <tr> <td>Female</td> <td>18</td> <td>32%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Male	39	68%	Female	18	32%	<p>Far more men than women were involved in incidents that caused injuries. Our targeted risk methodology predicts that more men will be injured, however in 2017/18, there were more injuries to females.</p>															
Gender	Count	Percentage																								
Male	39	68%																								
Female	18	32%																								
<p>Ethnicity</p> 	<p>88% (50) British 7% (4) Not Stated 4% (2) Any Other 2% (1) Other White</p>	<p>This includes all British identities, not just White British. As with previous quarters, the majority of victims of fire injuries were British.</p>																								

Service Delivery – Injuries and Fatalities occurring as a result of Accidental fires in the home

	End of Q4 2018/19	Commentary
People Included 	0 Fatalities 38 Injuries (4 serious)	1 more injury was recorded than the same period in 2017/18. There were 4 serious injuries in accidental fires in the home, compared to 8 in 2017/18. *Injuries data can be subject to change if new information is found from validation or investigations.
Age 		The over 65+ age group accounted for the largest number of injuries (10). In 2017/18, 45-54 (10) followed by 65+ (9) accounted for the most injuries. 2/10 serious injuries were seen in the 65+ age group, a slight increase compared to 2017/18 (1).
Gender 		In line with risk methodology, more men than women obtained injuries from accidental dwelling fires, although numbers are small. This is a change from 2017/18 where more females were injured in accidental dwelling fires.
Ethnicity 	87% (33) British 5% (2) Not Stated 5% (2) Any Other 3% (1) Other White	This includes all British identities, not just White British and continues the same trend from 2017/18.



















Appendix 1 – Whole-time Recruitment Campaign Breakdown

		Applications	Top 400	Invited to interview	Successful at interview	Took up position	Started Course
Total Numbers	% values presented below represent the number in each category divided by the total applicants in each stage	1898	400	266	22	20	15
Age	Under 18	0.4%	0.5%	0.4%	0.0%	0.0%	0.0%
	18-24	24.7%	25.3%	26.7%	18.2%	15.0%	13.3%
	25-40	69.1%	69.3%	69.9%	77.3%	80.0%	86.7%
	41-59	5.2%	4.0%	2.6%	4.5%	5.0%	0.0%
	NA/Blank	0.6%	1.0%	0.4%	0.0%	0.0%	0.0%
Gender	Male	85.7%	86.8%	89.1%	68.2%	70.0%	66.7%
	Female	14.0%	12.3%	10.5%	27.3%	25.0%	33.3%
	Prefer Not To Say	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%
	Self Describe	0.2%	0.3%	0.4%	4.5%	5.0%	0.0%
	N/A / Blanks	0.1%	0.5%	0.0%	0.0%	0.0%	0.0%
Ethnicity	Asian or Asian British - Any Other Asian Background	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Asian or Asian British - Indian	0.1%	0.3%	0.4%	0.0%	0.0%	0.0%
	Asian or Asian British - Pakistani	0.1%	0.3%	0.4%	0.0%	0.0%	0.0%
	Black & Black British - African	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Black & Black British - Any Other Black Background	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Black & Black British - Caribbean	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
	Chinese	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Mixed - Any Other Mixed Background	0.4%	0.5%	0.4%	0.0%	0.0%	0.0%
	Mixed - White & Asian	0.6%	0.5%	0.8%	4.5%	0.0%	0.0%
	Mixed - White & Black African	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Mixed - White & Black Caribbean	0.9%	0.3%	0.4%	0.0%	0.0%	0.0%
	Other	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	0.9%	1.5%	1.5%	0.0%	0.0%	0.0%
	White - Any Other White Background	1.8%	1.3%	1.1%	0.0%	0.0%	0.0%
	White British	84.7%	89.3%	88.7%	81.8%	85.0%	80.0%
White Irish	1.2%	1.8%	1.5%	4.5%	5.0%	6.7%	
N/A / Blanks	8.6%	4.5%	4.9%	9.1%	10.0%	13.3%	
Religion	Buddhist	0.6%	0.5%	0.4%	0.0%	0.0%	0.0%
	Christian	39.6%	39.3%	40.6%	40.9%	45.0%	40.0%
	Jewish	0.2%	0.3%	0.0%	0.0%	0.0%	0.0%
	Muslim	0.4%	0.5%	0.8%	0.0%	0.0%	0.0%
	None	52.2%	49.5%	48.5%	50.0%	50.0%	53.3%
	Other	0.3%	0.8%	0.8%	0.0%	0.0%	0.0%
	Catholic	0.3%	0.3%	0.4%	0.0%	0.0%	0.0%
	Humanist	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%
	Methodist	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Mormon	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Pagan	0.1%	0.3%	0.4%	0.0%	0.0%	0.0%
	Roman Catholic	0.2%	0.3%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	5.2%	7.0%	7.5%	4.5%	5.0%	6.7%
	Sikh	0.2%	0.5%	0.8%	4.5%	0.0%	0.0%
N/A / Blanks	0.6%	0.8%	0.0%	0.0%	0.0%	0.0%	
Disability	No	96.2%	96.3%	97.4%	100.0%	100.0%	100.0%
	Yes	2.0%	2.0%	1.9%	0.0%	0.0%	0.0%

	Prefer not to say	0.6%	0.8%	0.4%	0.0%	0.0%	0.0%
	N/A / Blanks	1.2%	1.3%	0.4%	0.0%	0.0%	0.0%
Sexual Orientation	Heterosexual	84.0%	81.3%	79.3%	72.7%	70.0%	60.0%
	Bisexual	4.7%	6.5%	7.5%	0.0%	0.0%	0.0%
	Prefer not to say	6.3%	7.8%	8.6%	13.6%	15.0%	20.0%
	Gay/Lesbian	4.3%	4.0%	4.5%	13.6%	15.0%	20.0%
	N/A / Blanks	0.6%	0.5%	0.0%	0.0%	0.0%	0.0%

% breakdowns are calculated against total numbers for the stage.

Wholetime recruitment 2018/19

 <p>1898 Registrations</p>	<p> 86% Male</p> <p> 14% Female</p> <p><small>*1% other responses</small></p>	<p>85% White British</p> <p>9% Blank</p> <p>2% White Other</p> <p>1% White Irish</p> <p>1% Prefer not to say</p> <p><small>*Only top 5 ethnicities are shown</small></p>	<p>84% Heterosexual</p> <p>9% LGBT</p> <p>6% Prefer not to say/Blank</p> <p><small>*1% left field blank</small></p>
 <p>Top 400 Invited to practical</p>	<p> 87% Male</p> <p> 12% Female</p> <p><small>*1% other responses</small></p>	<p>89% White British</p> <p>5% Blank</p> <p>2% White Irish</p> <p>2% Prefer not to say</p> <p>1% White Other</p>	<p>81% Heterosexual</p> <p>11% LGBT</p> <p>8% Prefer not to say/Blank</p>
 <p>266 Invited to interview</p>	<p> 89% Male</p> <p> 11% Female</p> <p><small>*<1% other responses</small></p>	<p>89% White British</p> <p>5% Blank</p> <p>2% Prefer not to say</p> <p>2% White Irish</p> <p>1% White Other</p>	<p>79% Heterosexual</p> <p>12% LGBT</p> <p>9% Prefer not to say/Blank</p>
 <p>22 Successful at interview</p>	<p> 68% Male</p> <p> 27% Female</p> <p><small>*5% other responses</small></p>	<p>82% White British</p> <p>9% Blank</p> <p>5% White Irish</p> <p>5% Mixed - White and Asian</p>	<p>73% Heterosexual</p> <p>14% LGBT</p> <p>14% Prefer not to say/Blank</p>
 <p>20 Took up position</p>	<p> 70% Male</p> <p> 25% Female</p> <p><small>*5% other responses</small></p>	<p>85% White British</p> <p>10% Blank</p> <p>5% White Irish</p>	<p>70% Heterosexual</p> <p>15% LGBT</p> <p>15% Prefer not to say/Blank</p>
 <p>15 Started Course</p>	<p> 67% Male</p> <p> 33% Female</p>	<p>80% White British</p> <p>13% Blank</p> <p>7% White Irish</p>	<p>60% Heterosexual</p> <p>20% LGBT</p> <p>20% Prefer not to say/Blank</p>

