

# CHESHIRE FIRE AUTHORITY

**MEETING OF:** PERFORMANCE AND OVERVIEW COMMITTEE  
**DATE:** 12<sup>TH</sup> JULY 2023  
**REPORT OF:** HEAD OF SERVICE IMPROVEMENT  
**AUTHOR:** GM AARON COLLIS

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**SUBJECT:** PERFORMANCE REPORT – QUARTER 4, 2022-23

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## Purpose of Report

1. To present the Quarter 4 (and therefore year-end), 2022-23 review of performance for each of the Service's Key Performance Indicators (KPIs).

## Recommended that:

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

## Background

2. 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 4, 2022-23.

## Information

3. The Service's Performance and Programme Board (members of the Service Leadership Team supported by various officers) receives a quarterly review of 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.
4. The Corporate Performance Scorecard in Appendix 1 reflects the Quarter 4 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 to improve performance, is provided in the Performance Health Report which is 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 4 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 Environment and Climate Change Strategy.

**Appendix 1 - Performance Report Scorecard, Year End 2022-2023**

**Appendix 2 - Health Report**

**Annex 1 - RTC Performance Report**

**Annex 2 - Business Safety Infographic**

**Annex 3 - Safety Central Infographic**

# Item 2, Appendix 1

## Performance Report Scorecard, Year End 2022-2023

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



Protecting Local Communities				
	Actual	Target	Q4 Year on Year	Q4 2021-22
Deaths in Primary Fires	6	0	↑	3
Injuries in Primary Fires	27	36	↑	20
Accidental dwelling fires	310	329	↓	313
- % starting in kitchens	168 (54%)		↔	168 (54%)
- % in homes with residents over pensionable age	64 (21%)		↓	68 (22%)
Deliberate fires (Primary and Secondary)	1,081	991	↑	891
Fires in Non Domestic Premises	130	159	↓	153
AFAs in Non Domestic Premises	482	490	↓	494

	Actual	Target	Q4 Year on Year	Q4 2021-22
S&Ws Delivered to Heightened Risk	19,105	20,000	↑	11,268
Platinum address success rate	68%	65%	↓	81%
Thematic Inspections Completed	2,059	2,004	↑	2,015
Total NDP Fire Safety Audits Completed	1,463	1,115	↓	1,677
Risk Based Inspections Completed	1004	1240	↑	578

Responding to Emergencies				
	Actual	Target	Q4 Year on Year	Q4 2021-22
10 Minute Standard	87%	80%	↑	85%
Wholtime Availability	100%	100%	N/app	N/app
On Call Availability	53%	85%	↓	60%
Nucleus OC pumps	81%			
Primary OC pumps	53%			
Secondary OC pumps	36%			
NWFC: Time to Answer Call	6.1s	10s	N/app	N/app
NWFC: Time to Mobilise Appliance	93s	90s	N/app	N/app

Developing the organisation				
	Actual	Target	Q4 Year on Year	Q4 2021-22
Average Days/Shifts Lost to sickness	6.87	5.50	↓	6.71
Working Days Lost To Injury	40	40	↓	88

Performance 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%

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# Item 2, Appendix 2

## Performance and Overview Committee – Performance Health 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

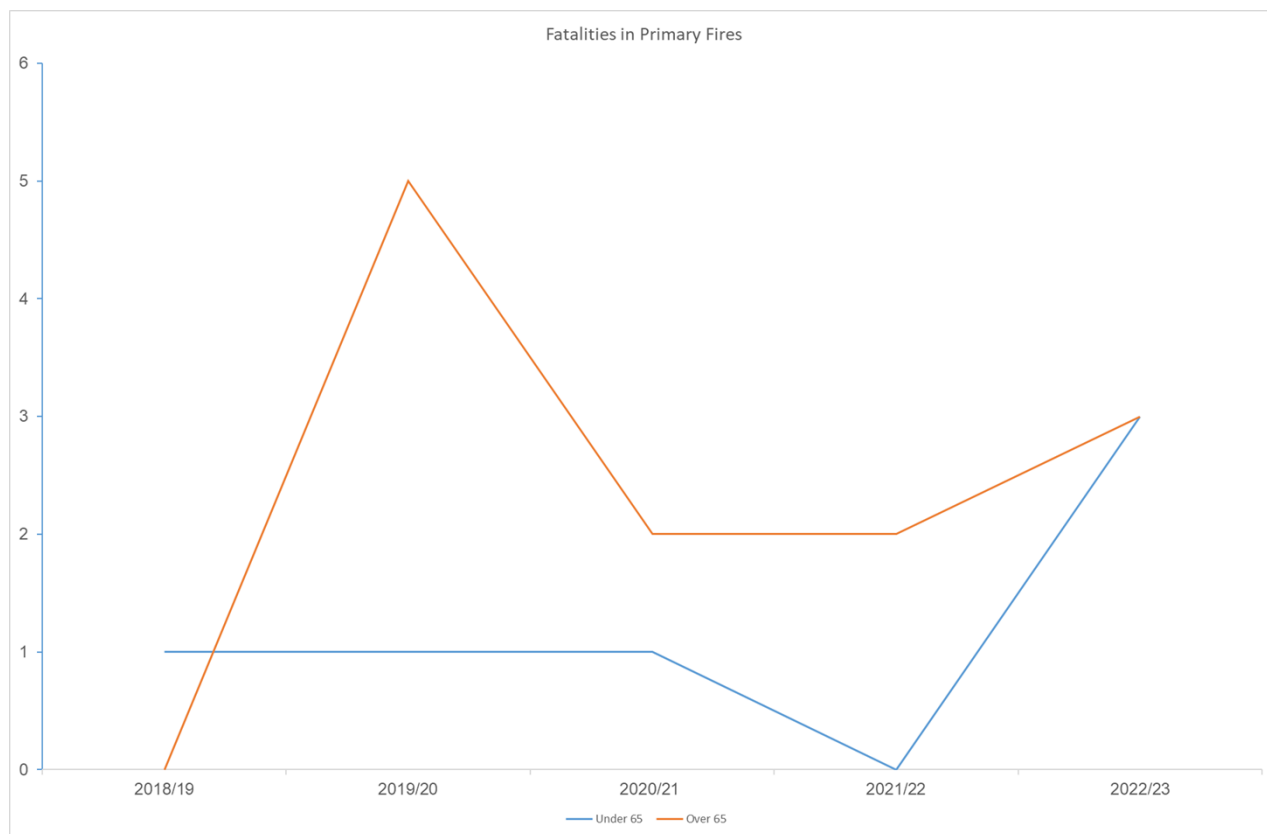
Reporting Period Q4 01/10/2022 to 31/03/2023

