



**Wednesday, 24 November
2021
10.00 am**

**Meeting of
Performance and
Overview Committee
Sadler Road
Winsford
CW7 2FQ**

Contact Officer:
Kirsty Jennings
Democratic Services

Cheshire Fire and Rescue Service, Clemonds Hey, Winsford, Cheshire, CW7 2UA

Tel: 01606 868641
E-mail: kirsty.jennings@cheshirefire.gov.uk

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The Agenda is usually divided into two parts. Most business is dealt with in the first part which is open to the public. On some occasions some business may need to be considered in the second part of the agenda, in private session. There are limited reasons which allow this to take place, e.g. as confidential information is being considered about an individual, or commercial information is being discussed.

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**MEETING OF THE PERFORMANCE AND OVERVIEW COMMITTEE
WEDNESDAY, 24 NOVEMBER 2021**

Time : 10.00 am

Lecture Theatre - Sadler Road, Cheshire

AGENDA

PART 1 - Business to be discussed

1 PROCEDURAL MATTERS

1A Recording 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 - 8)

To confirm as a correct record the Minutes of the meeting of the Performance and Overview Committee held on 8th September 2021.

ITEMS REQUIRING DISCUSSION/DECISION

2 Finance Report - Quarter 2 2021-22

(Pages 9 - 22)

3 Programme Report - Quarter 2, 2021-22

(Pages 23 - 42)

4 Performance Report - Quarter 2, 2021-22

(Pages 43 - 90)

5 HMICFRS Inspection Action Plan

(Pages 91 - 92)

6 Internal Audit Quarter 2 Progress Report

(Pages 93 - 106)

7 Annual Health, Safety and Wellbeing Report 2020 - 21

(Pages 107 - 122)

8 Annual Road Safety Report 2020-21

(Pages 123 - 136)

9 Interim Bonfire Report

(Verbal Report)

10 Mental Health - 6 Month Update Report 2021

(Pages 137 - 142)

11 The Prevention Department's Annual Partnership Report 2020-2021 (Pages 143 - 158)

12 Forward Work Programme (Pages 159 - 160)

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

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**MINUTES OF THE MEETING OF THE PERFORMANCE AND OVERVIEW COMMITTEE
held on Wednesday, 8 September 2021 at Lecture Theatre - Training Centre, Sadler
Road, Winsford, Cheshire CW7 2FQ at 10.00 am**

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

1 PROCEDURAL MATTERS

A Recording of Meeting

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

B Apologies for Absence

There were no apologies received.

C Declaration of Members' Interests

There were no declarations of Members' interests.

D Notes of Informal Meeting of Members of Performance and Overview Committee

RESOLVED:

That the notes of the Informal Meeting of Members of Performance and Overview Committee held on Wednesday 21st July 2021 be noted.

2 FINANCE REPORT, QUARTER 1, 2021-22

The Treasurer introduced the report, which provided Members with a review of the Service's forecast financial performance and information about progress with the 2021-22 capital projects.

He drew Members attention to the forecast revenue spending with the overall position at the first quarter of a forecast overspend of £709k. He outlined how Covid-19 had affected the level of funding from the Cheshire billing authorities with a reduction in business rate grants of £535k. The Treasurer reported that the operational staff pay award of 1.5%, payable from July 2021 amounted to an additional cost of £287k, was not included in the 2021-22 budget, (the full-year equivalent of £383k).

The Treasurer referred Members to Appendix 2, the Movement in Reserves 2021-22, and outlined the proposed movements to and from the reserves.

Members were satisfied with the content of the report and approved the movement in reserves set out in Appendix 2.

RESOLVED: That

[1] the forecast outturn position – Quarter 1 2021-22 be noted; and

[2] the movement in reserves as set out in Appendix 2 be approved.

3 PERFORMANCE REPORT, QUARTER 1, 2021-22

The Business Support Manager introduced the report, which provided an update on the Service's Quarter 1 2021-22 performance for each of the Key Performance Indicators (KPIs). The report included the Corporate Scorecard, which reflected the Quarter 1 position against targets set and the year-on-year direction of travel for the KPIs.

The Business Support Manager focussed on the KPIs where targets had not been achieved providing further context to the figures.

- The number of Safe and Well (SaW) visits delivered to properties of Heightened Risk was impacted due to Covid-19 with 2320 completed in Quarter 1. Service Delivery staff were recommencing SaW delivery in October 2021, with a target of 5000 to be completed by end of 2021-22.
- The Thematic Inspections completed by Operational Crews were impacted due to Government Covid restrictions and premises being closed in Quarter 1. The premises that could not be inspected have been scheduled to be inspected over the coming months.
- The target for the Risk Based Inspection Programme (RBIP) was missed by one audit. RBIP visits have restarted as a consequence of the lifting of Government restrictions. The missed audit has now taken place.
- The figures for Average Days/Shifts Lost to Sickness are above target and double Quarter 1 figures for last year. The increase was attributed in some part to delays to NHS diagnosis/treatment/ intervention due to Covid-19. The long-term absence figure has been reduced from 25 cases to 5.
- 72 Working Days were Lost to Injury because of three incidents. One incident involving an On-Call fire fighter sustaining an injury during training resulted in 49 days being recorded as lost. The On-Call absence recording methodology was being reviewed to provide a more representative method of reporting. At present it overstates the absence.

- The On-call Availability had decreased from 77% in Quarter 4 to 64% in Quarter 1. The Head of Service Delivery explained that in Quarter 4 lockdown measures meant many on-call staff were working from home or furloughed from their primary employment inflating the on-call availability figure. Quarter 1 coincided with the lifting of travel restrictions, annual leave being taken and long-serving watch managers and crew managers leaving the service.

The Head of Service Delivery described the actions that had been taken to increase availability e.g. the ongoing recruitment programme and the on-call programme team operating from the on-call fire stations.

A Member questioned why the availability of the secondary on-call appliance at Winsford was at 45%. The Head of Service Delivery outlined the struggle with recruitment for secondary appliances generally and a plan was in place at Winsford to recruit operational staff to fill the roles; however, this was a 2-year programme.

A Member requested an update on how Covid-19 was affecting the current staffing figures. The Head of Service Delivery advised that the service had maintained a low figure for staff absence due to rigorous Covid measures. Where Covid cases did occur the outbreak was actively managed and isolation of staff as a precautionary measure was used where possible.

A Member questioned how the long-term sickness had been reduced from 21 cases to 5. The Assistant Chief Fire Officer advised that the individual cases were actively managed working with the Occupational Health Unit to assist staff back into the workplace in a supported and managed way.

A Member noted that Cheshire West and Chester had the highest percentage of Automatic Fire Alarms in hospitals and questioned what actions were being taken to rectify this. The Head of Service Delivery advised that regular meetings were held with hospital representatives to try to drive down the false alarm calls.

RESOLVED: That

[1] the Performance Report – Quarter 1 2021-22 be noted.

4 PROGRAMME REPORT, QUARTER 1, 2021-22

The Chief Fire Officer and Chief Executive provided Members with an update on the Service's programmes and projects. He mentioned the following:

- Chester Fire Station had recently been officially opened. Lessons learnt had been fed back into the other capital projects.
- Crewe Fire Station planning application had now been submitted.
- A joint facility with fire, ambulance and police at Wilmslow is no longer being pursued.

- A long-term plan was being produced for the drone project. Partners continue to offer some drone capability to fire.
- The Emergency Services Mobile Communications Programme status is red. This is a Government led project and not under CFRS control.
- The Rapid Response Rescue Units are proving difficult to source. However, the first two vehicles are due to be delivered by the end of September.

A Member questioned the role of the Fire Service on speed limits on highways and raised concerns that new housing developments with private driveways did not consider the access for emergency services. The Chief Fire Officer and Chief Executive explained that the Cheshire Road Safety Partnership would feed into the consultation on road speed limits. He advised that the Fire Service was not a statutory consultee on development plans, standards were set by the Local Authority through their Local Development Plans. The Deputy Chief Fire Officer asked Members to share details of any housing developments causing concern. The local fire crew could visit the location to assess any risks.

A Member requested a demonstration of the drone capability. The Chief Fire Officer and Chief Executive advised this would be arranged at the Training Centre when the project was further forward.

A Member requested further information on the work being undertaken by the Road Safety Group. It was agreed that this would be an item on a future Members Planning Day.

RESOLVED: That

[1] the Performance Report – Quarter 1 2021-22 be noted.

5 SAFETY CENTRAL ANNUAL REPORT 2020-21

The Interim Safety Central Manager introduced the report, which presented a review of the performance of Safety Central between 1st April 2020 and 31st March 2021.

She explained the report comprised four key sections to provide an overview of Safety Central's work over the last 12 months; how the team supported the pandemic response, delivery of limited family and school visits during summer 2020, development work and plans for 2021/22.

The Interim Safety Central Manager advised that a targeted marketing campaign had generated more than 131 school bookings for the 2021/22 academic year, 47 of which were new to the centre.

She explained the centre was now open to schools three days a week and from January 2022 all programmes will be re-introduced. 28 volunteers have been

retained with 4 more going through the recruitment process, with the ambition to develop this to 50 volunteers by March 2022.

The Interim Safety Central Manager noted that the Co-op had funded the revamp of the shop scenario.

A Member asked how schools were contacted. The Interim Safety Central Manager advised that emails were sent direct to school heads and that schools were also encouraged to attend using social media and word of mouth.

RESOLVED: That

[1] the Safety Central Annual Report 2020-21 be noted.

6 EQUALITY, DIVERSITY AND INCLUSION ANNUAL REPORT 2020-21

The Equality and Inclusion Officer introduced the report, which provided a summary of key issues covered in the Service's Equality, Diversity and Inclusion Annual Report 2020-21. He referred Members to the Key Accomplishments from the last six months, in particular:

- The number of female employees had increased from 17% to 19%. With female staff working in operational positions increasing from 7.7% to 9.3%. Cheshire Fire was ranked 6th in the country for female employees in fire and rescue services.
- The Service has recruited more staff from different ethnic backgrounds increasing the figure from 4.1% to 4.3%, with 5% of recent applications coming from people of BAME heritage.
- Work continues on neurodiversity projects to support learning and development, including a new dyslexia assessment tool that has been specifically designed for the fire and rescue sector.
- E-learning modules had been updated and new e-learning packages focusing on Unconscious Bias and Stress Awareness have been launched. Equality, Diversity and Inclusion training has been completed throughout the service.

The Director of Transformation advised that a third of applicants for the high potential development scheme were female.

RESOLVED: That

[1] the Equality, Diversity and Inclusion Annual Report 2020-21 be noted.

7 PROSECUTIONS ANNUAL REPORT 2020-21

The Protection Group Manager introduced the report which presented an update on Cheshire Fire Authority's prosecutions under the Regulatory Reform Order 2005 during the financial year 2020-21. Last year there was one successful prosecution.

He outlined the disruption to investigating cases and a backlog in prosecutions due to the Covid-19 Pandemic. There are currently twelve cases in various stages of the prosecution process. These include 1 case awaiting sentencing, 1 case due in magistrate's court, 2 cases at draft summons stage and 8 cases with suspects under investigation.

A Member asked how fast food outlets were engaged with. The Protection Group Manager advised officers have, over recent years, visited more of these businesses to help them reduce risk and comply with regulations.

RESOLVED: That

- [1] the contents of this paper be noted; and**
- [2] prosecutions remain on the Performance and Overview Committee future work programme for annual review.**

8 NORTH WEST FIRE CONTROL ANNUAL REPORT 2020-21

Station Manager Tam Blair introduced the report which provided information about the performance of North West Fire Control (NWFC) during the year 1st April 2020 to 31st March 2021.

He summarised: the current system performance which included information on the availability, faults and speed of the mobilising system; information about call handling and mobilising performance; the cost of the service; staff performance; and business continuity.

A Member questioned if 'what3words' was being used by the Service. The Station Manager advised that it was being used. However, it was a manual process at NWFC.

RESOLVED: That

- [1] the North West Fire Control Annual Report 2020-21 be noted.**

9 UPG ANNUAL REPORT 2020-21

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 2020-21.

He reminded Members that the reporting period was affected by the Covid Pandemic causing a decrease in activity and an underspend.

RESOLVED: That

[1] the Unitary Performance Groups Annual report 2019-20 be noted.

10 FORWARD WORK PLAN 2021-22

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

Members requested a report on Climate Change to be brought to the Performance and Overview Committee in February 2022.

RESOLVED: That

[1] the Forward Work Programme be noted.

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: HEAD OF FINANCE
AUTHOR: WENDY BEBBINGTON

SUBJECT: FINANCE REPORT – QUARTER 2, 2021-22

Purpose of report

1. The report provides a review of the Service's forecast financial outturn and reports on the progress against 2021-22 capital projects.

Recommended: That Members

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

Background

2. On 10th February 2021, the Authority approved the 2021-22 revenue budget of £46.2m together with a 2021-22 capital programme of £8.2m. This report provides a forecast of the level of expenditure when compared to the approved revenue budget and capital programme.

Information

Coronavirus (Covid-19) Pandemic

3. The Service has continued to serve the public throughout the Coronavirus Pandemic; continuing to provide all the essential services, you expect from it together with support to national response to Covid-19 including vaccinations. Additional costs and a reduction of income fell mainly into 2020-21, following the introduction of the lockdown rules. Some additional costs are continuing into 2021-22 such as additional PPE, cleaning products, waste disposal. The remaining resilience firefighters finished at the end of June 2021.

4. As reported in 2020-21 and the first quarter of 2021-22 the Coronavirus Pandemic has had a significant impact on the collection performance of the Cheshire authorities in terms of both council tax and business rates in 2020-21. Under normal regulations, the Authority's share of these deficits would need to be repaid in full during 2021-22; however, the Government permitted these to be spread over three years. As things currently stand, this will only apply to the 2020-21 deficits. The Coronavirus Pandemic impact on funding has been built into the budget for 2021-22 and the Medium Term Financial Plan.

Forecast Revenue Spending

5. The table below summarises the forecast position with some of the key reasons shown in the following narrative and with further details in Appendix 1. Proposed movements to and from Reserves are itemised in Appendix 2.

<u>Summary for 2021-22 Second Quarter</u>	Original Budget £000	Forecast Spend £000	Variance £000
Firefighting and Rescue Operations	28,236	28,834	598
Protection	1,826	1,762	(64)
Prevention	2,374	2,231	(143)
Support Services	10,490	10,361	(129)
Unitary Performance Groups	100	100	-
Centrally held costs & contingencies	677	900	223
Pension costs	716	494	(222)
Capital Financing (incl. investment income)	1,136	1,026	(110)
S.31 Grants	(2,104)	(2,104)	-
Movement in Reserves – capital	1,544	1,682	138
Movement in Reserves – capital (services)	-	447	447
Movement in Reserves – revenue	1,151	722	(429)
Movement in Reserves – revenue (services)	57	(802)	(859)
Net Revenue Position	46,203	44,944	(550)
Funding:			
Revenue Support Grant (RSG)	(4,013)	(4,013)	-
Business Rate Retention Scheme	(9,698)	(9,698)	-
Council Tax Precept	(30,787)	(30,789)	(2)
Business rates S.31 grant	(1,341)	(806)	535
Collection Fund Deficit (business rates)	2,031	2,031	-
Collection Fund deficit (council tax)	84	84	-
Collection Fund deficit S31 grant	(1,974)	(1,974)	-
Local Council Tax support grant	(505)	(505)	-
Total Funding	(46,203)	(45,670)	533
Total forecast underspend			(17)

6. At the end of the first quarter, it was reported that there was a forecast overspend of £709k. The latest position is for a forecast underspend of £17k: i.e. a movement of £726k since Quarter 1, as shown below:

<u>Revenue Budget Forecast Outturn</u>	<u>£000</u>	<u>P&O Committee</u>
Quarter 1 - 30th June 2021	709	8th September 2021
Quarter 2 - 30th September 2021	(726)	24th November 2021
Cumulative amount for 2021-22	<u>(17)</u>	

Funding variations

7. There have been no further updates in Quarter 2 relating to the Authority's funding position. Precepts are in line with the Quarter 1 report. Equally, there has been no change in Quarter 2 relating to business rates income and section 31 grants. More information will come from the four local authorities' returns that are due for completion by the end of January.
8. Work is on going to ensure the estimates for future years are robust and kept in line with the most up to date information from the four local authorities.

Firefighting & Rescue Operation variations

9. Within Firefighting and Rescue Operations at Quarter 2, Service Delivery is incurring £42k in additional overtime costs. Premises costs on stations are forecasted to be up £19k on electricity, down £20k on gas and down £15k on water charges. In addition, business rate refunds during this second quarter have benefitted the Service amounting to £79k. The cost of securing these refunds, to fund the actions of external consultants, has been met from the Property Management budget, as the Estates team has coordinated the exercise.
10. In Quarter 2, Service Delivery staff are still doing less mileage than budgeted partly due to virtual meetings/seminars taking place during the pandemic, saving £7k.
11. Also within Firefighting and Rescue Operations, the Operational Policy and Assurance (OPA) department is reporting progress on some of their one-off projects. These include:
- Replacement operational equipment, lifting bags £34k approved in 2019-20, completed in April 2021
 - Operational training costs of £108k, which were delayed from 2020-21 mainly due to Covid-19
 - High-rise project work going on in 2021-22, financed by funds received in 2020-21
 - A Station Manager role working on ESN / NOGS met from funds received in previous year.

12. The Health and Safety part of OPA is also reporting underspends on medical tests/fees, travel and seminar fees of £9k mainly due to Covid-19. There is also external income of £2k for an Institution of Occupational Safety and Health (IOSH) course that was delivered in May 2021.
13. Costs of the Manchester Arena Public inquiry have placed significant pressure on the North West Fire Control (NWFC) financial position. As a result, the Board of Directors at its meeting on 15th June 2021 decided that it was appropriate to charge the costs of the Inquiry to the fire and rescue service owners of the company. At some point in the future there are likely to be additional costs, which could be significant, to deal with the recommendations that are expected to be contained in the report detailing the outcomes from the Inquiry. For the time being, the forecast additional costs for Cheshire from NWFC are assumed to amount to £150k. This is 18% of the overall figure – Cheshire's share of running the company.

Protection Service variations

14. Overall, forecast expenditure at second quarter on the Protection Service is showing an overspend of £15k relating to income for primary authority work being below budget, offset slightly by the associated role being vacant for a couple of months.
15. The Protection Uplift Programme is to drive improvement in local protection capability and bolster the fire protection capability, aligning with locally agreed & risk based inspections. At Quarter 2, it is proposed that a further £55k of this funding is transferred to a Reserve to meet costs that are anticipated to occur in 2022-23.
16. Within Protection, the Business Safety team has a couple of vacant posts while staff are on secondment to other posts within the Service saving £27k.
17. The SAFFIRE management information system (CFRMIS replacement system) has resulted in £19k budget savings, which were originally anticipated for 2022-23 onwards and will be included in the budget for next year.
18. Protection has various savings in supplies and services identified of £6k, which will also be included as savings for the 2022-23 budget.

Prevention Service variations

19. For the Prevention Service, savings from vacant Advocate and Home Safety Advisors posts have offset some increases elsewhere in the team, including making a post full time, extending temporary posts and non-achievement of the vacancy provision.
20. Reduced forecast on smoke alarms related expenditure due to the reduced Safe and Well visits, with a reduction of £73k at Quarter 2.

21. RESPECT courses are undergoing a review and a report will be going for consideration by the Service Management Team (SMT). To date there has been no income for the summer term, mainly due to the Pandemic, reducing the income target for this year from £25k to £17k.
22. Savings have been made by not running cadet units, offset by the cost of the recruitment of a temporary cadet co-ordinator for six months. This temporary resource is required to support the Youth Development Manager to provide a high quality, sustainable Cadet Programme. Following the Covid-19 shutdown the restart (anticipated after the school's autumn half term for some of the teams) has identified significant work to do to provide a quality, safe and sustainable cadet programme that is fit for the future. This requires significant administrative and engagement work to be completed.
23. The Service has incurred additional costs by supporting the National Vaccination programme, these costs are reimbursed by the Health Authority; costs include pay and travel.
24. Prince's Trust presentation evenings were virtual in August, therefore reducing costs. It is anticipated that will be no Prince's Trust teams running at Chester for 2021-22. These have a neutral position on the budget.
25. Safety Central has £16k forecast underspends from short-term vacancies and temporary post holders. Additionally, there are anticipated underspends of £21k on premises maintenance. The Safer Cheshire Ltd bank account set up on Safety Central inception has returned the original contribution of £5k to enable the closure of the bank account, which is no longer required. These underspends are slightly offset by additional expenditure of £3k on furniture and £1k cost for ISO9001 accreditation audit.

Support Service variations

26. Executive Management are reporting at Quarter 2 a further £11k saving from mileage, conference and travel costs partly due to the Pandemic.
27. Workforce Transformation is forecasting an underspend of £6k relating to travel and training costs and £8k relating to a subscription no longer being required. These spending reductions are slightly offset by resources required and assistance technology needed to enable the organisation to progress along the path of becoming a 'neurodiversity smart organisation'. The staff survey is happening this autumn and involves the transfer of £12k from reserves to support the cost.

28. The Estates Department is projecting a further small overspend at Quarter 2. Some additional revenue costs (catering, cleaning and communication equipment) relate to the various capital schemes. The Station Modernisation project will include the replacement of the breathing apparatus compressors at both Congleton and Ellesmere Port as part of the Year 3 works at £20k for each site. It is proposed that a contribution of £40k be made to the capital reserve to meet these costs, from funds set aside in the 2021-22 property planned maintenance budget.
29. The grounds maintenance outturn is expected to be £10k below the budget of £64k. Some additional income of £10k from housing rents and rental income from By-box (storage facilities) outside Macclesfield and Warrington fire stations. At Quarter 1 additional costs for the restaurant facility at the Sadler Road site were reported, at Quarter 2 the forecast has increased by £18k, again mainly due to Covid-19 (original budget £24k, forecast now double that). Increase in gas costs of £5k at Sadler Road site due to the biomass boiler not working, although this is more than offset by a reduction in the water charges.
30. Expenditure on ICT is forecasting a further £14k saving at Quarter 2. This includes a further saving of £21k for Microsoft operating system costs due to security licences costs costing less than anticipated and a delay in purchase until mid-August (the beginning of July was estimated at Quarter 1). Notification received for £12k in additional Firelink grant compared to original budget. These savings are partly offset by an additional budget requirement of £19k for the WAN (wide area network) project link installs, which were agreed by SMT in April.
31. It is proposed that funding held in a reserve for mobile data terminals (MDTs) of £238k (a capital programme item) be transferred from earmarked revenue reserves to the capital reserve. This will part fund the 2020-21 capital scheme (estimated cost £370k) for which orders are now being placed.
32. In 2020-21, funds were set aside for upgrade of IT equipment on stations to enable better communications facilities - virtual conferencing facilities with room camera and microphones and better projectors. £50k of this expenditure will affect the revenue budget with the balance being progressed as part of the station modernisation programme. It is proposed to transfer the balance of £124k to fund the capital expenditure.
33. Member Services has a few areas of underspends, partly due to Covid-19. Underspend areas include members travel, subscriptions, training costs, allowances and supplies and services.

34. There are a number of changes in the People and Development forecast since Quarter 1. The allowance for agile working during Covid-19 ceased mid-September and there have been no claims for equipment required for agile working so far this year, resulting in a £10k underspend. Due to the Pandemic the 2020-21 cohort of staff engagement representatives extended their term by six months for an additional £500 each, paid in July 2021. The new cohort allowance will not be paid until November 2022. Overall, this resulted in a saving in 2021-22 against budget of £10k.
35. During 2021-22, there has been significant demand for the occupational health unit services, resulting in additional costs estimated at £28k at Quarter 2 above the budget of £150k. In 2018-19, when it was envisaged that the Service would be moving to Oracle, a licence to access a read only version of the HR Pro system for three years was purchased. The cost of this licence is being refunded pro-rata as it is not required as the complete HR Pro system is continuing to be used, with the refund this year amounting to £9k.
36. The corporate apprentice budget within People and Development is £279k. The last cohort of community safety apprentices became trainee firefighters in May 2021. Plans and timing of future community apprentice's cohorts (current expectations are that one cohort will commence every 12 months, with the course lasting 15 months) are still being finalised as well as confirmation of any available external funding. The proposal is to transfer any underspend in 2021-22, currently forecast at £120k to an earmarked revenue reserve, anticipating that in the next couple of years the cost of apprentices will be significantly higher than the existing budget.
37. Planning, Performance and Communications is reporting additional costs of £14k set up costs (furniture and IT costs) relating to the creation of a Corporate Communications team for Cheshire Fire and Rescue Service. It is proposed to fund these costs from an earmarked revenue reserve.
38. There are savings of £34k anticipated from corporate photocopying and printing costs, partly due to Covid-19 as well as better guidance on more efficient ways of working and the better way for requesting of print jobs.

Centrally held cost variations

39. Sale of the last one of five fire houses was completed in June 2021; the capital receipt was equal to the net book value held for the property. The Authority also incurred legal fees and agent fees in relation to the sale.
40. Included in the medium term financial plan was a general 2% inflationary increase on non-pay budgets for 2021-22. After a detailed review of individual budgets, £80k of this funding was not required, resulting in a saving for 2021-22. This will be taken into account as part of the 2022-23 budget setting process.

41. At the end of quarter two there is an underspend of £110k in capital financing interest. Borrowing was approved as part of the budget process and loans have been secured when interest rates have been the most favourable. As such, the amount of interest paid in year is lower than budgeted. It is proposed to transfer the underspend to the capital reserve to ultimately aim to reduce future borrowing.

Pension cost variations

42. The 2021-22 budget for pension costs is calculated as though all operational staff are members of the 2015 firefighter pension scheme with an employer's contribution rate of 28.8%. There are still a few operational staff in the 1992 firefighter pension scheme where the contribution rate is 37.3%. The original budget is held centrally and is currently showing a forecast underspend. Part of this was addressed at first quarter review with transfers to reserves shown in Appendix 2. During the second quarter, a further £75k underspend has been identified due to costs being met by the appropriate service area.

Contributions to/from Reserves

43. In addition to the proposals identified in the above narrative, it is proposed that the balance of the Covid-19 emergency local government funding of £277k that is held in a Reserve be allocated to cover Covid-19 costs incurred in the second quarter.
44. SMT has reviewed the earmarked revenue reserves twice this year, once in May and again in September. Where the risk no longer applies or the commitment did not materialise, meaning the funds are no longer required, this has allowed £869k to be transferred to the capital reserve. The IRMP reserve balance of £8.264m has also been realigned to the capital reserve to contribute to the funding of the Authority's extensive capital programme.
45. The overall total of proposed movements in Reserves in the second quarter amount to a net contribution from Reserves of £272k. A full list of the proposed contributions is set out in Appendix 2.

Capital Programme

46. At the end of September 2021, the Authority's approved capital programme is £39.675m with a forecast outturn spend of £41.399m – an overspend of £1.724m, mainly in relation to the major schemes as previously reported. Details of all the capital schemes are in Appendix 3.
47. Year 3 of the Fire Station Modernisation Programme is now underway, which will see investment in the fire stations at Ellesmere Port, Knutsford, Malpas and Congleton. Throughout the Programme, the team has worked closely with station staff, architects and construction teams to create a working environment that is fit for a modern day fire and rescue service.

The design is bespoke to each fire station and includes a number of environmental improvements.

48. Plans are now well underway to build the new Crewe Community Fire Station at Macon Way in Crewe. It is anticipated that the current fire station at Crewe will be demolished in March 2022 and the new Community Fire Station completed in March 2023. The Service is working with ISG whom the Service has worked with previously on several other new fire stations, Safety Central and the Training Centre.
49. As anticipated in the first quarter report, the new Scorpion High Reach Extending Turret (HRET) was delivered in September, costing £539k, which is slightly below the capital budget of £550k. Following delivery, training has taken place in the use of the new appliance that will be invaluable for building fires, fires in industrial yards and other challenging incidents. The first vehicle of its kind in the Service, it will replace the current fire engine and aerial appliance at Macclesfield Fire Station and help protect people, property and our firefighters.
50. As part of on-going fleet investment, two additional appliances ordered in June are on target to be delivered in February 2022. These two Scania pumping appliances are part of the 2021-22 capital scheme.