Conclusion and Next Steps

Cheshire Fire and Rescue Service is keen to ensure that the monitoring data collated in this report is used to inform its employment practices and service delivery. As a result, this information has been used to develop policies and practices, key examples of which are as follows:

1. **Positive Action in Recruitment** – The Service has seen encouraging progress in terms of attracting recruits from under-represented groups, particularly as concerns women and members of the LGBT community. This will continue to be built on throughout 2019/20, with investment in more campaigns and initiatives, and in the communications campaign referred to above. Specifically, the Service intends to look at new and innovative ways of encouraging members of BAME communities to join. Initial ideas include: carrying out research as to why members of BAME communities may or may not choose to join the fire and rescue service; carrying out engagement work with BAME communities outside of the Service area; and working closely with sector BAME staff network groups.
2. **Staff profile** – The Service is similarly committed to ensuring that it retains a diverse workforce once staff are in post, and that staff from under-represented groups have access to development and promotion opportunities. Following the introduction of ‘best in class’ maternity and adoption policies, the Service will be looking to improve the offering in respect of paternity leave and supporting staff through the menopause.
3. **Stonewall Workplace Equality Index** – Work will continue in respect of the Service’s commitment and reputation for LGBT inclusion. Building on learning from ‘*Proud to Provide*’, we will seek to strengthen links with local LGBT groups, particularly those supporting older people, so that the Service is in the best possible position to support vulnerable communities. The Service has been visible at six Prides throughout 2019, the majority of which have been organised locally by stations, culminating in the Service’s tenth annual appearance at Manchester Pride. This signals the value placed on LGBT inclusion both externally to communities, and internally to staff. The intention is that this work will support and strengthen the Service’s submission to the 2020 Workplace Equality Index.
4. **Staff Network Groups** – The Service currently has in place staff network groups, specifically FirePride and FirePride Allies, for LGBT staff and supporters, and Limitless. The Service also works with Women in the Fire Service and the Asian Fire Service Association nationally. To ensure that these networks are open and accessible to all members of staff, the Service plans to run a campaign highlighting the value of them and encouraging staff and volunteers to be actively involved.
5. **EDI Awareness raising** – The Service already has in place a number of routes for ensuring that its staff are educated on and understand the EDI agenda. However, the Service is committed to reviewing this offering in 2019/20 to make sure that the awareness

For any queries or comments on this report, or on equality and diversity in general, please contact Melanie Hockenhull (Equality and Inclusion Officer) on 01606 868414 or equalities@cheshirefire.gov.uk

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 4TH SEPTEMBER 2019
REPORT OF: NICK EVANS
AUTHOR: JESSICA BURTON AND LEE MCGARITY

SUBJECT: SAFEGUARDING REPORT 2018-19

Purpose of Report

1. The purpose of this paper is to outline the number of safeguarding referrals that have been made by Cheshire Fire and Rescue Service from January 2018 to the end of May 2019. Information about future developments is also included.

Recommended: That

[1] This report be noted; and

[2] The future developments suggested in paragraph 29 be noted.

Background

2. Cheshire Fire and Rescue Service accepts and closely manages its responsibilities as a public service, ensuring that all adults and children it interacts with are kept safe and free from harm.
3. The Safeguarding Children policy requires the Prevention Youth Engagement Manager to provide an annual report detailing the findings of routine safeguarding policy compliance audits.
4. This is the first year that this report will also include details of adult safeguarding referrals and identified trends and analysis.
5. From January 2018 to May 2019, there have been eighteen children's safeguarding referrals submitted and on all occasions, the referrals have complied with the policy.
6. From January 2018 to May 2019, there have been twenty-five adult's safeguarding referrals submitted and on all occasions the referrals have complied with the policy.
7. It is apparent from the audits undertaken and summarised in this paper, that the Safeguarding Children and Safeguarding Adult policies and procedures are effective and well embedded within the organisation.

Information

8. The Service is committed to ensuring that all adults, children and vulnerable young people, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse. All observations, disclosures and allegations of abuse are taken seriously and responded to swiftly and appropriately. All staff, both paid and unpaid, working for the Service have a responsibility to report concerns to the appropriate Designated Safeguarding Officer detailed within the policies.
9. The Safeguarding Children policy provides a framework to ensure that all personnel, both paid and volunteers, comply with the policy procedures which are designed to support the recommendations of the Children Act 2004 (S.10).
10. The Safeguarding Adults policy provides the framework within which members of the Service shall report matters of concern wherever an adult at risk is subject to harm, abuse or neglect. This includes self-neglect or harm and abuse or neglect arising from poor service provision or professional practice. Compliance with this policy ensures that the Service works in support of local authority statutory responsibilities as set out in the Care Act 2014.
11. Key milestones during this reporting period regarding the Safeguarding Children policy and preventative work completed to support CFRS staff and volunteers:
 - Staff attended the annual NSPCC Safeguarding Conference 'how safe are our children' which had a large focus on internet safety.
 - Staff attended NSPCC Designated Safeguarding Officer Training.
 - The Safeguarding Children E-Learning package has been rewritten and launched on learn pro reflecting recent changes to the Working Together to Safeguard Children 2018 document.
 - Local Authority Designated Officer (LADO) refresher training has been delivered by Warrington Local Safeguarding Children Board to SMT, HR, Youth and Operational Managers within the service.
 - A Deputy Safeguarding Lead for children has been established to promote further resilience when dealing with safeguarding concerns. This is the Youth Development Manager for the service.
 - Training has been delivered to youth staff covering conflict resolution when working with young people.
 - A recent external Local Safeguarding Children Board (LSCB) and Local Safeguarding Adult Board (LSAB) audit has been conducted to ensure frontline staff are aware of internal referral processes.

12. Key milestones during this reporting period regarding the Safeguarding Adult policy and preventative work completed to support CFRS staff and volunteers:
- The Adult safeguarding policy reviewed and brought up to date to reflect recent legislation changes.
 - A recent external Local Safeguarding Children Board (LSCB) and Local Safeguarding Adult Board (LSAB) audit conducted to ensure frontline staff are aware of internal referral processes.
 - Refresher training and policy awareness for all Station Managers and Group Managers completed.
 - New external provider of Safeguarding training identified and planned training dates proposed for all Prevention staff and Service Delivery managers.
 - Local Authority Designated Officer (LADO) refresher training delivered by Warrington Local Safeguarding Children Board to SMT, HR, Youth and Operational Managers within the service.