Q1 Target	0	Q1 Actual	2
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	3
Q4 Target	0	Q4 Actual	1
<b>YTD Cumulative Target</b>	<b>0</b>	<b>YTD Cumulative Actual</b>	<b>6</b>

Previous Status Current Status



### Summary of Current Performance



### Action taken to improve performance



Following further information from the Coroner's Office, two of the previously reported fatal fires in Quarter 1 are deemed not to be classified as fire deaths; this report therefore reflects a reduction compared with previous reports for that quarter.

Sadly, one further incident resulted in a fire fatality in Quarter 4 which involved a resident over the age of 65 in Ashton Hayes, Chester. A fatal fire report and with fire investigation officers scheduled to attend a Coroner's Inquest in September.

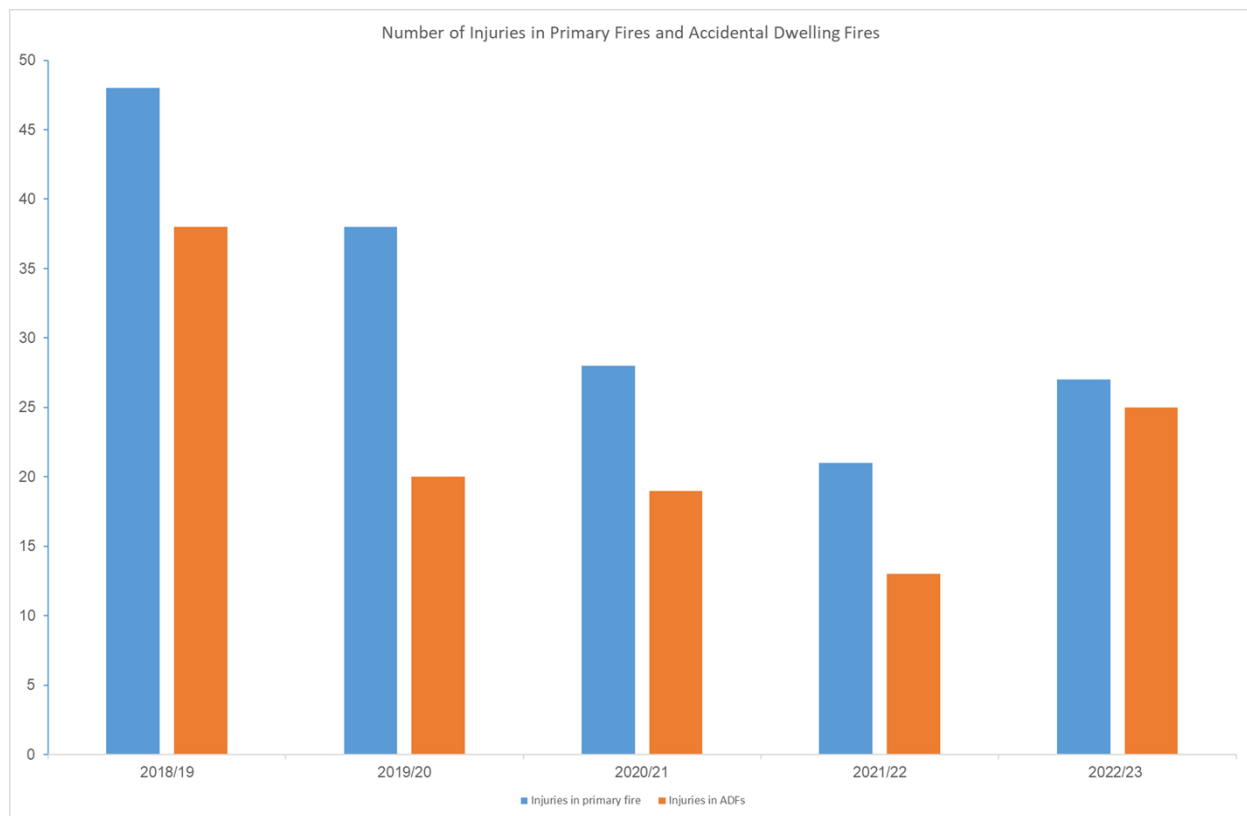
## Performance and Overview Committee – Performance Health Report

### 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 Q4		01/10/2022 to 31/03/2023	
Q1 Target	11	Q1 Actual	9
Q2 Target	9	Q2 Actual	7
Q3 Target	8	Q3 Actual	7
Q4 Target	8	Q4 Actual	4
<b>YTD Cumulative Target</b>	<b>36</b>	<b>YTD Cumulative Actual</b>	<b>27</b>
Previous Status	Current Status		
			

### Summary of Current Performance



27 injuries occurred in the year to date against a target of 36.