Financial implications

51. This report considers financial matters.

Legal Implications

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

Equality and diversity implications

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

Environmental implications

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

BACKGROUND PAPERS: NONE

**CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER
TEL [01606] 868641**

CHESHIRE FIRE AUTHORITY QUARTER 2 2021-22

	Original Budget £000	Forecast Spend £000	Income/ expenditure variance £000
Firefighting and rescue operations			
Service Delivery	23,196	23,357	161
Operational Policy and Assurance	5,040	5,477	437
Protection	1,826	1,762	(64)
Prevention			
Community Safety	1,946	1,823	(123)
Safety Centre	428	408	(20)
Support Services			
Executive Management	1,159	1,153	(6)
Workforce Transformation	227	229	2
Property Management	1,703	1,722	19
Finance	432	425	(7)
ICT	1,903	1,928	25
Legal and Democratic Services	578	553	(25)
People and Development	1,746	1,648	(98)
Planning, Performance & Communications	939	970	31
Procurement and Stores	311	311	-
Fleet services	1,492	1,422	(70)
Unitary Performance Groups	100	100	-
Corporate Finance costs			
Centrally held costs & contingencies	677	900	223
Pension costs	716	494	(222)
Capital Financing (incl. investment income)	1,136	1,026	(110)
S.31 Grants (incl. Covid-19)	(2,104)	(2,104)	-
Total Service Expenditure	43,451	43,604	153
Movement in Reserves	2,752	2,049	(703)
	46,203	45,653	(550)
Funding:			
Revenue Support Grant (RSG)	(4,013)	(4,013)	-
Business Rate Retention Scheme	(9,698)	(9,698)	-
Council Tax Precept	(30,787)	(30,789)	(2)
Business rates S.31 grant	(1,341)	(806)	535
Collection Fund Deficit (business rates)	2,031	2,031	-
Collection Fund deficit (council tax)	84	84	-
Collection Fund deficit S31 grant	(1,974)	(1,974)	-
Local Council Tax support grant	(505)	(505)	-
Total Funding	(46,203)	(45,670)	533
Forecast net underspend			(17)

Agenda Item 2, Appendix 2

MOVEMENT IN RESERVES 2021-22

<u>Department</u>	<u>Description</u>	TOTAL £000
Corporate Finance Costs	Contribution to Capital	1,544.0
Corporate Finance Costs	Business Rates Collection Fund deficits reserve	1,151.0
OPA	Operation Equipment replacement carbon monoxide alarms	(7.1)
Property Management	Annual contribution of RHI Income to Environment Reserve	25.0
Property Management	Annual contribution Poynton Maintenance	4.5
ICT	Annual contribution MDTs	34.0
Approved as part of 2021-22 Budget		2,751.4

Qtr1 Contributions to/(from) Reserves

Corporate Finance Costs	Covid-19 grant received 2020-21	(257.0)
Pension Costs	Ill Health pension costs	(160.0)
Pension Costs	LGPS secondary rate – employers contribution	291.0
OPA	Operational Equipment - second thermal fleece	(26.8)
OPA	Operational Equipment - compressed air regulators 2020-21	(10.0)
OPA	Operational Equipment - Foam inductors 2020-21	(15.0)
OPA	Operational Equipment - alcohol resistant film-forming foam	(15.0)
OPA	Wildfire capability – equipment and PPE 2020-21	(44.0)
OPA	Reserve – Manchester Airport training facility	(45.2)
OPA	Transfer to capital reserve	45.2
OPA	New Dimensions Grant - transfer to reserves	6.8
Protection	Two Grant towards Sprinklers	(72.0)
Protection	Protection work grant	(17.3)
Protection	Protection uplift programme grant	72.5
Prevention	External analysis Fire Safe profiles in Cheshire	(5.0)
Prevention	Road safety – temporary structure	(7.9)
Prevention	On the street project – phase 2	(5.2)
Safety Central	Set refresh	(18.5)
People and development	Pension Admin grant funding post	(61.2)
People and development	Training centre artwork	(10.0)
Workforce Transformation	Forum membership	(2.5)
Property Management	Environmental projects/ PV installations	(22.6)
Democratic Services	Executive Support Apprentice	23.0
ICT	Implementation of office 365	(74.8)
Fleet	Telehandler training costs	(1.0)
First Quarter Proposed Transfers		(432.5)

Agenda Item 2, Appendix 2 (cont)

MOVEMENT IN RESERVES 2021-22

Qtr 2 Contributions to/(from) Reserves

<u>Department</u>	<u>Description</u>	£000
Corporate Finance Costs	Covid-19 grant received 2020-21	(276.5)
Corporate Finance Costs	Transfer to capital (underspend on capital financing interest)	110.1
OPA	Operational training – Wildfire capability training	(3.0)
OPA	Operational training – Fire Service College	(105.0)
OPA	ESN / NOGS roles – funded from reserves	(28.3)
OPA	High rise project officer WMB – funded from reserve	(14.1)
OPA	High rise project equipment – funded from reserve	(48.2)
OPA	Operational Equipment – lifting bags (2019-20 budget bid)	(34.1)
Protection	Protection uplift programme	54.9
Prevention	Temporary cadet co-ordinator role (part 2022-23)	8.7
People and development	Apprentices schemes	120.0
Workforce Transformation	Staff survey (every other year)	(12.0)
Property Management	Transfer to capital - BA compressors at Congleton & Ellesmere Port (now part of Station Modernisation scheme)	40.0
Property Management	Wilmslow Emergency Services facility - costs	(3.8)
Democratic Services	Executive Support Apprentice	2.1
Corporate Communications	Furniture for office at Sadler Road	(6.1)
Corporate Communications	IT equipment for office at Sadler Road	(8.0)
Corporate Communications	Corporate events deferred from 2020-21	(5.3)
ICT	Next Generation WAN install costs	(13.2)
ICT	Upgraded communication equipment at stations-revenue	(48.6)
ICT	Upgraded communication equipment at stations-capital	(123.7)
ICT	Revenue contribution to capital scheme- station modernisation	123.7
ICT	Replacement MDTs (funds set aside in revenue reserve)	(238.0)
ICT	Revenue contribution to capital scheme replacement MDTs	238.0
Second Quarter Proposed Transfers		(270.4)
Summary		£000
Approved as part of 2021-22 Budget		2,751.4
First Quarter Proposed Transfers		(432.5)
Second Quarter Proposed Transfers		(270.4)
2021-22 TOTAL POTENTIAL NET CONTRIBUTION TO RESERVES		2,048.5

CHESHIRE FIRE AUTHORITY CAPITAL QUARTER 2 2021-22

		2021-22 Capital Budget	Total Programme Budget	Total Expenditure to end of Sept21	Total Expenditure to date	Expected Scheme Outturn	Variance
	Description	£000	£000	£000	£000	£000	£000
Prior year schemes:	New Operational Training Facility	-	11,000	9	12,190	12,329	1,329
	Chester Fire Station	-	5,810	6	6,204	6,215	405
	Crewe Fire Station	900	7,000	163	236	7,000	-
	Fire Station Modernisation Programme	5,800	11,500	2,220	7,048	11,500	-
	Fire Houses Refurbishment programme (3 year programme)	350	880	-	622	880	-
2020-21 Schemes	Telehandler (to move materials and training equipment)	-	85	-	-	85	-
	New vehicle & specialist water delivery equipment (Coldcut)	-	72	17	17	72	-
	Three New Appliances 2020-21 programme	-	780	308	769	780	-
	Support vehicles replacement 2020-21 programme	-	60	13	63	63	3
	Rapid Response Rescue Units (13 units)	-	520	34	48	520	-
	Water carrier unit	-	140	-	-	140	-
	Rapid Response Rescue Unit – wildfire unit kit out	-	25	-	-	25	-
	Wildfire unit – all terrain vehicle (ATV) and trailer	-	55	-	-	55	-
	Saffire IT system – Community Fire Risk Mgt Information	-	100	-	-	100	-
	ICT Review/Server Replacement Programme	-	50	-	-	50	-
	Mobile data terminals (MDTs)	-	370	4	4	370	-
	Technical rescue vehicle	-	50	-	-	50	-
2021-22 Schemes	Replacement thermal image cameras (phased replacement)	28	28	26	26	26	(2)
	Two New Appliance 2021-22 Programme	540	540	-	-	540	-
	One High Reach Extending Turret appliance	550	550	539	539	539	(11)
	Support vehicles replacement 2021-22 programme	60	60	-	-	60	-
	Sub-total	8,228	39,675	3,339	27,766	41,399	1,724
In-year approvals:	None	-	-	-	-	-	-
Total		8,228	39,675	3,339	27,766	41,399	1,724

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: CHIEF FIRE OFFICER AND CHIEF EXECUTIVE
AUTHOR: JULIE PEACH

SUBJECT: PROGRAMME REPORT – QUARTER 2, 2021-22

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 members review and approve the information provided.

Background

2. This report forms part of the Authority's quarterly performance reporting cycle which also includes reports on 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. The Board is responsible for ensuring the successful delivery of programmes and projects contained in the Authority's annual IRMP action plans.
4. The Programme Health Report for the second quarter of 2021-22 is attached to this report as Appendix 1.

Financial Implications

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

Legal Implications

6. 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

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

Environmental Implications

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

CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER

TEL [01606] 868641

BACKGROUND PAPERS: NONE

APPENDIX 1 - Quarter 2 - Programme Health Report 2021-22 v1.0

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 July 2021	TO	30th September 2021
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DECISIONS TAKEN AT PERFORMANCE AND PROGRAMME BOARD

The following closure reports were approved:

Relocate the second fire engine at Ellesmere Port Fire Station to Powey Lane
Procure and Implement High Pressure Misting Lances and Drills

Governance and Commissioning

1226	BLUE LIGHT COLLABORATION PROGRAMME			
PROGRAMME SPONSOR		Chief Fire Officer	PROGRAMME MANAGER	Director of Governance and Commissioning
Previous status	Current status	Explanation (where status is red or amber)		
				
Programme Update				
It has been agreed that the Programme will go into Closedown phase. Report to be produced during Quarter 3.				



1544		REPLACEMENT OF CHESTER FIRE STATION			
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER		Group Manager Cheshire West and Chester
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
Project Update					
A closedown and evaluation report has now been produced and will be sent to the project sponsor for approval. This will then enable the project to be closed.					

1558		REPLACEMENT OF CREWE FIRE STATION			
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)			
Project Update					
The planning application for the development of Crewe fire station site is currently with Cheshire East Planning Officers and is to be considered during the Cheshire East planning meeting in November 2021.					
The design team have established a current BREEAM rating of excellent, and it is envisaged that this will be maintained through to the final BREEAM submission.					
The transition plan is still being consulted upon with Cheshire East staff and is being finalized by the team at Crewe Fire Station.					



1557		STATION MODERNISATION PROGRAMME		
PROGRAMME SPONSOR		Director of Governance and Commissioning	PROGRAMME MANAGER	Group Manager Governance and Commissioning
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
Programme Update				
<p>The draft plans for Ellesmere Port, Knutsford, Congleton and Malpas fire stations have now been frozen following staff consultation.</p> <p>Wates are now working with their design team to finalise layouts, mechanical and electrical requirements, before presenting costs to the Service. The extent of mechanical and electrical works at Ellesmere Port, require the station staff to be relocated into temporary accommodation on site, the design of which is yet to be costed by Wates and agreed in conjunction with operational staff.</p> <p>Wates have requested an extension on the Pre-Construction Services Agreement due to the condition of the roof structures at Ellesmere Port, Congleton and Knutsford, as this will allow further investigative works to be carried out and develop an accurate programme and costs.</p>				

1575		WILMSLOW FIRE STATION TRANSITION TO DAY CREWING		
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER	Project Manager, Governance and Commissioning
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		RAG status removed until the revised Project Initiation Document is produced and approved.		
Project Update				
<p>In July 2021 the feasibility study showed that pursuing a joint development with the Police and Ambulance Service was not viable for CFRS.</p> <p>As this transition project formed a key part of the Integrated Risk Management Plan (IRMP) for 2021-2022 it has been deemed important that the Service pushes on with working towards this new state.</p> <p>The new IRMP consultation process is ongoing but it is still an aim for the Service to transition the Wilmslow Duty System to a Day crew system. This will be officially ratified once the IRMP has been agreed (expected February 2022)</p> <p>Therefore, the Service still needs to explore what options there are regarding the purchasing of houses in and around the Wilmslow area to facilitate this new duty system whilst also looking at how best it can transition staff to this new state.</p>				



This is a significant change to the original scope set out in the Project Initiation Document (PID) for the project - in effect a project reset, and as a result a new project will be setup on CPS to manage the revised project and its associated milestones.

The project will initially have two key streams of work, 1. House Purchase and 2. Staff Transition. Work Stream 1 will require a lot of upfront work to ascertain the costs and thus feasibility of the Service procuring 9 houses that will adequately meet the Service's requirements.

The PID is currently being revised and will showcase the revised approach and scope of the project moving forward.

1591		MICROSOFT 365 IMPLEMENTATION	
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER
			Project Manager, Governance and Commissioning
Previous status	Current status	Explanation (where status is red or amber)	
Project Update			
<p>Comms-Care has completed its design and build of the Azure Tenant and is due to move into testing October 2021.</p> <p>An internal testing team has been recruited and they are awaiting the completion of the Comms-care testing before the move into the Technical Pilot Phase.</p> <p>It was agreed at SMT that the implementation of Microsoft Teams will be put back until the 'basics' have been successfully rolled out across the organisation.</p> <p>A number of consultancies have been approached to provide advice and support with the roll out of Microsoft Teams in 2022. Meetings are due to take place late October 2021 to look at what packages they have to offer. A budget bid is being prepared to ensure budget can be allocated to this when required.</p> <p>The project is still running within agreed timescales and dependent on the outcomes of testing, a move into full roll-out of M365 across the Service is expected in December 2021.</p> <p>The Project has no high or very high risks currently, but resourcing uncertainty at Comms-care has been highlighted as a potential risk and its probability of occurring has been raised. There is also some ambiguity remaining around how staff will access work emails on Personal devices and whilst this shouldn't delay the move into the Technical Pilot it has the potential to delay exit into Phase 3 Full-roll out planned for the beginning of December.</p>			



1604		RE-ESTABLISHMENT OF IN-HOUSE COMMUNICATIONS AND ENGAGEMENT DEPARTMENT	
PROJECT SPONSOR		Director of Governance and Commissioning	PROJECT MANAGER
		Project Manager, Governance and Commissioning	
Previous status	Current status	Explanation (where status is red or amber)	
Project Update			
<p>The Joint Project Board agreed the Project Initiation Document (PID) and timescales for the project on 5th October 2021.</p> <p>The structure for the new CFRS communications department has been agreed, graded and costed. It will be subject to a 30-day consultation with staff during November, together with the police structure which is currently awaiting final approval. Implementation will take six to twelve weeks, depending on the outcome of the consultation and matching / selection process.</p> <p>Work is underway to identify and allocate assets required by each of the new departments. General ICT was ordered for the new fire team week commencing 4th October 2021 and discussions are ongoing about specialist design hardware. Facilities are engaged in the preparation of the new communications office at Sadler Road, with furniture ordered and redecoration planned for November and December.</p> <p>Current estimates for 'go live' are February / March 2022, but this is dependent on the outcome of the people change process.</p>			

Operational Policy Assurance

1490		SADLER ROAD TRAINING CENTRE PROGRAMME	
PROGRAMME SPONSOR		Deputy Chief Fire Officer	PROGRAMME MANAGER
		Group Manager Operational Policy and Assurance	
Previous status	Current status	Explanation (where status is red or amber)	
Programme Update			
<p>Quarterly defect meetings have continued to be held on site and the defect reporting process has been re-invigorated so staff are aware of the procedure.</p> <p>The final 12-month defect meeting is to be held on the 3rd November 2021.</p>			



The lessons learned report has now been produced and will be sent to the project sponsor for approval. This will then enable the project to be closed.

A Royal visit to open the new training centre was held on 13th October 2021.

1553		OPERATIONAL TRAINING GROUP REVIEW			
PROJECT SPONSOR		Deputy Chief Fire Officer	PROJECT MANAGER		Service Delivery Station Manager
Previous status	Current status	<u>Explanation</u> (where status is red or amber)			
Project Update					
<p>The Pilot continues to progress well with the management team meeting frequently to address any issues that are highlighted.</p> <p>Dates have been programmed with the Representative Bodies to look to finalise an agreement over the coming months.</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)			
		The project timescales have slipped due to a number of factors described in the project update.			
Project Update					
<p>The exploration of options 1 and 3 highlighted in the previous quarters update (summarised below) has not been progressed to date but will be picked up by Operational Policy and Assurance Department in the next Quarter.</p> <p>Option 1: Bring the trial of an internal drone capability to a close. Investigate the creation of a Memo of Understanding (MOU) with Cheshire Constabulary (CC) for the assistance of their existing drone team when required. CFRS drone is the same platform used by CC, hence they may wish to purchase the equipment from CFRS or use it to offset any costs of providing a service to CFRS.</p> <p>Option 3: Include the drone as part of the Immediate Building Evacuation (IBE)/forward control vehicle concept. This would require several new pilots to be trained (dependant on the location chosen for the vehicle) however, competence on the operation of the drone would be easier to maintain & incident attendance times reduced.</p>					



Currently only one pilot has been able to maintain their competency as the six new pilots were not able to complete their validation training with Lancashire Fire and Rescue Service due to Covid restrictions at the time. Added to this, Lancashire can no longer provide that level of training and a new commercial provider has been approached that is able to conduct the training but at a cost.

If Option 3 is pursued then the suggestion for the location of a dedicated Immediate Building Evacuation (IBE) vehicle is Runcorn Fire Station.

1586		PURCHASE A WATER CARRIER	
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)	
Project Update			
<p>The conversion of the Incident Response Unit (IRU) is on-going with the fitting of the hooklift arm at HIAB and projected to be completed by mid-November. HIAB have been able to give an accurate estimate of the dimensions and load capacity of the finished vehicle and based on this, quotes have been requested from three providers of water carriers.</p> <p>These companies are PrimeX who won the Lancashire Fire and Rescue Service tender, Crossland Tankers and Emergency One. The date for submission of quotes was 15th October 2021 with the intention of awarding the contract week ending 22nd October 2021.</p> <p>A second round of quotes was advised by procurement as the first round was for an autonomous pod carrying all the required kit and a 10,000-litre capacity. The initial quotes came in at £50k+ however dropping to 9000L bought a quote of £14k from PrimeX and now being able to stipulate the height and weight limitations, CFRS can request quotes with greater compatibility.</p> <p>The milestone indicating when the Water Carrier asset will be available for Service has been re-forecasted from November 2021 to April 2022.</p>			



1587		PURCHASE OF A HIGH REACH FIRE ENGINE		
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)		
				
Project Update				
<p>The HRET purchased from E1 arrived in Cheshire on 13th September 2021 and is located at Macclesfield for training.</p> <p>Five instructors have received training on the vehicle and are developing the training package to be cascaded to fire fighters.</p> <p>The vehicle has been assessed by the driving school who are now also developing the package to be delivered. The training timescale is currently being developed but is likely to be early 2022 before completion and available to go onto the run. Prior to going onto the run the vehicle will need a service and inspection and a couple of modifications have been identified which are currently being costed:</p> <ol style="list-style-type: none"> 1. Change the monitor from fixed 6000l/min to a variable rate monitor. 2. Add a screen to the pump bay to allow CCTV footage to be viewed by numerous personnel at the rear of the vehicle. 				

1313		EMERGENCY SERVICES MOBILE COMMUNICATIONS PROGRAMME (ESMCP)		
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)		
		Internally the project is meeting project timescales, however the National programme continues to experience major delays. Therefore, the projected savings from decommissioning Airwave are also delayed.		
Project Update				
<p>CFRS have cautiously agreed to explore the feasibility of 'Accelerated Deployment' subject to appropriate Business Case being presented to SMT when further information from the Programme is released. This is an Airwave and ESN 'Dual Fit', which will allow the Fire Sector to Onboard early and hopefully transition sooner than 2024-26 current target date. Further information to follow.</p> <p>NFCC Operational Communications Strategic Lead for ESN recently communicated the Home Office decision not to fund the Control Room upgrades necessary to continue with Airwave until full transition to ESN. Motorola are replacing aging technology in Control Rooms with Dispatch Communications Servers (DCS) CCI Ports. Airwave's ambition is that the upgrade and transition to DCS should be complete by the end of 2022. North West Fire Control (NWFC) is currently scheduled for Q4 2022.</p>				



Returns from the Fire Rescue Service (FRS) following discussions with their suppliers indicated that this could cost a total of £2m across the whole of England, but the estimates varied between FRSs and suppliers. NWFC are awaiting a quotation from Telent for the cost to implement DCS at NWFC. The initial budgetary estimate was in the range £179 - £225k.

Coverage testing of CFRS Critical Operational Locations is continuing at pace and areas of concern are being fed into the Programme. CFRS are expecting EE to communicate Coverage Solution options to CFRS once their own testing has taken place. EE will pay for these solutions at no cost to CFRS.

No changes on CPS Risk Profile.

1593		SPECIALS REVIEW		
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)		
				
Project Update				
Following staff turnover in the Operational Policy and Assurance department a paper has been submitted to SMT outlining the current position of special appliances in CFRS. This is inclusive of current locations and staffing arrangements. The paper continues by summarising individual ongoing projects concerning particular assets before making proposals surrounding options for further workstreams which incorporate the previously agreed outputs for this review as part of IRMP 2020-24.				



Service Delivery

1556		ON-CALL PROGRAMME		
PROGRAMME SPONSOR		Head of Service Delivery	PROGRAMME MANAGER	Group Manager Cheshire West and Chester
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
Programme Update				
<p>During Q2 the On-Call Programme Team (OCPT) has continued to implement Departmental Latent Resourcing (DLR) and Wholetime Latent Resourcing (WLR) to provide additional support to availability. WLR was agreed and went live on 12th July 2021. DLR has continued to work well in Q2 with a total of 801 hours provided across the three months. WLR has gone live in July 2021 and involves utilising any additional staff to support On-Call availability in Q2 this has provided a total 209 hours with a total of nine staff moves. These initiatives are expected to deliver additional increases in On-Call availability in the longer term.</p> <p>Recruitment continued to be a key focus during the quarter. There are 31 applicants within the various stages of the application process. The OCPT have performed a review looking at the projected 3-year retirement forecast. They have placed stations into a priority order of recruitment and are now working on strategies with Covid restrictions being lifted. The intention of this is to improve the speed of throughput of the recruitment process.</p> <p>The team is now up to strength with six crew managers; however one has had an extended period of sickness which obviously has an impact. Currently there is only one watch manager which again puts a strain on what can be achieved in the daily role. The team is now managed by one station manager who has introduced the CAPS for recording and accounting of work achieved. This has seen a more efficient way of accounting for all the work completed. The team continue to be fully engaged in a programme of providing support to development On-Call firefighters and have been increasingly providing training to newly qualified or aspiring Incident Commanders to increase the number of ICA Firefighters. The team have increased this work dramatically and are assisting and increasing the speed of their development.</p> <p>Further work on the finance strand will commence in the future, with a particular focus on the composition of the budgets for each On-Call station watch and ensuring these are more appropriately aligned to establishment size, activity and operational demand at each location. This will involve a full review of the coding both for payroll and availability.</p> <p>Finally, the reporting structure within the OCPT is being reviewed again to ensure maximised output of the team. This will involve one of the On-Call Support Station Managers taking an increased role in line managing the Watch and Crew Manager cohort.</p>				



1578		EXPANSION OF RAPID RESPONSE RESCUE UNITS		
PROJECT SPONSOR		Head of Service Delivery	PROJECT MANAGER	Service Delivery Manager – Halton and Warrington
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
				
Project Update				
<p>The consultation on the National Operational Guidance Standard Operating Procedure (NOG SOP) has concluded with staff & working group. The representative bodies’ feedback continues.</p> <p>The first vehicles are still with the coachbuilders and expected sometime in October. This delay is based on supply chain issues. This has delayed the progress of the project. It is envisaged that once the first Rapid Response Rescue Units (RRRU) coach building is complete, and quality assured, they would start to roll out to CFRS, approximately, one every two weeks.</p> <p>There continues to be some supply chain issues with some inventory items, but this will not delay the roll out, as alternatives within existing stocks have been sources in the interim.</p> <p>To support the roll out a series of scenario exercises are planned with the Operational Assurance Training Team (OATT) at Sadler Road and on-call teams from Middlewich and Alsager (the first to receive a new RRRU). The representative bodies have been invited to attend these. CFRS will test the NOG SOP to support assurance. Unfortunately, due to the delay in coachbuilders, these exercises have now been postponed until early November 2021.</p> <p>On-call briefings have commenced with Middlewich and Alsager to work through NOG SOP with each team prior to go live. These will continue until all stations complete based on roll out plan.</p> <p>Driver training continues with each station, receiving new RRRU, anticipated to have a minimum of two RRRU drivers on receipt of their vehicle. Driver training will continue into 2022 to take all Emergency Fire Appliance Driver (EFAD) drivers on each station through the course.</p> <p>CFRS will then look to developing a course for those staff who are not EFAD drivers to drive the RRRU. CFRS are discussing the driver training implications of the new RRRU/Animal Rescue Unit for Bollington with the driver training team.</p> <p>Based on the current predictions with regards to coachbuilders the full roll of the initial ten RRRU ordered is likely to continue into 2022.</p>				



1582		REVIEW OF FLOOD/WATER RESPONSE PROVISION		
PROJECT SPONSOR		Head of Service Delivery	PROJECT MANAGER	Group Manager - Cheshire East
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
Project Update				
<p>Integrated Risk Management Plan (IRMP) 2020-24 Review of Flood / Water Response Provision in Cheshire 2021.</p> <p>A report was taken to SMT on Monday 27th September 2021. The report provided a number of options and recommendations following a review of flooding / swift water response provision across Cheshire. This review was carried out as part of the IRMP 2020-2024 to ensure that CFRS meets the emerging need of responding to severe weather events brought about by climate change.</p> <p>Following discussions at SMT further work has now been commissioned to answer the questions raised. This has now commenced including staff engagement focus groups and discussions with suppliers and procurement regarding expected lifespan of equipment, lead in times for purchasing. Plans support an internal pilot soft market test of the available flood suits prior to any purchase. Further discussion also to take place with Operational Assurance Training Team (OATT) regarding understanding the full impact and cost of maintaining the existing Swift water rescue stations prior to any decision being reached to upskill more stations to this capability. Further review of the data and utilisation to take place to support the recommendations made and report back to SMT in January 2022.</p> <p>Draft budget bids have been prepared and submitted in advance for financial planning purposes subject to recommendations being approved.</p>				

1588		DEVELOP A NEW WILDFIRE CAPABILITY		
PROJECT SPONSOR		Head of Service Delivery	PROJECT MANAGER	Station Manager - Macclesfield and Wilmslow
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
Project Update				
<p>All wildfire equipment has been delivered to the four stations with accompanying risk assessments and equipment orders.</p> <p>The Wildfire Personal Protective Equipment (PPE) has arrived for Congleton, Macclesfield and Poynton. This will be distributed to personnel during the week commencing 11th October 2021. The Wildfire PPE for Bollington is expected by the end of October 2021.</p>				



Delivery of the All-Terrain Vehicle has been delayed, however it is now expected during the week commencing 18th October 2021. Unfortunately, there is an interdependency with the Rapid Response Rescue Unit (RRRU) project and the vehicle that can tow the All-Terrain Vehicle is not expected until December 2021.

The CFRS Wildfire Tactical Advisor has delivered Fire Operations Group (FOG) Wildfire training to all watches on the four wildfire stations.

Six further delegates from CFRS have completed the three-day FOG course in Buxton.

The 'Go-live' milestone has been re-forecasted from June 2021 to December 2021.

Prevention and Protection

1058		SPRINKLER CAMPAIGN 2014	
PROJECT SPONSOR		Deputy Chief Fire Officer	PROJECT MANAGER
		Head of Prevention and Protection	
Previous status	Current status	<u>Explanation</u> (where status is red or amber)	
			
Project Update			
<p>All funding related to this project has now been transferred to the housing providers following completion of the three sprinkler installations. In total, seven blocks have been fitted with sprinklers as part of this project.</p> <p>The media aspects of the Onward Housing installation are still to be completed and will be done prior to the closedown being completed.</p> <p>A closedown and evaluation report will now be produced. Further sprinkler installations and funding expenditure will be tracked in project 1549 High Rise Sprinkler Campaign 2018.</p>			



1549		HIGH RISE SPRINKLER CAMPAIGN 2018			
PROJECT SPONSOR		Deputy Chief Fire Officer	PROJECT MANAGER		Head of Prevention and Protection
Previous status	Current status	Explanation (where status is red or amber)			
					
Project Update					
<p>Work is ongoing to arrange a media opportunity with Guinness Housing Trust to celebrate and publicise the installation at Waverley Court, Crewe.</p> <p>The 9 installations in Cheshire West (Sanctuary) are now complete and work is underway to transfer funding and celebrate the achievements through media releases.</p> <p>Positive talks are continuing with Torus Housing regarding Kingsway House, Warrington after they have indicated that sprinklers will be included in a planned refurbishment program utilising the part funding from the Authority. Each of the submitted proposals for the refurbishment includes sprinklers.</p>					

1554		PROTECTION REVIEW			
PROJECT SPONSOR		Deputy Chief Fire Officer	PROJECT MANAGER		Head of Prevention and Protection
Previous status	Current status	Explanation (where status is red or amber)			
					
Project Update					
<p>Now that agreement has been reached with the three relevant representative bodies work is now taking place to recruit to the relevant roles.</p> <p>The Crew Manager roles are being recruited as part of the service's annual promotion board process. Events have taken place with prospective Crew Manager's to discuss the roles and a transfer process has also been communicated.</p> <p>The Green Book roles are also currently advertised, and it is hoped that roles will be filled over the course of October/November.</p> <p>A closedown report will be completed following the recruitment processes.</p>					



1577 REVIEW OF THE RISK BASED INSPECTION PROGRAMME (RBIP)				
PROJECT SPONSOR		Head of Prevention and Protection	PROJECT MANAGER	Protection Manager
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		There has been some slippage against key milestones, but inspection activity continues.		
Project Update				
SMT have approved the new RBIP and the Protection department is now working from the risk based data to identify non-domestic premises that require auditing.				
SAFFIRE development will take place in quarter three to support the new RBIP.				
Audits and audit outcomes will be monitored by Protection Office managers with feedback to be given at managers meetings.				

ROAD SAFETY STRATEGY PLAN CHESHIRE				
PROJECT SPONSOR		Head of Prevention and Protection	PROJECT MANAGER	Head of Prevention and Station Manager - Deliberate Fire Reduction and Road Safety
Previous status	Current status	<u>Explanation</u> (where status is red or amber)		
		The impact of the Covid 19 pandemic slowed the initial progress of the Cheshire Road Safety Group (CRSG) review and the appointment of a lead for the review.		
Project Update				
Current review of the Cheshire Road Safety Group is ongoing, there has been slippage on the timeline of the process due to COVID and delays in appointing the review lead and subsequently the workloads of the lead. The Chair of the Cheshire Road Safety Group has implemented measures to resolve the workload pressures. Individual partners have compiled consultation returns to inform the review.				
Senior leaders from Cheshire Police and Cheshire Fire and Rescue Service are due to meet to progress a co-ordinated approach for the Road Safety Strategy.				
CFRS continues to work daily with partners to deliver road safety activities, education and awareness to reduce accidents and deaths and injuries on Cheshire roads.				



1594		SPRINKLERS SAVE LIVES CAMPAIGN 2021/22			
PROJECT SPONSOR		Deputy Chief Fire Officer	PROJECT MANAGER		Head of Prevention and Protection
Previous status	Current status	Explanation (where status is red or amber)			
Project Update					
<p>Three campaigns have been delivered during Quarter Two via social media and the website with the following themes:</p> <p>July – Installers August – Misting systems September – Fire engineering (with the aim of encouraging businesses to think about costs vs benefits).</p> <p>The misting systems campaign triggered the most comments as the public and businesses were interested in the reasons why a misting system could be used instead of a sprinkler system.</p>					

1589		FIRE PROTECTION IN HOUSES OF MULTIPLE OCCUPATION			
PROJECT SPONSOR		Deputy Chief Fire Officer	PROJECT MANAGER		Head of Prevention and Protection
Previous status	Current status	Explanation (where status is red or amber)			
Project Update					
<p>Joint inspections of Houses of Multiple Occupation (HMO's) with CFRS Protection Officers and Local Authority Housing Officers are now underway throughout the county with 60 joint inspections for each unitary set as a target.</p> <p>The redrafted Memo of Understanding (MOU) was sent to all Local Authorities for signature on 3rd August 2021. Several requests have been made but there are still two signatures outstanding - Cheshire East & Halton. Protection Officers followed this up on 19th October 2021.</p> <p>Once the MOU is agreed, the newly designed information pamphlets will be released for use and will be delivered (by the Local Authorities) to occupiers by way of a mail drop and during inspections.</p>					



RISK MANAGEMENT

CPS Ref	Risk Detail	Risk Owner	Risk Score	Progress Update – Mitigation / Progress
	<p>The impact of a 3rd wave of Covid-19 infections and the increasing requirement to self-isolate is yet to be fully understood, but agile working arrangements mean that most project work can continue although this may still affect supply chains.</p> <p>The impact of Brexit on supply chains continues to be monitored.</p>			

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: DEPUTY CHIEF FIRE OFFICER
AUTHOR: MIKE CLARK

SUBJECT: PERFORMANCE REPORT - QUARTER 2, 2021-22

Purpose of Report

1. To present the 2021-22 Quarter 2 review of performance for each of the Service's Key Performance Indicators (KPIs).

Recommended:

- [1] That Members review the information presented in the report, seeking clarification wherever necessary.

Background

2. This report forms part of the Authority's performance reporting cycle and provides a summary of the Service's performance against the KPIs for Quarter 2, 2021-22.

Information

3. The Service's Performance and Programme Board (officers) receives a quarterly report about performance against the KPIs. The Board is responsible for monitoring and reviewing progress against performance targets and ensuring that action to improve performance is taken wherever possible if targets are not being met. This culminates in this report and the attached Performance Health Report.
4. The Corporate Performance Scorecard is attached as Appendix 1 to this report. It reflects the Quarter 2 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, which is attached as Appendix 2 to this report.

Financial implications

6. There are no financial implications associated with the information in this report.

Legal implications

7. There are no issues to report at the end of Quarter 2 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 and Climate Change Strategy.