Children and Young Persons Reporting Data:

13. The Service works with young people in order to promote positive safety messages that assist in making them aware of the dangers of fire, arson and road traffic collisions. We offer children and young people the opportunities to engage with the Service and develop themselves in order to become more skilled, safer and responsible citizens who offer a positive contribution to their local community. This work is important but must only be done in accordance with the policy. Non-compliance with the policy by Service employees or volunteers is considered a serious disciplinary offence.
14. The routine annual audit shows that the number of referrals has decreased during 2018 (table 1 and 2).
15. Table 1: Number of referrals by year:

Year	2017	2018-2019
No.	20	18

Table 2: 2018 referrals by area:

2018-2019 Area Referral Split	
Cheshire East	2
Cheshire West and Chester	3
Halton and Warrington	13

Table 3: A breakdown of the referrals received:

Breakdown of referrals by source	
Fire Cadets	1
Firesafe Scheme	0
HSA visits	3
Fire Incidents	7
Prince's Trust Team	5
Targeted Youth Support Team	2

16. The referrals were concerned with a range of issues. However, it is apparent from the audit that staff both paid and unpaid are working with an increasing number of young people with, at times, complex mental health issues. Although, nationally an increase in mental health has been statistically proven it is also noted that the support services and statutory interventions remain limited which identifies gaps in support for vulnerable children and young people. Youth staff working within our youth engagement team have noticed a large increase in pastoral care that is required to promote positive emotional wellbeing for young people living within our communities.
17. There have been a number of other incidents which relate to the children and young people we work with, however, on the gathering of the information it became apparent that these issues did not amount to a safeguarding referral. The children and young people were referred to alternative support agencies that specialised in advice and guidance around their specific need.
18. Fundamentally, the purpose of this policy is to ensure the safety of all children, young people and vulnerable young people whom the Service comes in contact with. Furthermore, it provides processes which provide protection for the Service and the individuals who work for it. It remains critical that all Service personnel, and volunteers continue to raise concerns regarding children to the relevant safeguarding leads so informed decisions can be made. This will ensure that we are fulfilling our requirements as an organisation to keep children and young people safe from harm and allow them to receive the specialist interventions that may be required.

Adult Reporting Data:

19. The Service continues to identify and subsequently work with vulnerable adults across Cheshire. Once identified the Prevention team will case manage the person, if appropriate to do so, and will work with partners to ensure the safety of each individual. This work is important but must only be done in accordance with the policy. Non-compliance with the policy by Service employees or volunteers is considered a serious disciplinary offence.

20. The routine annual audit shows that the number of referrals has increased during 2018-19 (table 4 and 5). This is due to the amount of data captured within this reporting period. For the year of 2018 alone, we saw a small decrease in the number of referrals made, 19 compared to 21 in 2017.

Table 4: Number of referrals by year:

Year	2017	2018/2019
No.	21	29

Table 5: A breakdown of the referrals made:

Main Issue Identified:	Mental Health	Hoarding	Self Neglect
Total number:	15	6	8

NB: Of the 15 mental health safeguarding referrals nine of these included an alcohol or substance misuse issue and three included a smoking issue. Three of the six hoarding referrals included an issue with Dementia or Alzheimer's. One of the self neglect referrals also included a smoking issue.

Table 6: A breakdown of the referrals made by unitary area:

Breakdown of referrals by unitary area	
Cheshire East	14
Cheshire West and Chester	1
Halton and Warrington	14

21. As indicated by table 5 above, the majority of the referrals made by the Service have mental health as the main contributing factor. The Service has recently completed a secondment to enable a member of staff to work within Cheshire and Wirral Partnership as a mental health engagement officer. Their role is to engage with the service users of Cheshire Wirral Partnership (CWP) to reduce the risk of fire. It is also to promote the fire risks within these households to the staff of CWP.
22. Each of the breakdowns for referral has an element of mental health as a consideration. This is a very complex area and one that the Prevention team has gained excellent partnership agency contacts for quick resolutions and referral pathways.
23. The Service has been working with each of the four unitary local authorities to help resolve the hoarding encountered within properties. A letter was sent to the head of environmental services in each local authority. This highlighted

the powers afforded to local authority housing officers and environmental officers in the most extreme cases encountered.

Future Developments

24. A number of future developments have been identified during the policy's operation, these include:
- A full review of the Children's Safeguarding Policy.
 - A full review of the Adult's Safeguarding Policy.
 - PAPYRUS mental health training to be provided to all staff in the Youth Engagement Department who regularly work with complex young people to support them with their day to day practice.
 - Safeguarding process flow chart to be developed and a copy provided to all staff with up to date contact details for the Designated Safeguarding Officer including the Deputy Safeguarding Officer.
 - Safeguarding training to be commissioned to train those staff who specialise in working with children and young people. Safeguarding refreshers to operational crews to be delivered. This is required every two years to ensure staff remain upskilled relating to safeguarding.
 - Refresher safeguarding training provided to all operational staff ensuring that the referral processes continue to be embedded.

Financial Implications

25. There are no known financial implications associated with the submission of this paper.

Legal Implications

26. All referrals complied with the policies and reporting procedures and therefore there are no legal implications associated with the information in this report.

Equality and Diversity Implications

27. The Children and Young People programmes ran by the service are fully inclusive. Young people from all backgrounds and abilities can access our programmes. All children and young people can engage in our interventions regardless of gender, marital status, gender realignment, disability, race, colour, ethnic group, national origins, nationality, religious belief or sexual orientation.
28. All interventions carried out with adults are fully inclusive and carried out regardless of gender, marital status, gender realignment, disability, race, colour, ethnic group, national origins, nationality, religious belief or sexual orientation.

Environmental Implications

29. As a Fire and Rescue Service, we have a pivotal role to play regarding the environment. All our children and young people programmes support the Service's environment policy and targets.

**CONTACT: NAOMI THOMAS, GOVERNANCE AND CORPORATE PLANNING
MANAGER**

TEL [01606] 868804

BACKGROUND PAPERS: NONE

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 4TH SEPTEMBER 2019
REPORT OF: HEAD OF PREVENTION
AUTHOR: MARK SHONE

SUBJECT: SAFETY CENTRAL PERFORMANCE REPORT

Purpose of Report

1. To present a review of the performance of Safety Central, the Service's safety and lifeskills education centre, during its first two years of operation – from July 2017 to June 2019.

Recommended:

- [1] Members review and consider the information presented in this report.

Background

2. *Our First Two Years Bringing Safety to Life* is the first formal report of Safety Central's performance since it was established in July 2017. Now that the centre is running in 'steady state' the intention is to report annually, with the next report due in September 2020.

Information

3. The report comprises five key sections to give Members a comprehensive overview of activity at Safety Central over the last 24 months: headline performance; programmes and events; partnerships; staffing and volunteering; and plans for the year ahead.
4. The centre welcomed a total of 13,440 visitors between 17th July 2017 and 30th June (the end of Q1) 2019. Of these, 8,064 were children and young people and 1,358 were adults from a total of 317 schools and community groups from Cheshire East, Cheshire West and Chester, Halton and Warrington boroughs. The remaining visitors comprised group leaders and helpers and stakeholders attending the centre for meetings or training. On the basis of future bookings, visitor numbers are forecast to be more than 9,000 for 2019-20.
5. Visitors who took part in the centre's learning evaluation showed an average improvement of 79% in their basic safety and lifeskills knowledge following a visit. Of the teachers who completed feedback cards, 100% rated their visit as good and very good and 100% would visit again. 93% of children and young people and 98% of adult visitors rated their visited 4 or 5 out of 5.

6. Safety Central is now running four core learning programmes, three aimed at children and young people and one at adult community groups. In addition, more than 20 agencies regularly use the centre for learning events throughout the year.
7. The centre's team has worked with a total of 45 partners over the last two years. These comprise organisations that sponsor the volunteer programme or fund travel costs for disadvantaged groups, provide resources and equipment, attend the centre to help deliver activities or help to develop lesson plans.
8. A total of 6,809 volunteer hours have been logged over the two years with a notional value of £78,933.54. At the end of the reporting period there were 26 volunteer rangers actively engaged with the centre and this has very recently risen to 31. A survey of rangers shows high levels of satisfaction with their volunteering experience.

Financial Implications

9. Safety Central's revenue costs are met from the Prevention Department budget. An annual grant of £10,000 from SP Energy Networks supports the running of the volunteer ranger programme and it is anticipated that this will be available until 2024.