- 25 of the 27 injuries occurred in accidental dwelling fires.
- 6 incidents involved people aged between 30-39, making this the age bracket with the highest number of injuries in the year to date.
- 8 injuries were classified as serious, all of which were in accidental dwelling fires.

Unitary Authority	Number of Injuries (year to date)
Cheshire East	4
Cheshire West & Chester	11
Halton	7
Warrington	5
<b>Total</b>	<b>27</b>

Cause	Number of Injuries
Cooking	6
Smoking related	5
Matches	4
Electrical supply	6
Heating equipment	1
Fuel/chemical related	2
Other domestic style appliance	3
<b>Total</b>	<b>27</b>

Age Group	Number of Injuries Serious	Number of Injuries Slight
5-9		1
10-14	1	2
20-24	1	
25-29		1
30-34	1	
35-39	2	3
40-44		2
55-59	2	
60-64		3
65-69		1
80-84		2
85-89		2
95-99		1
<b>Total</b>	<b>7</b>	<b>18</b>



Injury Description	Number of Injuries Serious	Number of Injuries Slight
Burns – severe	3	0
Burns – slight	0	5
Combination of burns and overcome by gas/smoke	1	1
Overcome by gas, smoke or toxic fumes; asphyxiation	3	12
Breathing difficulties	1	1
<b>Total</b>	<b>8</b>	<b>19</b>

### Action taken to improve performance

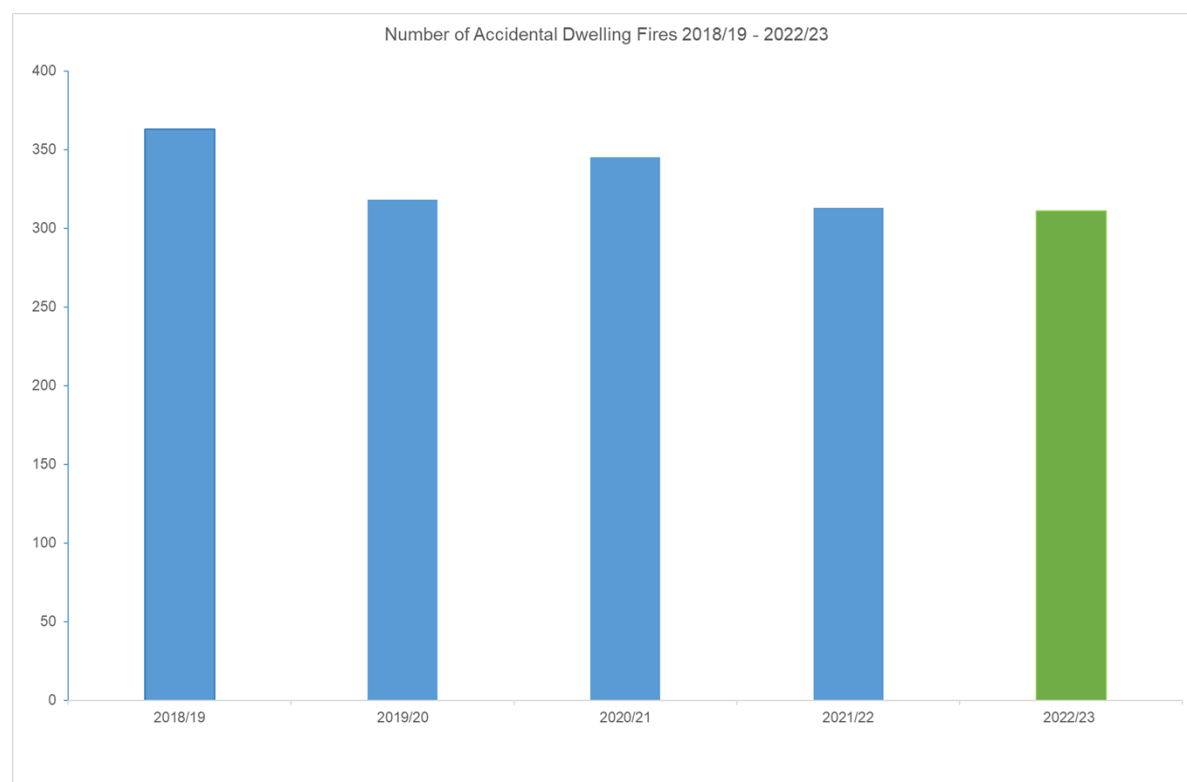
Information relating to our overall approach to reducing accidental dwelling fires (and subsequent injuries) is included within the subsequent performance indicator for accidental dwelling fires.