Appendix 1 – Corporate Performance Scorecard

Appendix 2 – Performance Health Report

Annex 1 – RTC Performance Report

Annex 2 – False alarms Performance Report

Annex 3 – Safety Central Infographic

Annex 4 – COVID-19 Infographic

Annex 5 – On-call Availability

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Year to Date 2021/22 Performance

Performance and Programmes Board - Performance Report

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

Vision

IRMP Theme

Outcomes

Outputs

Protecting Local Communities

	Actual	Target	Q2 Year on Year	Q2 2020-21
Deaths in Primary Fires	0	0	↓	2
Injuries in Primary Fires	13	21	↓	19
Accidental dwelling fires	158	181	↓	183
- % starting in kitchens	85 (54%)		↓	91 (50%)
- % in homes with residents over pensionable age	24 (15%)		↓	37 (20%)
Deliberate fires (Primary and Secondary)	479	595	↑	438
Fires in Non Domestic Premises	82	85	↑	67
AFA's in Non Domestic Premises	262	261	↑	246

	Actual	Target	Q2 Year on Year	Q2 2020-21
SaWs Delivered to Heightened Risk	4,012	5,000	↓	4,333
Platinum address success rate	79%	65%	↓	88%
Thematic Inspections Completed	974	1,002		N/App
NDP Fire Safety Audits Completed	896	858		N/App
Percentage of Risk Based Programme Completed	95%	100%		N/App

Responding to Emergencies

	Actual	Target	Q2 Year on Year	Q2 2020-21
10 Minute Standard	86%	80%	↔	86%
On Call Availability	61%	85%	↓	78%
Nucleus OC pumps	95%			
Primary OC pumps	61%			
Secondary OC pumps	43%			

Developing the organisation

	Actual	Target	Q2 Year on Year	Q2 2020-21
Average Days/Shifts Lost to sickness	3.42	2.75	↑	1.8
Working Days Lost To Injury	55	20	↓	56

Performance Key		Year on year direction key	
Meeting target	↓	Improved direction of travel year on year	
Within 10% of target	↔	No change in direction of travel	
Failing against target by at least 10%	↓	Negative direction of travel year on year by up to 10%	
Target suspended	↓	Negative direction of travel year on year by at least 10%	

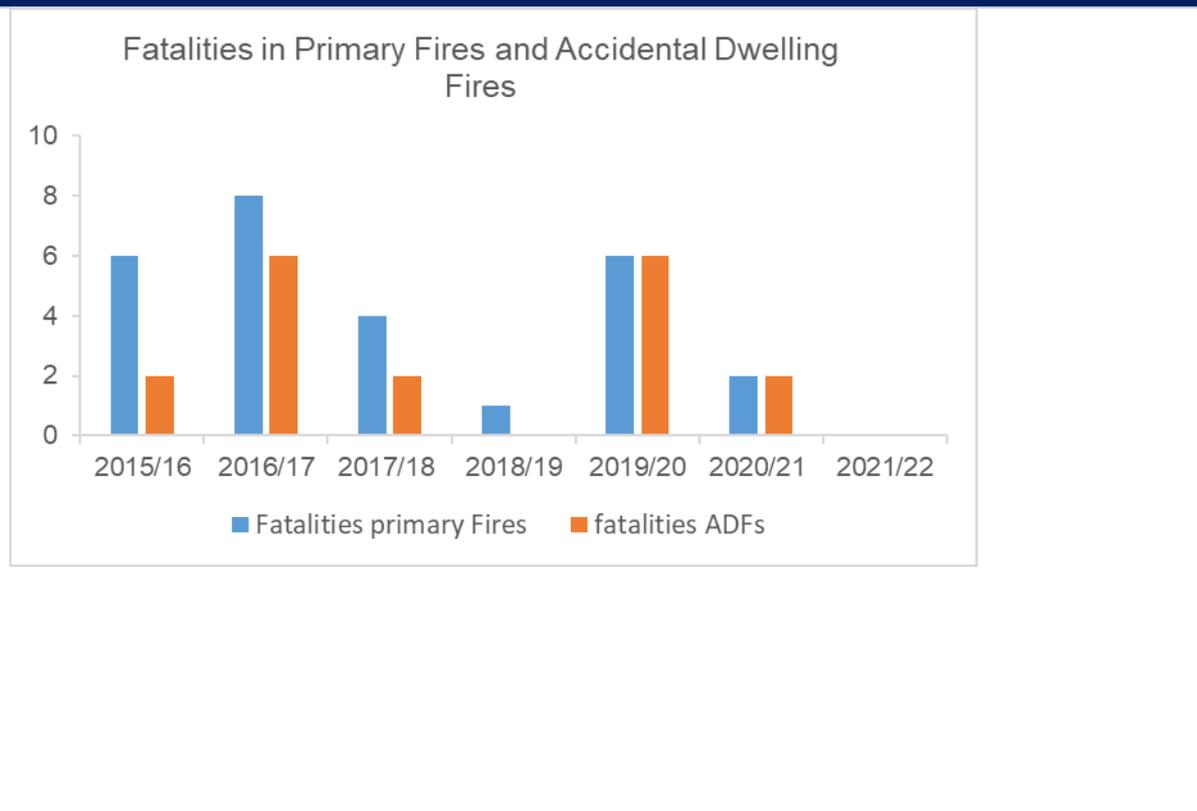
Performance and Programme Board – Performance Report

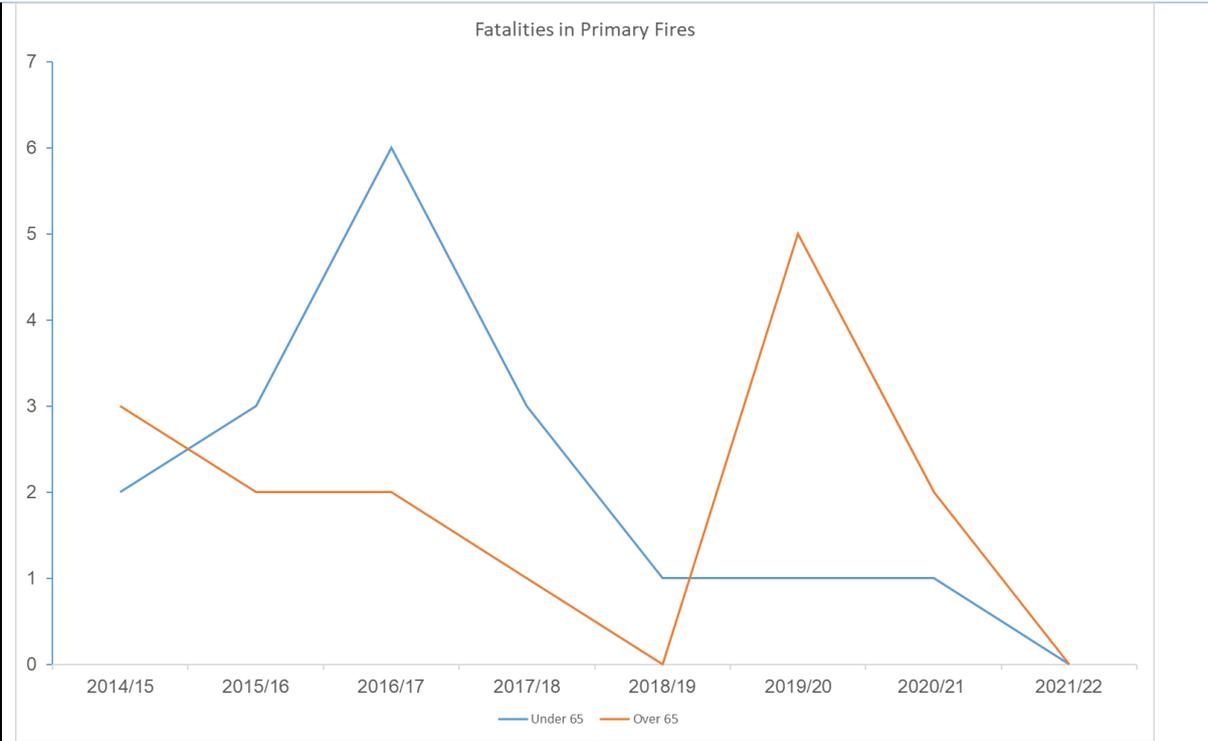
Indicator: [Number of Deaths in Primary Fires]

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 Q2		01/04/2021 To 30/09/2021	
Q1 Target	0	Q1 Actual	0
Q2 Target	0	Q2 Actual	0
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	0	YTD Cumulative Actual	0
Previous Status	Current Status		
			

Summary of Current Performance





Action taken to improve performance

At the end of Quarter 2, there have been no fatalities recorded. The new Safe and Well targeting methodology was signed off by the Service Management Team in August 2021 and will see the Service adopt a dual approach to prevention. Prevention teams will deliver Safe and Well interventions to occupiers aged 65 and over, and Service Delivery teams will utilise the existing Exeter data, high-risk addresses, and new Cheshire data to deliver Safe and Well interventions to occupiers under 65.

All crews have now received SAFFIRE training and 'make every contact count' training from Service Delivery Station Manager's. All watches have also been briefed and are ready to recommence Safe and Well delivery when instructed by Prevention.

The thematic review of the fire related deaths in Cheshire East during the previous year has now concluded. The review was presented and agreed at the Safer Cheshire East Partnership (SCEP) board meeting in July 2021. The Cheshire East Service Delivery Manager is working with the Prevention Department to complete actions for CFRS.

Routine press releases continue to be sent out by the Corporate Communications team and Station Social Media pages in line with community action plans and corporate campaigns. Virtual open days have also taken place across the Service in Quarter 2, with themed messages and advice being given to members of the public. Further virtual open days are scheduled to follow in Quarter 3 and routine prevention engagement activities have begun to recommence in a controlled, risk-assessed manner and on a case-by-case basis following the easing of lockdown restrictions.

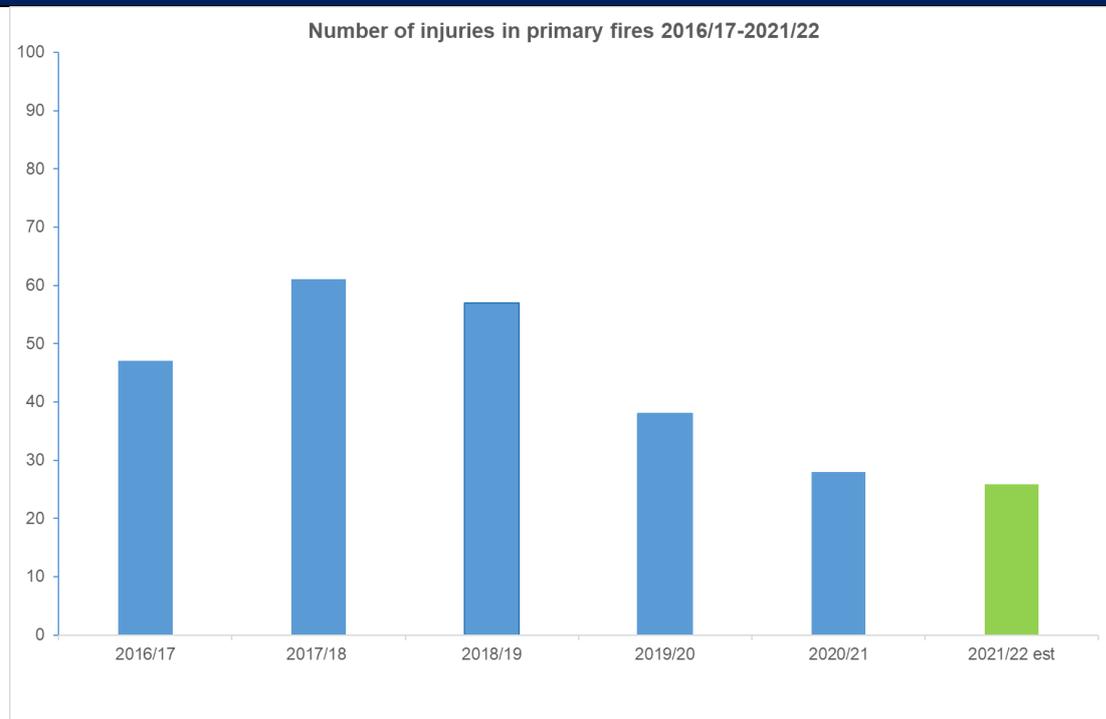
Performance and Programme Board – Performance Report

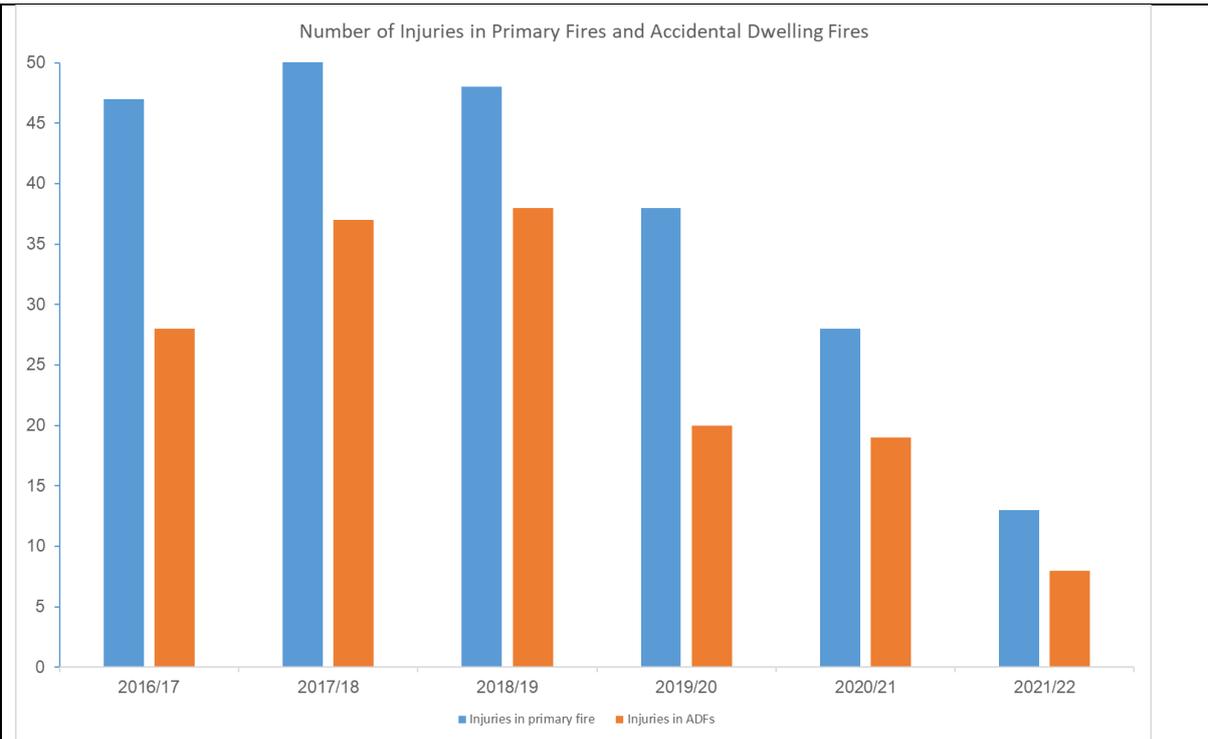
Indicator: [Injuries in Primary Fires]

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 Q2		01/04/2021 To 30/09/2021	
Q1 Target	11	Q1 Actual	4
Q2 Target	10	Q2 Actual	9
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	21	YTD Cumulative Actual	13
Previous Status	Current Status		
			

Summary of Current Performance





13 injuries occurred in the year to date against a target of 21.

- 8 of the 13 injuries occurred in accidental dwelling fires.
- 5 incidents involved people aged 40-49
- 3 injuries were classified as serious, two of which were in accidental dwelling fires

Unitary Authority	Number of Injuries (year to date)
Cheshire East	1
Cheshire West & Chester	8
Halton	3
Warrington	1
Total	13

Cause	Number of Injuries
Cooking	2
Matches and Candles	1
Naked Flame	4
Other domestic appliance	2
Batteries/generators	4
Total	13

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

Injury Description	Number of Injuries Serious	Number of Injuries Slight
Burns - severe	1	0
Burns - slight	0	3
Breathing difficulties	0	1
Overcome by gas, smoke or toxic fumes; asphyxiation	1	6
Other	1	0
Total	3	10

Quarter 2 data:

Cheshire East

There were no injuries in Cheshire East in Quarter 2.

Halton

There were three injuries in Halton, one of which was classified as serious. This incident involved the deliberate use of flammable liquids and accounted for two of the injuries. The other incident was caused by the use of a blowlamp.

Cheshire West & Chester

There were five injuries in Cheshire West and Chester, four of which occurred in one incident. One incident was a deliberate fire from lighting paper and card, the resulting injury was classified as slight, whilst the incident with 4 injuries resulted from faulty leads on a generator

Warrington

There was one injury in Warrington caused by cooking, and the injury was slight.

Action taken to improve performance

The Corporate Communications team has sent out press releases and Station social media pages have been regularly updated to help prevent fires by highlighting specific dangers. Virtual open days

have also taken place to disseminate themed safety messages and advice to the public. Further virtual open days are scheduled to take place in Quarter 3.

Incidents are followed up by the Prevention Department to help prevent fires re-occurring. Some prevention engagement activities have now recommenced on a case-by-case basis, in a controlled, risk-assessed manner.

Incidents are also scrutinised by the Officer in Charge and Station Managers, and hot spotting takes place post fire. Community Action Plans are monitored by Station and Group Managers.

Halton:

Halton had one serious arson incident in which one female broke her back jumping from the window to escape the fire. A Safe and Well visit has not been completed as the family have been relocated following the fire, and the property is empty. Information has been passed to the On the Streets Team as the area has high reports of anti-social behaviour.

Cheshire West & Chester

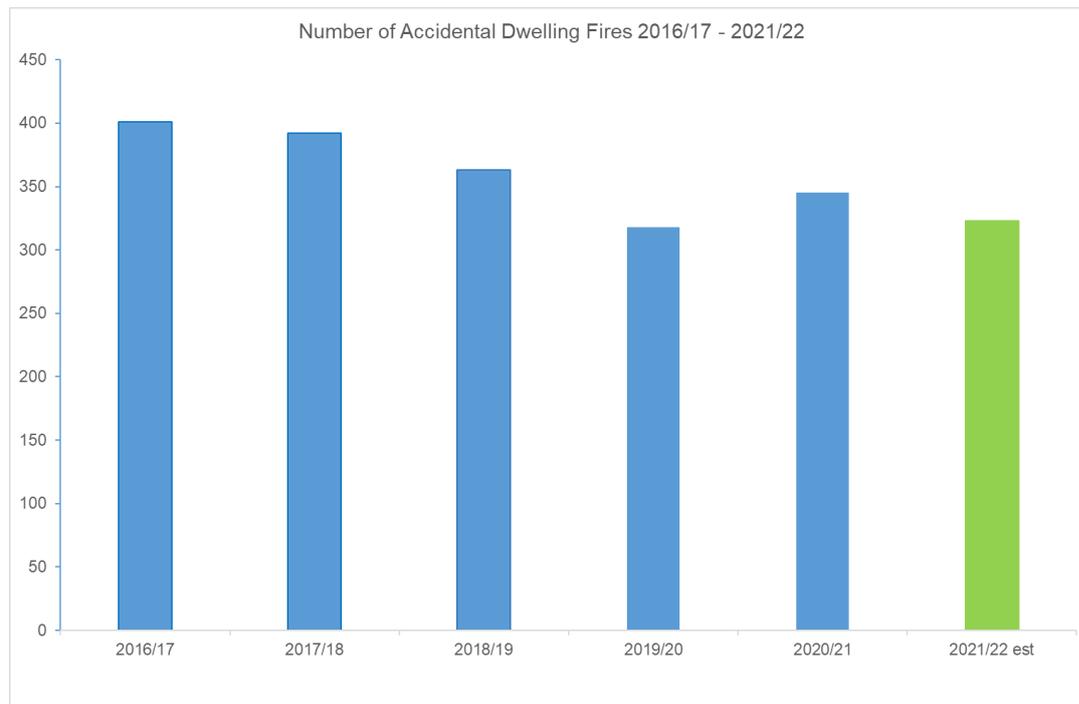
An accidental house fire caused 4 of the 5 injuries. A serious injury triage form is being completed for this incident due to the severity of the fire, but the injuries themselves have been classed as slight. Prevention have visited the family and neighbouring property to deliver fire safety advice and fit alarms, and will arrange visits to any properties along the same road.

Performance and Programme Board – Performance Report

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

Reporting period Q2		01/04/2021 To 30/09/2021	
Q1 Target	96	Q1 Actual	91
Q2 Target	85	Q2 Actual	65
Q3 Target		Q3 Actual	
Q4 Target		Q3 Actual	
YTD Cumulative Target	181	YTD Cumulative Actual	158
Previous Status	Current Status		
			

Summary of Current Performance



At the end of Quarter 2 there were 158 Accidental Dwelling Fires compared to a target of 181. There was no firefighting action required at 26.9% (43) of incidents.

Looking at the key risk areas, there has been an increase in the number of fires involving lone parents with children (8-21), 13 of the incidents started in the kitchen.

Unitary Authority	Total
Cheshire East	54
Cheshire West & Chester	62
Halton	18
Warrington	24
Total	158

Fire Location	Total
Kitchen	85
Bedroom	15
Living Room	14
External Structures	8
Garage	4
External Fittings	5
Other	27
Total	158

Cause of Fire	Number of Incidents
Cooking	61
Electrical Supply	27
Domestic Appliance	24
Smoking Materials/Cigarette Lighter	13
Other	33

Fire Spread	Number of incidents
None	24
Confined to item first ignited	57
Limited to Room of Origin	50
Other	27

Occupancy Type	Was a smoke alarm present? Yes
Lone person over pensionable age	91.67%
Lone Person under pensionable age	82.76%
Lone parent with dependant children	100%
Couple one or more over pensionable age, no children	76.92%
Couple with dependant children	90.32%
Couple both under pensionable age with no children	77.27%
Other	75%
Total	85.63%

Location	Was an alarm present and did it operate
Kitchen	77.6%
Bedroom	73.3%
Living Room	50%

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	24	56533	280
Lone person under pensionable age	28	73421	260
Lone parent with dependant children	21	82396	168
Couple one or more over pensionable age, no children	13	80559	106
Other	20	209308	44
Couple both under pensionable age with no children	21	167332	87
Couple with dependant children	31	347436	59

The indexed score is a risk score that 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.

Action taken to improve performance

Prevention

We have delivered extensive social media messaging regarding home fire safety, and this has supported more local issues at Station levels. These messages have had a positive impact on the number and severity of fires attended, and we are seeing a high proportion of fires attended in the home that have minimal damage to the occupier and their property.

The independent research we undertook highlights a greater need for other forms of interaction with more elderly residents, who may not be frequent users of social media platforms. Work will commence on how and when we do this to maximise the impact, in the form of a communications strategy with our communications team.

One of the proposals is to look at a 6 monthly/annual publication, specifically aimed at Prevention related topics. This publication could be circulated amongst the care sector, housing providers, and wider community groups to deliver key messages to the most vulnerable and those who may not access social media. This idea will be shared with colleagues in the Local Authority to obtain support.

As part of the quarterly Incidents of Interest group, Chaired by the Head of Prevention and Protection, we review the outcomes and recommendations of Coroners findings (Reg 28) from fire related incidents. Recent reports have highlighted certain areas for us to explore, including more joined up training with colleagues from the Protection team. Training events are

programmed in within Quarter 3 and Quarter 4 of this year, to make Prevention and Protection colleagues more aware of issues that we as a service can influence.

Work has also commenced to replace our existing stock of Portable Fire Suppression Units (PFSU's) that are installed in the properties of those who may be immobile/bed bound, but are at significant risk from fire death or serious injury. This work stream involves a significant number of people from across Prevention, Procurement, Health and Safety, Finance and Estates, to ensure the equipment we procure is fit for purpose and that those who most require them are able to receive them.

Cheshire East

All incidents for Quarter 2 have been scrutinised and post-incident visits have been completed after each incident. Hot spotting has been carried out post fire, with follow-ups from the Prevention department. Leaflets and social media posts have been sent out regarding cooking safety for all areas.

Corporate Communications have also sent out press releases, and Station social media platforms have been updated as and when by stations to help prevent fires and highlight dangers to the public. Stations in Cheshire East have utilised Social media during Quarter 2 for a variety of messages such as to promote chimney fire safety, smoking and e-cigarette safety, bedtime safety/routines, electrical safety, and the fitting of smoke alarms. These messages have been in line with corporate themes and the campaigns calendar.

Virtual Open days have also taken place at Nantwich (31/07/21), Wilmslow (21/08/21), and Congleton (25/09/21).

Cheshire West and Chester

Watches are due to recommence Safe and Well visits from October, following the easing of restrictions and the publishing of a risk assessment. These visits will utilise the 'New Cheshire Data' and target groups such as 'lone person' and 'lone parent', as these groups made up 9 of the 21 incidents which occurred from the period of July-Sept.

Watches continue to publish safety messages via social media platforms and posts target the themes/trends of incidents within the local station areas as well as those in conjunction with the campaigns calendar.

On Call Support Crew Managers will aid in upskilling and supporting On Call station personnel in the use of social media. This will ensure that key safety messages are placed on social media pages following attendance at accidental dwelling fires.

Virtual Open days have been utilised by a number of stations to distribute important safety messages such as Barbeque Safety and Escape Plans.

An Officer will be making contact with persons responsible for a rented dwelling on the Grosvenor Estate as, following a fire, it was discovered that no smoke alarms were fitted. The responsibilities of landlords, and the importance of having working smoke alarms fitted, will be reiterated to the individual(s).

Warrington

In Quarter 2, there were 14 accidental dwelling fires. 9 of these incidents started in the kitchen with various causes. The top two reasons were due to unattended cooking, and items being left

on the hob. Post Incident HSAs have been completed following all incidents either by the attending crews or the Prevention department.

Social media has been utilised to promote various safety messages and campaigns.

Halton

Of the 9 accidental dwelling fires, one property did not have a smoke alarm fitted and this was occupied by a lone person under pensionable age.

5 of the incidents occurred in the kitchen due to unattended cooking and items left on the hob. Either the attending crews or the Prevention department have completed Post Incident HSAs on all incidents.

Crews have issued relevant social media messages.

Performance and Programme Board – Performance Report

Indicator: [Number of Deliberate Fires]

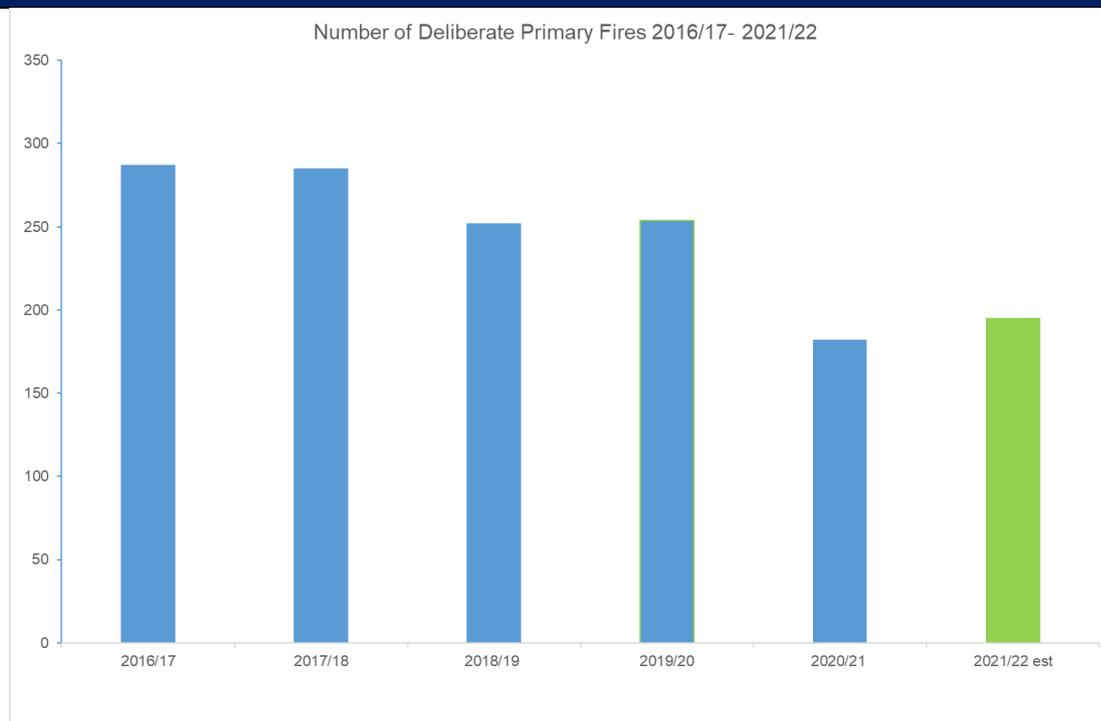
Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target (Primary)	65	Q1 Actual (Primary)	58
(Secondary)	245	(Secondary)	227
Q2 Target (Primary)	67	Q2 Actual (Primary)	45
(Secondary)	218	(Secondary)	149
Q3 Target (Primary)		Q3 Actual (Primary)	
(Secondary)		(Secondary)	
Q4 Target (Primary)		Q4 Actual (Primary)	
(Secondary)		(Secondary)	
YTD Cumulative Target (Primary)	132	YTD Cumulative Actual (Primary)	103
(Secondary)	463	(Secondary)	376

Deliberate Primary Fires

Deliberate Secondary Fires

Previous Status	Current Status	Previous Status	Current Status
			

Summary of Current Performance



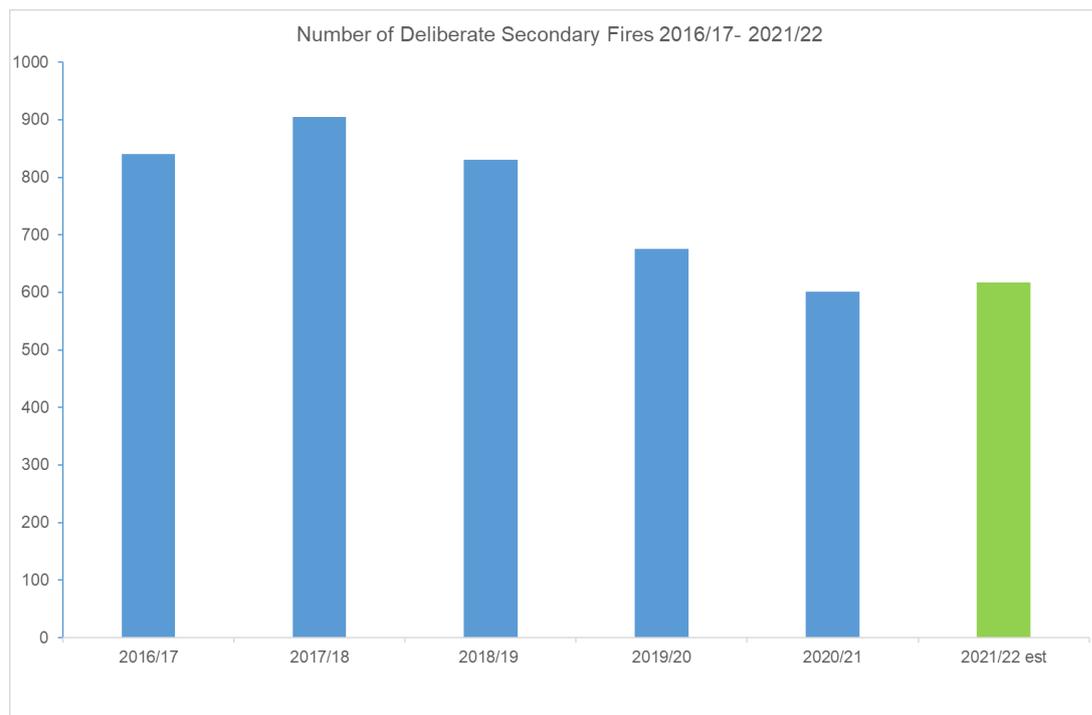
Deliberate Primary Fires

As defined in the Incident Recording System (IRS) primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

Overall, 103 deliberate primary fires were recorded at the end of Quarter two, against a target of 132. Individually both Quarter 1 and 2 were both on target. Overall, the station areas with the highest number of incidents are Widnes (18) and Warrington (15).

Across Cheshire, 54 incidents (44.8%) involved the deliberate ignition of a road vehicle. Of these, 24 involved cars. 18 incidents involved the deliberate ignition of motorcycles of which 9 occurred in Widnes.

Unitary area	Number of Deliberate Primary Fires
Cheshire East	18
Cheshire West and Chester	36
Halton	27
Warrington	22
Total	103



Deliberate Secondary Fires

As defined in the Incident Recording System (IRS) Secondary Fires are fire incidents that did not meet the criteria of a primary fire, did not involve casualties and were attended by four or fewer appliances.

The number of deliberate secondary fires recorded at the end of Quarter Two was 376, which is 87 incidents under target. The highest number of incidents have been in the following station areas -

Warrington (65), Ellesmere Port (45) and Winsford (43). These three station areas account for 40.8% of all incidents.

Unitary area	Number of Deliberate Secondary Fires
Cheshire East	63
Cheshire West and Chester	129
Halton	87
Warrington	97
Total	376

Action taken to improve performance

Deliberate Fire Reduction

The number of Deliberate Primary and Secondary fires remain below the target figures.

Stations have received bespoke intelligence from the Service's Deliberate Fire Reduction Officer that details key areas to focus efforts to reduce deliberate fires.

The Deliberate Fire Reduction Officer in Prevention receives regular update reports from Cheshire Police. These reports outline the number of arrests and convictions for deliberate fires across Cheshire. This information provides valuable feedback to operational managers and fire investigation officers, highlighting the importance and benefits of robust and detailed fire investigation. This is in addition to reporting through the Incident Recording System (IRS) and Police Notification Report platforms which are all quality assured by the Deliberate Fire Reduction Officer.