Legal Implications

10. Cheshire Fire Authority has a statutory duty to promote fire safety through the provision of information, advice and publicity. The work at Safety Central clearly furthers other work that the Service carries out within the field.

Equality and Diversity Implications

11. Safety Central's facilities and learning programmes were subject to full Equality Impact Assessments (EIA) during the development phase. All lesson plans are underpinned by 'mini EIAs'. A total of 558 children and young people from non-mainstream educational provision visited the centre during the reporting period.

Environmental Implications

12. There are no environmental implications for Members to consider.

**CONTACT: NAOMI THOMAS, GOVERNANCE AND CORPORATE PLANNING
MANAGER
TEL [01606] 868804
BACKGROUND PAPERS: 'OUR FIRST TWO YEARS BRINGING SAFETY TO
LIFE, SEPTEMBER 2019'**

Our first two years of bringing safety to life

A report for Cheshire Fire and Rescue Service's Performance and Overview Committee

September 2019



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1. Introduction

Cheshire Fire Authority's long-held ambition to establish a facility dedicated to safety education was realised on Monday 17th July 2017, when Safety Central threw open its door to its first ever visitors.

On that day, we welcomed our first school, bringing to life an idea first tabled in 2000 and the culmination of four years of detailed research, planning and design work that began in 2013.

More than 14,000 people have since passed through Safety Central, gaining important skills and knowledge to keep themselves and others safe and well at home, on the road and in the community. The centre is the largest of its kind in the country and is already gaining a reputation as one of the most forward thinking.

This was confirmed in January 2019 when we won a **silver award in the prestigious iESE Public Sector Transformation Awards**, in recognition of our work to improve the lives of local people and our potential to reduce demand on public services. We were also shortlisted in the **Excellence in Fire and Emergency Awards 2018** and, at the time of this report being written, in the **UK Heartsafe Awards 2019**.

After two full years of operation, refining what we do and how we deliver it, we are now operating in 'steady state'. The time is therefore right to produce a formal report of our work. Moving forward, we will report each September on our performance and progress from the previous financial year, our key challenges and our plans for the year ahead.



However, it would be remiss not to begin this first report by recognising the support of our many and varied partners during our first 24 months.

Firstly, our thanks go to **Cheshire Fire Authority**, which approved the centre's business case in February 2014 and which continues to meet its revenue costs. We are particularly grateful to the Members who formed a small Sounding Board, working closely with the project team to generate ideas, review designs and help gain wider support for the scheme.

We must also acknowledge the leaders and chief executives of Cheshire's **four local authorities**, **Cheshire Constabulary**, the local **NHS** and the **Royal Society for the Prevention of Accidents** who endorsed Cheshire Fire Authority's bid to the former Department of Communities and Local Government (DCLG) Transformation Fund. As a result, we were awarded more than £1.9m to match the Authority's capital investment in the centre.

A large number of other public, private and third sector organisations have given their time, energy and resources to get the Safety Central show on the road. In recognition of their support, they are detailed in the partnerships section of this report on page 13.

And last but by no means least we must extend our sincerest gratitude to our **volunteer rangers**. Without them giving many hours of their own time, we would not be able to deliver our programmes and make a difference to so many children, young people and community groups.



Key milestones

September 2013	Desk research and fieldwork to inform business case.
February 2014	Business case approved by Cheshire Fire Authority.
May 2014	Full-time project manager appointed, detailed design work on building begins.
September 2014	Plans approved by Warrington Borough Council.
December 2014	DCLG awards Transformation Fund grant of £1.9m.
November 2015	Year of detailed programme development, scenario design and stakeholder engagement culminates with conference to confirm learning themes.
March 2016	ISG Ltd. begins construction with ground-breaking ceremony attended by local children. Programme development continues.
October 2016	Bookings open to primary and secondary schools, with most days during the 2017/18 academic year filled by Christmas.
March 2017	ISG handover building to project team and Paragon Creative and sponsors start scenic and interactive installation.
June 2017	Lymm Fire Station becomes operational.
July 2017	Fit out complete, followed by test visits from partner schools.
August 2017	Programmes refined in light of school feedback and first cohort of volunteer rangers trained.
September 2017	Key Stage 2 and 3 schools programmes launch.
March 2018	Official opening by HRH The Princess Royal abandoned owing to severe winter storm.
April 2018	Key Stage 1 schools programme launches in response to demand from teachers and 5,000 th visitor passes through the doors.
September 2018	HRH The Princess Royal is able to travel to Cheshire and officially open Safety Central.
December 2018	Adult community group programme launches as centre welcomes its 10,000 th visitor.
July 2019	30 th volunteer ranger becomes active and total visitors forecast to exceed 14,000.



2. Headline performance

The following table summarises the numbers and types of visitor to Safety Central, where they are from, what they think of their experience and the number of volunteers we engage.

This information is reported monthly on our social media channels and around the centre and quarterly to Unitary Performance Groups and the Performance and Overview Committee, through the performance report. It draws from our visitor database, quiz software, volunteer rota system and responses from visitors to our freepost feedback cards.

	July 2017 to March 2018	April 2018 to March 2019	April to June 2019 (Q1)	Total since opening
Individual visitors				
Children and young people	3,313	Mainstream 3,335	Mainstream 858	8,064
		Non-mainstream 432	Non-mainstream 126	
Accompanying adults	645	534	179	1,358
Adult community group visitors	-	934	288	1,222
Community group helpers	-	205	37	242
Stakeholders attending training or meetings	533	1,500	521	2,554
Total visitors	4,491	6,940	2,009	13,440
Visiting school and community groups by local authority area*				
Cheshire East	32	32	14	78
Cheshire West and Chester	25	40	18	83
Halton	11	19	7	37
Warrington	27	31	6	64
Pan-Cheshire	2	36	1	39
Out of county	2	10	4	16
Total	99	168	50	317

* Where schools and groups have visited in successive years, these have been counted as fresh visits owing to them bringing new children, young people or adults.



	July 2017 to March 2018	April 2018 to March 2019	April to June 2019 (Q1)	Total since opening
Evaluation and visitor experience				
Average improvement in key subject knowledge following a visit	88%	76%	72%	79% average
Teachers rating their visit as 'good' or 'very good'	100% of 110 responding		100% of 39 responding	100% of 149 responding
Teachers who would visit again	100% of 110 responding		100% of 39 responding	100% of 149 responding
Percentage of children and young people scoring their visit 4 or 5 out of 5	93% of 1,045 responding		93% of 132 responding	93% of 1,117 responding
Percentage of adult community group visitors scoring their visit 4 or 5 out of 5	-	-	98% of 54 responding	-
Volunteer ranger programme				
Total number of volunteers active at end of period	20	25	26*	-
Volunteers who left during period	2	5	1	8
Volunteer hours logged	1,880	3,957	1,052	6,889
Notional value of volunteer hours at Scale 3 (£9.94ph)	£18,687.20	£39,332.58	£10,456.88	£78,933.54

* In the first weeks of Q2 this figure rose to 31 following a cohort of new rangers becoming active.

We are currently forecasting visitor numbers to reach our 2019/20 target of 9,000 and most term-time days during the forthcoming academic year are now booked. Notwithstanding any cancellations, which are very infrequent, or groups bringing fewer visitors than planned, which is sometimes the case, this would represent a 30% increase on visitor numbers this year.

Other established safety education centres report annual visitor numbers of between 6,000 and 15,000, but significant differences in the way they run their programmes make direct comparisons difficult to draw.



3. Programmes and events

Members of Cheshire Fire Authority were very clear when they approved the business case that the centre should offer learning opportunities to all vulnerable groups, not just mainstream primary school children.

For that reason we have developed a suite of core programmes that address the avoidable harms children, young people and older adults are likely to face at key points in their lives. This mirrors the approach of several other UK safety education centres.