## Performance and Overview Committee – Performance Health Report

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

Reporting period Q4		01/10/2022 to 31/03/2023	
Q1 Target	89	Q1 Actual	79
Q2 Target	75	Q2 Actual	80
Q3 Target	84	Q3 Actual	83
Q4 Target	81	Q3 Actual	68
<b>YTD Cumulative Target</b>	<b>329</b>	<b>YTD Cumulative Actual</b>	<b>310</b>
Previous Status	Current Status		
			

### Summary of Current Performance



At the end of Quarter 4 there were 310 Accidental Dwelling Fires compared to a target of 329. There was no firefighting action required at 35.8% (111) of incidents.

Overall, 52% of incidents involve single occupancy and single parent households, which is one of our targeted groups for safe and well visits. These households however, only account for 19% of those across Cheshire.

We have been closely monitoring the causes of dwelling to fires to identify if the cost-of-living issues are resulting in an increase in fires resulting from open fuel source fires (due to occupiers trying to reduce reliance on central heating). To date there have been no discernible trends apparent.



## Summary of YTD Performance

Unitary Authority	Total
Cheshire East	111
Cheshire West & Chester	93
Halton	48
Warrington	58

Fire Location	Total
Kitchen	168
Bedroom	45
Living Room	21
External Structures	19
External Fittings	10
Other	47

Cause of Fire	Number of Incidents
Cooking	133
Electrical Supply	73
Smoking Materials/Cigarette Lighter	27
Domestic Appliance	31
Other	46

Fire Spread	Number of incidents
None	48
Confined to item first ignited	108
Limited to Room of Origin	106
Other	48

Occupancy Type	Was a smoke alarm present? Yes
Lone person over pensionable age	95.31%
Lone Person under pensionable age	98.21%
Lone parent with dependent children	92.31%
Couple one or more over pensionable age, no children	78.26%
Couple with dependent children	87.72%
Couple both under pensionable age with no children	81.82%
Other	84.21%
<b>Total</b>	<b>90%</b>

Occupancy Type	No of ADFs	Dwellings	Indexed Score
Lone person over pensionable age	64	56533	371
Lone person under pensionable age	56	73421	250
Lone parent with dependent children	39	82396	155
Couple one or more over pensionable age, no children	23	80559	94
Couple both under pensionable age with no children	33	167332	65
Other	38	209308	60
Couple with dependent children	57	347436	54

The indexed score is a risk score that compares the prevalence 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. The data in this table reflects the last 12 months.

Of note the category 'lone parent with children' has scored red in the index score for the first time in the last 12 months.

#### Action taken to improve performance

The occupancy types which have the highest indexed score continue to be those which are targeted by the Service in our safe & well activity. Lone persons over and under pensionable age are defined as heightened risk within Exeter and 'New Cheshire' datasets; this activity is therefore continuing to align to those most likely to have an accidental dwelling fire.

#### **Examples of Activity within Service Delivery areas include:**





**Cheshire East:** was under target for both the Quarter and for the year. White Watch, Crewe have been working with Comms to put a press release out informing the public of the dangers of smoking, leaving items on the hob and other safety hazards in the home.

**Cheshire West and Chester:** Although under target for the year, in Quarter 4 it has been identified that there is a growing trend across the unitary of fires occurring on electric hobs that are being utilised as additional work surfaces. Watch Managers have been asked to promote electric hob safety via social media and during Safe & Well visits where electric hobs are identified.

**Halton and Warrington:** Crews continue to highlight the common causes of fires in the kitchen via community events, social media, and Safe & Well visits. Stations will be liaising with Comms regarding kitchen safety campaigns.

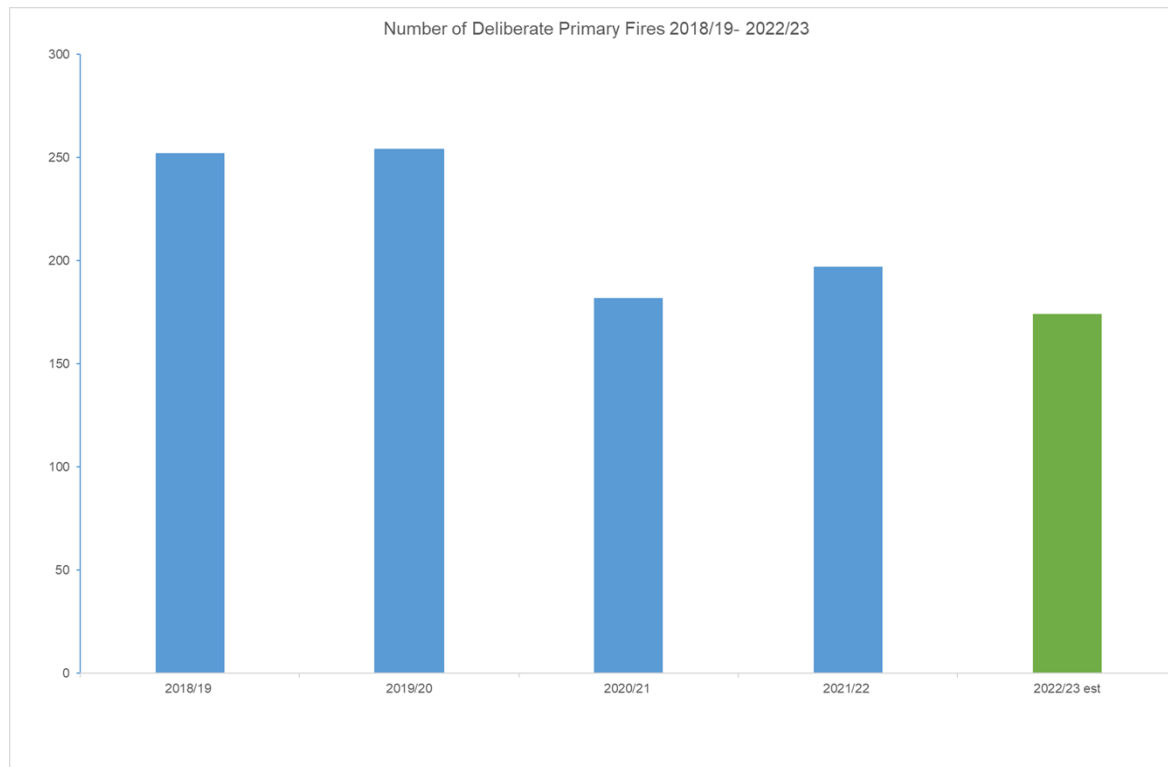
## Performance and Overview Committee – Performance Health Report