The 'On the Streets' team leader is now receiving all Police Notification Reports to support an increase in awareness of emerging trends to then attempt to interact with the public. They are also now in possession of Anti Social Behaviour (ASB) data. Whilst ASB is not a Key Performance Indicator for Cheshire Fire and Rescue Service, it should be noted that ASB and deliberate secondary fires are often occurring in close proximity.

Cheshire East

Station Managers attend the Multi Agency Action Group to discuss incidents of interest and the Cheshire East Protection Department attend Vacant & Void meetings.

Operational crews continue to complete Police Notification Record notifications as per the policy, and Police log numbers are noted. All incidents are scrutinised monthly by the Service Delivery Managers and Protection Department. Fire Investigators are requested where necessary.

In Wilmslow, crews have been involved with a number of campaigns in relation to deliberate fire activity. In July, crews attended Carrs Park, along with colleagues from the Police, to take part in an action day to target deliberate fire activity, anti-social behaviour and disseminate other safety messages.

In Alsager, crews attended a rubbish bin well alight, which was believed to have been ignited deliberately. A Police notification report was completed and the police were not required to attend. Arson SPOC and the local Beat team were updated directly as this is a continuation of a trend of bin fires in close vicinity during the last few months.

In Crewe, there has been a re-emergence of deliberate fires at a derelict site in Electricity Street. The Station Manager is taking the details of these incidents to the next Multi Agency Action Group meeting. The Station Manager is liaising with the Cheshire East Protection Manager to raise the issue again at the local authority Vacant and Voids meeting.

In Macclesfield, deliberate fire activity has been scrutinised and no trends were identified following on from those seen in Quarter 1.

Cheshire West and Cheshire

Following a rubbish fire in the rear yard of a building on The Rows, the Heritage Officer and Locality Officers from Cheshire West and Cheshire worked in partnership to ensure the safety of everyone involved and mitigate the risk of a repeat fire. The fire was suspected to have been started by a carelessly discarded cigarette being dropped onto bin bags. The fire was extinguished due to the swift action of staff members. Following the incident the Heritage Officer attended a joint inspection and was able to audit both premises with access to this yard. The common parts of the sleeping accommodation above the shops were also audited, and Safe and Well visits were offered to residents to advise on domestic fire safety issues. Locality Officers sent letters to residents advising them on the correct disposal of waste and reminding them not to litter with cigarettes. They also issued notices to the property owner and residents to ensure any remaining waste was removed.

A deliberate dwelling fire occurred in Winsford in an external, unsecured meter cupboard, in an area with a history of vandalism and anti-social behaviour. The occupiers had removed the hardwired alarms. A fireproof letterbox has been fitted at the property along with replacement smoke alarms. Prevention staff have been working the family and the watch has liaised with Muir Housing to ensure meter cupboards are kept secure. These will be checked on an estate visit and a mail drop to residents by the Housing association.

Operation Treacle is a programme aimed at young people aged between 8 and 16 who are at risk of becoming involved in Anti-Social behaviour in the Winsford area. The Operation Treacle meeting has taken place and a strategy has been set for the period leading up to and during the bonfire period. Activities include ward walks, diversionary activities, school visits, and a bonfire display at Barton stadium. Enquiries are being conducted with the event organisers about obtaining free family passes, which have previously been given to vulnerable families.

Halton

Police Notification Records are completed for all incidents and the Community Action Plan (CAP) holders for 'reducing deliberate fires' are in regular contact with their SPOC at Cheshire Police. CAP holders highlight any areas of concern and work with their SPOC to reduce incidents.

Crews have been active on social media to highlight issues for the community. For example, Blue watch ran a motorbike safety message that highlighted how to safely lock up bikes and be aware of theft.

There has been a small increase in the number of incidents involving wheelie bin fires in Victoria Park. Police were informed via Police Notification Record and a bin safety message was generated on Twitter to inform residents to be vigilant of theft and fire.

The Station Manager reported that a new outreach provider – VIBE – are now working in partnership with Halton Borough Council to provide outreach services across Widnes and Runcorn. Youth workers from Vibe will work with young people in public spaces, and CAP holders from Widnes and Runcorn will liaise with them.

Warrington

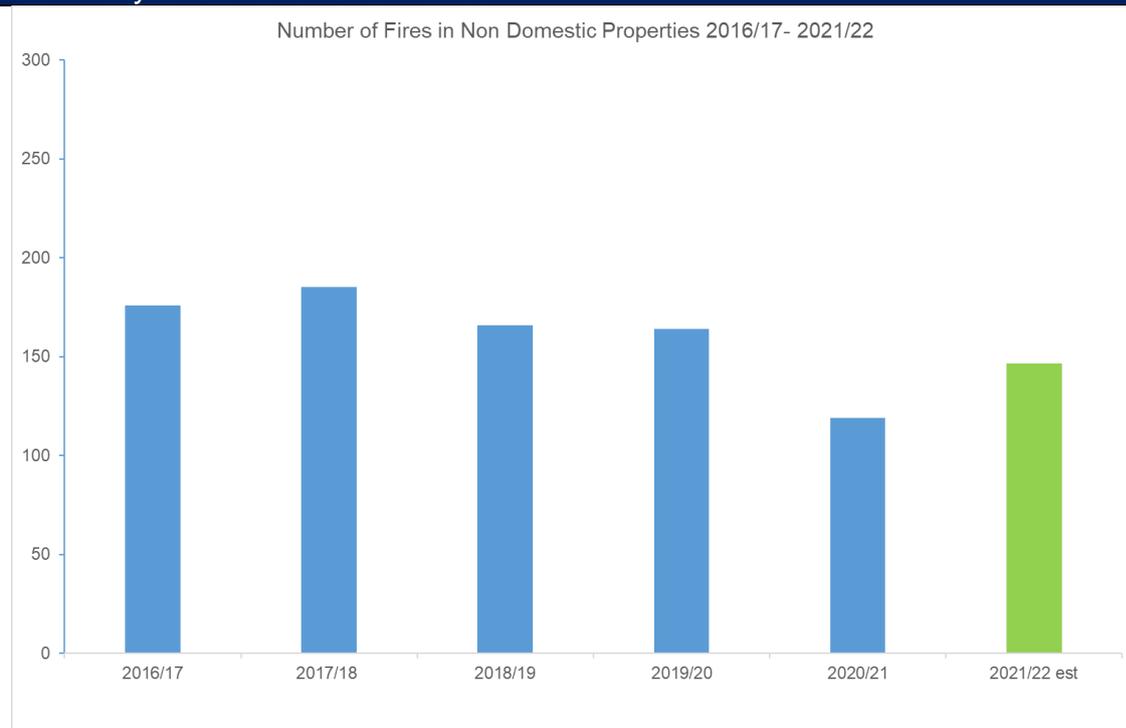
Police Notification Records are completed for all incidents and the CAP holders for 'reducing deliberate fires' are in regular contact with their SPOC at Cheshire Police. CAP holders highlight any areas of concern and work with their SPOC to reduce incidents. Crews have made use of social media to highlight any issues within the community.

Performance and Programme Board – Performance Report

Indicator: [Fires in Non-Domestic Premises]

Reporting Period Q2		01/04/2021 to 30/09/2021	
Q1 Target	45	Q1 Actual	38
Q2 Target	40	Q2 Actual	44
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	85	YTD Cumulative Actual	82
Previous Status	Current Status		
			

Summary of Current Performance



There have been 82 Non-Domestic Premises fires up to the end of Quarter 2, which is 3 below target.

The most significant numbers of fires have been identified in the following building types.

Type	Number of occurrences
Barn	10
Pub/wine bar	4
Retirement/Elderly Homes	4

The barn fires occurred through the use of welding/cutting equipment or wet hay.

The main causes for fires in Non-Domestic Premises:

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

45% of the 38 fires (17 incidents) were either confined to the item first ignited (48) or involved smoke and heat damage only (11). Whilst a further 14 (37%) fires were confined to the room of origin.

Unitary Area	Accidental	Deliberate
Cheshire East	19	2
Cheshire West & Chester	30	7
Halton	9	1
Warrington	6	8
Grand Total*	64	18

Property Type	Number of Properties	Number of Incidents	Index Score
Prison	3	4	58349
Hospital / Hospice	40	1	1094
Factory/Manufacturing	438	16	1598
Care / Nursing Home	220	6	1193
Fast Food Outlet / Takeaway (Hot / Cold)	518	2	168
Farm / Non-Residential Associated Building	1077	10	406
Restaurant / Cafeteria	703	3	186
Public House / Bar / Nightclub	805	3	163

The indexed score is a risk score that compares the rate of incidents for each premises type against the average rate of fire in non-domestic premises 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 the premises type is twice as likely as average to have a fire. The data for the index is over a 12-month period.

Action taken to improve performance

Following each fire in a Regulated building there is a fire safety audit/ post fire inspection that is completed by a qualified inspector. The purpose of this visit is to ascertain if fire safety law was being complied with before the fire and potentially retrospective action may be taken against the building management. In addition, when fire crews are at the scene of a fire in a Regulated building, should they have any concerns for the safety of occupants, an on duty fire Protection inspector is available to assist.

A comparison between Quarter 1 and Quarter 2 has identified that the number of deliberate fires (in or affecting commercial buildings) has reduced from 13 to 5 incidents. Specifically there has been a reduction from two prison fires at Risley prison down to none in Quarter 2. This in part will

be due to the initiative set up between the Service and the Crown Premises Inspection Group (CPIG) to forge closer working between the two organisations. The initiative is two-fold; firstly, the aim of reducing fires at the Prisons in Cheshire and therefore reducing the risk to occupants, and secondly, as the Service has no jurisdiction in these premises, the aim is to support the CPIG to ensure standards of fire protection within secure accommodation.

There have been increases in certain ignition types comparing Quarter 1 and Quarter 2. These are batteries, wiring (cables and plugs), smoking materials and wet hay within barns. In addition, there has been an increase in accidental fires, suggesting that the increase is due in part to the fact that far more buildings are being occupied due to reduced effects of COVID. The occupancy of buildings leads to increased use of equipment. Only 6 incidents out of the 43 in Quarter 2 involved buildings.

One prosecution of a takeaway premises in Crewe was concluded with the owner receiving a custodial sentence. The premises and its fire safety issues had become known as a result of a fire in the kitchen area, which was attended by local firefighters. The Service's social media platforms were used to highlight the successful prosecution and these media messages were used to serve as a warning to other business owners.

The business safety team has its own media accounts, which are used to publicise incidents of note and for regular topical updates to tie in with National Fire Chief Council themes. Fire safety in houses in multiple occupation, on going fire safety in schools and the promotion of sprinklers have been regular topics. In addition, this month has seen a farm related web chat, which proved particularly successful with 12 questions being posed by individuals on both operational and fire protection matters. This is particularly relevant given that this quarter has seen three incidents involving barns/ hay and, generally, the number of resources required to deal with these incidents is large over a protected time period. This Facebook event reached 2,900 people, and was viewed by 423 people.

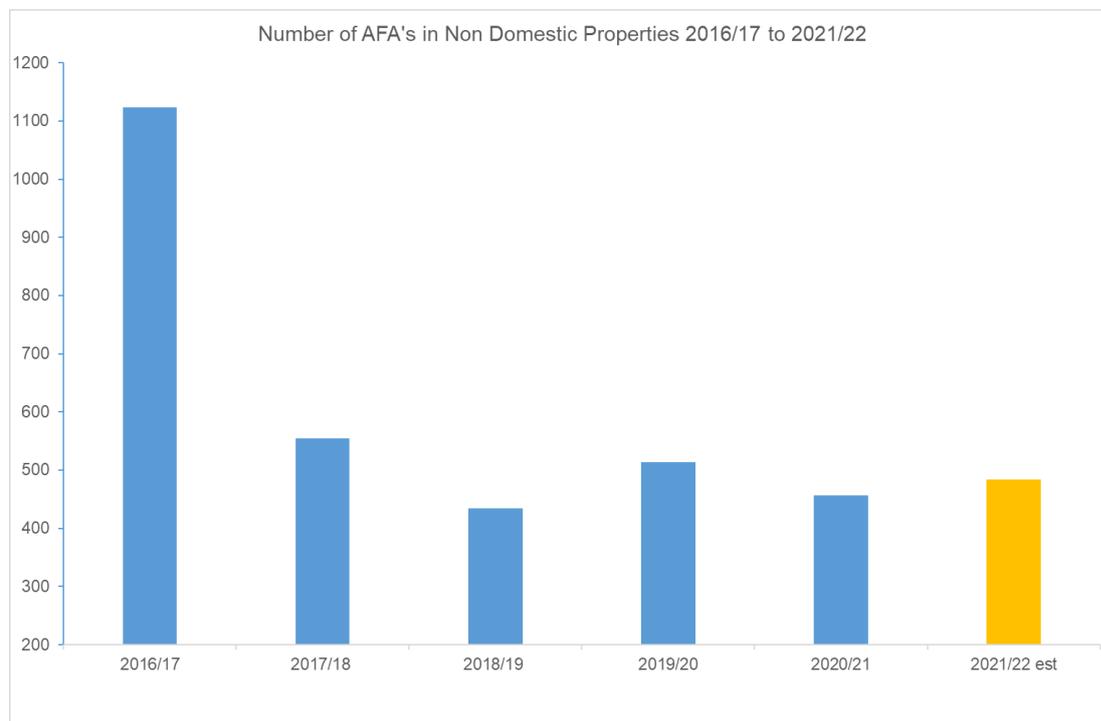
The Chester Heritage Officer is continuing with the audits in Chester heritage buildings. The aim of this two-year initiative is to work on improving fire safety standards across the Chester rows. 120 audits per year are planned to be completed and in addition, Safe and Well inspections are being completed where domestic accommodation is encompassed within the Rows. This joint initiative involves close working and regular joint inspections with partners from across the Chester area. The Heritage Officer is working closely with the Chester fire station crews to support them to build accurate Site Specific Risk Inspection plans which would be used should there be an incident within the historic Rows.

Performance and Programme Board – Performance Report

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

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	116	Q1 Actual	104
Q2 Target	145	Q2 Actual	158
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	261	YTD Cumulative Actual	262
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 Quarter 2, there were 262 attendances to Automatic Fire Alarms in Non-Domestic Premises against a target of 261.

The station areas with the highest number of calls are Chester, Warrington and Macclesfield which together account for 52% (136) of the overall total.

The main property types for Automatic Fire Alarms are hospitals (88) and nursing, retirement or care homes (61), whilst the most common reason for the alarm to go off was a fault (101), followed by accidentally/carelessly set off (48) and cooking/burnt toast.

Unitary area	Number of AFAs
Cheshire East	86
Cheshire West and Chester	109
Halton	22
Warrington	45
Total	262

Since the introduction of the revised policy in 2017/18, UWFS have reduced by over 50%. Whilst some activations can still be challenged, it is unlikely that additional reductions can be achieved without a further change to policy that would result in non-attendance to all UWFS without a confirmatory phone call. Members have previously indicated a reluctance to progress this approach.

Action taken to improve performance

Additional support measures have been introduced across the 3 protection offices. These include a single point of contact that will challenge the application of the mobilization policy through NWFC should any be outside of policy. There have been some good examples across the quarter where this has been used, such as:

- A golf course in Congleton which was incorrectly recorded as a sleeping risk and therefore attracted an automatic emergency attendance (this resulted in 8 call outs)
- A former boarding school in Warrington where close liaison ensured false alarms were minimised and
- A hospital in Chester where additional support was provided to the manager to keep false alarms as low as possible.

Liaison with fire stations & NWFC, fire protection inspectors undertaking visits, and business safety information will all have a positive impact on reducing numbers.

Performance and Programme Board – Performance Report

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

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	2500	Q1 Actual	2295
Q2 Target	2500	Q2 Actual	1717
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	5000	YTD Cumulative Total	4012
Previous Status	Current Status		
			

Summary of Current Performance

Number of Safe and Well Visits

Up to the end of quarter two 4012 heightened risk visits have been completed by Prevention and operational staff.

Unitary area	Year to date target	Number of Safe and Well visits (year to date)
Cheshire East	1361	1051
Cheshire West and Chester	1714	1379
Halton	672	828
Warrington	1260	754
Total	5007	4012

* 537 additional Safe and Well visits have been completed but not yet assigned to a Unitary Area. Work is ongoing to assign the visits in the new Saffire system.

Indicator: [B] Platinum Address Success Rate]

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	65% *	Q1 Actual	84%
Q2 Target	65%	Q2 Actual	76%
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	65%	YTD Cumulative Total	79%
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 where we have completed a Safe and Well visit is 79%.

Unitary area	Platinum address success rate
Cheshire East	92%
Cheshire West and Chester	68%
Halton	92%
Warrington	87%
Total	79%

Action taken to improve performance

There have been a number of challenges over the first two quarters of the year, that may impact on our Safe and Well delivery for the remainder of this financial year. There are currently a number of vacancies to fill within the Prevention team, that, as a result of the Covid restrictions and the impact on training of new staff, has meant a delay in the recruitment process for these posts. This will be addressed as we move into Quarter 3 and we are already working with HR colleagues to run the required processes for these posts.

The issues around allocating of completed visits to the correct teams, has been explained within the SAFFIRE training provided to all staff.

Furthermore, we are aware of a national shortage from our smoke alarm supplier, Fire Angel, who are unable to fulfil the orders of a large number of FRS at a national level. We are working extensively, in the background to identify new suppliers who can fulfil our requirements, whilst minimising the disruption to the community. At the moment we are prioritising the most vulnerable from the over 65 community, whilst we understand the impact this national shortage will cause. An options paper will be presented once the impact is known.

Service Delivery and Prevention staff will be kept informed as to what this means for them. We are hopeful that the supply issues can be rectified and will allow us to reach our end of year target.

Performance and Programme Board – Performance Report

Indicator: [Thematic Inspections Completed by Operational Crews]

Reporting Period Q2		01/04/2020 To 30/09/2021	
Q1 Target	501	Q1 Actual	472
Q2 Target	501	Q2 Actual	502
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	1002	YTD Cumulative Total	974
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.

Unitary	Q2 Target	No. completed during Q2
Cheshire East	101	101
Cheshire West and Chester	158	149
Halton	88	99
Warrington	154	153
TOTAL	501	502

Action taken to improve performance

Thematic inspections have resumed in full. Protection offices (Warrington, Crewe and Chester) have provided the premises addresses to the local full time stations for them to complete visits. The Protection teams support the crews with any requests and there have been some good examples whereby stations have highlighted dangerous situations, which are then followed up by inspectors.

Crews will be given a slightly larger allocation of Thematic inspections to complete in Quarter 3 and Quarter 4 to make up for the cumulative deficit for this indicator. It is expected that the cumulative target will be met by the end of Quarter 3.

Performance and Programme Board – Performance Report

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

Reporting Period Q2		01/04/2020 To 30/09/2021	
Q1 Target	450	Q1 Actual	504
Q2 Target	408	Q2 Actual	392
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	858	YTD Cumulative Total	896
Previous Status	Current Status		
			

Summary of Current Performance

Six enforcement notices and two prohibition notices have been issued during the quarter. A particularly busy period for building regulations consultations (187) is likely due to post COVID increase in proposed buildings works. There have been 32 post fire inspections of commercial buildings with a high percentage of these receiving an audit from a fire safety inspector. 25 fire safety complaints, where concerns have been raised regarding commercial premises, have resulted in visits for each one. The Department has also seen its workforce drop due to staff moving on to other employment, this often has the result of additional work needing to be taken on by the rest of the team.

A particularly busy leave period and courses for the Warrington/ Halton office means that the 22 audits from Quarter 2 will be caught up in Quarter 3.

Unitary area	Q2 Target	Number of Fire Safety Audits Completed in Q2
Cheshire East	135	136
Cheshire West and Chester	120	125
Halton	75	75
Warrington	78	56
Total	408	392

Indicator: [B] Percentage of Risk Based Inspection Programme Completed]

Reporting Period Q2		01/04/2020 To 30/09/2021	
Q1 Target	100% (81 audits)	Q1 Actual	98.8% (80 audits)
Q2 Target	100% (89 audits)	Q2 Actual (cumulative)	94.5% (84 audits)
Q3 Target	100%	Q3 Actual (cumulative)	
Q4 Target	100%	Q4 Actual (cumulative)	
YTD Cumulative Target	100%	YTD Cumulative Actual	96.5%
Previous Status	Current Status		
			

Summary of Current Performance

Physical audits are now in place across the offices with slightly amended working practices, which should help streamline audits moving forward. A common sense approach is applied by inspectors following the COVID risk assessments to ensure the correct measures are in place and to build in enough resilience. For example, should there be COVID issues at a care homes, then a rescheduled appointment can always be made.

Unitary area	% RBIP Completed
Cheshire East	100% (38 audits)
Cheshire West and Chester	84% (21 audits)
Halton	89% (8 audits)
Warrington	100% (17 audits)
Total	94.5% (84 audits)

Action taken to improve performance

The one outstanding RBIP audit from Quarter 1 for Cheshire West and Chester was visited and ultimately removed, as it was found to have been converted to a domestic dwelling and therefore would not have received an audit.

For Quarter 2 there are five RBIP premises that have not been audited. There are four in Cheshire West and Chester (one of which has had to be rescheduled due to a COVID outbreak at the premises and another due to an inspector leaving the Service). There was one premises in the Warrington/Halton office area. All five are scheduled for an audit within the first month of Quarter 3. The Cheshire East office had a 100% completion.

Performance and Programme Board – Performance Report

Indicator: [10 Minute Standard]

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	80%	Q1 Actual	82%
Q2 Target	80%	Q2 Actual	91%
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	80%	YTD Cumulative Total	86%
Previous Status	Current Status		
			

Summary of Current Performance

Overall 86% of life risk incidents were attended within ten minutes, which is above the target of 80%. The average attendance time for life risk incidents is eight minutes and 11 seconds.

Unitary area	Cheshire Standard
Cheshire East	83%
Cheshire West and Chester	84%
Halton	94%
Warrington	94%
Total	86%

When scrutinising the 10 Minute Standard Life risk incidents are broken down into two categories Dwelling Fires and Road Traffic Collisions. The tables below capture the incidents that have failed to make the 10 minute standard with the common causes.

Dwellings							
	Appliance over 10 mins from incident	Traffic problems impeding appliance	Incorrect Address	Delay in On Call turnout - compared to target	Delay in Wholetime turnout - working in community	Other Explanation	Totals
Cheshire East	2						2
CWAC						1*	1
Halton							0
Warrington	1						1
Totals	3					1	4

*Currently being investigated by the local SM

Road Traffic Collisions							
	Appliance over 10 mins from incident	Traffic problems impeding appliance	Incorrect Address	Delay in On Call turnout - compared to target	Delay in Wholetime turnout - working in community	Other Explanation	Totals
Cheshire East	5	1		1			7
CWAC			1			1*	2
Halton							0
Warrington			1				1
Totals	5	1	2	1		1	10

*Incident is being looked into by the local SM

Action taken to improve performance

Community Action Plan (CAP) holders scrutinise failures and validate them at the local scrutiny meeting. Appropriate action is taken to prevent future failures wherever possible.

Members of the Organisational Performance team and OPA are working together to provide a solution to calculate attendance time for those incidents where the Incident Commander has failed to book in attendance on the Mobile Data Terminal (MDT). It is important to remove these incidents from the data as they have a detrimental affect on CFRS' average attendance time performance, which is reported to the Home Office.

To further assist, Service Delivery Managers have re-iterated the importance of booking in attendance to their operational teams.

Performance and Programme Board – Performance Report

Indicator: [On-call Availability]

Reporting Period Q2		01/04/2021 To 30/09/2021			
Q1 Target	85%	Q1 Actual	64%		
Q2 Target	85%	Q2 Actual	58%		
Q3 Target	85%	Q3 Actual			
Q4 Target	85%	Q4 Actual			
YTD Cumulative Target	85%	YTD Cumulative Actual	61%		
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 YTD global availability at the end of Quarter 2 was 61% (crew of four) and 67% (crew of three, available as a Small Incident Unit).

However, there are variations of availability between the differing on-call shift systems as follows:

- Nucleus on-call appliance (e.g. Birchwood) availability was 95%
- Primary on-call appliance (e.g. Malpas, Poynton etc.) availability was 61%
- Secondary on-call appliance (e.g. Winsford second appliance etc.) availability was 43%

Action taken to improve performance

On Call availability during Quarter 2 has decreased from 64% in Quarter 1 to 58%. One contributory factor is the fact that this period accounts for the summer months and the easing of lockdown restrictions. Therefore, a greater proportion of On-Call staff have taken annual leave in this period, which has impacted on availability.

The On Call Support Crew Managers (OCSCM) who support On Call availability during the week have also operated at a reduced capacity due to sickness and a vacancy, which has since been filled. This has resulted in four instead of the full complement of six OCSCM's being available during this quarter.

A number of COVID outbreaks at some of our On Call stations this quarter resulted in a number of the watch having to isolate. This has had an impact on availability. Middlewich, Malpas and Sandbach were affected particularly but all stations have experienced the impact to some degree.

The On Call Programme Team has developed and introduced two methods of utilising existing, qualified staff, employed in other departments to provide cover at On Call fire stations. Departmental (DLR) and Wholetime Latent resource (WLR) maximises the opportunities to place surplus staff at On Call fire stations during the typically difficult to cover weekday periods.

DLR provided a total of 801 hours during Quarter 2 against a total of 964 in Quarter 1. The impact of staff taking annual leave and a relaxation of COVID measures has reduced this number in Quarter 2. As a result, WLR was largely unavailable during the main summer months as the majority of staff take annual leave in this period. However, in September there was an improvement with a total of 146 hours provided. This improvement is expected to continue outside of the main holiday period.

Recruitment remains a priority and social media campaigns for all of our On Call stations take place across platforms such as Facebook, Instagram and Twitter. However, we have seen a number of experienced and competent supervisory On Call managers leave their positions across a number of stations in the past year. As well as the immediate and negative impact on availability, this situation will take a significant period of time to rectify as individuals build experience and prepare for Incident Command Assured assessments. This skillset deficiency is evident as the crew of three (Small Incident Unit) average is significantly higher (67%) than the crew of four (61%).

Performance and Programme Board – Performance Report

Indicator: [Average Days/Shifts Lost to Sickness]

Reporting Period Q1		01/04/2021 To 30/09/2021	
Q1 Target	1.38	Q1 Actual	1.76
Q2 Target (cumulative)	2.75	Q2 Actual (cumulative)	3.42
Q3 Target (cumulative)	4.13	Q3 Actual (cumulative)	
Q4 Target (cumulative)	5.5	Q4 Actual (cumulative)	
YTD Cumulative Target	2.75	YTD Cumulative Actual	3.42
Previous Status	Current Status		
			

Summary of Current Performance

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person	20/21 Q2 Comparative Figures
Whole-time	1255	432	2.91	1.87
On-call	1078	292	3.69	1.47
Uniform Total	2333	724	3.22	1.71
Fire Staff	731.5	173	4.23	1.77
Q2 Total	3064.5	897	3.42	1.7

As can be seen in the table above, the Quarter 2 figures show an increase in the figures from the same Quarter of last year. In terms of total days lost, the cumulative Quarter 2 figure for 21/22 is 3064.5 and is a 90% increase from the 1,613 days for 20/21. This is, therefore, above the 21/22 target of 2.75 average working days lost to sickness per person.

Comparing the 20/21 cumulative Quarter 2 figures with the same period last year, whilst days lost to short-term absence have increased by 71.7%, days lost to long-term absence have increased by just over 100%. However, there has been a 3.8% reduction in actual days lost since last Quarter, as the actual number lost in Quarter 1 was 1562 compared to Quarter 2's 1502.5.

There were 21 episodes of sickness absence in Quarter 2 due to Covid-19, which is an increase on the 6 episodes from Quarter 1. This amounted to around 168 working days lost but does not include absences due to self isolation or shielding. If Covid-19 is discounted, the Quarter 2 cumulative figure of 3.42 days lost would reduce to 3.21.

What actions will be required to improve performance?

- A further review of the Quarter 2 figures will be undertaken to ascertain trends and underlying causes.
- Monthly scrutiny at the Attendance Management Board continues to be applied to all absence cases to ensure that the appropriate actions are taken to ensure staff are given adequate support to assist with their return to the workplace.
- Quarterly contract meetings/calls with the Occupational Health Unit are ongoing to monitor service delivery and performance.
- The Mental Health Advisor engages with staff by means of virtual or face-to-face visits to raise awareness in respect of mental health and the support available.
- HR is providing daily information in relation to Covid-19 absences, and HR Business Partners are liaising with Duty Group Managers and Duty Station Managers on a daily basis.
- The latest national benchmarking data available from Cleveland Fire & Rescue Service is a quarter behind this reporting period so relates to Quarter 1. This shows that CFRS has the 11th lowest Wholetime absence rate of all services. For Fire Staff absence the Service's average days lost figure was the 8th highest across all Services. For On Call staff the Service had the 10th lowest sickness absence rate of all services.

Performance and Programme Board – Performance Report

Indicator: [Working Days Lost to Injury]

Reporting Period Q2		01/07/2021 To 30/09/2021	
Q1 Target	10	Q1 Actual	48
Q2 Target	10	Q2 Actual	7
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	20	YTD Cumulative Actual	55
Previous Status	Current Status		
			

Summary of Current Performance

Originally, it was reported in Quarter 1, there were 72 days lost as a result of three incidents.

One of the accidents in Quarter 1 involved an On Call firefighter sustaining an injury during training on station. He was provided with a sick note, as he is On Call all of the time was counted as lost time, this resulted in 49 days being recorded as lost time. However, following a meeting, it was agreed for reporting purposes to create parity with Wholetime firefighters, only 50% of the calendar days lost will be recorded as duty days lost for On Call firefighters. Therefore, only 25 days will be recorded as lost time.

In Quarter 2 a further six days were lost as a result of accidents.

In one accident, a firefighter felt faint and went off duty for 2 days, as the firefighter was On Call as well as Optimum Crewing the On Call days were also counted as lost.

The second incident involved a LGV tyre that exploded in a fire part of the tyre hit the fire fighters knee.

Action taken to improve performance

Quarter 1 Update:

The incident resulting in the most days lost occurred during training when a relatively inexperienced crew were pitching a 13.5m ladder, which they did not foot correctly. The firefighter was injured trying to control the ladder when it moved. The poor technique was addressed at the time with the crew concerned.

The second incident is still being investigated and is awaiting the outcome of a management process.

The third accident happened when an on-call firefighter slipped on poorly lit pavement when responding to a call. Cheshire East council have been made aware of the problem.

Quarter 2:

The incident involving the fire fighter who felt faint was one of several similar events that occurred in hot weather. We issued advice about hydration and cooling for firefighters at incidents.

Performance and Programme Board – Performance Report

Indicator: [Road Traffic Collisions Attended]

Reporting Period Q1	01/04/2021 To 30/06/2021	Q1 Actual Q2 Actual Q3 Actual Q4 Actual YTD Cumulative Actual	72 109 183
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Summary of Current Performance

Over recent years there has been an increase in the number of fatalities on the road, therefore as part of the IRMP we have committed to expanding the road safety provision in relation to prevention activity and are developing a Strategic Road Safety Plan and expanding operational response.