Our core programmes at a glance

SAFETYSTARS	<ul style="list-style-type: none"> • Aimed at children aged 5-7 in Years 1 and 2 at KS1. • Five 20-minute games focussing on fire, home and road safety, five ways to wellbeing and healthy eating. • Activity book, colouring and outdoor space available at break times and lunch. • Maximum of 40 children across five teams, each with two rangers – one facilitating, one acting ‘unsafely’ to help reinforce messages.
SAFETYQUEST	<ul style="list-style-type: none"> • Aimed at children aged 9-11 in Years 5 and 6 at KS2. • Twelve quick-fire activities lasting 12 to 36 minutes covering subjects above plus online, water, electricity, farm and building site safety, basic first aid, bullying and journey planning. • Based around the choices of a fictional family, introduced in the cinema room, and evaluated using quiz software. • Maximum of 60 children across five ranger-led teams.
LESSONS4LIFE	<ul style="list-style-type: none"> • Aimed at young people aged 13+ in Year 9 at KS3. • Some elements also utilised in bespoke visits for Respect, Prince’s Trust, pupil referral units and cadet and uniformed youth groups. • Currently four 45-minute sessions covering fire and road safety, plus two optional topics delivered by key partner agencies – the most popular choices being crime and consequences, cybersafety and LGBT identities. • Maximum of 40 young people across four staff or partner-led teams.
SAFER TOGETHER	<ul style="list-style-type: none"> • Aimed at community groups including Women’s Institutes, Rotary Clubs, churches, social clubs, residents’ associations and carers’ groups – not specifically for older people. • Four 25-minute activities focussing on fire safety, accidents at home and assistive technology, personal safety and online scams. • Maximum of 40 people across four staff or ranger-led teams.

Although we endeavour to work to standard session plans, they are easily adapted and tailored for groups with specific needs. Examples include delivering our KS2 activities to adults with learning disabilities and inviting partner agencies to help us focus our KS3 session around specific issues in particular geographical areas.



Timetabling

In January 2018 we introduced a new timetabling framework to enable us to better plan and resource the day-to-day running of the centre.

This reflects what we now know about volunteer ranger availability and the preferences of certain visitor groups. It also ensures that smaller special interest groups do not monopolise the centre at the expense of larger school or community groups, thus compromising overall visitor numbers.

Because our four local authorities take different school holidays, this timetable applies for much of the year apart from about five weeks during the summer and two weeks at Christmas.

	9.30am to 2.30pm	2.30pm to 5pm	6.30pm to 9pm
MONDAY	SAFETYSTARS SAFETYQUEST LESSONS4LIFE	SAFERTOGETHER	SAFERTOGETHER UNIFORMED YOUTH GROUPS HEARTSTART FIRECHOIR
TUESDAY			
WEDNESDAY			
THURSDAY			
FRIDAY	BESPOKE VISITS	<i>TEAM PLANNING</i>	<i>CLOSED</i>
SATURDAY	SAFERTOGETHER	ROAD SAFETY	
SUNDAY	ROAD SAFETY		

The summer holidays have proven popular with community groups and also allow for a 'shutdown' week of maintenance and deep cleaning.

In 2017 and 2018 the centre has closed for two weeks over Christmas and New Year, when there is no visitor demand and ranger availability is low. This has the advantage of enabling staff to take an extended period of annual leave or catch up on administrative tasks.

A routine technical shutdown, to allow scenarios to be serviced and repaired, takes place one Monday each month. This helps to facilitate planning meetings, development time or additional ranger training.

Other regular learning events

In addition to our core programmes, other functions of the Prevention Department are encouraged to make use of the centre's facilities and do so on a frequent basis. Selected not-for-profit public and third sector partners, who share our vision of a safer Cheshire, Halton and Warrington, are also regular guests.

These may take place during school programme slots or holidays and include:

- **Ashworth Extended Services** using scenarios for a 'living soap opera' written by young people excluded from mainstream education



- **apprentice and work experience student** training and shadowing opportunities
- **Biker Down** courses, run at weekends throughout the year
- **'bring your child to work' family days** for fire and joint corporate services colleagues
- **British Heart Foundation Community Heartstart** sessions, run by Lymm Rotary Club one evening a month and supported by a Safety Central ranger
- **Cheshire Autism Practical Support (ChAPS)** family safety days
- **Cheshire Downs Syndrome Support** family safety days
- **Child Brain Injury Trust** family safety days
- **Cheshire Safer Schools and Young People's Partnership** and **Collaborate Digital**, who run an annual cybersafety competition
- **Fire cadets**, whose leaders are trained to use certain scenarios in the evenings
- foster family safety sessions for **By The Bridge and Orange Grove fostering agencies**
- **Manchester Camerata**-led workshops for primary schools taking part in their annual safety performance project
- **National Citizenship Service**, using the centre for the first time in summer 2019
- **North West Children in Care Council** activity day and meeting
- **North West Children's Major Trauma Network** fun days for families with children who have suffered serious injury
- **Pedal Smart** courses, run at weekends throughout the year
- **Prince's Trust Team Programmes** visits by young people as part of the course and later with adult community groups as part of their final team challenge
- **Respect** groups
- **Silver Rainbows** older people's LGBT group 'tea and tattles'
- **Think Drive Survive** courses, generally run on selected weekdays
- **YouthFed**, who run monthly themed training for professionals on issues such as mental health, knife crime and cybersafety.

Evaluation

Measuring behavior change in the disciplines of accident prevention and health promotion is problematic because of the difficulty in establishing a 'cause and effect' link between an intervention and any long-term difference in outcomes or attitudes.

For that reason, we have taken a realistic, blended approach that aims to gauge visitors' levels of satisfaction with their Safety Central experience and the levels of understanding about key risk factors before and after a visit.

This is done in the following ways:

PROGRAMME	MEASURE/S
ALL VISITORS	<ul style="list-style-type: none"> • number of people visiting Safety Central, broken down by children and young people, service users and supporting adults • number of groups visiting, broken down by mainstream and non-mainstream education provision, community groups and unitary authority areas



	<ul style="list-style-type: none"> • feedback through social media, cards and letters of appreciation
SAFETYSTARS	<ul style="list-style-type: none"> • 5-question interactive quiz undertaken on arrival and at the end of the tour • satisfaction cards for teachers scoring pre-visit information, enjoyment, benefit to pupils and qualitative feedback
SAFETYQUEST	<ul style="list-style-type: none"> • 12-question interactive quiz undertaken on arrival, at the end of the tour and repeated with a sample of schools six months afterwards (currently under trial) • satisfaction cards for pupils, returned via freepost, scoring levels of enjoyment, favourite activity and three things they will change as a result of their visit • satisfaction cards for teachers scoring pre-visit information, enjoyment, benefit to pupils and qualitative feedback
LESSONS4LIFE	<ul style="list-style-type: none"> • 8-question interactive quiz undertaken on arrival and at the end of the tour • satisfaction cards for students, returned via freepost, scoring levels of enjoyment, favourite activity and three things they will change as a result of their visit • satisfaction cards for teachers scoring pre-visit information, enjoyment, benefit to students and qualitative feedback
SAFERTOGETHER	<ul style="list-style-type: none"> • satisfaction cards scoring levels of enjoyment, most useful activity and three things they will change as a result of their visit

The results of this evaluation are summarised on page 7 of this report, however it is clear that the vast majority visitors enjoy their Safety Central experience and, in the case of teachers or supporting adults, believe it benefits those they bring to the centre.

There is also a marked difference in knowledge and understanding of safety and lifeskill issues before and after a visit. We have amended the evaluation question set over the last two years, in response to comments from teachers in particular, to make it more challenging. Caution should therefore be applied when comparing improvement scores year-on-year.