### Indicator: [Number of Deliberate Fires]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target (Primary) (Secondary)	68 244	Q1 Actual (Primary) (Secondary)	54 298
Q2 Target (Primary) (Secondary)	65 195	Q2 Actual (Primary) (Secondary)	52 286
Q3 Target (Primary) (Secondary)	58 174	Q3 Actual (Primary) (Secondary)	44 147
Q4 Target (Primary) (Secondary)	59 128	Q4 Actual (Primary) (Secondary)	24 176
<b>YTD Cumulative Target</b> (Primary) (Secondary)	<b>250</b> <b>741</b>	<b>YTD Cumulative Actual</b> (Primary) (Secondary)	<b>174</b> <b>907</b>
<b>Deliberate Primary Fires</b>		<b>Deliberate Secondary Fires</b>	
Previous Status	Current Status	Previous Status	Current Status
			

### Summary of Current Performance

#### Deliberate Primary Fires



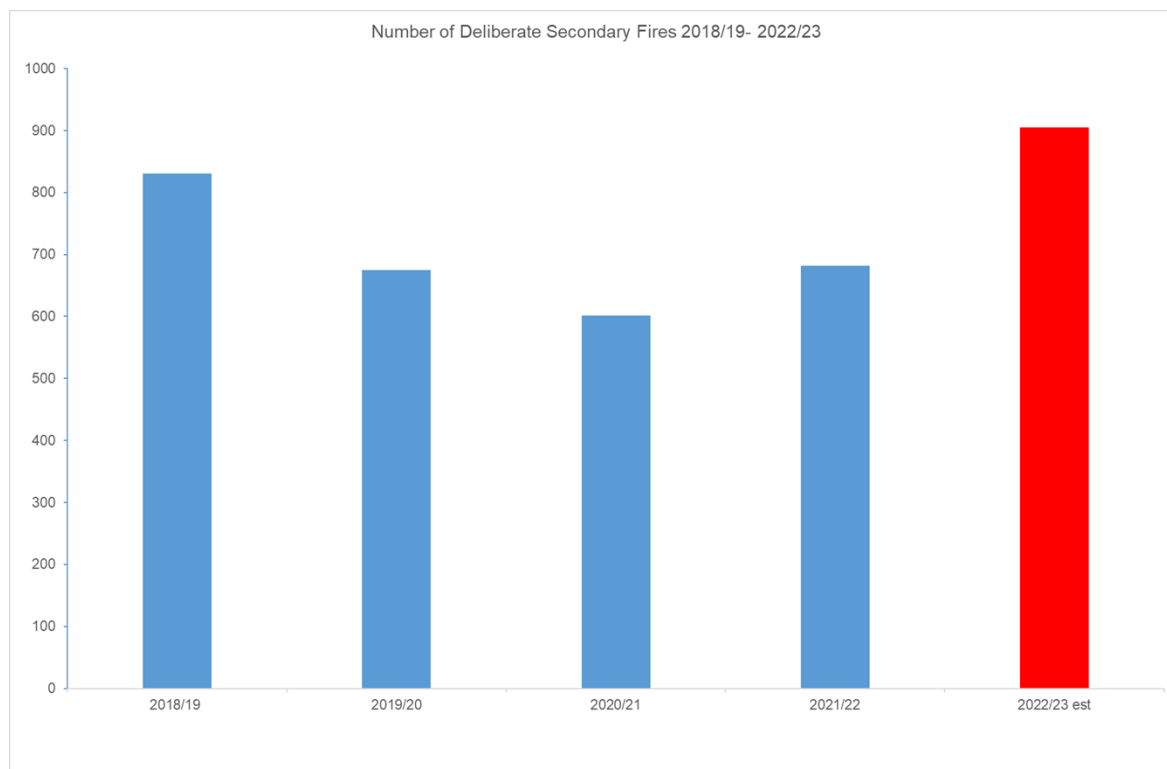
As defined in the Incident Recording System (IRS) primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

Overall, 174 deliberate primary fires were recorded at the end of Quarter 4, against a target of 250. The station areas with the highest number of incidents are **Runcorn** (23), **Warrington** (22) and **Widnes** (17).