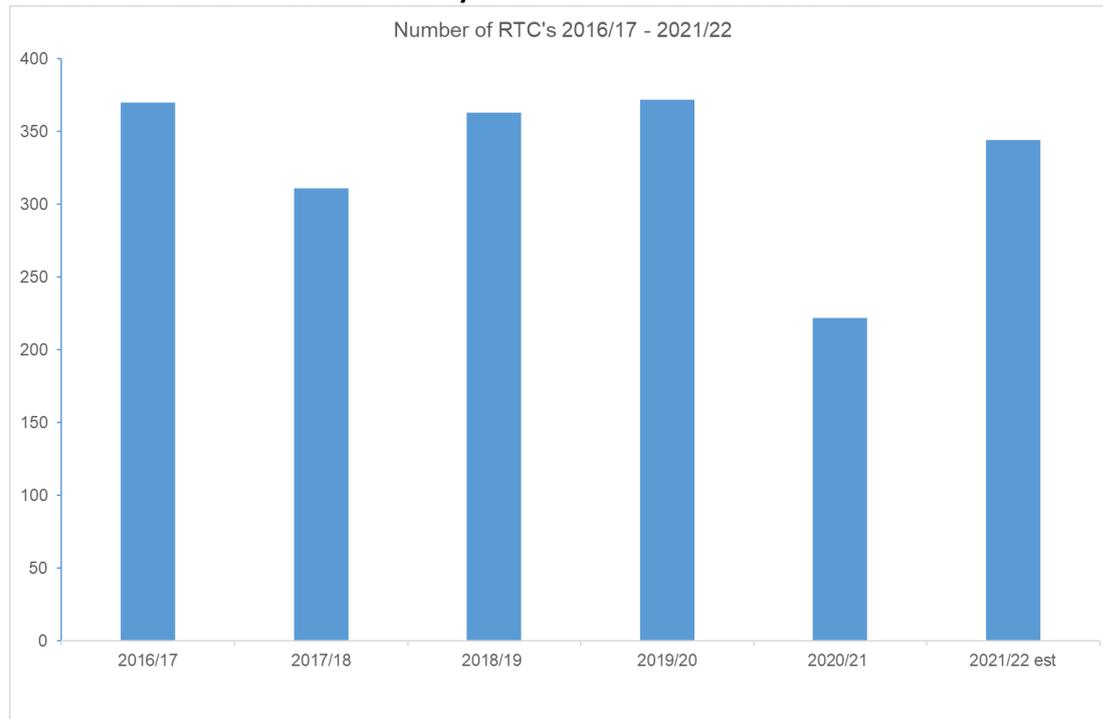
As a consequence, the Service has taken a decision to monitor and report the number of road traffic collisions (RTCs) that we attend.

Fatalities and injuries occurring as a result of Road Traffic Collisions.

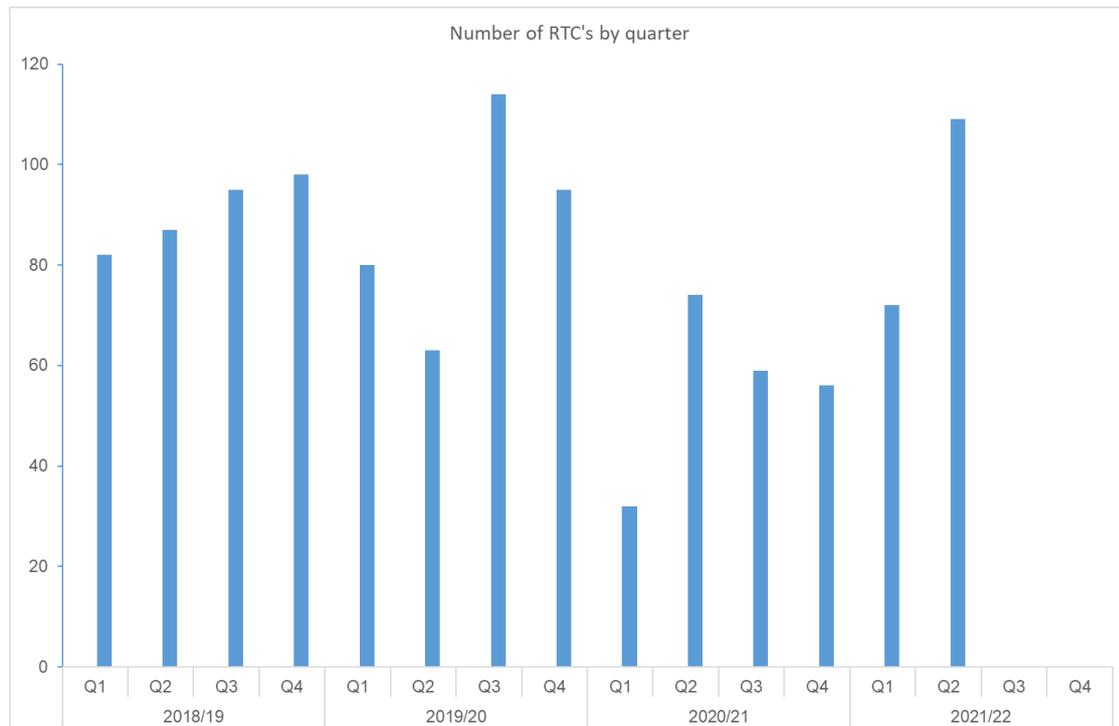
Please note, the following information is collated from data owned by Cheshire Constabulary and relates to the calendar year.

Severity	1 st July 2019 to 30 th June 2020	1 st July 2020 to 30 th June 2021	% of total	Year on year change
Fatal	28	25	1.5%	↓ 11%
Serious	219	274	16.1%	↑ 25%
Slight	1668	1407	82.5%	↓ 16%
Total	1915	1706		↓ 11%

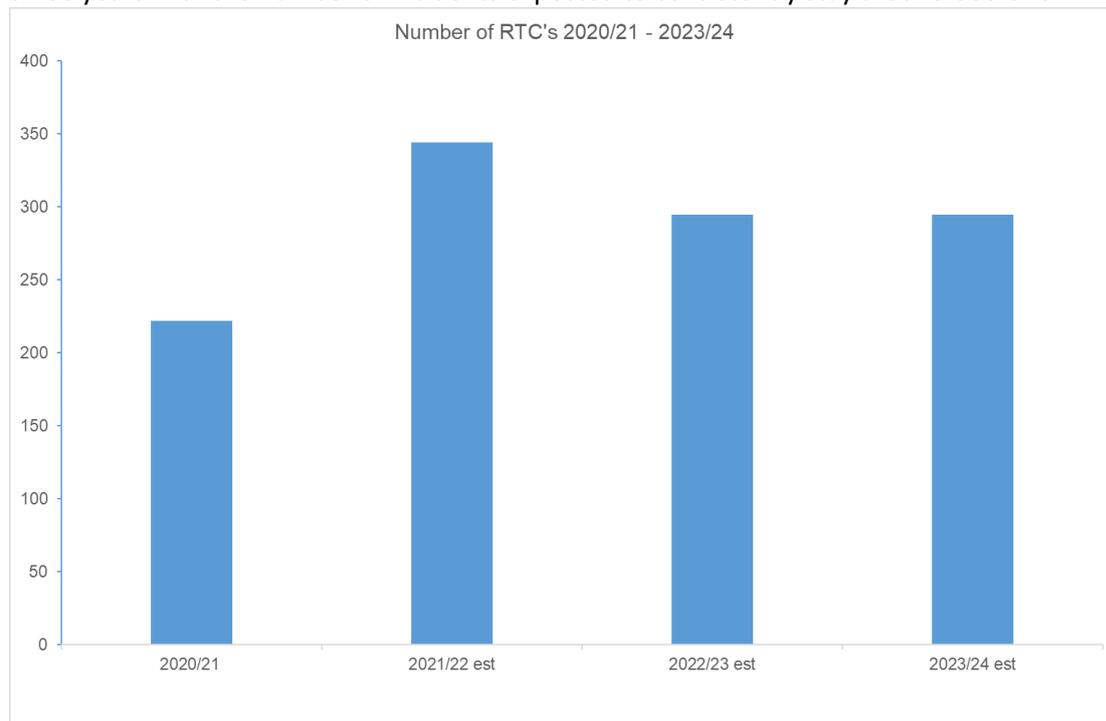
Chart of number of RTC's attended by Cheshire Fire and Rescue Service



The chart below shows the number of RTCs attended by Cheshire Fire and Rescue Service per quarter from April 2018. Overall, the trend was upwards up to December 2019 with a subsequent decrease following this. The downward trend during 2020/21 is partially due to the travel restrictions placed on households due to Covid-19, since the start of 2021/22 the numbers have increased to expected levels.



The chart below shows the predicted number of incidents the Service will attend over the next three years with the number of incidents expected to consistently stay around 300-320.



Action taken to improve performance

Work continues to promote the adoption of a Strategic Road Safety Plan with Cheshire Road Safety Group (CRSG) and the review of the group continues. The review encompasses the structure, service delivery, governance model and funding arrangements for the existing Cheshire Road Safety Group. A CFRS submission to CRSG has been completed, making recommendations to revise the Group. We are seeing an increase in road use by the public, now comparable to previous normal levels and, as expected, this has seen an increase in the number of accidents.

The Services recent campaign of 'Share the Road' has gained praise from the National Fire Chiefs Council (NFCC). The NFCC have created a bespoke online area for the media and promoted other Fire and Police Service's to utilise the content.

The Road safety team continue to deliver Cheshire Fire and Rescue Services key road safety interventions, with 'Bikerdown' and 'Think Drive Survive' now back in operation. This ensures delivery of road safety education to key at risk vulnerable road user groups.

Operation Close Pass continues to be utilised in partnership with Cheshire Police to respond to the rise in injuries from those utilising pedal cycles for transport and recreation. Further events recently completed and programmed:

- 23rdst August in Warrington town centre
- 8th October at Congleton Fire station
- 11th October Whitegate Horse Pass. This is the first event where a mounted police officer and horse were utilised instead of a bicycle following a rise in accidents with horses.
- Frodsham Fire Station 25th October.

Service Delivery have now also resumed in person events to engage with the public regarding Road Safety and the Service as a whole continues to utilise social media to support key messages.

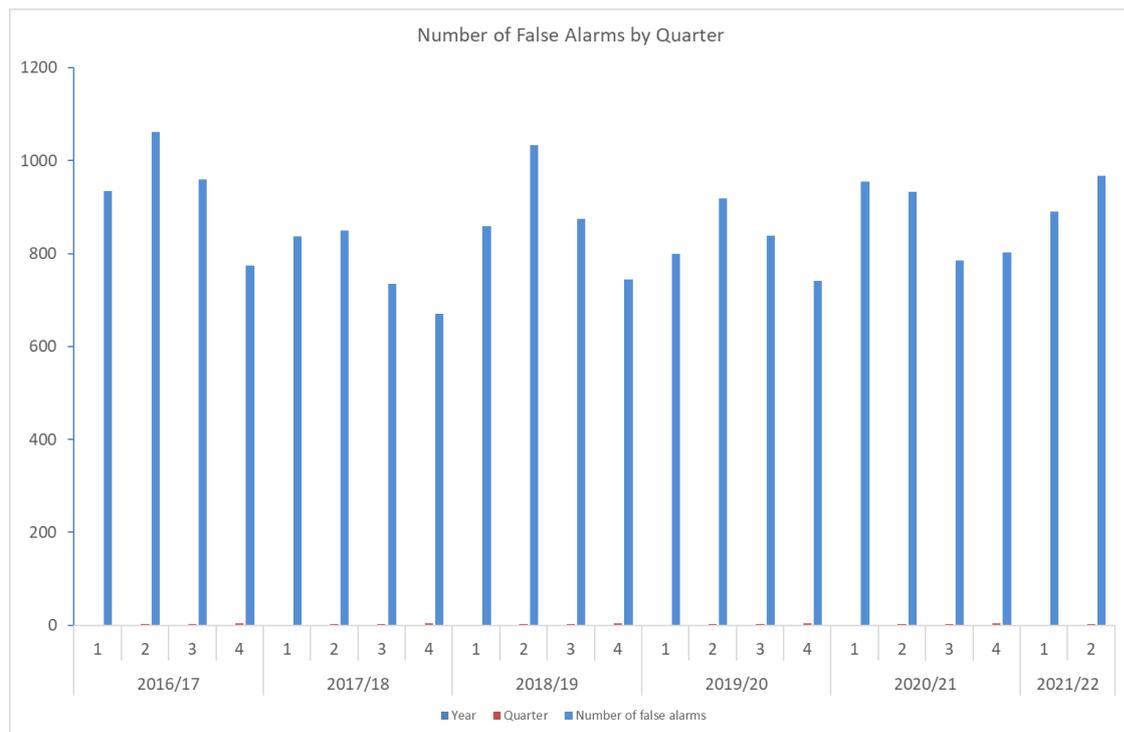
Performance and Programme Board – Performance Report

Indicator: [Total number of False Alarms attended]

Reporting Period Q1	01/04/2021	Q1 Actual	890
	To	Q2 Actual	958
	30/09/2021	Q3 Actual	
		Q4 Actual	
		YTD Cumulative Actual	1848

Summary of Current Performance

Approximately 40% of all operational incidents across Cheshire are false alarms. The Service has an existing KPI for automatic fire alarms in non-domestic premises that are actively managed. Therefore from this year the Service will be monitoring all false alarms, both malicious and those of good intent, to review where we can improve performance.



Over the last 12 months (October 2020-September 2021), 3435 incidents have been classified as a false alarm. This is a decrease of 23 incidents over the previous year.

57% of false alarms are accounted for by automatic false alarm calls (1959) and 40.6% by false alarm good intent calls (1396). In both categories the highest number of calls relate to dwellings, accounting for 63.8% of all false alarms.

The highest number of calls are from dwellings, particularly AFAs linked to “faulty alarms” and “cooking/burnt toast” which account for 47.4% of all calls from dwellings.

Outside of dwellings, the individual properties with the highest number of calls are hospitals – Countess of Chester, Warrington and Macclesfield. Calls to hospitals are classed as Unwanted Fire Signals and are scrutinised regularly.

Dwellings account for the highest number of calls and fall outside the scope of the Unwanted Fire Signal policy. Dwellings consist of individual houses, blocks of flats/apartments and sheltered accommodation. The vast majority of false alarms in dwellings are in sheltered accommodation and other multiple occupancy buildings.

Count by Unitary Area

Unitary Area	Number of False Alarms October 2020-September 2021
Cheshire East	1277
Cheshire West and Chester	1095
Halton	483
Warrington	570

Data October 2020 - September 2021

Count by false alarm type

Type of False Alarm	Number of False Alarms
False alarm due to apparatus	1959
False Alarm Good Intent	1396
False Alarm Malicious	0

Count by false alarm reason and property type

Reason	Dwelling	Non Residential	Other Residential	Outdoor	Outdoor Structure	Road Vehicle	Total
Cooking/burnt toast	565	19	57	0	2	0	643
Faulty	475	114	59	0	0	0	648
Controlled burning	72	9	1	251	27	0	360
Other	131	30	10	14	9	8	202
Accidentally/carelessly set off	125	42	27	0	0	0	171
Not required	158	4	1	11	4	19	202
Fire - Reported Incident/Location not found	95	6	1	69	11	14	196

Count by Station Area

Station Area	Number of False Alarms
Chester	416
Warrington	341
Runcorn	305
Crewe	271
Macclesfield	215



Cheshire
Fire & Rescue Service

Our Performance

Q2 2021/22 update

TOTAL VISITORS SINCE APRIL 2021: 932
(22,893 since July 2017)

KS2 school visits September
8 mainstream
217 children, 37 supporting adults
2 non- mainstream
9 children, 4 supporting adults

Volunteer information
28 volunteers re-engaged
3 new volunteers recruited
407 volunteer hours completed



"Thank you so much. The children absolutely loved it and learned LOADS. The staff, especially, were all brilliant. Thank you!"

Current C19 Recovery Phase

4	Full programme recommences
3	Primary school groups of 30 only
2	Family groups of up to 6 people only
1	Closed to visitors, workplace only

Additional visitors:

- 34 colleagues from external agencies
- 5 potential new volunteers
- 6 Fire authority members and Local MP



Cheshire
Fire & Rescue Service

Vaccination Support

15 February - 1 October 2021



COVID-19 Activity for the whole of Cheshire April 2020 - 1 October 2021

- 5,064 Food Deliveries
- 8,180 Prescription Deliveries
- 1,447 Welfare Calls
- 1,374 Shielding Visits
- 95,000 PPE Items delivered
- 3,360 Pre Operation Swab Test Kits delivered
- 234 Education Resource Packs delivered
- 441 Meals for young people
- 95 Bulk food pickup for young people

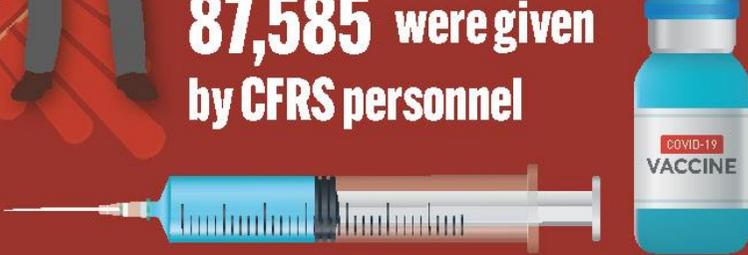
354
Safe and Well addresses visited

6
Vaccine appointments booked

Up to
10 Oct 2021

148,599 vaccines

administered at sites, of which
87,585 were given
by CFRS personnel



14,786
Number of hours worked



2,117
Number of shifts worked

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ON-CALL AVAILABILITY																														
Quarter 3 2020/21																														
Quarter 4 2020/21																														
Quarter 1 2020/21																														
Quarter 2 2021/22																														
Appliance Location	Oct-20		Nov-20		Dec-20		Jan-21		Feb-21		Mar-21		Apr-21		May-21		Jun-21		Jul-21		Aug-21		Sep-21		Overall		Direction of Travel			
	4 riders	3 riders	4 riders	3 riders	4 riders	3 riders																								
NUCLEUS																														
Macclesfield	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%	100%	↔	↔
Birchwood	98%	98%	100%	100%	100%	100%	100%	100%	97%	97%	96%	96%	96%	96%	96%	97%	84%	93%	83%	100%	83%	86%	93%	94%	94%	96%	94%	96%	↓	↓
Wilmslow	98%	100%	100%	100%	96%	98%	100%	100%	99%	99%	97%	97%	95%	95%	93%	95%	95%	96%	95%	95%	99%	100%	98%	98%	97%	98%	97%	98%	↑	↑
Average	99%	99%	100%	100%	99%	99%	100%	100%	99%	99%	98%	98%	97%	97%	96%	97%	93%	96%	93%	97%	94%	95%	97%	98%	97%	98%	97%	98%		
PRIMARY																														
Nantwich	98%	98%	99%	99%	88%	88%	96%	96%	98%	98%	98%	98%	94%	94%	86%	86%	93%	93%	89%	77%	85%	85%	82%	82%	92%	91%	91%	↓	↓	
Poynton	79%	82%	87%	89%	79%	84%	91%	92%	91%	94%	86%	91%	74%	79%	79%	84%	71%	80%	69%	51%	63%	71%	63%	75%	78%	81%	81%	↓	↓	
Alsager	94%	97%	98%	98%	99%	100%	98%	98%	93%	94%	97%	98%	95%	96%	86%	88%	84%	85%	78%	83%	76%	78%	72%	74%	89%	91%	91%	↓	↓	
Sandbach	82%	87%	77%	82%	77%	80%	87%	92%	89%	95%	84%	91%	78%	88%	73%	84%	72%	83%	74%	38%	67%	82%	61%	72%	77%	81%	81%	↓	↓	
Middlewich	94%	95%	93%	93%	95%	95%	89%	89%	91%	91%	94%	95%	90%	91%	91%	92%	81%	81%	87%	27%	83%	83%	77%	78%	89%	84%	84%	↑	↑	
Audlem	79%	81%	93%	95%	84%	91%	92%	92%	97%	97%	94%	95%	85%	89%	81%	85%	87%	91%	71%	79%	66%	67%	81%	87%	84%	87%	87%	↑	↓	
Bollington	73%	74%	82%	85%	86%	88%	99%	99%	98%	98%	94%	95%	81%	83%	67%	69%	66%	72%	64%	74%	66%	70%	55%	63%	78%	81%	81%	↓	↓	
Malpas	74%	78%	77%	80%	83%	86%	79%	81%	82%	86%	78%	82%	75%	77%	67%	69%	60%	61%	58%	89%	51%	58%	64%	70%	71%	77%	77%	↓	↓	
Holmes Chapel	13%	13%	12%	12%	5%	5%	25%	27%	25%	28%	27%	33%	23%	30%	34%	43%	29%	39%	27%	68%	36%	46%	43%	51%	25%	33%	33%	↓	↓	
Stockton Heath	52%	56%	30%	34%	37%	39%	61%	64%	62%	64%	62%	64%	54%	55%	51%	53%	39%	43%	36%	34%	35%	38%	53%	56%	48%	50%	50%	↓	↓	
Knutsford	65%	73%	45%	47%	50%	56%	78%	80%	85%	88%	81%	86%	78%	79%	61%	63%	49%	54%	50%	90%	52%	54%	56%	58%	62%	69%	69%	↑	↑	
Tarporley	39%	63%	51%	76%	39%	67%	61%	84%	78%	89%	48%	72%	45%	73%	28%	48%	23%	39%	13%	63%	20%	34%	28%	49%	39%	63%	63%	↓	↓	
Frodsham	31%	40%	35%	41%	23%	29%	40%	45%	37%	42%	24%	30%	29%	34%	30%	36%	21%	25%	28%	31%	27%	30%	19%	22%	29%	34%	34%	↓	↓	
Average	67%	72%	68%	72%	65%	70%	77%	80%	79%	82%	75%	79%	69%	74%	64%	69%	60%	65%	57%	62%	56%	61%	58%	64%	66%	71%	71%			
SECONDARY																														
Macclesfield	51%	61%	61%	68%	48%	60%	84%	88%	71%	74%	66%	71%	54%	60%	48%	55%	47%	58%	52%	27%	39%	46%	46%	58%	56%	62%	62%	↓	↓	
Penketh	65%	67%	79%	82%	54%	60%	75%	76%	69%	73%	70%	73%	65%	68%	74%	75%	64%	66%	60%	100%	58%	60%	63%	67%	66%	72%	72%	↓	↓	
Norton	42%	53%	52%	61%	59%	70%	80%	85%	79%	86%	73%	82%	55%	66%	51%	65%	44%	51%	40%	44%	43%	54%	47%	58%	55%	65%	65%	↓	↓	
Runcorn	61%	67%	47%	57%	19%	25%	51%	60%	52%	60%	50%	58%	28%	32%	41%	44%	19%	26%	20%	29%	12%	19%	22%	31%	35%	42%	42%	↓	↓	
Winsford	43%	54%	49%	53%	36%	46%	50%	55%	45%	46%	51%	56%	41%	43%	24%	27%	16%	20%	38%	64%	40%	47%	26%	35%	38%	45%	45%	↓	↓	
Average	52%	60%	58%	64%	43%	52%	68%	73%	63%	68%	62%	68%	49%	54%	48%	53%	38%	44%	42%	53%	38%	45%	41%	50%	50%	57%	57%			
Overall Average	68%	73%	70%	74%	65%	70%	78%	81%	78%	81%	75%	79%	68%	73%	65%	69%	59%	65%	59%	65%	57%	62%	59%	66%	67%	72%	72%			
Quarterly Availability (4 riders)	68%						77%						64%						58%											
Quarterly Availability (3 riders)	72%						80%						69%						64%											

↑	Improved direction of travel compared to 2019/20
↔	No Change in direction of travel compared to 2019/20
↓	Negative direction of travel by up to 10% compared to 2019/20
↓	Negative direction of travel by 10% or more compared to 2019/20

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: DEPUTY CHIEF FIRE OFFICER
AUTHOR: MIKE CLARK

SUBJECT: HMICFRS INSPECTION ACTION PLAN

Purpose of Report

1. To inform Members about the completion of the actions contained in the HMICFRS Inspection Action Plan.

Recommended:

- [1] That Members acknowledge that the HMICFRS Inspection Action Plan has been closed.

Background

2. The Inspection Report produced by HMICFRS, following the inspection in 2018, contained a number of Areas for Improvement (AFIs). An Action Plan was produced covering all of the AFIs. The Action Plan included identified measures of success for each AFI and enabled progress to be tracked. This has helped the Service to improve and allowed it to provide positive evidence to HMICFRS when it carried out its second inspection earlier this year. Progress has been regularly reported to this Committee.

Information

3. The final outstanding actions in the Action Plan were completed by the end of October 2021. As a result the Action Plan has been closed.
4. It is understood that HMICFRS will publish its Inspection Report, relating to the second inspection, in December 2021. Officers anticipate the production of an Action Plan during Quarter 4 of 2021/22, which will be presented to Members and reported on as progress is made against any Areas for Improvement.

Financial Implications

5. None

Legal Implications

6. None

Equality and Diversity Implications

7. None

Environmental Implications

8. None

**CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER
TEL [01606] 868641**

BACKGROUND PAPERS: NONE

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: DIRECTOR OF GOVERNANCE AND COMMISSIONING
AUTHOR: LOUISE WILLIS/CHRIS ASTALL

SUBJECT: INTERNAL AUDIT QUARTER 2 PROGRESS REPORT

Purpose of Report

1. To present to Members the Internal Audit Quarter 2 Progress Report.

Recommended:

- [1] That Members note the information detailed in the report, seeking further information as necessary.

Background

2. Internal audit is an assurance function that provides an independent opinion to the Authority on the organisation's governance and internal control environment. Internal audit services are provided by Mersey Internal Audit Agency (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. Delivery of recommendations are monitored and tracked on the Service's Cheshire Planning System (CPS).

Information

6. The Progress Report is attached to this report as Appendix 1. The areas of audit activity being reported for this quarter is listed below:-
 - Blue Light Collaboration review
 - National Fraud Initiative Data Matching exercise.

Financial Implications

7. 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

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

Equality and Diversity Implications

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

Environmental Implications

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

CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER
TEL [01606] 868641

BACKGROUND PAPERS:

Information provided by Mersey Internal Audit Agency (MIAA)

Appendix 1 – Internal Audit Quarter 2 Progress Report.

Internal Audit Progress Report Performance & Overview Committee (November 2021)

Cheshire Fire and Rescue Service

Contents

1 Introduction

2 Key Messages for Performance and Overview Committee Attention

Appendix A: Contract Performance

Appendix B: Performance Indicators

Appendix C: Key Areas from our Work and Actions to be Delivered

Your Team

Name	Role	Contact Details
Anne-marie Harrop	Engagement Lead	Anne-marie.harrop@miaa.nhs.uk 07920 150313

Limitations

The matters raised in this report are only those which came to our attention during our internal audit work and are not necessarily a comprehensive statement of all the weaknesses that exist, or of all the improvements that may be required. Whilst every care has been taken to ensure that the information in this report is as accurate as possible, based on the information provided and documentation reviewed, no complete guarantee or warranty can be given with regards to the advice and information contained herein. Our work does not provide absolute assurance that material errors, loss or fraud do not exist.

Responsibility for a sound system of internal controls and the prevention and detection of fraud and other irregularities rests with management and work performed by internal audit should not be relied upon to identify all strengths and weaknesses in internal controls, nor relied upon to identify all circumstances of fraud or irregularity. Effective and timely implementation of our recommendations by management is important for the maintenance of a reliable internal control system.

Reports prepared by MIAA are prepared for your sole use and no responsibility is taken by MIAA or the auditors to any director or officer in their individual capacity. No responsibility to any third party is accepted as the report has not been prepared for, and is not intended for, any other purpose and a person who is not a party to the agreement for the provision of Internal Audit and shall not have any rights under the Contracts (Rights of Third Parties) Act 1999.

Public Sector Internal Audit Standards

Our work was completed in accordance with Public Sector Internal Audit Standards.

1 Introduction

This report provides an update to the Performance and Overview Committee in respect of the progress made against the Internal Audit Plan for 2021/22 and brings to your attention matters relevant to your responsibilities as members of the Committee.

This progress report provides a summary of Internal Audit activity and complies with the requirements of the Public Sector Internal Audit Standards.

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.

This progress report covers the period April 2021 to September 2021.

2 Key Messages for Performance and Overview Committee Attention

Since the last meeting of the Committee, there has been focus on the following areas:

2021/22 Audit Reviews	<p>The following reviews have been issued:</p> <ul style="list-style-type: none">• Blue Light Collaboration (Limited assurance) Recommendations in relation to governance and performance were agreed. Refer to Appendix C for details of Key Areas from our Work and Actions to be Delivered• National Fraud Initiative – Data Matches Further work to analyse the potential data matches is underway.• The following reviews are in progress:<ul style="list-style-type: none">○ Health and Wellbeing○ Financial Systems○ Cyber – Organisational control
Follow Up	<p>A summary of the status of follow-up activity was provided to the June Performance and Overview Committee.</p>
Audit Plan Changes	<p>Approval will be requested for any amendments to the original plan and highlighted separately below to facilitate the monitoring process.</p>

	<ul style="list-style-type: none">• There are no current proposals to amend the approved audit plan.
Insights	<p>Audit Committee Chairs Webinars</p> <p>We are continuing to hold webinars with groups of NHS / Client Audit Committee Chairs focusing upon governance challenges and other key issues.</p> <p>Collaborative Masterclass Events - book via our website www.miaa.nhs.uk</p> <ul style="list-style-type: none">• Leading for Social Change: Becky Margiotta, The Billions Institute (11th November 2021)• How the North West is facing the Building Back Fairer Challenge: Professor Sir Michael Marmot (18th November 2021)

Appendix A: Contract Performance

The Public Sector Internal Audit Standards (PSIAS) state that ‘The chief audit executive must deliver an annual internal audit opinion and report that can be used by the organisation to inform its governance statement.’

Below sets out the overview of delivery for your Head of Internal Audit Opinion for 21/22:

HOIA Opinion Area	Status	Assurance Level
Core/ Mandated Assurances		
Key Financial Controls	Fieldwork in progress	
National Fraud Initiative	Briefing issued May 21. Further work Oct 21	N/A
Risk Based Assurances		
Risk Management Board	Qtr 1 - 4	
Cyber – Organisational Controls	TOR agreed. Fieldwork 18/11/21	
Working Time Monitoring Arrangements	Planning	
Operational Debrief and Learning	Qtr 4	
Health and Wellbeing	Fieldwork in progress	
Follow Up		
Qtr 1	Completed	N/A
Qtr 4	Scheduled Jan 2022	N/A

If due to circumstances beyond our control we are unable to achieve sufficient depth or coverage, we may need to caveat opinions and explain the impact of this and what will be done to retrieve the position in future.

Appendix B: Performance Indicators

The primary measure of your internal auditor’s performance is the outputs deriving from work undertaken. The following provides performance indicator information to support the Committee in assessing the performance of Internal Audit.

Element	Reporting Regularity	Status	Summary
Delivery of the Head of Internal Audit Opinion (Progress against Plan)	Each Audit Committee	Green	There is ongoing engagement and communications regarding delivery of key reviews to support the Head of Internal Audit Opinion.
Issue a Client Satisfaction Questionnaire following completion of every audit.	Every Report	Green	
Percentage of recommendations which are implemented	Twice per year	Green	Follow up reports are provided twice per year.
Qualified Staff	Annual	Green	MIAA have a highly qualified and diverse workforce which includes 75% qualified staff. The Senior Team delivering the Internal Audit Service are CCAB/IIA qualified.
Quality	Annual	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. MIAA conforms with the Public Sector Internal Audit Code of Ethics.