We are in the process of revisiting a sample of schools and early indications show strong continued retention of knowledge six months after a visit. Work will be carried out this year to test this methodology, before reporting this formally in the next annual report.



Programmes and events

CHALLENGES:

- **capacity management** – ensuring as many groups are able to visit as possible, particularly in evenings, while recognising the finite capacity of the staff and ranger team
- **expectation management** – centre’s popularity means most school slots for 2019/20 academic year full; ensuring groups that most need to visit are able to do so; accepting that there are too many schools in Cheshire for term-time days available
- **relevance** – ensuring staff have time to develop existing programmes to reflect current themes and introduce new programmes if required; ensuring programmes are targeted to groups most in need
- **KS3 programme** – bookings relatively low from secondary schools; partner involvement difficult to plan; some options never chosen
- **evaluation** – quiz has to be dropped if groups run late; longer term outcomes very difficult to measure
- **integration with other Prevention functions** – very difficult to ring-fence time for Respect and Prince’s Trust teams; ad hoc referrals from complex family teams; no formal link with traditional KS2 school visits

SOLUTIONS AND OPPORTUNITIES:

- **trusted partners** – replicating the successful arrangement with Lymm Rotary Club to other trusted agencies to use the centre outside core hours
- **rangers** – increase to 50 and recruit those able to engage during evenings
- **digital booking system** – new website, under construction, will allocate bookings to first available slot and in line with timetabling framework
- **doubling-up** – continuing arrangement of pairing up smaller groups and classes where possible
- **visit limits** – limit schools to two visits per year and prioritise Cheshire schools over those out of county
- **duty visit rota** – ensuring protected time for Centre Manager, Development Officer and Support Officer each week
- **index of multiple deprivation** – using this as the basis for proactive group targeting; using Crimebeat funds to support transport costs where possible. Visits to 15 schools in Halton in September with Safer Schools and Young People’s Partnership to encourage uptake
- **KS3 relaunch** – work already underway to standardise format of visit from September 2019 and ensure it can be used for a wider range of young people’s groups
- **Safety Centre Alliance research project** – participate in multi-centre Evaluation Expertise project in late 2019
- **timetabling** – continue to ensure Fridays are kept clear of mainstream school visits; double up Respect and Prince’s Trust teams where possible
- **Safewise best practice education project** – continue to be sighted on developments nationally



4. Partnerships

The breadth of topics covered at Safety Central means it is essential to draw upon the expertise of trusted partners to help deliver our messages.

At the same time, a range of agencies is recognising that the centre provides the ideal venue to help them address some of their priorities.

This synergy is entirely in line with the ambition expressed by sub-regional leaders and chief executives who supported our bid for transformation funds from the Department of Communities and Local Government in 2014.

Our partnerships, which are recorded and monitored on the Service's partnerships register, are broadly categorised into four different types:

<p>Funding partners</p> <p><i>Provision of funds to support aspects of activity.</i></p>	<ul style="list-style-type: none"> • SP Energy Networks – £10,000 annual sponsorship to fund volunteer ranger programme, plus donation of substation electricity safety scenario • Cheshire Crimebeat – grants to support travel costs for schools in disadvantaged areas
<p>Delivery partners</p> <p><i>Commit staff to deliver sessions as part of our core programmes or as standalone sessions.</i></p>	<ul style="list-style-type: none"> • Cheshire Constabulary – SaferTogether personal and cybersafety activities • Cheshire Safer Schools and Young People's Partnership – Key Stage 3 choices and consequences session • Heartstart (Lymm Rotary Club) – practical resuscitation skills for community groups (evenings) • Magistrates in the Community – Key Stage 3 choices and consequences session • Sanctuary365 – telecare equipment and live call demo during SaferTogether visits • YouthFed – Key Stage 3 cybersafety session
<p>Resource partners</p> <p><i>Donation of equipment or props to bring our educational scenarios to life.</i></p>	<ul style="list-style-type: none"> • Cawley Rail – railway track and level crossing • Changing Lives in Cheshire – furniture for our family home • Diebold Nixdorf – mock ATM for cashpoint safety • Dynniq UK – toucan crossing and maintenance • HM Courts and Tribunals Service – court furniture • ISG Ltd. – building site safety scenario • Normech Ltd. – mock combi boiler and household props • Merseyrail – railway station posters • Oakwood Mobility – mobility scooter • Tesco – current mock convenience store • Warrington Borough Council – recycling bins • Zoll Medical – training automatic defibrillator



Expertise partners

Assist in the development of lesson plans, advise on key messages or help us reach target visitor groups.

- **By the Bridge Fostering** – advice on tailoring Key Stage 3 session
- **Cheshire Autism Practical Support** – awareness training for staff and rangers
- **Cheshire Downs Syndrome Support** – awareness and Makaton training for staff and rangers
- **Cheshire East Council** – brokering contact with schools and community groups
- **Cheshire and Merseyside Public Health Collaborative** – awareness raising of centre
- **Cheshire West and Chester Council** – brokering contact with schools and community groups
- **Co-Op** – new mock convenience store from 2020
- **Dangerpoint** – operational advice
- **Halton Borough Council** – brokering contact with schools and community groups
- **NFU and Farm Safety Trust** – countryside safety messages
- **North West Children’s Major Trauma Network** – data and advice about major injuries, awareness raising
- **North West Regional Cyber Crime Unit** – adult cybersafety
- **NSPCC** – Key Stage 2 bullying messages
- **Proud Trust** – gender identity and sexual orientation awareness for young people
- **Royal Lifesaving Society** – water safety messages
- **Royal Society for the Prevention of Accidents** – trampoline and home safety messages
- **Safe+Sound Staffordshire** – operational advice
- **Safety Centre Alliance** – best practice sharing
- **Silver Rainbows** – gender identity and sexual orientation awareness for older people
- **Warrington Borough Council** – brokering contact with schools and community groups
- **Warrington Visually Impaired People Social Group** – practical guiding skills for rangers

One off events and VIP visits

As well as welcoming the partners listed above, we have been delighted to host a number of special events and visits by high-profile people over the last two years. These have helped to further raise aware of Safety Central’s potential and include:

- **Cheshire Constabulary** senior officer meetings and public order training courses
- **Cheshire Fire Authority** Members’ planning days
- **Cheshire Fire and Rescue Service, Service Management Team** meetings
- **Cheshire East Multi Agency Action Group** meetings and tour
- **Cheshire Equality Leads Forum** meeting and tour



- **Cheshire Magistrates' Bench** meeting and tours
- **Cheshire Police and Crime Panel** public meeting
- **Cheshire and Warrington Sub Regional Leaders' Board** meeting and tour
- **Cheshire West and Chester Safeguarding Board** training
- **Home Office Fire Directorate** tour during visit to Cheshire
- **Her Majesty's Inspectorate of Constabularies and Fire and Rescue Services** focus groups during inspection
- **Her Majesty's Prison Service** Styal, Thorncross and Manchester team meeting
- **High Sheriffs of Cheshire**, Alexis Redmond and Mark Mitchell, meeting and tour
- **Institute of Fire Engineers North West Branch** centenary conference
- **Lancashire Fire and Rescue Service** Prevention Department tour and meeting
- **Lymm Business Network** meeting and tour
- **National Fire Chiefs Council Inclusion Group** meeting and tour
- **North Wales Fire and Rescue Service Arson Team** meeting and tour
- **Oslo City Fire Department** two international best practice sharing days
- **Warrington and Halton Hospitals NHS Foundation Trust** neonatal conference
- **Warrington Safeguarding Board** meetings and training
- **Warrington Primary Heads Association** meetings.