Across Cheshire, 67 incidents (38.5%) involved the deliberate ignition of a road vehicle.

Unitary area	Number of Deliberate Primary Fires
Cheshire East	52
Cheshire West and Chester	43
Halton	43
Warrington	36
<b>Total</b>	<b>174</b>

### 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 4 was 907, against a target of 741. The highest number of incidents have been in the following station areas – **Runcorn** (155), **Winsford** (141), and **Widnes** (120). These three station areas account for 46% of all incidents.

Unitary area	Number of Deliberate Secondary Fires
Cheshire East	165
Cheshire West and Chester	318
Halton	286
Warrington	138
<b>Total</b>	<b>907</b>

### Action taken to improve performance

Continued support is offered to stations and crews to develop better working and partnerships. For example, with the support of the Deliberate Fire Reduction Manager, Runcorn have just completed their first multi-agency meeting where derelict/void buildings were discussed, and actions agreed with partners to secure or remove troublesome buildings which present an arson risk.

Over the past quarter, the Deliberate Fire Reduction Manager has become embedded in the Cheshire Police Anti-Social Behaviour Task Group, allowing CFRS direct access to local Police Inspectors. The group also provides a platform to discuss current or emerging trends from Police Notification Reports produced by operational crews and from local forums attended by station managers.



Work has begun between the Deliberate Fire Reductions Manager and the Youth Engagement Manager to deploy the On the Streets Team into a known hotspot location to engage with young people for up to 8 weeks. Data from the same period last year will be scrutinised to assess whether a tangible reduction in anti-social behaviour fires results from our engagement.

This year there has been clear success in reducing primary fires, however the service is still having to respond to too many secondary fires. A focus for the next 12-months will therefore be to consider innovative solutions to this.

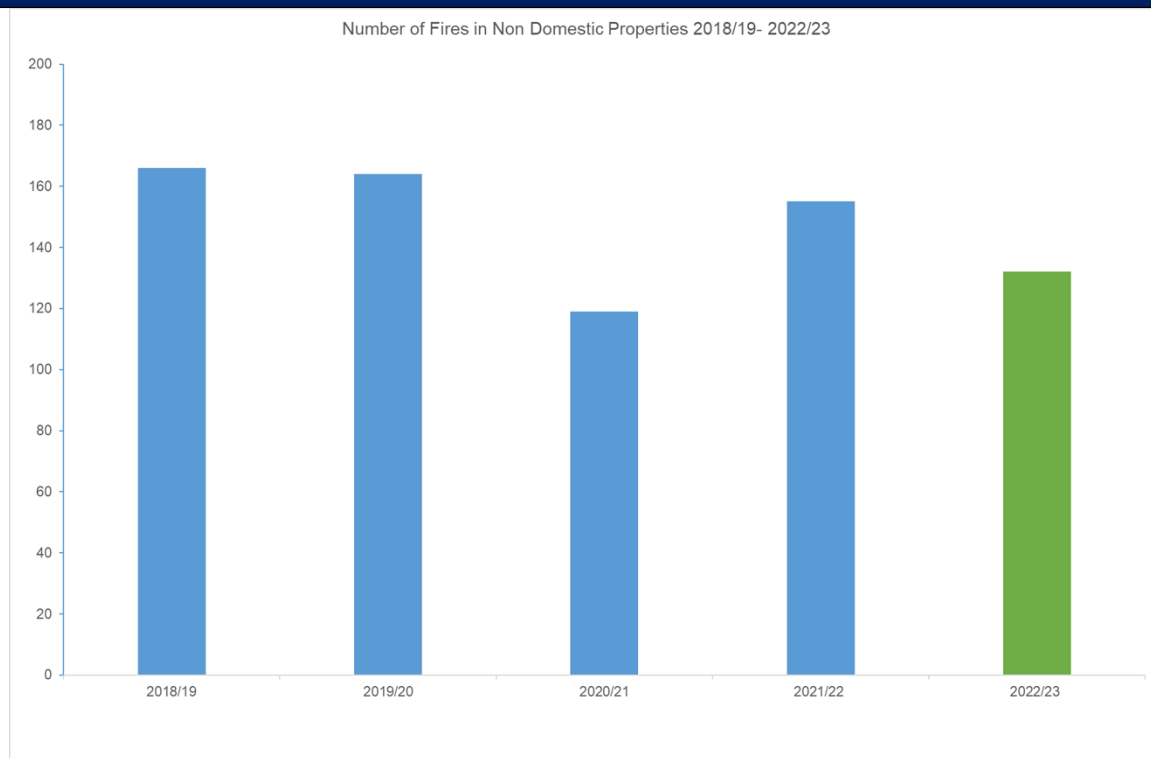
Locally, crews continue to carry out arson routes to prevent deliberate fires occurring, working with the Deliberate Fires Reduction Manager, Protection and Cheshire Police. Crews maintain positive communications with Cheshire Police via the Police Notification Report process and with local beat officers regarding any emerging patterns.