Appendix C: Key Areas from our Work and Actions to be Delivered

Report Title	Blue Light Collaboration (20/21 review)			
Executive Sponsor	Director of Commissioning and Governance			
Objective	To provide independent assurance in respect of the effectiveness of the governance arrangements in place for the Blue Light collaboration.			
Assurance Level	Limited Assurance (but see note at end of this report)			
Recommendations	0 x Critical	3 x High	0 x Medium	0 x Low
Summary	<p>Collaboration Agreement</p> <p>An overarching Programme Collaboration Agreement is in place between The Police and Crime Commissioner for Cheshire and Cheshire Fire Authority. This agreement sets out the framework for collaboration and also documents the overall purpose of collaborative working, enabling parties to agree to joint working and to identify common provisions once opportunities are identified. We found that the agreement is in draft form and is yet to be finalised</p> <p>Schedule 1 of the draft Agreement, sets out the relevant Joint Corporate Services included. A Service Specification in relation to each area forming Joint Corporate Services is intended to be appended to the finalised Agreement. Whilst there is evidence to demonstrate that performance measures have been identified within individual Service Plans, audit review confirmed that these often describe processes undertaken to deliver the service, without the basis for allowing qualitative data reporting, with meaningful performance measures. A full suite of KPIs to measure and evaluate performance and the systems from which this data is extracted need to be finalised and regularly reported upon.</p> <p>Monitoring and Review</p> <p>Our audit focused on IT and Estates services and we evaluated the way in which the two services were monitored in respect of the services they provide to Cheshire Fire and Rescue Service. We confirmed that an IT Performance Dashboard is produced and monitored monthly. There is a Service Catalogue rather than a Service Plan, but this does not appear to cover all of the support elements delivered by IT, e.g. the Service Desk. In the absence of an</p>			

	<p>agreed service specification/plan for the whole of the IT service that is being provided, MIAA were unable to provide assurance of the adequacy of performance data produced.</p> <p>At the time of our audit, performance data in respect of Estates was limited. There was no evidence to demonstrate that performance in relation to Estates had been agreed and reported upon. Audit review of the draft Estates Plan identified that the KPIs proposed were poorly designed with inadequate definitions to support the measurement and accurate reporting of data.</p> <p>We recommend that a full review of the individual service specifications currently in place, should be undertaken to ensure that performance indicators reported against are meaningful and support the overarching collaboration arrangement.</p> <p><u>Governance</u></p> <p>The Blue Light Collaboration Agreement makes reference to a Blue Light Collaboration Executive Committee, which acts as the oversight body. It is not clear whether this Committee has a role in overseeing performance of the joint corporate services and this needs to be clarified as the Collaboration Agreement is finalised.</p> <p>A monthly Joint Corporate Services meeting takes place between the Director of Governance and Commissioning and Group Manager (Projects) and all of the Heads of Department and the Assistant Chief Officer from Cheshire Constabulary.</p> <p>A range of operational meetings take place to review and monitor performance at service level, focused on projects and service delivery. The effectiveness of these meetings will be enhanced with the introduction of appropriate performance measures.</p>
<p>Key Areas Agreed for Action</p>	<p>Three high risk recommendations were agreed:</p> <ul style="list-style-type: none"> • Ensure the Blue Light Collaboration Agreement is finalised and the agreement is approved at a relevant committee, which should subsequently receive assurance on its progress. Separate service specifications, which support the Blue Light Collaboration agreement (to be collated within Schedule 1) should be further developed. Once finalised, the service specifications should be regularly reviewed/formalised to ensure that they detail the service provided and KPIs. • Key performance indicators for the services range in detail and depth and these need to be updated to ensure there are

	<p>adequate, measurable indicators for all services that can be validated and monitored.</p> <ul style="list-style-type: none"> • Greater formality should be introduced for the governance, oversight and performance monitoring of the collaboration.
<p>Key Risks Highlighted with No Agreed Action</p>	<p>N/A</p>
<p>Update</p>	<p>As a result of the Service Management Team Review additional resources were allocated to the management of the Blue Light Collaboration. At the time of the audit this had not had an impact.</p> <p>Since the audit a significant amount of progress has been made in addressing the recommendations from the audit.</p> <p>The Collaboration Agreement should be finalised this calendar year, with only a few areas to be agreed. This will assist in further clarifying the various roles and responsibilities for managing the collaboration.</p> <p>The performance measures for most of the service areas have been reviewed and data is being produced. These indicators will be agreed and incorporated into the service plans for 2022-23.</p> <p>A new performance regime has been designed and implemented and this is beginning to deliver enhanced, regular reporting in a number of areas. This work needs to be completed in time for a fresh reporting cycle in 2022-23.</p>

Report Title	National Fraud Initiative (NFI) Update - Release of Matches 2021/22
Executive Sponsor	Director of Commissioning and Governance / Head of Finance
Objective	To review data matches to identify potential fraud or error.
Assurance Level	N/A
Recommendations	N/A
Summary	<p>The Cabinet Office coordinates 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 £1.69billion of fraud and error within the Public Sector.</p> <p>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.</p> <p>Participation in the exercise results in a range of data matches being produced (payroll, creditors and procurement) which are designed to target fraud as well as providing assurance on a range of corporate governance issues. In addition, the inclusion of your data will help identify overpayments and uncover fraud at other participating bodies, including NHS and other public sector organisations.</p> <p>The submission of data, relating to payroll and creditors, was undertaken between 9th October and 1st December 2020. The Cabinet Office has risk assessed the information and we have received a number of potential matches were received in January 2021 (payroll and creditors) and February 2021 (payroll to creditors and procurement).</p> <p>MIAA in conjunction with the Finance and HR Teams will action and complete all Amberhill matches (if applicable) by the 31st March 2021. We will liaise with your Payroll/HR teams to confirm the information highlighted within the matches. This will include verifying the employment status of individuals; secondary employment declarations; and sickness absences. MIAA will liaise with the matching authorities to establish any fraud or error.</p>

	<p>Creditor matches are to be actioned and completed by the Finance team. MIAA will extract the relevant reports from the NFI system to share with the Finance team to investigate and clear matches identified. The AFS will then update the NFI system with the outcomes of investigations completed, following receipt of the updated reports.</p> <p>A full report outlining the initial progress against the priority matches will be provided to the Director of Governance and Commissioning and the Head of Finance by the end of the financial year (2021-22).</p>
<p>Key Risks Highlighted with No Agreed Action</p>	<p>N/A</p>

CHESHIRE FIRE & RESCUE SERVICE

MEETING OF: PERFORMANCE AND PROGRAMME BOARD
DATE: 9 NOVEMBER 2021
REPORT OF: HEAD OF OPERATIONAL POLICY AND ASSURANCE
AUTHOR: NEIL WILSON

SUBJECT: ANNUAL HEALTH, SAFETY AND WELLBEING
REPORT 2020 - 21

Purpose of Report

1. To present Cheshire Fire Authority's (the Authority) Annual Health and Safety Report for 2020 - 21.

Recommended: That

[1] the Annual Health, Safety and Wellbeing Report for 2020-21 be noted.

Background

2. The Fire Authority, as the employer, is the duty holder for health and safety (H&S). The Authority has appointed a member champion for health and safety who attends the Service Health Safety and Welfare Committee.
3. The Annual Health, Safety and Wellbeing Report provides the Authority with information about the management of health and safety in the Service. It highlights some of the key achievements and reports on both reactive and proactive measures of performance.

Information

4. Publication of an annual report is considered to be part of good Corporate Governance and contributes to the requirements of the Performance Review element of the DCLG publication "Health safety and welfare framework for the operational environment". This annual report will provide evidence in support of the Authority involvement in the management of health and safety in any future inspections.

Financial Implications

5. There are no financial implications arising from the publication of this report.

Legal Implications

6. Whilst there is no specific legal requirement to publish an annual report it is seen as best practice in the Health and Safety Executive publication HS(G)65 Managing for Health and Safety at Work.

Equality and Diversity Implications

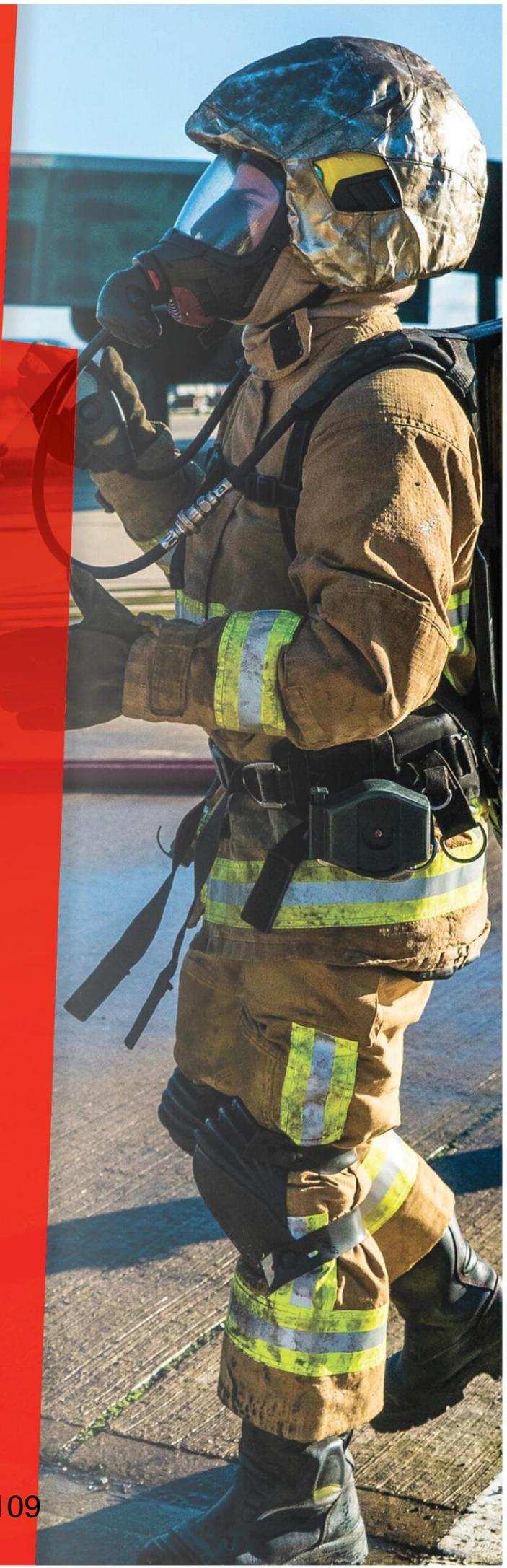
7. There are no equality and diversity issues arising from the publication of this report.

Environmental Implications

8. There are no environmental issues arising from the publication of this report.

CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER TEL [01606] 868641

BACKGROUND PAPERS: ANNUAL HEALTH AND SAFETY REPORT



**Health and Safety
Annual Report
2020/21**

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www.cheshirefire.gov.uk

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Health, Safety and Wellbeing

Annual Report

2020 – 2021

1. Summary

Health and Safety (H&S) is an important, integral element of everything that Cheshire Fire and Rescue Service does. H&S is a fundamental aspect of the management of all of its activities and this has never been more important than in the past year as the Service has been faced with fulfilling its statutory duties and supporting the communities it serves whilst faced with the Coronavirus pandemic.

This annual report highlights the performance over the last 12 months in H&S when measured by the number and severity of accidents reported, time lost as a result of injury accidents and proactive measures taken to improve our H&S performance.

Key issues to note include:

- A review of risk assessments and the associated procedures as a result of Covid 19
- A decrease in the number of injury accidents
- An increase in the number of duty days lost as a result of accidents

2. Background

The year has seen the pandemic that started to affect the country in January 2020 have a significant impact on the Service. The Service was faced with the duty to protect our staff whilst maintaining our statutory services to the public and when undertaking a variety of new activities to support our partners and the inhabitants of Cheshire. Against this backdrop the Service has remained committed to continue to operate safely and to look for a continuous improvement in its H&S performance and the well being of its employees, volunteers and cadets.

The HSE continues to review health and safety legislation and guidance, the Service must reflect the changes to legislation and guidance in our H&S management systems and how we manage the H&S of our staff; the pandemic resulted in new legislation and guidance as to how to manage our activities. The HSE commissioned contractors to carry out Covid Secure checks on several Service premises throughout the pandemic. No issues were raised as a result of these checks.

The Health, Safety and Wellbeing Section monitors changes to national legislation and guidance and ensures that our policies and procedures remain compliant with the guidance on legislation issued both by HSE, the Home Office and NFCC. We review reports resulting from fatal or serious accidents in other

Fire and Rescue Services to identify any lessons that we may need to learn and reflect in our operational procedures. We monitor Coroners Regulation 28 letters published to try to prevent future deaths to identify issues that may affect the Service.

The actions the Service took early in the pandemic enabled it to take measures to reduce the risks to our staff and their families yet allow us to continue to deliver our statutory services to the communities in Cheshire. Unfortunately this meant curtailing some activities such as Cadets and Princes Trust Teams. However, in response to requests from partner agencies we have undertaken additional work such as face fit testing NAWAS staff, delivering supplies to people shielding from the virus and supporting the vaccination program. All of our routine activities were reviewed and these and the new responsibilities we accepted were risk assessed to ensure we could do so with the minimal risk to our staff. Risk assessments were aligned to the Tripartite Risk Assessments published by the NFCC.

Good H&S management supports the efficiency of the Service by reducing both the direct and indirect costs associated with accidents, work related ill health and damage to plant and equipment.

3. Key Achievements

The Service has continued to develop initiatives to manage the risks to staff from contaminants including the introduction of a clean cab policy and a procedure for decontaminating firefighters and their equipment following incidents involving Covid 19.

The Service has issued all fire fighters with personal issue Breathing Apparatus (BA) masks to eliminate the risk of contracting Covid 19 from shared masks.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) requires the Service to report certain classes of accident, work related illness and specified dangerous occurrences to the HSE. We reported 5 incidents under these regulations; 3 of these were as a result of injuries to staff and 2 as a result of a breathing apparatus incident that fell within the dangerous occurrences reporting requirements. To allow comparison with the years prior to 2013 when the reporting requirements changed we also track injury accidents that result in more than 3 days absence from work. There were no injuries in this classification which means that overall, this is a slight decrease on the previous year and represents a sustained, high performance for this class of incident.

4. Accident rates

The Reportable Accident Rate (RAR) is the way in which HSE calculates accident rates for various industries, the rate is expressed as the number of accidents per 100,000 employees. Changes to HSE's statistics database mean

it is difficult to compare the injury rates for the total number of staff in FRSs. However, it is possible to compare injuries to operational fire fighters. Of the RIDDOR injuries the Service reported, 3 were to operational staff giving an RAR for 2020/21 of 456 which is the same as the previous year. We did report 2 Dangerous Occurrence under these regulations; these related to the failure of BA sets. The average RAR for all FRSs in the North West is 760.

National statistics for 2020/21 show the rate for injuries to operational FRS staff in England for 2019-20 was 1076. The national RAR for all employers is 238 although the HSE recognise that, due to underreporting, this is artificially low. The Labour Force Survey (LFS), which is generally seen as more accurate, puts the national injury accident rate for this period at 2430.

5. Minor accidents and Near Misses

The SharePoint based accident reporting system introduced to make the reporting and investigation of accidents easier and quicker is achieving its aim. Reports and investigations are being completed in a timelier manner; by the end of the reporting year 100% of accident investigations were completed within the deadline.

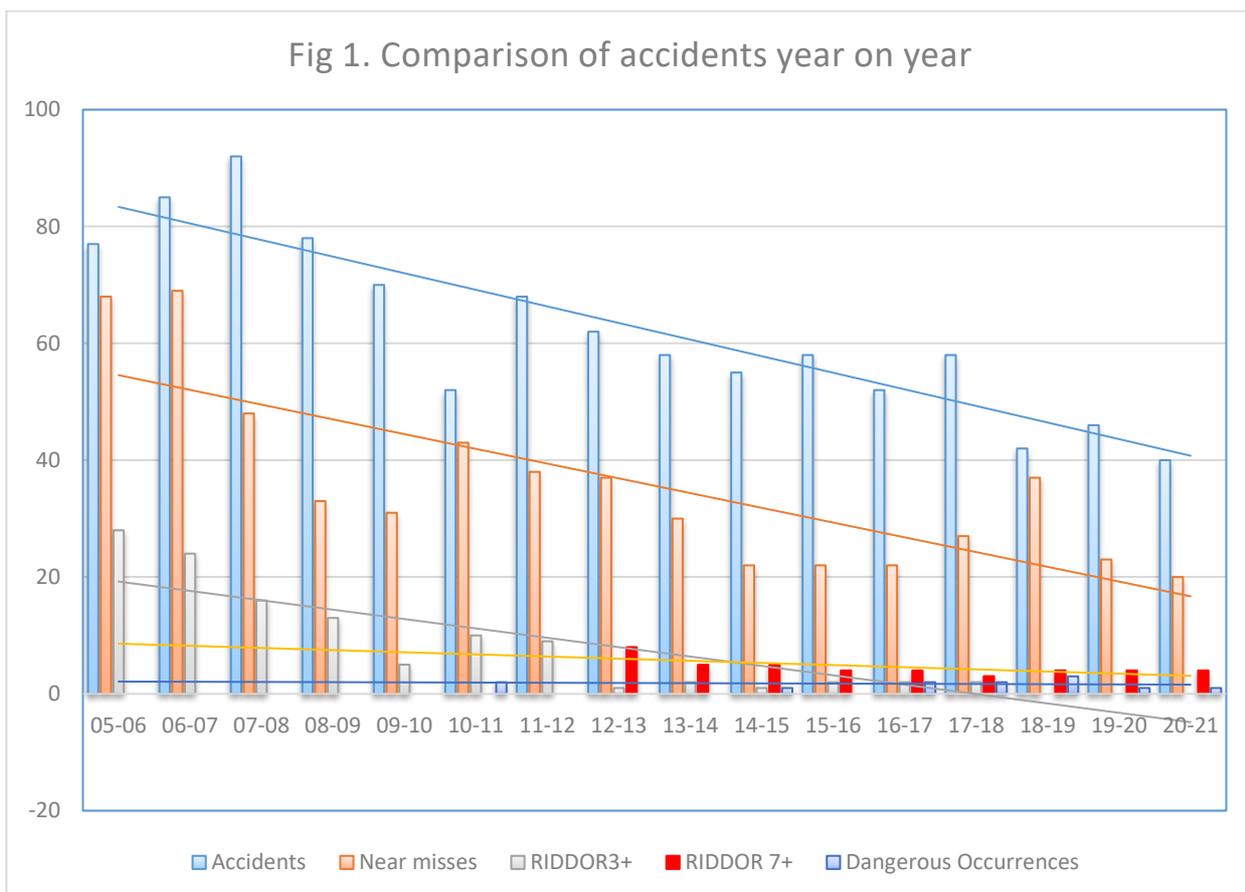


Figure 1 shows a comparison of the number of minor accidents, RIDDOR reports and near misses the Service has recorded each year since 2005. In 2020/21 the Service recorded 44 injury accidents to staff, a decrease compared to 52 the previous year. There was a decrease in the number of near miss

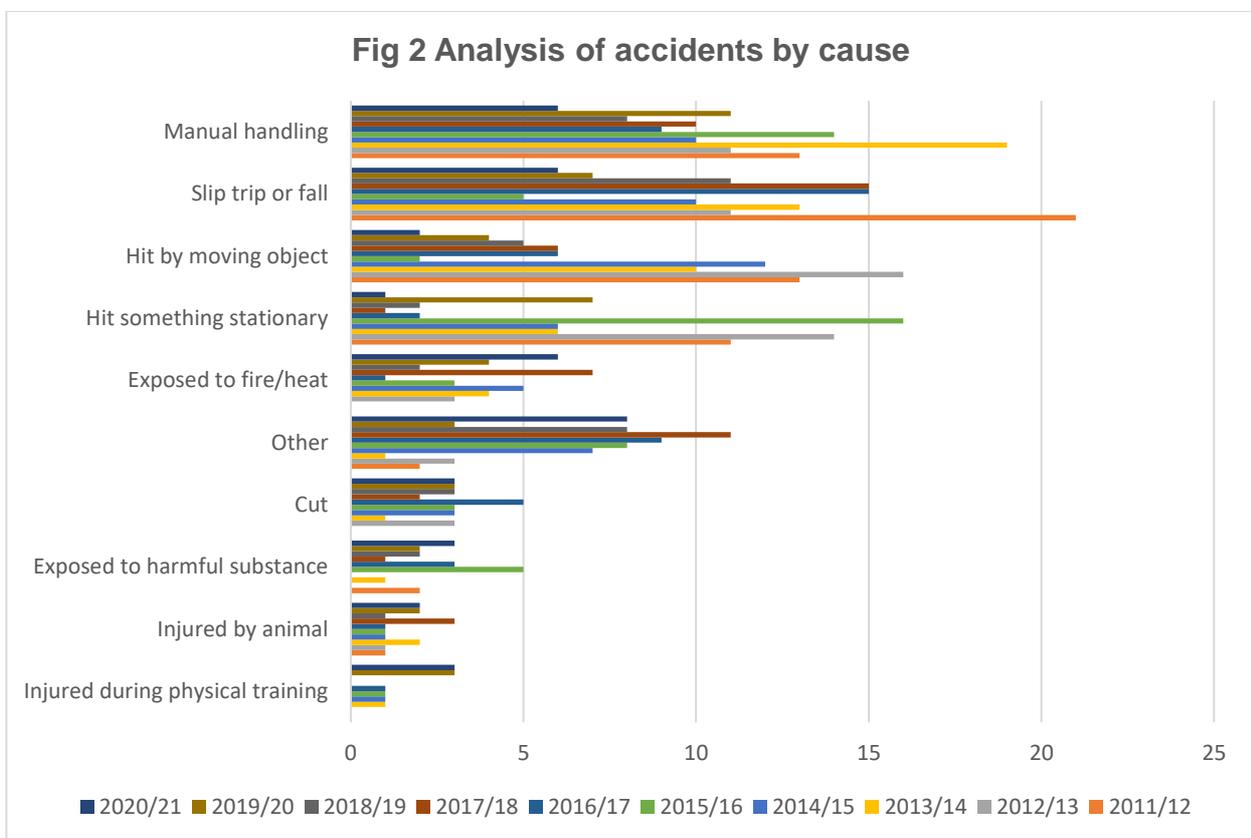
reports, this is disappointing as this type of report allows us to learn from incidents where there was no injury or damage but there was the potential for either of these as a result of the occurrence.

Importantly, when we apply trend lines to the graph they show a continued reduction in all types of unsafe, unwanted events across the Service.

The proactive programme of workplace inspections aimed at identifying and rectifying any issues that may contribute to workplace accidents is possibly a factor in the reduction of the number of near miss reports.

6. Response to accident data

Figure 2 shows a breakdown of accidents in the Service by cause, comparative data is shown for the years since 2011/12.

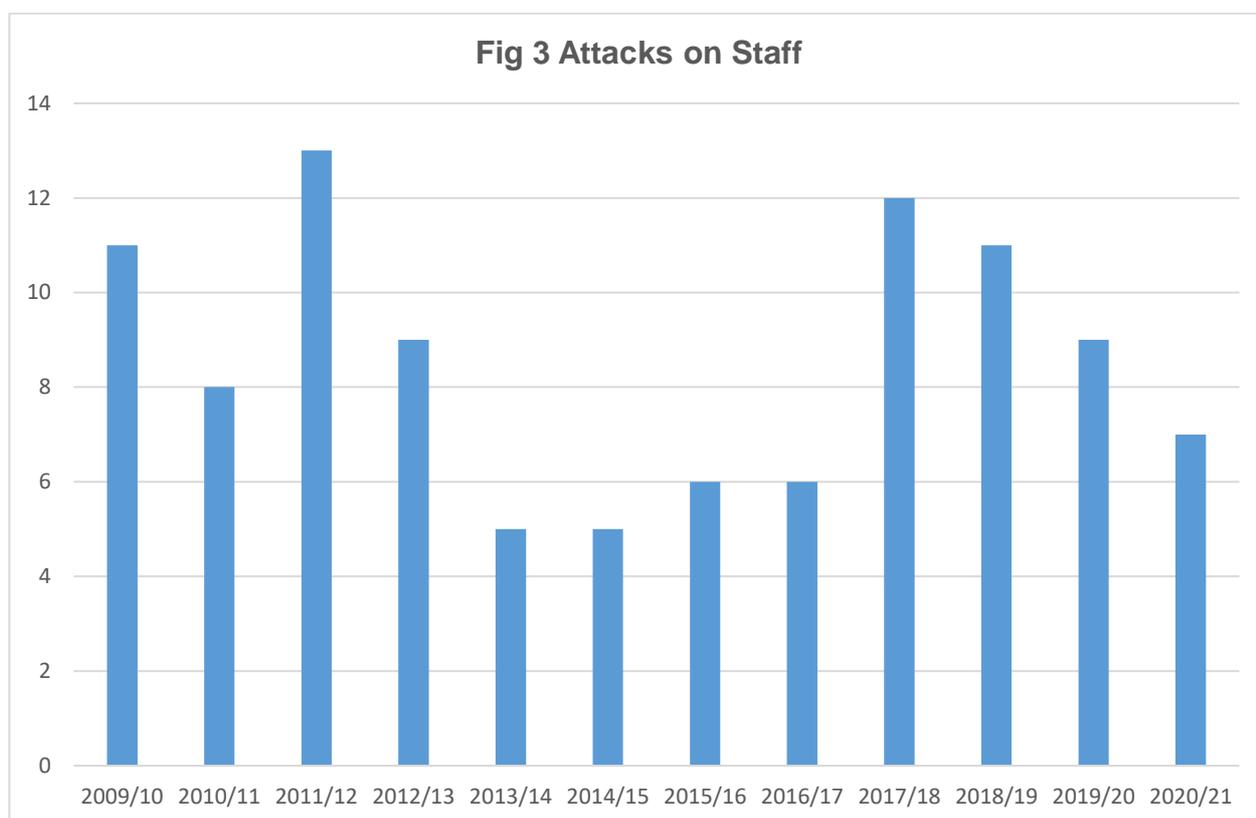


The analysis of the Service’s accident reports in 2020/21 shows that slips trips and falls, manual handling and exposure to heat account for equal numbers of accidents and are responsible for the majority of incidents.

The accident data helps inform future campaigns and to direct training and resources where they will achieve the greatest effect.

7. Violence and aggression towards staff

The Service recorded 7 incidents of violent and abusive behaviour towards staff (see figure 3) this is slightly less than the previous year. The Service has continued to work to identify the locations where violence may occur and to engage with the local community to try to reduce the risk of violent and abusive behaviour.



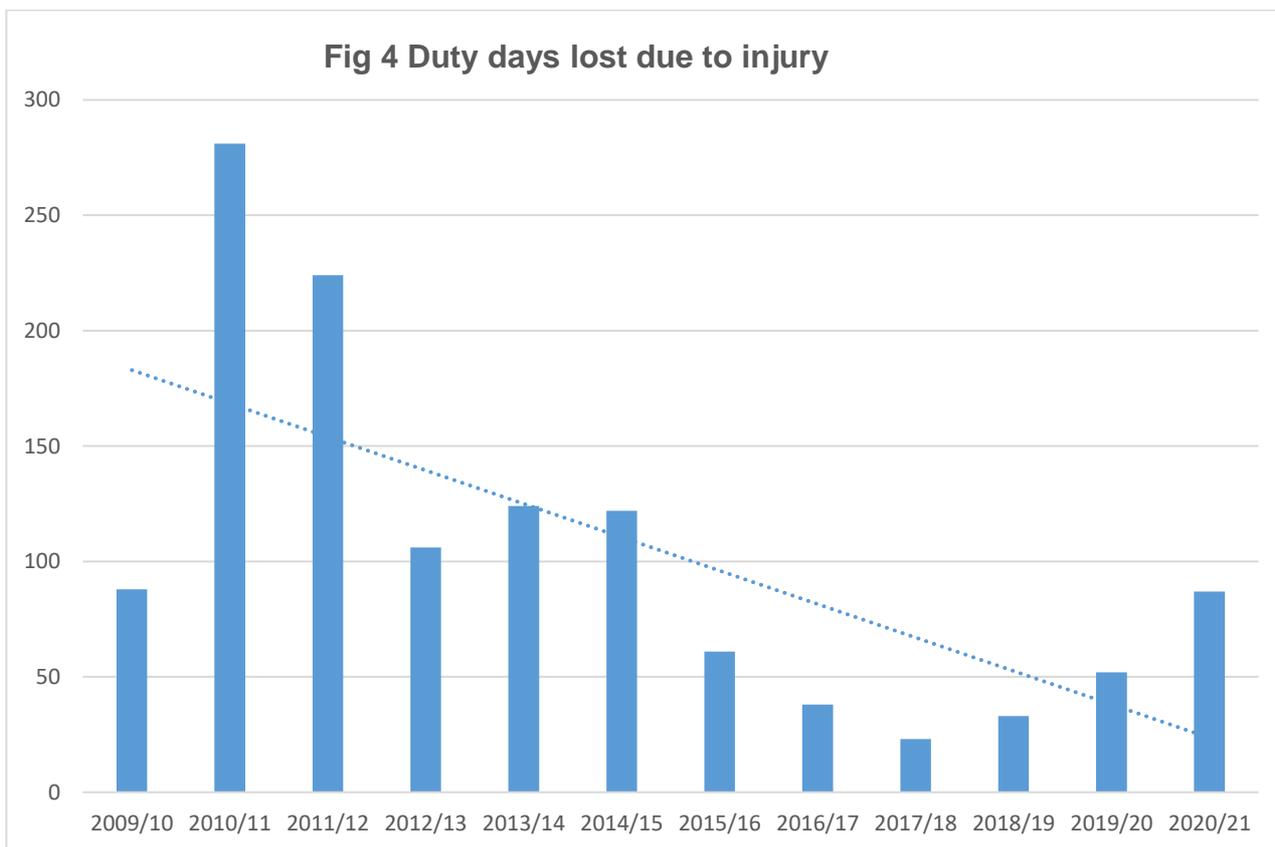
The Service performance compares well with other FRSs in the North West where the average number of attacks on staff in a year is 27 across the fire and rescue services.

The Service will continue to collect information about violence and aggression towards firefighters and other employees and work to address the causes of this type of behaviour. When appropriate, we will report violent attacks to the police and provide evidence from the closed circuit television cameras mounted on appliances where practical.

8. Duty days lost as a result of injury accidents

As part of its accident reporting procedure the Service records the number of duty days lost as a result of accidents; this includes days lost to both serious accidents and those of a more minor nature. This data is one of the performance measures reported to the Government. The final figure for the

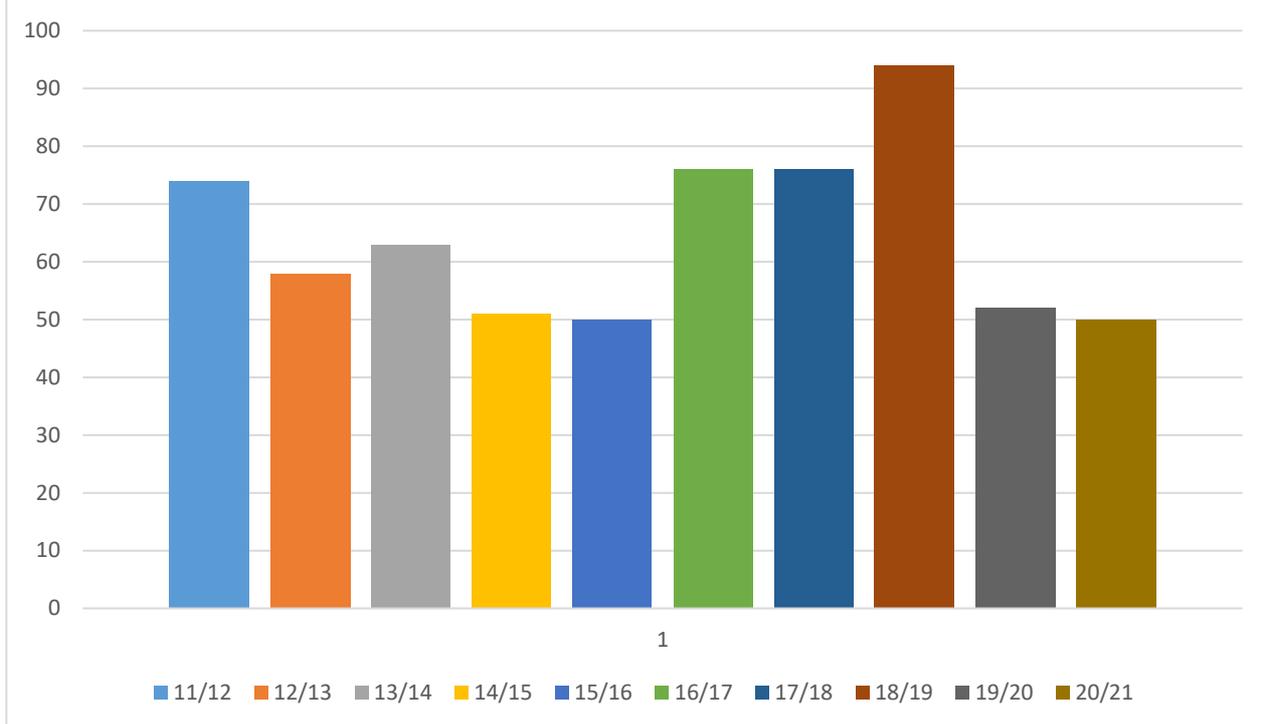
previous year has been adjusted to reflect 29 days lost in the current year as a result of injuries received in the previous year. The number of days lost as a result of injuries in the reporting year is 87. This is an increase on the previous year Figure 4 shows the pattern for this data since 2006/07; the data shows a continuous trend for a decrease in the time lost as a result of injury accidents. The increase is as a result of 4 injury accidents that resulted in significant lost time.