Partnerships

CHALLENGES:

- **Expectation management** – trying to deliver too many different messages on behalf of too many agencies; free use of centre for own purposes
- **Levels of awareness** – still a large number of potentially allied organisations that don't know about our work
- **Longevity of partnerships** – risk of fading if key personnel move on, as has happened at Tesco and led to us being unable to refresh store
- **No obvious appetite for commissioned work** – partners seem happy for us to provide intervention, but funds seem unlikely to be available to support programmes

SOLUTIONS AND OPPORTUNITIES:

- **Core programme/timetable management** – clarity about target groups and themes and availability of centre through website and stakeholder engagement
- **Possible stakeholder event or drop in sessions** – to showcase facility and seek views on priorities and themes
- **Regular contact** – ensure that partners know that they can use, and get value from, the centre in return for their support
- **Support in kind** – donation of time, resources and expertise should be regarded of equal value; suggestion of a Police Community Support Officer to be based at the centre to add value could be explored

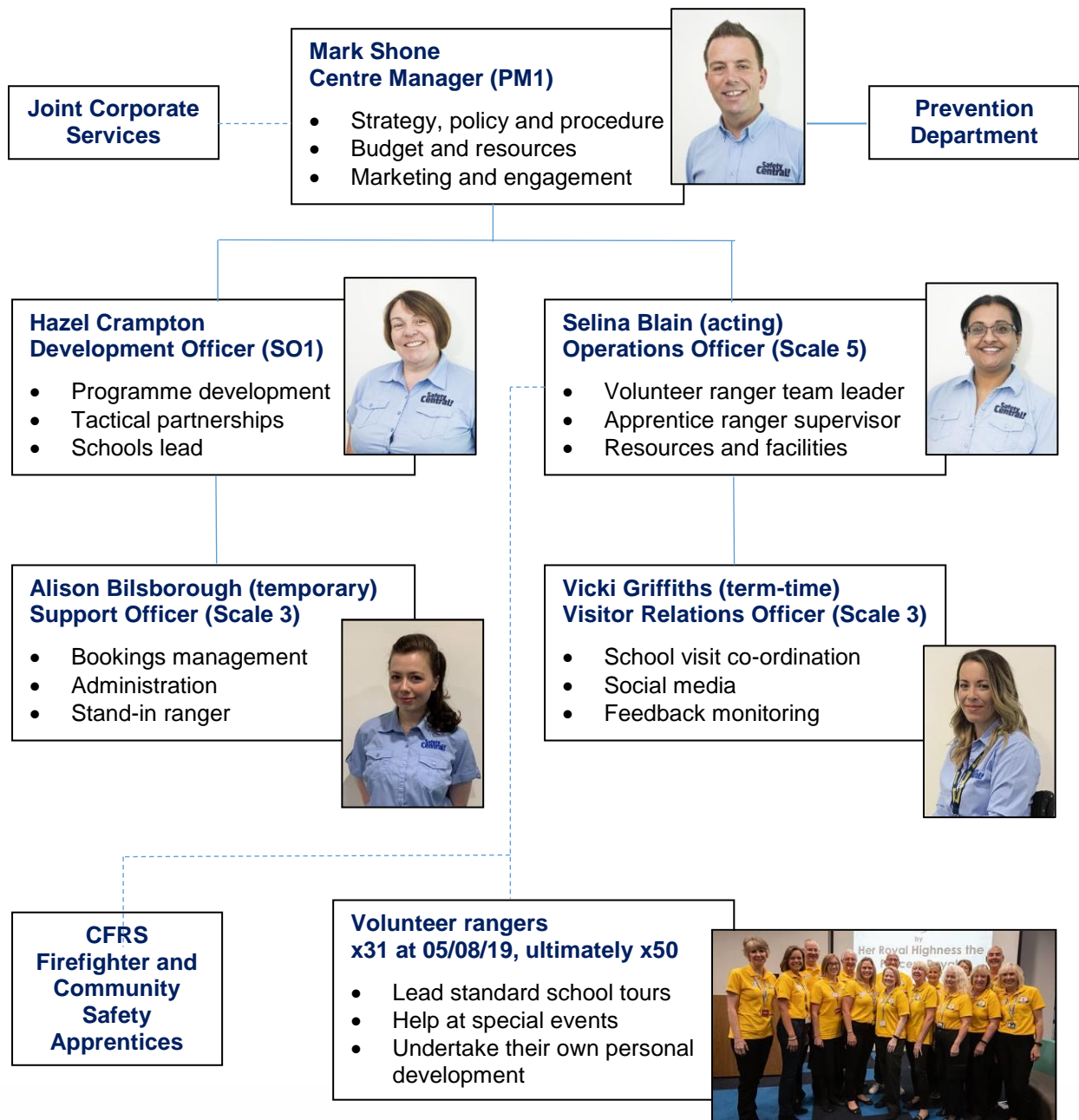


5. Staffing, volunteering and resources

The way in which Safety Central is staffed and resourced was determined and agreed in the months leading up to the centre's launch.

Our staffing model is based on experiences of other safety education centres and balances the need for capacity to run programmes for a large number of visitors, at the same time as being financial sustainable.

Structure and key responsibilities



Staffing

Over the last two years, as the day-to-day running of the centre has become routine, there have been some minor changes to line management. The Support Officer is now managed by the Development Officer in order to manage bookings more effectively, while the Operations Officer manages the recently-introduced post of Visitor Relations Officer, who co-ordinates large school visits.

The post was created specifically for Vicki Griffiths after an accident outside work left her paralysed and unable to fulfil her role as an on-call firefighter. Although not part of the original staffing model, the post has proven invaluable during busy term-time periods and freed up other officers to focus on development work.

Support from the Service's community safety and firefighter apprentices, who supplement ranger numbers when they are available, has been useful while we have been growing the volunteering cohort. The revised format of the apprenticeship programme from September 2019 means all apprentices will spend a month each at the centre during their first year. This provides extra resilience on days where volunteer ranger availability is limited.

Volunteering

Engaging and empowering volunteers to deliver learning activities is an approach adopted successfully by a number of other safety centres. It has many benefits, including:

- being a **cost effective** way of managing large visitor groups and **extending the reach of education programmes** to as many people as possible
- engaging older retired or semi-retired people in **meaningful community work** and equipping them with important safety and lifeskills knowledge
- **attracting talent** into the fire and rescue service by engaging people who may be interested in becoming apprentices, firefighters or community safety practitioners.

An annual grant of £10,000 from SP Energy Networks offsets the cost of running the **Ranger Academy**, our training and development programme to get rangers ready to deliver and support their ongoing learning. It also covers uniform, mileage and any equipment they need to enable them to deliver sessions. This funding is part of SP Energy Networks' public safety plan for the next five years.

In July 2019, MIAA Assurance audited the volunteer ranger programme as part of their 2019/20 audit plan. Their interim finding is that there is 'substantial assurance' of its governance and delivery.

In November 2018 we surveyed the 27 rangers active at the time, to understand their motivations for volunteering, measure their experience and inform future development of the programme. Our intention is to run the survey every two years and to use the results as the basis for an ongoing ranger recruitment, retention and improvement plan.



Sixteen rangers responded, which asked the to rate different aspects of the programme using a level of agreement scale of one to seven (one being 'very dissatisfied', 7 being 'very satisfied').

Aspect	Mean score (1-7)
Eight highest-scoring statements	
Management team highly appreciative of my efforts	6.81
Welcoming atmosphere as a volunteer ranger	6.75
I feel proud to be part of Safety Central	6.75
Management approachable with any concerns	6.73
Place of fun and delivering serious messages – balanced	6.69
Fully understand what is expected for each session	6.69
Safety Central management highly supportive	6.63
Safety Central set-up highly professional	6.63
Five lowest-scoring statements	
Find online SignUp (self rota system) easy to use	5.63
Easy to meet expected commitment of one session per fortnight	5.75
From application to starting time was acceptable	5.88
Find technology in the centre easy to use	5.94
Happy to get involved in promotion around Cheshire	5.94

"The centre is totally customer focused. The team are constantly moving forward and looking to improve an already great programme."