## Performance and Overview Committee – Performance Health Report

### Indicator: [Fires in Non-Domestic Premises]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	43	Q1 Actual	39
Q2 Target	43	Q2 Actual	32
Q3 Target	36	Q3 Actual	30
Q4 Target	37	Q4 Actual	29
<b>YTD Cumulative Target</b>	<b>159</b>	<b>YTD Cumulative Actual</b>	<b>130</b>
Previous Status	Current Status		
			

### Summary of Current Performance



There have been 130 Non-Domestic Premises fires up to the end of Quarter 4, which is 29 below target.

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

Type	Number of occurrences
Prison	20
Pub/wine bar	7
Takeaway/Fast food	6

The main causes for fires in Non-Domestic Premises were:

- 28 Electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.
- 14 cooking related incidents - including cookers, deep fat fryers and microwaves.
- 19 industrial equipment including kilns and dryers.

Unitary Area	Accidental	Deliberate	Unknown
Cheshire East	28	18	1
Cheshire West & Chester	32	5	0
Halton	15	5	0
Warrington	16	10	0
<b>Grand Total</b>	<b>91</b>	<b>38</b>	<b>1</b>

The indexed score is a risk score that compares the prevalence 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 in this table reflects the last 12 months.

Property Type	Number of Properties	Number of Incidents	Index Score
Prison	3	20	194872
Recycling	61	5	2396
Factory/Manufacturing	438	9	601
Care / Nursing Home	220	4	531
Public House / Bar / Nightclub	805	9	327
Restaurant / Cafeteria	703	6	249
Farm / Non-Residential Associated Building	1077	8	217
Fast Food Outlet / Takeaway (Hot / Cold)	518	1	56

#### Action taken to improve performance



There have been six fires and two false alarms in recycling premises in this financial year. The Protection team have taken action against a recycling business in CWAC and have worked with the other businesses to reduce any further occurrences and promote best practice.

Prison fires continue to have the highest index score of all premise types due to the high prevalence of incidents within a small number of premises. The Service has established positive relationships with the various prisons; however, our scope of impact is limited as we have limited jurisdiction over Crown premises.

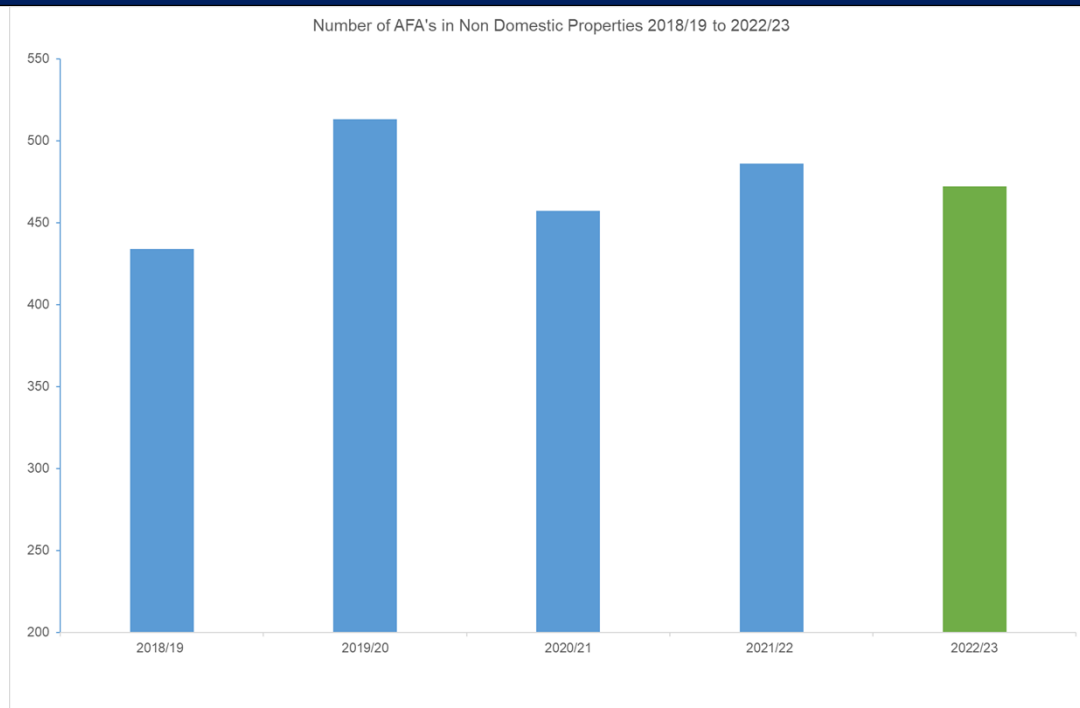
Post-fire inspections have been carried out by Protection staff at the remaining incidents, resulting in improved practices and increased inspection regimes to stop repeat occurrences.

## Performance and Overview Committee – Performance Health Report

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

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	115	Q1 Actual	112
Q2 Target	151	Q2 Actual	133
Q3 Target	114	Q3 Actual	112
Q4 Target	110	Q4 Actual	125
<b>YTD Cumulative Target</b>	<b>490</b>	<b>YTD Cumulative Actual</b>	<b>482</b>
Previous Status	Current Status		
			

### Summary of Current Performance



A false alarm, subsequently passed to the fire and rescue service from an Automatic Fire Alarm (AFA), is defined by the British Fire Protection System Association as “any alarm signal other than a genuine fire or test signal”.