9. Vehicle accidents

The number of vehicle accidents reported to the Service was 50; this is a slight reduction on the previous year. The reduced number of vehicle movements as a result of the pandemic may have contributed to this fall in numbers however, the risk of our appliances hitting parked vehicles increased as with home working and the lockdown more vehicles were parked outside homes. The majority of these accidents are of a minor nature and in 8 of the reports our vehicle was hit by another vehicle or object. Figure 5 shows a comparison of vehicle accident numbers since 2011.

Fig 5 Vehicle accident comparison by year



The Service has a Road Risk Management Group, the purpose of which is to examine vehicle accident reports and introduce measures to drive down both the severity and numbers of vehicle accidents and so reduce the risks to the Service that arise from the use of Service vehicles. There has been a sustained and successful campaign to reduce the number of incidents when Service vehicles have been driven in excess of the speed limit.

The Service has a programme of licence checks to ensure that drivers have the correct licences for the vehicles they drive and a program of retraining and accreditation for all blue light and LGV drivers.

Of the 50 vehicle accidents reported during the year, 9 occurred when fire engines were responding to emergency incidents under blue lights. The majority occurred when manoeuvring vehicles in narrow spaces, particularly some of the narrower domestic streets where there are often vehicles parked on both sides of the road.

The Service investigates all vehicle accident reports with a view to preventing a recurrence, while it also continues to invest in driver training and assessment to improve their skills. The Service has strict guidelines for reversing vehicles agreed with the Representative bodies, failure to follow these guide lines has resulted in disciplinary action against individuals.

Vehicle technicians ensure that Service vehicles are maintained and meet all the relevant road safety requirements and there is a requirement that the driver checks the vehicle before use to ensure that there are no problems that may affect its performance.

10. Claims and complaints

In the last year the number of personal insurance claims made against the Service has remained low, most were as a result of minor injuries. The Service and its insurer have contested a number of claims where it was felt we were not at fault.

11. Corporate Governance

The Fire Authority continues to demonstrate its commitment to Health and Safety by appointing a dedicated Member Champion, while Principal Officers are provided with regular information about accidents, progress with personal injury insurance claims and other H&S related issues.

12. Risk management

The main thrust of risk management in the year was with regard to Covid 19. All Service premises had bespoke Covid Secure risk assessments with social distancing, enhanced hygiene arrangements and the necessary signage and shields introduced. All of the Service operational procedures were reviewed early in the pandemic to ensure the risk from the virus was minimised, these risk assessments had to be reviewed regularly as Government and NFCC guidance changed. All new activities undertaken to support partners and communities were risk assessed in line with the Tripartite risk assessments published by the NFCC. We consulted the representative bodies on the new and amended risk assessments and procedures.

Staff were required to develop personal Covid 19 risk assessments to allow the Service to identify vulnerable employees and manage them appropriately. All staff working at home were asked to complete a homeworking risk assessment and staff were provided with appropriate equipment to allow them to work safely.

The Service continued to manage training for operational staff albeit with a lighter touch so as to reduce the risks from Covid 19.

The Service has a process for ensuring that all of our H&S policies and procedures are reviewed and remain up to date. We monitor legislation to ensure that the policies reflect the latest legal requirements and when appropriate we comment on published drafts and consultations of proposed legislation.

The H&S Department has an overview of the H&S practices of contractors working on Service premises and involved in the refurbishment projects to ensure a consistent approach to H&S.

The Service suspended its program of random drug and alcohol testing to reduce the risk of introducing Covid 19 in to stations although we did retain the facility to commission For Cause alcohol and drug tests.

The Service has continued to implement guidance issued by NFCC regarding fire fighter fitness.

Fitness testing was put on hold in the early stages of the pandemic to reduce the risks of spreading the virus between stations. The fitness advisor continued to work with staff with specific fitness issues at the same time managing the social distance requirements. During the year the number of staff using station gyms at any one time was limited and strict decontamination procedures introduced as part of the controls to limit Covid 19 transmission.

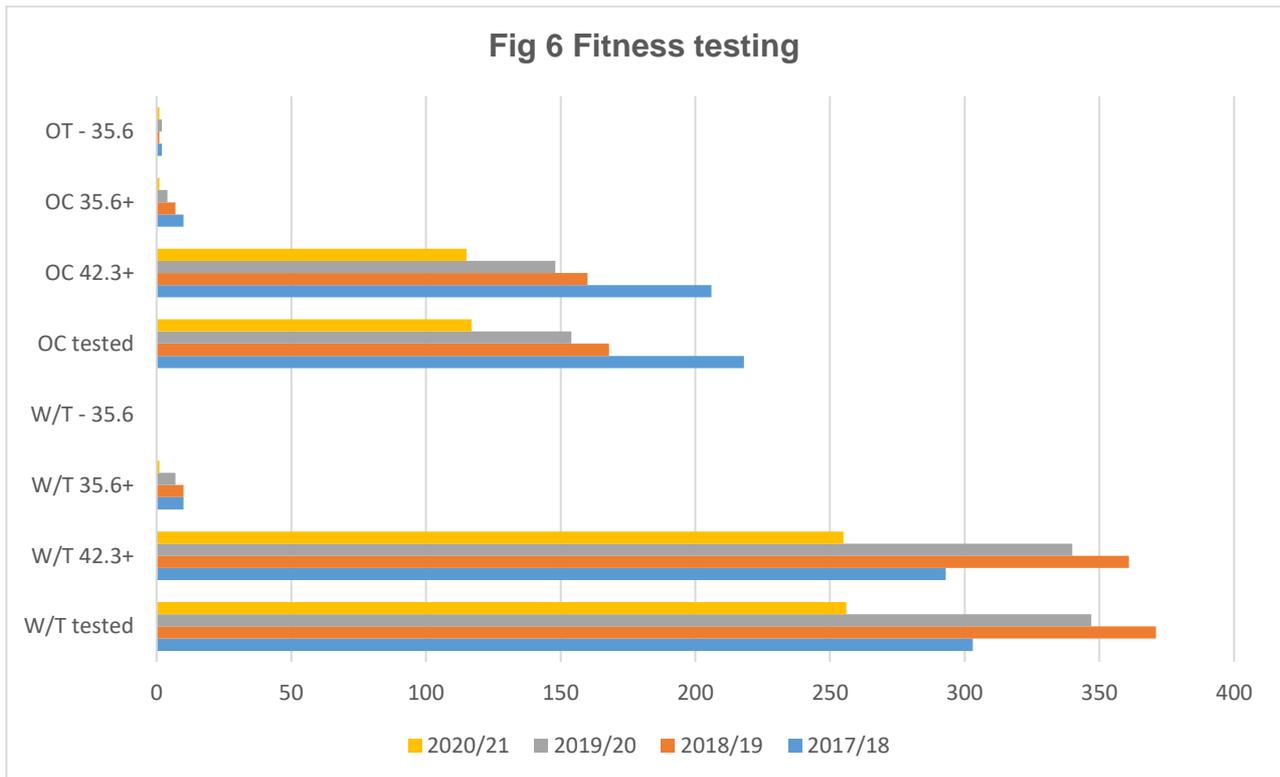


Figure 6 shows the overall reduction in the number of fitness tests conducted during the year in comparison with previous years. Although despite the reduction in testing and the availability of gym time, once testing restarted, only one firefighter tested failed the test and was taken off the run.

The Service has continued to respond to new and revised guidance issued as part of the National Operational Guidance program.

13. Training

Training is a key element of the organisation’s strategy for maintaining and improving the H&S culture in the Service. It enables managers to identify and meet the H&S responsibilities for their area, while encouraging staff to be aware of their personal responsibilities and for the impact of their actions on others. There has been major investment in operational training, including the Service’s interactive Incident Command training facility to improve and validate the

knowledge and skills needed when managing operational incidents – a key area of criticism for some FRSs after major accident investigations.

As well as ensuring all basic and refresher training is provided according to programme, the Operational Training Group (OTG) has developed new training modules to reflect the nature of incidents staff may have to respond to. The Group have reviewed and responded to training advice issued by the NFCC.

The Service suspended the IOSH Managing Safely courses to reduce the risk of spreading the virus.

We have continued to train new first aiders and provide refresher training for those staff with existing first aid skills.

14. Consultation

The Service Health Safety and Welfare Committee meets quarterly and is the main mechanism for consulting representative bodies and staff on matters relating to their H&S; during the reporting year these meetings were held on line. The meeting is the mechanism for consulting staff on new and revised Health, Safety and Wellbeing policies. The meeting also enables representative bodies to raise any concerns that they have about the health, safety and wellbeing of their members.

The minutes from these meetings are published on the Service's Intranet and hard copies displayed on H&S notice boards. The Authority has appointed a Member Champion for Health and Safety.

15. Health and Wellbeing

The annual programme of health and wellbeing campaigns is now planned in a Health, Safety and Wellbeing sub-group that includes members of Occupational Health and Human Resources to ensure the most efficient use of resources and avoid the possibility of duplicating effort.

The Service organised a number of on line events to support the wellbeing of employees and their families during the pandemic. Senior managers held virtual meetings with operational staff to offer support and hear about staff concerns and suggestions.

The campaigns this year have continued, and include mental health awareness campaigns led by the Mental Health and Wellbeing Advisor with special emphasis placed on supporting the mental health of staff concerned about Covid 19.

16. Conclusion

During a very challenging year the Service has continued to achieve its aim of a continuous improvement in Health and Safety performance as set out in its

Health and Safety policy. This improvement has been achieved due to a combination of the investment of time and money by the Service Management, a continuing improvement in the health and safety culture of both managers and staff in the Service and the cooperation of all employees including the participation of the representative bodies.

The Service has successfully discharged its legal duties for H&S on behalf of the Fire Authority.

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: HEAD OF PREVENTION AND PROTECTION
AUTHOR: ANDREW GRAY

SUBJECT: ANNUAL ROAD SAFETY REPORT 2020-21

Purpose of Report

1. This paper summarises Cheshire Fire and Rescue Service's (the Service) 2020/21 targeted road safety activities. These are delivered in support of the multi-agency road safety plans of the local authorities and Cheshire Police and are designed to reduce road traffic collisions, deaths and injuries.

Recommended:

That the report be noted.

Background

2. The Service supports the three multi-agency road safety plans which are in place across the four local authority areas of Cheshire West & Chester, Cheshire East, Halton and Warrington. There is also a joint emergency services road safety plan and a contract in place to deliver a road safety programme for Cheshire East Council.
3. The Service's road safety activity contributes to the local authorities' fulfilment of their statutory duties under the Road Traffic Act 1988, whereby authorities must promote road safety and make contributions towards the cost of measures for promoting road safety.
4. The Service's Prevention team (Advocates) and firefighters are ideally placed to deliver road safety messages as they have a wealth of experience delivering safety messages to the public and are respected and valued by all ages and sections of society.

Information

5. The Annual Road Safety Report 2020/21 (Appendix 1) summarises the targeted road safety activities of the Service during 2020/21.
6. The majority of the services road safety activities were affected by the Covid-19 pandemic and this has had an impact on outputs.

Financial Implications

7. The Service will receive £432,000 over the 6 year period (3 years initially then a rolling contract each year until year 6) of the agreement with Cheshire East Council. This comprises total annual payments of £72,000 each year paid in two instalments for delivery of commissioned road safety education to Key Stage 2 and Key Stage 4 students. All other road safety education is delivered within the revenue budget salary provision for Prevention & Operational staff.

Legal Implications

8. Although road safety is a non-statutory activity, the Service understands that its proactive work in reducing road traffic collisions and related deaths and injuries brings about a reduction in emergency incidents attended and in the numbers of associated casualties and costs.
9. Road safety is delivered across all four unitary authorities and in addition the service are contracted to provide Cheshire East with further road safety interventions to meet their Statutory requirements.

Equality and Diversity Implications

10. All road safety interventions and campaigns fully comply with EIA standards with documentation in place to assess the impacts of each programme or initiative delivered.

Environmental Implications

11. None.

CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER

TEL [01606] 868641

BACKGROUND PAPERS: NONE



Cheshire
Fire & Rescue Service

Annual Road Safety Report 2021



ANNUAL ROAD SAFETY REPORT 2020 / 21

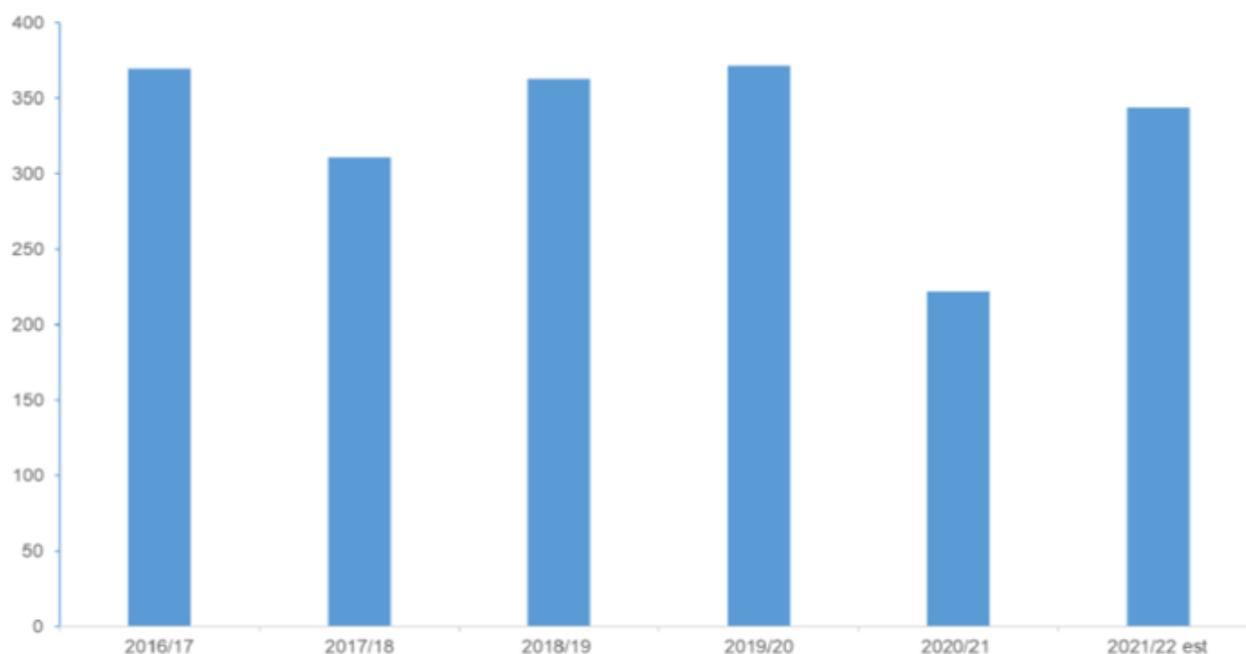
The 1988 Road Traffic Act places a statutory duty on the local authorities to deliver an appropriate road safety education service and for the provision of a safe local road network. As a Fire Service we have a statutory duty to respond to and rescue people from road traffic collisions.

Cheshire Fire and Rescue Service recognise the importance and ability we have to support local authorities and primary partners to reduce the number of people who are killed and seriously injured on our roads and we proactively support prevention activity in this area. This activity also aims to reduce the exposure of our teams the traumatic scenes they often face at road traffic incidents.

During 2020 (calendar year) a total of 174 Road Traffic Collisions required the attendance of Cheshire Fire and Rescue Service. 48.3% of these incidents required the Service to perform an extrication of a casualty at the scene.

Unitary Area	2017			2018			2019			2020		
	Killed	Seriously Injured	Total									
Cheshire East	14	162	176	27	143	170	18	103	121	14	100	114
CWAC	6	105	111	13	128	141	10	81	91	9	84	93
Halton	1	27	28	2	28	30	3	28	31	1	25	26
Warrington	1	66	67	4	77	81	5	53	58	5	47	52
Total	22	360	382	46	376	422	36	265	301	29	256	285

Road Traffic incidents attend by Cheshire Fire and Rescue Service 2016-2021



Due to the Covid-19 pandemic, direct engagement for Road Safety was paused during 2020/21, and predominantly was replaced with virtual delivery and social media messaging. All of the Service's interventions were restarted in September 2021.

This report now summarises the targeted road safety activities of Cheshire Fire and Rescue Service (the Service) across Cheshire West & Chester, Cheshire East, Halton and Warrington (the Service Area) during 2020/21. These are delivered in support of the multi-agency road safety plans of the local authorities and Cheshire Police and are designed to reduce road traffic collisions, deaths and injuries.

The following are the mainstream road safety activities that the Service delivers:

Summer road safety events (1st – 31st July)

Each station is tasked with arranging, managing and delivering one in-person event using local knowledge and/or data to target vulnerable road users; cyclists, pedestrians, motorcyclists, and young drivers, with such events being run in conjunction with other agencies, partners or departments where appropriate.

Owing to the Covid-19 pandemic, in-person events ceased. Stations were supported with bespoke information to enable them to utilise the Service's social media accounts to promote our key safety messages.

The target is one event per Whole-time/Day Crew/Nucleus station

Area	Target No. of events	Actual
Halton	2	2*
Warrington	4	4*
Cheshire West & Chester	5	5*
Cheshire East	4	4*

NOTE: *Targets achieved through social media activity only

All year round - additional road safety activity

This activity is designed to address local needs arising from use of data and intelligence received from either our local authorities, Cheshire Police or our internal Business Intelligence team. This activity is designed to target vulnerable road users.

Again, due to the pandemic, social media messaging was utilised, often during the station virtual open days with extrication demonstrations linking to key road safety information and advice.

The target is one event per Whole-time/Day Crewed/Nucleus team

Area	Target No. of events	Actual
Halton	8	8*
Warrington	14	14*
Cheshire West & Chester	14	14*
Cheshire East	9	9*

NOTE: *Targets achieved through social media activity only

TyreSafe winter driving events



The Service fully supports TyreSafe in its vision for safety on the roads and has worked in partnership with TyreSafe for over ten years, supporting its aims in delivering advice on tyre safety issues to the motoring public and raising awareness about the dangers associated with defective or illegal tyres which cause more incidents of injury than mobile phone use.

The Service and local authority road safety teams normally hold winter driving events across the Service Area at local shopping centres, supermarket car parks, garden centres and at station car wash events.

Drivers would be offered the opportunity to have their vehicles checked in readiness for winter, receiving information and physical checks as below:

- Driving in adverse weather conditions
- Tyre checks with information on tread depth and overall condition
- Given ice scrapers and tread depth gauges to self test tyres
- Screen wash if required.

This year teams utilised their social media accounts again with bespoke media messages across the Service social media accounts. These included videos demonstrating safe methods of checking vehicles in preparation for the deteriorating weather conditions in this season.



The target is one event per Whole-time/Day Crew/Nucleus station

Area	Target No. of events	Actual
Halton	2	2*
Warrington	4	4*
Cheshire West & Chester	5	5*
Cheshire East	4	4*

NOTE: *Targets achieved through social media activity only

Brake Road Safety Week November 16th - 22th

**NO NEED
TO SPEED**

ROAD SAFETY WEEK
16-22 November 2020



This was the fifteenth year the Service has promoted and supported Brake Road Safety Week. This is the busiest period for the Service in terms of road safety output. The message at the heart of this year's Road Safety Week was "No Need to Speed". In the UK every four minutes someone is injured on our roads with speed playing a part in every crash. Speed has been a key issue on our roads this year due to reductions in traffic density because of the lockdowns and people working from home.

During the period, all teams would normally be required to take part in events along with partners, Prevention staff and volunteers. The teams would visit a variety of venues including primary and secondary schools, colleges, shopping areas and places of work.

Again due to the Covid-19 pandemic, this activity was completed virtually with bespoke media outputs created by the Road Safety team for use on social media.

The target is one event per Whole-time/Day Crew/Nucleus team

Area	Target No. of events	Actual
Halton	8	8*
Warrington	14	14*
Cheshire West & Chester	14	14*
Cheshire East	9	8**

Note: *Targets partly achieved through social media activity

**** Cheshire Police requested that following our attendance at a serious road traffic collision that the Macclesfield team were to refrain from social media posts on road safety topics for a period whilst investigations continued.**



National Roads Partnership Summer/Winter Alcohol and Drugs Campaign



NFCC
National Fire
Chiefs Council



As a Service we align our activity during these campaigns with the National Roads Partnership's calendar which is supported by the National Police Chiefs' Council, the National Roads Policing Intelligence Forum and the National Fire Chiefs Council.

In June and again in December, police around the country increase their vigilance to detect drivers who use alcohol/drugs and drive. During these months, teams consisting of operational fire-fighters, advocates, road safety team members and volunteers, along with colleagues from Cheshire Police and each of the local authorities, go out into local communities to highlight the dangers of impaired driving.

During the periods we promote the dangers of drink and drug driving and the morning-after effects. We also utilise the "Think Car" to promote the "None for the Road" message.

Due to Covid-19 these campaigns became social media outputs. The June period of activity was moved to July to coincide with the release of lockdown restrictions for public houses and to address the expectation that there could be an increase in accidents due to impaired driving.

The target is one event in each period per Whole-time/Day Crew/Nucleus team

June/July events

Area	Target No. of events	Actual
Halton	2	2*
Warrington	4	4*
Cheshire West & Chester	5	5*
Cheshire East	4	4*

Note: *Targets achieved through social media activity

December events

Area	Target No. of events	Actual
Halton	2	2*
Warrington	4	4*
Cheshire West & Chester	5	5*
Cheshire East	4	4*

Note: *Targets achieved through social media activity

Commissioned Road Safety Activity in Cheshire East (KS2 and KS4)



In April 2012, the Service was the first fire and rescue service to be commissioned as a provider of specified aspects of road safety within the local authority area of Cheshire East Council.

The current contract with Cheshire East was in its third year during 2020/21. The contract is for a term of six years with break options available after year three. Year three of the current contract is now complete: years four, five and six will be by way of annual rolling contract.

The fees are fixed for the first three years and reviewed for inflationary costs only at the end of this first period. Assuming the contract runs for the full term, this will generate £432,000 for the Service based on the current fees.

Targets year on year are (i) 131 primary schools for the Key Stage 2 delivery and (ii) 21 secondary schools for Key Stage 4 delivery.

Due to Covid-19, we identified the risk that some young people may not get the opportunity to receive the education packages due to Covid-19. This was raised with Cheshire East council and it agreed that the Service's Road Safety team would film and record refreshed KS2 and KS4 presentations and package them with lesson plans and presenter notes. The packages were then distributed to the schools enabling teachers to use the pre-recorded presentations to ensure pupils received the education required to improve their safety on our roads. Feedback on the session was requested and was positive with teachers showing overwhelming support and thanks that we were able to create and deliver a virtual package that ensured the young people received the input. This has been agreed only as a temporary measure, face to face direct engagement will resume as the pandemic restrictions are lifted.

thinkdrivesurvive

“Think Drive Survive” is our ‘flagship’ multi-award winning road safety intervention delivered across Cheshire in partnership with Cheshire Police and Highways England. The intervention has now been established for 22 years. It would usually be delivered at least 33 times during the year across fire service premises as well as externally at schools, colleges and business premises. All of our Princes Trust teams receive this training.

This road safety intervention is aimed primarily at young people 17 to 25 years of age, pre and post-test drivers or those who will be passengers in cars with young drivers.

The Think Car, is a crashed vehicle in which a young person sadly died and which is used as part of the engagement.

Virtual reality continues to be a cornerstone of the “Think Drive Survive” intervention. Following our early adoption, multiple services now mirror the techniques we utilise in the delivery of this road safety intervention.

Covid-19 saw Think Drive Survive paused for the duration of the delivery year.

The target is 33 events delivered by the Road Safety team

Target	Actual
33 Events	0 Events (due to C19 restrictions)

NOTE: Target not achieved

FireBike



The FireBikes are used to engage with motorcyclists and promote enhanced rider training aiming to reduce the number of motorcyclists killed and seriously injured on our roads. They are the smallest vulnerable road user group but have the highest frequency of incident.

One of the functions of the FireBikes is to have a consistent motorcycle presence on the well-known routes used by riders throughout the Service Area and to engage with them to discuss enhanced training opportunities.

Over the last year, the FireBike riders would normally have attended multiple events at Oulton Park racing circuit, motorcycle riders clubs and station open days. They would have also been present at well known biker meeting venues with the Police to promote Biker Down and Bike Safe courses.

The Service would run the Biker Down courses (alongside 35 other fire and rescue services). These are usually delivered either at fire service premises, Safety Central or at venues provided by local motorcycle clubs.

Covid-19 restricted the running of Biker Down courses but the team remained active during the period.

During the pandemic, our two Firebikes with our CFRS volunteer riders have assisted the Blood Bike service in the much needed delivery of blood, breast milk and samples to support the NHS. They have completed over 230 deliveries during this year's activity.

It was recognised nationally by the National Police Chiefs Council that, during the pandemic, there was an increase in speed-related accidents occurring on our roads (due primarily to roads being less populated).

This resulted in a national Operation #Slowdownsavelives being established. Cheshire Police motorcycles and the Service's Firebikes were utilised during May for two weeks. Cheshire Police would pull in vehicles that were speeding and Fire bike riders would then engage with the individuals and attempt to change their knowledge, attitude and behavior in relation to safe speeds and promote our Bikerdown and Cheshire Police's Bikesafe courses for the following year. Cheshire Police also took enforcement action if an individual's conduct was sufficiently serious.

The target was 12 events delivered by the FireBike team

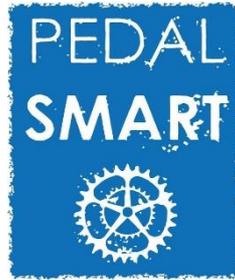
Target	Actual
12 Biker Down events	0 Biker Down events completed (due to C19 restrictions)*

NOTE: Target not met due to C19

A continuous social media presence was maintained during the period, the image below is an example.



Pedal Smart



Pedal Smart is a standalone intervention run by CFRS Volunteers and the Road Safety team.

This training session is aimed at cyclists and utilises a similar delivery system proven to work for Biker Down. The free course aims to get cyclists thinking in a more informed way about their personal safety and, importantly, the safety of others.

The target was three events delivered by the Pedal Smart Volunteers and Road Safety Team

Target	Actual
3 events	0 events completed (due to C19 restrictions)

NOTE: Target not met due to C19

Close Pass



This is a new trial intervention in partnership with Cheshire Police.

This involves engagement predominantly with vehicle users and cyclists. A driver who passes the cyclist (an undercover police officer) too closely will be guided to a staff engagement area. Enforcement action is completed where appropriate but the key focus is on engaging with and educating all road users involved.

Initial events took place in Congleton and Crewe in November where they were well received and proved to be a successful method of engaging with the public which gave us an effective platform to highlight key safety messages to make our roads safer for this vulnerable road user group.

A calendar of events for the following year has now been created to continue this intervention.



NFCC
National Fire
Chiefs Council

National Road Safety Group and Road Safety Leads North West

The Service's Road Safety Manager is an active member of regional and national road safety groups within the National Fire Chiefs Council (NFCC). Our Road Safety Manager is the lead officer developing and promoting the "Fatal 5" campaign – this campaign originated in Cheshire but the NFCC is now encouraging all fire and rescue services to roll it out nationally.

The Service is also represented within the NFCC Powered Two Wheeler group which provides the governance of the Biker Down intervention that Cheshire and many other Fire and Rescue Services now utilise.

All of these groups continue to work proactively to promote road safety primarily in the North West region but also nationally.

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CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: DIRECTOR OF TRANSFORMATION
AUTHOR: LAWRENCE HOWARD

SUBJECT: MENTAL HEALTH - 6 MONTH UPDATE
REPORT 2021

Purpose of Report

1. This report provides an update in respect of the work that is ongoing in respect of Mental Health and provides insight regarding upcoming work.

Recommended:

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

Background

2. The post of Mental Health and Wellbeing Advisor was introduced into the Service in July 2019, following the recommendation of the Staff Engagement Forum and approval by the Fire Authority.
3. The Service's first ever Mental Health Strategy was approved by the Fire Authority in January 2021. This was developed by the Mental Health Steering Group (MHSG) following consultations across the Service. The Strategy provides strategic direction and clear aims for the Service to ensure sufficient emphasis is placed around mental health to give it parity of esteem with physical health. The Strategy also incorporates the wider notion of our Service's values and our links to our wider communities and aims to support the Service's ambition to become an employer of choice and a beacon of excellence in the area of mental health.
4. An Action Plan has been produced with the MHSG and was signed off on the 2 June 2021. The Group will be monitoring and supporting the progression of the Action Plan.

Progress over the last 6 Months

5. The MHSG was established in October 2020 and meets on a quarterly basis. Its purpose is to provide leadership, advice and coordination to the actions and plans required to progress and support the delivery of the Strategy.

6. Within the last six months the MHSG welcomed Cllr Gina Lewis as the Mental Health Member Champion and despite the ongoing challenges of the Pandemic, the group has continued to meet on a quarterly basis. The next meeting is scheduled for January 2022 and it is hoped that this will be the first face to face meeting of the group.
7. The revised TRiM process and procedure has been in place for approximately two years and the number of TRiM practitioners now stands at 60 across the Service. This follows some recent training in October 2021 and further training courses will be planned during 2022 to further increase the number of TRiM practitioners across the Service. The ultimate aspiration is to have a qualified TRiM practitioner on each Station and Watch.
8. During the last six months, a project team was set up to undertake a review of the TRiM process. The review was commissioned by the MHSG with the task of looking at the take-up levels of the TRiM offer and to identify how the Service can ensure the programme is promoted and delivered effectively. To date the project team have met on four occasions and has had input from the Staff Engagement Forum. It is expected that the findings of the review will be reported back to the MHSG in January 2022.
9. In addition to TRiM, the Service has also maintained its appetite to grow the network of Mental Health First Aiders (MHFA). Currently the Service has 16 Mental Health First Aiders.
10. The aim is to significantly increase these numbers year on year. On the completion of the next two training sessions, the Service will have 48 MHFAs. Mental health first aid training had been scheduled for earlier this year but had to be rescheduled due to Covid-19 restrictions. New dates are being planned in conjunction with the external trainers for the Prince's Trust team and other staff members.
11. Whilst we are beginning to offer more structured opportunities in mental health education and awareness, some staff have asked for an informal, more flexible way of engaging with the mental health agenda. Following discussions across the Service, three members of staff undertook to develop the Wellbeing Community Group. This is based around a Facebook group that individuals can join and engage with as they please. The group offers socially distanced walks, meditation and a variety of wellbeing activities. There are currently over 70 staff members on this group.
12. Another area that has been discussed at the MHSG is widening the offer of the Sports and Social and Welfare Committee. Historically the Committee's main focus has been around physical activities which is not deemed to be entirely inclusive. In an attempt to provide a wider range of activities the MHSG have offered to assist and two members of the Steering Group have joined the Sports and Social Committee.
13. The Service recently ran a series of events to mark World Mental Health Day which fell on a Sunday this year. Events ran throughout the week to give all staff the opportunity to engage and take some time for reflection and a range of

activities were offered which included walks, yoga, mindfulness sessions and a health cooking competition. During the week the Service also hosted a half day Mental Health Conference at Sadler Road. The highlights of this event were the launch of a bespoke “Cheshireopoly” board game which prompted discussion around mental health themes and an inspirational presentation around mental health and resilience by Ian Smith and Jimmy Gittins from the State of Mind Sports Charity.

14. Of particular note was the development of a mosaic to mark World Mental Health Day 2021. This idea was progressed based on the experience of one of the MHSG members who had articulated how mosaic making had had a positive impact on her mental health during lockdown. The design below was chosen through consulting with the Wellbeing Community Group and the MHSG and the mosaic was developed at Sadler Road during Mental Health week.



15. The black tiles represent the distress associated with poor mental health and are framed by bright colours and patterns that remind us there are many positive ways to maintain our well-being. The mosaic will be mounted on the wall outside the canteen at Sadler Road.

16. Other Mental Health events and campaigns during the last six months include:

Webinars: 6 May 2021. 'Maternal Mental Health'.

The Service joined with Motherwell., a Crewe based charity run by women for women and delivered a webinar on Maternal Mental Health.

May - 3 – 9 May . Maternal Mental Health Awareness Week.

With Motherwell, the service provided information and signposting to events available nation wide marking Maternal Mental Health Awareness Week.

10 to 16. Mental Health Awareness Week.