"Has – and is – a challenge which is ongoing, but there is satisfaction in achievement and knowing the children take a lot from the day."

"I enjoy being part of Safety Central and cannot thank the staff enough (or fellow rangers) for that support and welcome which has boosted my confidence and self-esteem."

"I'd like to add re 'the association with Cheshire Fire and Rescue Service' wasn't part of my original motivation but now I know the sort of organisation this is, I would say it's a key reason why I am so proud to be involved here."

"Opportunity to shadow Safety Central staff on a fairly regular basis to keep us on the right track."

"Technological hiccups can be disconcerting e.g. if the wellbeing video isn't available."

"It would be good to get together as a group other than just at Christmas."

"Reimbursement of travel expenses has on occasion been slow."

"Staff enable us to perform to a high level with their dedication and support. This appears to be getting more difficult as the operation expands and demands more of their time."



Resources

There have been no significant issues with the building or its resources since completion in July 2017.

Immediately after fit-outwork was completed, we entered into a contract with Paragon Creative – the company which designed and installed most of our scenery and technology – to undertake monthly service visits and an annual deep clean. This ensured that resources were maintained in a way that preserved their warranties and an ongoing arrangement means faults and minor repairs are addressed swiftly.

Paragon Creative and our primary building contractor ISG Ltd. carried out further work in April 2019 to provide additional ventilation to the hazard-spotting bedroom and burning bedroom scenarios, which were becoming very warm as a result of the special effects. This work, which did not disrupt delivery of our programmes, was covered by a defects clause in Paragon Creative's original contract and spare contingency from the original capital budget.

In July 2019 we learned that Paragon Creative had gone into administration and was to cease trading. An interim maintenance arrangement is in place with a number of trusted technicians and the contract will be put out to competitive tender in the autumn.

In addition to appointing a new scenic and interactives contractor, during 2019/20 we will be reviewing two of our educational scenarios.

Firstly, our popular mock Tesco store is the only part of the centre beginning to show real wear and tear and we are already working with the **Co-Op** to refit this feature towards the end of the year. The Co-Op has recently completed work at the Bristol safety centre (right) and the quality of installation and breadth of education it facilitates is far greater than we currently have in place. The cost will be met in full by the Co-Op and is valued at around £40,000.



Secondly, our rangers tell us that visitors find the building site scenario the least engaging or useful. We believe many of the hazards and workplace health and safety information it covers, could be included in the farmyard area, freeing up space for a new scenario on the urban street scene. We will scope ideas this year, but an early suggestion is that of a 999 control room where the consequences of **hoax calls** can be explored. This scenario works very well at Greater Manchester Fire and Rescue Service's safety and training centre (left).



Staffing, volunteering and resources

CHALLENGES:

- **resilience of staff team** – four full-time and one-part time member of staff sufficient the majority of the time, but stretched during annual leave, sickness absence and involvement in activities such as Limitless, Firepride and Nepal
- **volunteer recruitment** – the centre appeals to an older demographic who live nearby; need to grow numbers to 50 and attract a wider diversity of rangers who are available at different times of day
- **quality assurance** – ensuring rangers continue to deliver activities correctly, stay 'on message' and feel supported
- **cost of mileage expenses** – this will increase as the ranger cohort expands

SOLUTIONS AND OPPORTUNITIES:

- **timetabling** – continue to ensure staff have protected time each week to focus on development work
- **ranger recruitment** – continue to grow volunteer numbers so staff do not need to deliver standard school visits if not enough rangers are available
- **recruitment campaign** – Operations Officer to focus efforts on volunteer bureaux, colleges of further education and large employers county-wide
- **shadowing and 1-1s** – informal shadowing and supervision to take place on the anniversary of every ranger becoming active, from this September
- **monitoring** – close record of expenses being logged and to be reviewed as part of budgeting process later in the year



6. Plans for this year

Work is already well underway towards many of the solutions and opportunities highlighted earlier in this report.

These are summarised below and we look forward to reporting against these in next year's Safety Central annual report.

Key objectives included in the Prevention Department Plan 2019/20.

- Increase overall **visitor numbers to 9,000** between April 1st 2019 and March 31st 2020.
- Recruit and maintain a cohort of **50 volunteer rangers**.
- Work with colleagues in Business Intelligence to develop ways of targeting schools and community groups in **areas of highest need**.
- Develop a relationship with an academic partner to further develop process of **evaluating visits**.
- Achieve the **Council for Learning Outside the Classroom Quality Badge**, to give assurance to teachers about the safety and quality of provision

Other specific actions in support of the key objectives

- Launch a **new user-friendly website**, with integrated booking calendar and ranger sign-up system and to better showcase the centre's work.
- **Refit our mock convenience store** with support from the Co-Op.
- **Appoint a new maintenance contractor** to look after scenic and interactives.
- Explore an alternative educational use for the **building site scenario**.
- **Quality-assure the evaluation methodology for revisiting schools** to test longer-term retention of knowledge.
- **Relaunch the KS3 Lessons4Life** programme in a format more appealing to schools and youth groups.
- Trial shorter version of new KS3 programme with **older uniformed youth groups** such as cadets, scouts and guides.
- Trial bonfire and Halloween sessions for **younger uniformed youth groups**, such as cubs and brownies.
- Trial **public SaferTogether sessions** using Eventbrite, for people who do not belong to a structured community group.
- Further explore options for a programme aimed at **parents and carers of 0-5 year olds**, continuing discussions with the Millie's Trust family first aid charity.
- **Increase social media following** to more than 1,000 on both Twitter and Facebook.



7. And finally...

We wanted to conclude this first annual report with a selection of comments from some of those who have visited Safety Central over the last two years.

"My daughter came home full of all she'd learned and I can honestly say I've never seen her so interested by a school visit!"

"The experience was faultless. Every child was engaged and proactive during the day."

"Sessions pitched at just the right level to challenge and inform our children."

"I was blown away with the activities and the workshops that the young people experience."

"Already booked for next year. Very useful to my Year 6 as they become more independent."

"Very good. Ruby returned home and passed on all the safety education to her brother and sister."

"Children completed work on it when they returned to school as they wanted to share what they had learned."

"A fabulous centre. Very interactive and covered so many different elements of safety."

"Informative and thought-provoking."

"Staff were very patient and supportive of the children's learning needs."

"Staff excellent with children and very accommodating of special needs."

"Best trip my colleagues and I have been on."

"Exactly the messages our children need to hear."

"Fantastic experience. Well-informed rangers, engaging and fun safety messages."

"Our students had a great experience. They behaved better than I have ever seen."

"Rangers were amazing and very knowledgeable."

"Very strong, important messages delivered in an exciting, non-threatening way."



Performance and Overview Committee
Forward Work Programme

Performance and Overview Committee			
	27th November 2019		26th February 2019
1.	Q2 Finance Report	1.	Q3 Finance Report
2.	Q2 Performance Report	2.	Q3 Performance Report
3.	Q2 Programme Report	3.	Q3 Programme Report
4.	Q2 Internal Audit Report	4.	Q3 Internal Audit Report
5.	Annual Health, Safety and Wellbeing report	5.	Annual Bonfire Report
6.	Annual Road Safety Report	6.	Equality Monitoring – 6 Monthly Update
7.	Interim Bonfire Report (TBC)	7.	Internal Audit Recommendations Progress Update
8.	On the Streets Project - Annual Report		
9.	HMICFRS – Action Plan 6 monthly update		
10.	Workforce Planning		
11.	Internal Audit Recommendations Progress Update		

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