The Service signposted staff to a range of activities and events run by Mind and the Mental Health Foundation throughout the week.

17 to 23. # Speak Your Mind. Mental Health Awareness Week.

June - 7 to 13 June. Carers Week.

The Service partnered with Enable (the Police Carers Network) to deliver information sessions on Carers Rights: a Q&A panel with Mid-Cheshire Mind and Service personnel sharing their experiences as Carers and the impact on their mental health. The support available to Carers was highlighted and HR reminded staff of the benefits and support our policies provide for those with caring responsibilities.

All events were promoted through the Intranet, the weekly Green and the monthly Alert.

Mental Health and Wellbeing awareness have also continued to be promoted through Inductions, the Step-Up programme, the new Step-In programme and the Apprentice programmes.

17. The Mental Health Advisor has continued to be visible making at least one visit to every watch, section, department and team across the Service each year. This averages approximately 120 visits. Although during the Pandemic these were mostly virtual, face to face visits have now recommenced.
18. At the beginning of the year the Mental Health Advisor also partnered with HR colleagues in the delivery of over 100 Attendance Management and Wellbeing Roadshow visits. The purpose of the roadshow was to share the updated Attendance Management Policy and to discuss the Covid-19 guidance, and to allay any concerns and issues relating to return to work.
19. Over the course of the last six months the Mental Health Advisor has continued to support and attend staff network groups and in recent months most frequently with the Limitless network. This was in respect of the launch of new Menopause Policy and a Menopause Awareness Day where menopause champions for mentoring and buddying came together to develop some related initiatives such as hygiene packs for female staff.
20. The Mental Health Advisor has also been a regular attendee at Firepride breakfasts and has presented on the theme of the LGBT community and mental health.
21. Links have been made with a Crewe based charity called Motherwell who offer support to single parents, and women who have experienced trauma before, during, and/or after childbirth. The charity has a forum called FlourisHER that offers support, training and information on a range of women's topics. Kate Blakemore, the founder of Motherwell, delivered a webinar on the 6th May 2021, marking Maternal Mental Health Awareness Week. This local charity is a free resource that all staff can access. The Service will also be using this platform to advertise Prince's Trust programme opportunities.

22. To ensure parity between mental and physical health it has been important for the Mental Health Advisor to link in regularly with the Fitness Advisor and the Health and Safety Advisor and the training department. The Mental Health Advisor also maintains links with external individuals and agencies and is part of the Joint Emergency Services mental health group and Chester West and Chester Suicide Prevention Group. Other links are with Able Futures: the Richmond Fellowship; and Mid Cheshire Mind.

Priorities for the Next 6 Months

23. The TRiM review will be considered by the MHSG at the January 2022 meeting. Recommendations from the review will be added to the Mental Health Action Plan for implementation. Dates will also be scheduled for all TRiM practitioners to have 2 days of refresher training over the course of the next 2 years.
24. In response to staff feedback plans are in place to develop a Fathers Group. This will provide advice and support and a safe space for new and existing fathers to discuss issues relating to home and family life. The first meeting has been planned for December 2021.
25. The joint Carers Week delivered with our Police colleagues in June has led to the recent launch of a Carers network within the fire service. The Police have 'Enable' and they are hoping to support our Carers network. This group is in response to a number of requests from staff that we, as a Service, offer something for Carers. The first meeting is scheduled for December 2021.
26. The Mental Health Advisor's Station and Department visits will continue to maintain visibility. It is planned that this cycle of approximately 120 visits will be completed by mid-December 2021.
27. Continue to work with the MHSG to progress the mental health agenda by implementing its Action Plan.
28. The installation of the Mosaic is scheduled for January 2021 to coincide with the first face to face meeting of the MHSG.
29. Work with the Leadership Development team to ensure that the concept of compassionate and mindful leadership is incorporated within all leadership development programmes.
30. As part of our work to have a parity of esteem between mental health and physical health, the Mental Health Advisor will join the Fitness Advisor to make joint visits, starting in the new year. Whilst attending for their fitness test, staff will be given the option to have a mental health MOT.

Legal Implications

31. The Service recognises its legal duties to tackling stress and anxiety which could lead to mental ill health. The Health and Safety Executive (HSE) expects the Service to carry out suitable and sufficient risk assessments and to take action to tackle any problems identified.
32. A Wellbeing Impact Assessment has been designed as an addendum to the Equality Impact Assessment process to enable suitable risk assessments to be carried out relating to organisational and policy changes. The HSE risk management standards have also been incorporated into the new appraisal process to facilitate discussions on an individual basis and to help identify any risks.

Equality and Diversity Implications

33. Equality and diversity is closely aligned with mental health. This includes making reasonable adjustments for staff with a mental health condition, protecting the privacy of a staff member who has a mental health condition, and ensuring that we do not take any adverse action against a staff member because of a mental health condition.
34. More recently there has been an emphasis on the ageing workforce due to greater life expectancy. Based on workforce planning predictions it is inevitable that there will be an increase of staff in older age groups. This places more emphasis on the need to create a healthy workforce to sustain an older population of staff who may have greater health needs in the workplace.

Environmental Implications

35. None

CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER

TEL [01606] 868641

BACKGROUND PAPERS: NONE

CHESHIRE FIRE AND RESCUE SERVICE

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: HEAD OF PREVENTION AND PROTECTION
AUTHOR: JENNY MASKELL

SUBJECT: THE PREVENTION DEPARTMENT'S ANNUAL PARTNERSHIP REPORT 2020-2021

Purpose of Report

1. To present an overview of the performance of the Prevention department's Partnerships portfolio during the period April 1st 2020 to March 31st 2021.

Recommended:

- [1] That the report be noted.

Background

2. The Prevention department has a breadth of partnership activity that supports fire prevention within the community. They include (but are not limited to), the Safe and Well Programme, Mental Health Partnership with Cheshire and Wirral Partnership NHS Foundation Trust (CWP) and the Early Help and Prevention Partnership led by Cheshire West and Chester Council (CWaC).

Information

3. The report attached as Appendix 1, contains an overview of the Prevention Department's larger partnerships, end of year performance information for 2020-2021 and their current outlook.
4. The report also contains an overview of the response to the Covid-19 pandemic, including headline performance, a summary of the Safety Central partnerships and the Prevention Department's current work streams.
5. A summary of the outcomes of the Prevention Partnerships as detailed in the report are as follows:
 - a) Jointly funded roles completed 287 HSAs in total. They contributed to 152 food parcel and 358 prescriptions deliveries as part of the COVID response.

- b) Significant savings on householder fuel bills were realised via the via Safe and Well affordable warmth collaboration, evaluated by Dr Julian Clarke.
- c) Evaluation of the atrial fibrillation collaboration suggests that between 3 and 18 strokes were averted, between 2 and 13 lives have been saved and realised financial savings of between four and 26 million pounds.
- d) The Service has administered over 87 thousand COVID-19 vaccinations and supported the delivery of COVID test kits to the homes of over 3 thousand NHS patients prior to planned medical procedures.

Financial Implications

- 6. Some partnerships require funding for staff or vehicles. These costs are part funded by the Prevention Department's budget and by the partner where appropriate. A Partnership Agreement or a Memorandum of Understanding (MoU) support partnerships with financial implications.

Legal Implications

- 7. The Fire and Rescue National Framework 2018 details a requirement for all fire and rescue services to collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide.

Equality and Diversity Implications

- 8. New partnerships led or engaged in by the Service are subject to Equality Impact Assessments (EIAs) prior to commencement to ensure accessibility and promote equality and diversity throughout their duration. Existing partnerships are being updated to include EIAs. As the partnerships evolve, the EIAs are reviewed periodically to ensure they are still fit for purpose.

Environmental Implications

- 9. There are no environmental implications to consider.

**CONTACT: KIRSTY JENNINGS, GOVERNANCE OFFICER
TEL [01606] 868641**

BACKGROUND PAPERS: NONE



Cheshire
Fire & Rescue Service

Prevention Partnerships

Annual Report 2021



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Partnership Management

The Fire and Rescue National Framework (2018) outlines the national requirement for fire and rescue services to work in partnership with a wide range of partners locally and nationally to deliver services and manage community risk via prevention and protection.

For many years, working with key partners has proven to be a vital component in delivering the Prevention Departments' objectives and managing community risk. The partnership arrangements in place support the provision of risk reduction services we offer including home fire safety, arson reduction, road safety, working with children and young people and improving health and wellbeing.

There are many benefits to working collaboratively with trusted agencies; it helps to maximise the use of limited resources, build capacity, enhance delivery, share critical information and promote good practice. Working with carefully selected partners, challenges Cheshire Fire and Rescue Service (the Service) to work more innovatively and draw upon the expertise of industry professionals. It also creates opportunities to explore different ways of engaging with communities, develop skills and develop fresh concepts. Partnerships that consider and promote equality and diversity are also central to eliminating barriers that prevent access to services, information and employment. All new CFRS partnerships are subject to an Equality Impact Assessment (EIA) to ensure accessibility and promote equality and diversity.

Cheshire Fire and Rescue Services' Prevention Department defines partnerships in 4 ways:

Collaboration: A voluntary arrangement providing a forum for cross-agency discussion and information sharing. The Service will have no direct powers or specific responsibilities to achieve outcomes.

Statutory Collaborations: Requirement for co-operation between local partners to agree and deliver national or local priorities set down by statute. The partners are defined and national and local funding is directed towards achieving shared priorities and outcomes.

Joint Delivery: Services are delivered jointly with other organisations. Additional capacity or efficiencies are achieved through partnership working. Responsibilities are documented in service level agreements.

Strategic: Set up to deliver specific, jointly agreed, possibly time-limited outcomes. Aims to better align and streamline ways of working to ensure resources are better allocated. There are usually formal governance arrangements in place. Co-operation is sometimes dependent on member organisations working together voluntarily.

This report includes an overview of performance of some of the more significant partnerships led by the Prevention Department including those involving seconded staff, and additional funding.

Governance, Monitoring and Evaluation

The Service employs a dedicated Partnerships Coordinator who oversees the partnership policy and management arrangements within the Prevention Department. Live partnerships are managed through an internal database system. Each partnership record contains; agreements, progress updates, associated risk management information, outstanding actions, and review and monitoring documentation and is held on record in an accessible format. The system provides a platform that allows partnership managers to easily record and review outputs and outcomes which is critical to measuring the success of each partnership.

Each partnership is subject to a cyclical review process which is carried out by the partnership manager in conjunction with the partners to maintain optimum performance, manage issues and resolve problems as they arise. Each partnership that involves a formal partnership agreement or memorandum of understanding (MoU) is subject to a yearly evaluation which captures performance and enables the Service to determine whether the partnership is performing as expected and should be renewed.

Governance, Monitoring and Evaluation Updates

Currently regular meetings with partners take place individually throughout the life of each partnership. For additional governance and monitoring purposes the Service decided to introduce a Prevention Partnerships Scrutiny Board providing a forum for partners to meet, submit quarterly progress reports and monitor performance in a more formalised setting. Due to unexpected additional work streams, which require strategic partnership agencies to respond to the Covid-19 pandemic, the Service took the decision to delay the introduction of the Board until a more appropriate time.

The Partnership Policy was updated in December 2020 to reflect lessons learnt from the COVID-19 pandemic. The policy stipulates that during local or national emergencies, community safety takes priority and only mandatory documentation needs completing immediately; this deviates from the usual process set out in the rest of the policy related to the recording of partnership activity.

Work to improve the partnership database is ongoing. Improvements will include the ability to record data sharing agreements and/or regular, daily partner interactions, these are currently recorded manually by partnership managers and the co-ordinator.

Partnership Overview and Performance

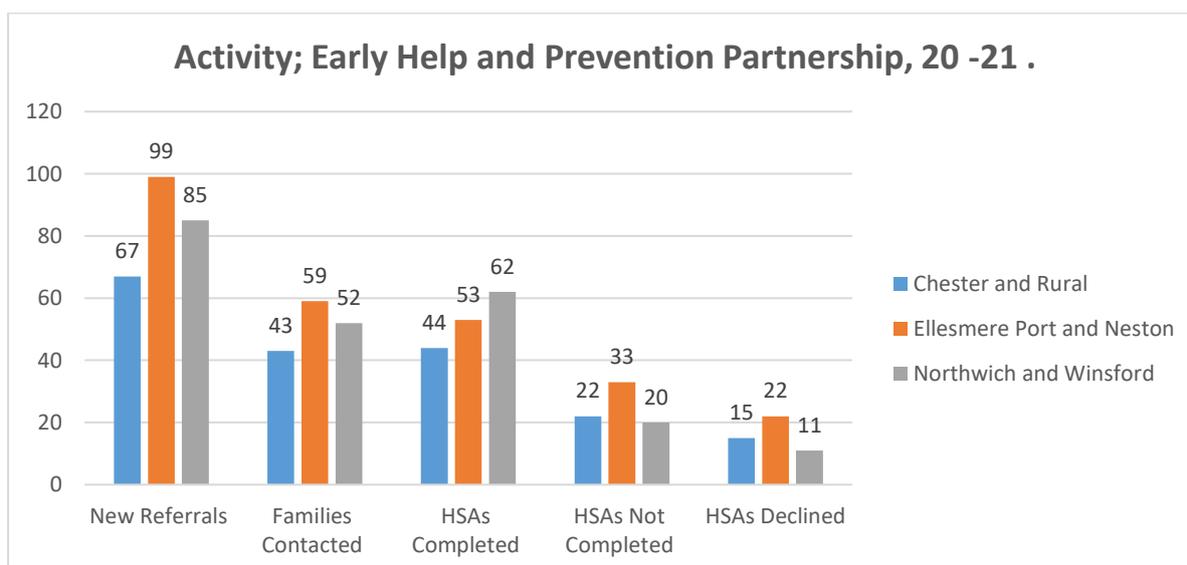
Early Help and Prevention Partnership

For a number of years, a seconded member of staff from the Prevention Community Safety team (Family Fire Engagement Officer) has worked in the Early Help and Prevention Department at Cheshire West and Chester (CWaC) Local Authority. This department offers a wide range of services for families including supporting young people and children with specific risks. Some of the services offered include support for victims and perpetrators of domestic abuse, family intervention, youth work and home safety. The primary objective of the role is to work with families and individuals in relation to fire prevention, feeding into a wider agenda of improving health and wellbeing.

2020-2021 Performance

The Family Fire Engagement Officer supported the Family Intervention Team with Home Safety Assessments (HSAs) and risk assessments. In total 159 HSAs were completed during the year.

As detailed in the graph below (Activity: Early Help and Prevention Partnership, 2020-21) the highest number of new referrals came from the Ellesmere Port and Neston areas, this area also had the lowest uptake rate (44%). Winsford and Northwich had the highest uptake of HSAs, with 72% of new referrals receiving a HSA in this locality. Sixty-seven new referrals were from the Chester and rural area with an HSA uptake rate of 65%.



Some HSA's were not completed due to a lack of engagement from residents when offered the services provided by the Family Fire Engagement Officer. The total number of new referrals compared with the figures for HSAs completed, not completed, declined is due to some HSA jobs occurring in 20/21 following a referral in 19/20.

Thirty-one of the properties visited were subject to additional risk assessments and categorised as at heightened risk from fire due to issues such as significant hoarding or fire setting behaviour.

In addition, 93 smoke alarms and 8 fireproof letterboxes were fitted at some properties, as per the table below. This illustrates the need for additional fire safety measures at some properties to help mitigate fire risk.

Area	No of Smoke alarms:	No of Fire-proof letter boxes
Chester and Rural	23	8
Northwich and Winsford	34	9
Ellesmere Port and Neston	36	8
Totals:	93	25

Fire Data from April 01 2020 – 31 March 2021

The role also provided vital support to the local community in relation to the COVID-19 response, assisting with 110 prescription and 57 food deliveries.

Outlook

The Family Fire Engagement officer role was established in CWAC in 2015 and continues to be reviewed annually. Due to its success, the Service expects the role to continue to be funded by both parties and be replicated in other areas.

Early discussions with representatives from other local authority areas – Cheshire East, Halton and Warrington Borough Council are ongoing regarding establishing Family Fire Engagement Officer roles Pan-Cheshire to offer parity to residents living in all local authority areas.

[Mental Health Partnership with Cheshire and Wirral Partnership](#)

In May 2019, Cheshire and Wirral Partnership (CWP) NHS Foundation Trust and the Service collaborated to provide a jointly funded Mental Health Engagement Officer to support individuals with a mental health diagnosis, registered with CWP who may be at heightened risk from fire. CWP provides mental health and care services to residents living in the Cheshire East, Cheshire West and Chester areas.

The role supports people with a mental health diagnosis who may be at heightened risk from fire due to a number of factors such as smoking, lone occupancy, hoarding, cognitive difficulties, substance and/or alcohol misuse. CWP identifies individuals who would benefit from the Services input and makes referrals to the Mental Health Engagement Officer. Ongoing support and case management is offered to the individual to assist in mitigating fire risk.

The role also includes engagement with wider CWP staff teams in relation to recognising fire risk and meets with teams to ensure referrals into the Service, keeping fire risk relevant. The role also undertakes regular meetings with CWP staff

to ensure fire risks remain a priority and gives the opportunity to discuss any related issues the Service can support.

2020-2021 Performance

In March 2020 the role adapted to new ways of working due to the pandemic with core services suspended unless necessary to maintain public and staff safety.

During this time, CWP utilised the role to help deliver 47 Basic Life Support (BLS) and 7 ProActive Approach Training (PAT) sessions. The post-holder delivering training provided resilience to CWP, and enabled CWP staff to support core NHS functions within the trust. These sessions also enabled networking opportunities with CWP teams and an outlet to provide information in relation to the Mental Health Engagement Officer role and the Services Family Fire Engagement Officer in the Early Help and Prevention team at CWAC.

The post holder also supported the Service with COVID-19 community safety activity, assisting in the delivery of over 95 food parcels, 257 medicines to vulnerable individuals from pharmacies and completing welfare phone calls and physical checks.

Core business resumed sporadically throughout the year, this allowed for 128 Home Safety Assessments (HSAs) to occur. 100 of these were referrals from CWP, and 28 came via CFRS. This partnership has significant benefits for both CWP and the Service. COVID restrictions had a significant impact on all Prevention delivery, however the role still completed more referrals during 20-21 than the pre COVID, 8-month period (102 referrals). This illustrates that despite COVID the role is embedded well into CWP and referrals for fire risk support, mitigation and management were occurring.

Outlook

Until March 2021, the Education department within CWP managed the role, however they concluded it was not the correct department to oversee the partnership activity. Discussions are ongoing with the CWP Medicines Management and the Community Teams to reinstate the role with an enhanced remit to include ongoing intervention, assessment and support to those prescribed heavy sedatives. Expanding the partnership into these areas will help to manage heightened fire risk and/or other lifestyle factors along with the potential to offer support for independent living for those moving from inpatient care in to the community.

Initial discussions have also taken place with Mersey Care NHS Foundation Trust who are keen to scope and establish a similar role covering Warrington and Halton. The aim is to create a business case to support this joint initiative over the coming months.

Health and Wellbeing Partnerships through Safe and Well

Safe and Well visits screen individuals who may be at heightened risk of fire for a number of contributing factors. Working with statutory and third sector partners and with householder consent, individuals are also invited to discuss other topics related to their health and wellbeing. The service then signposts or refers eligible residents for further support or information in relation to the following:

- falls,
- alcohol and smoking cessation,
- loneliness and social isolation,
- atrial fibrillation,
- affordable warmth,
- high blood pressure.

2020-2021 Performance

Due to the COVID-19 pandemic, Safe and Well visits were amended in line with COVID restrictions. In agreement with our health partners, partnership activity in relation to the health elements was suspended in all cases however, significant developments in relation to partnership activity continued in order to improve and expand SAW delivery going forward:

- Various Public Health Directors and NHS England agreed for the health elements to be offered to under 65's during Safe and Well visits, the variation to the terms of the partnership were finalised in line with the Services updated targeting methodology.
- In November 2020, Dr Julian Clarke evaluated the affordable warmth element of SAW and concluded that the affordable warmth screening has made significant savings to householders on their fuel bills, reducing the likelihood of householders using unsafe fire practices to heat their homes.
- Dr Clarke also researched the Service's work on reducing Atrial Fibrillation. During the reference period of evaluation over 200 residents were signposted to primary care for further investigation following a Safe and Well visit. It is estimated that the Service's Atrial Fibrillation screening has helped avert between 3 and 18 strokes. This has saved between two and thirteen lives and realised financial savings of between four and twenty six million pounds.
- From Sept 2020, Loneliness and Social Isolation screening questions were asked in SAW visits occurring over the phone and where applicable individuals directed to the British Red Cross (BRC). The Silver Line could no longer support the partnership following a change in ownership nationally, therefore BRC continue to support the SAW work within Cheshire East, Warrington and Halton. Discussions are ongoing to identify a referral partner in Cheshire West.

Outlook

In August 2021, "Making Every Contact Count" (MECC) training relating to all SAW work streams was delivered to individuals including Station Managers, Lead Advocates and representatives from Service Delivery and will be cascaded out to relevant teams. This provided updated information regarding the health and wellbeing aspects of SAW visits and reiterated how including these elements within SAW visits could improve residents' quality of life and instigate preventative health measures for health and wellbeing partners.

Dr Julian Clarke has also undertaken evaluation of the blood pressure element of the Safe and Well work in 2021, this should be published later this year and findings will be included in next years report.

All elements of the SAW visit with the exception of the falls risk assessment, will hopefully be offered to under 65 residents going forward to further enhance the SAW offer to all members of the community the Service engage with via its Prevention programme.

[Supporting the Community throughout the Covid-19 pandemic](#)

In March 2020, the Service made a commitment to support third sector and statutory partners throughout the pandemic, supporting provision of essential services to residents and prevent crisis or additional pressures on public sector organisations.

The Service helped to provide vital items, health care provision, welfare support and education supplies. This included delivering food, prescriptions, PPE, COVID test kits, laptops, school meals, blood and vaccinations. Visits and/or phone calls were also made to residents who were shielding or requiring a welfare check.

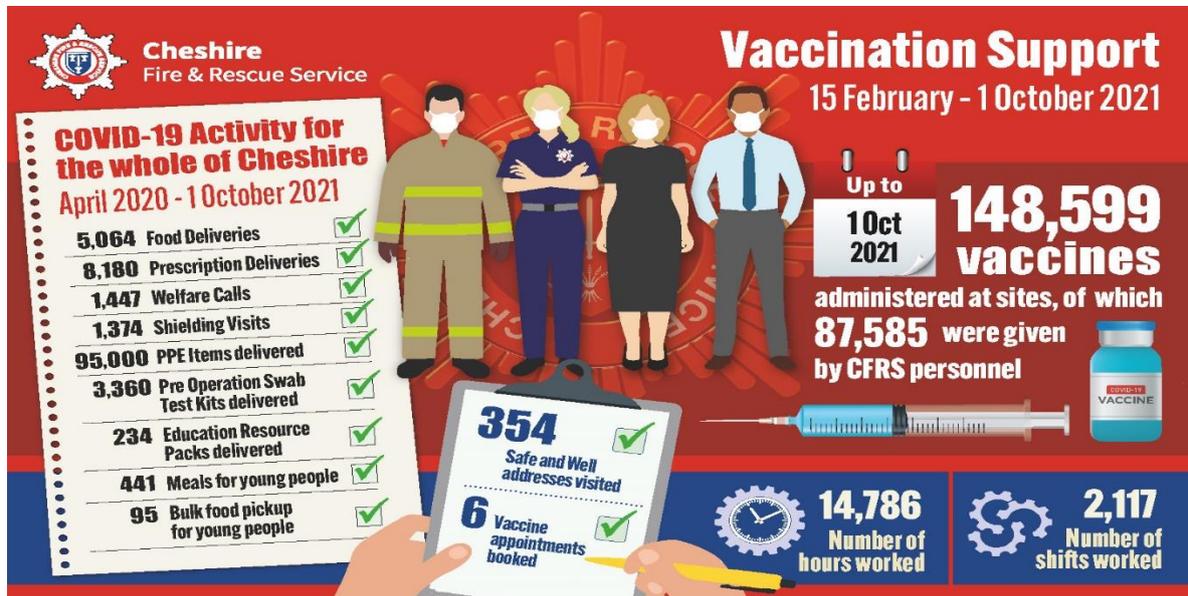
2020-2021 Performance

Staff from across the organisation supported both statutory and third sector partners to deliver services to residents within Cheshire, Halton and Warrington with the aim of keeping them safe from and reducing the impact of COVID-19. The timeline included in appendix two illustrates the work the Service was involved in between April 2020 and March 2021.

A central COVID-19 Community Support Management Team (CSMT) was established within the Prevention department to manage requests for community support from partners. Single Points of Contacts (SPOCS) were appointed within the team aligned to local authority areas and managed requests based on these geographical boundaries.

Requests from partners mirrored the pandemics course nationally, initially coming from third sector organisations (e.g. foodbanks) and local authorities (welfare checks, shielding visits, pharmacy deliveries) to help people to stay at home.

In the latter stage of 2020, early 2021, requests from health partners became more frequent and focussed on prevention of transmission whilst maintaining some normality (e.g. pre-operation COVID-19 swab testing, lateral flow support, vaccination delivery). The below infographic captures the work the Service has contributed to so far:



Outlook

The majority of requests from partners for community support has ceased with some small pockets of activity continuing, dependent on local need. The expectation is that this will continue unless further help is required to stem the transmission and severity risk of COVID-19.

Vaccination programmes locally continue to be supported by the Service with over 87 thousand vaccinations delivered by CFRS staff so far.

The Service has commissioned an evaluation of the response provided by CFRS during the pandemic. The research (led by Dr Julian Clarke of Edge Hill University) will evaluate the following workstreams:

- Food deliveries
- Shielding visits
- Pharmacy deliveries
- Pre-operation swabbing
- Vaccination support
- Fire-prevention activity for high risk household

The research will comprise qualitative research and interviews with partner agencies and Cheshire FRS staff who were involved in the Services' response to the pandemic. It will also comprise quantitative research looking at data held by the Service in relation to COVID-19 activity.

In particular, the research and evaluation work will examine:

- Strategic adaptability
- Capacity for innovation
- Understanding views of local authority and health managers and Cheshire FRS staff
- Outputs and Outcomes (including social value)

Safety Central Collaborations:

Cadent Gas:

Cadent Gas supplied equipment and gas safety information for visitors engaging with programmes at Safety Central. This will support the delivery of information in relation to the causes and risks of Carbon Monoxide poisoning to Key stage 1 and 2 children and also community groups.

Warrington and Halton Teaching Hospitals NHS Foundation Trust

The health trust used Safety Central's first aid/quiet room for antenatal appointments as part of a trial from Sept-20 to March 21. The room was well utilised by midwives and expectant parents living in the Lymm area.

The NHS trust and Safety Central staff will continue the collaboration to aid accident prevention education to expectant parent's and relevant documentation is being put together to support this.

Scottish Power Energy Networks (SPEN)

SP Energy Networks provided Safety Central with a mock substation to demonstrate the dangers of entering compounds, and overhead cables in the centre's countryside area. These simulations are used in a number of safety and lifeskills programmes at the centre.

The company also supports the running and development of Safety Centrals' volunteer ranger programme.

This aids both safety education locally and supports Scottish Powers' OFGEM obligations to actively support community development and the promotion of public safety.

SPEN continue to support the promotion of public safety however due to COVID-19 little activity occurred linked to this collaboration during April 2020-March 2021.

Current Work streams

The Prevention department are currently working with a range of organisations to establish new collaborations and partnerships. These include working with Scottish Power Energy Networks (SPEN) to scope the possibility of Service staff discussing the benefits of the Priority Services Register (PSR) with residents during a SAW visit and adding them to the register. The PSR holds the details of those individuals who may be at greater risk during a power cut and require additional support, which SPEN can put in place. SPEN could also refer individuals to CFRS for a SAW visit. Depending on the success of the scoping exercise, the Service will also look to work with other utility providers in a similar format to help keep local communities safe and enhance the Safe and Well offer.

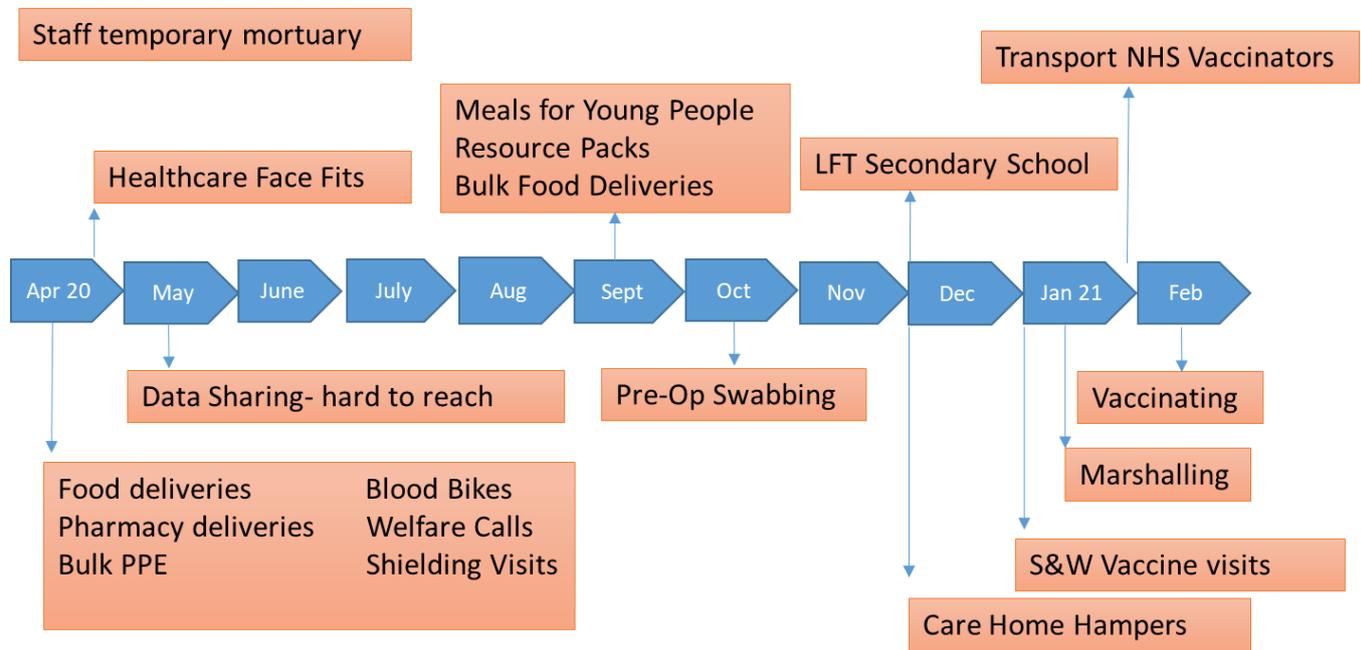
The Service liaise with many different organisations on a daily basis (known as light touch collaborations), although these do not warrant full partnership documentation the Prevention department try to keep a record of these engagements. Examples of these include voluntary organisations such as Narcolepsy UK, Deafness Support Network, Age UK Mid Mersey. Others include housing associations or departments within local authority organisations.

Early discussions with mental health trusts and local authorities are also under way to scope establishing further joint roles to support families with complex needs and/or those with mental health conditions who may require support from the fire service.

The Service is involved with the Cheshire West and Chester local COMPACT which sets out how statutory and voluntary sector organisations can enhance the opportunities of working together.

The Service is also a member of boards such as the Cheshire East Dementia Steering Group, The CWAC Domestic Abuse Partnership, Cheshire Anti-Slavery Partnership and the Cheshire and Merseyside No More Suicide Board. The Service aims to work closely with other member organisations and collaborate on any specific areas of work from these partnerships, which can enhance their offer to the communities of Cheshire.

Appendix Two: Timeline of CFRS activities during the COVID-19 pandemic



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PERFORMANCE AND OVERVIEW COMMITTEE

FORWARD PLAN

23 February 2022	
1.	Q3 Finance (budget monitoring) Report
2.	Q3 Performance Report
3.	Q3 Programme Report
4.	Q3 Internal Audit Report
5.	Annual Bonfire Report
6.	Equality Monitoring - 6 Monthly Update
7.	Progress Update on Internal Audit Recommendations (half yearly update)
8.	Climate Change report

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