At the end of Quarter 4, there were 482 attendances to AFAs in Non-Domestic Premises against a target of 490. The station areas with the highest number of calls are Chester, Macclesfield, Crewe and Warrington which together account for 53.1% (193) of the overall total.

The main property types for AFAs are hospitals (150) and nursing, retirement or care homes (150), whilst the most common reason for the alarm to be activated was a fault (143), followed by accidentally/carelessly set off (91) and cooking/burnt toast (83).



Unitary area	Number of AFAs
Cheshire East	166
Cheshire West and Chester	188
Halton	39
Warrington	89
<b>Total</b>	<b>482</b>



North West Fire Control uses a call challenging approach, set by the Service to ask additional questions and prevent our attendance at unnecessary alarm activations. In Quarter 4, 79% of the alarm activations NWFC was advised of, did not result in the attendance of a fire engine.

#### Action taken to improve performance

There are no current areas of concern for this indicator.

## Performance and Overview Committee – Performance Health Report

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

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	5000	Q1 Actual	4188
Q2 Target	5000	Q2 Actual	4665
Q3 Target	5000	Q3 Actual	4416
Q4 Target	5000	Q4 Actual	5836
<b>YTD Cumulative Target</b>	<b>20000</b>	<b>YTD Cumulative Total</b>	<b>19105</b>
Previous Status	Current Status		
			

### Summary of Current Performance

#### Number of Safe and Well Visits

Total Number of Heightened Risk Safe and Well visits (year to date)	New Cheshire Data	Exeter Data	Other
<b>19105</b>	<b>9054</b>	<b>3175</b>	<b>6876</b>

#### Visit Types

New Cheshire Data – Heightened risk occupiers under pensionable age. These visits are completed by our operational staff.

Exeter Data – Heightened risk occupiers over pensionable age, identified using NHS data. These visits are completed by Prevention staff.



Other – High risk visits which are completed as result of a referral by another agency, specialist interventions and post incident visits (at heightened risk addresses).

### Action taken to improve performance

As reported in Quarter 3, Prevention staff are continuing to deal with an increasing number of complex cases with vulnerable individuals who require additional support. This has impacted Prevention's ability to meet the original target. However, it should be noted that the figure including all visit types is **21,861**. This includes visits which are not in heightened risk addresses.

Recruitment efforts to fill vacancies within the department are continuing and Service Delivery have aided by visiting an increased number of heightened risk address in Quarter 4. A departmental review is also underway which may influence how S&W activity within prevention teams is delivered in the future.

## Indicator: [B] Platinum Address Success Rate]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	65%	Q1 Actual	74%
Q2 Target	65%	Q2 Actual	74%
Q3 Target	65%	Q3 Actual	66%
Q4 Target	65%	Q4 Actual	62%
<b>YTD Cumulative Target</b>	<b>65%</b>	<b>YTD Cumulative Total</b>	<b>68%</b>
Previous Status	Current Status		
			

### Summary of Current Performance

#### **Platinum Address Success Rate –**

*“Platinum” – the households identified at most risk from fire.*



The percentage of platinum addresses where we have completed a Safe and Well visit is 68%

#### Action taken to improve performance

There are no areas of concern for this indicator.

## Performance and Overview Committee – Performance Health Report

### Indicator: [Thematic Inspections Completed by Operational Crews]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	501	Q1 Actual	516
Q2 Target	501	Q2 Actual	516
Q3 Target	501	Q3 Actual	518
Q4 Target	501	Q4 Actual	509
<b>YTD Cumulative Target</b>	<b>2004</b>	<b>YTD Cumulative Total</b>	<b>2059</b>
Previous Status	Current Status		
			

### Summary of Current Performance

A thematic inspection is a fire safety assessment carried out by operational crews of Non-Domestic Premises which are of a lower risk than those audited by specialist officers within the Protection department. Thematic inspection targets are allocated to all stations (except for On-Call).



Unitary area	Q4 Target	Actual	Yearly Target	Yearly Actual
	<b>Thematic Inspections</b>			
Cheshire East	101	100	404	425
Cheshire West and Chester	158	156	632	643
Halton	88	89	352	364
Warrington	154	164	616	627
<b>Totals</b>	<b>501</b>	<b>509</b>	<b>2004</b>	<b>2059</b>

### Action taken to improve performance

There are no current areas of concern for this indicator.

## Performance and Overview Committee – Performance Health Report

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

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	261 audits	Q1 Actual	356 audits (136%)
Q2 Target	264 audits	Q2 Actual	401 audits (151.8%)
Q3 Target	334 audits	Q3 Actual	368 audits (110%)
Q4 Target	256 audits	Q4 Actual	338 audits (132%)
<b>YTD Cumulative Target</b>	<b>1115</b>	<b>YTD Cumulative Total</b>	<b>1463 (131%)</b>
Previous Status	Current Status		
			


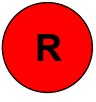
#### Summary of Current Performance

Unitary area	Q4 Target & Capacity	Actual	Yearly Target	Yearly Actual
	<b>Fire Safety Audits</b>			
Cheshire East	105	90	415	487
Cheshire West and Chester	90	117	315	491
Halton	18	47	127	142
Warrington	43	84	258	343
<b>Totals</b>	<b>256</b>	<b>338</b>	<b>1115</b>	<b>1463</b>

#### Action taken to improve performance

There are no current areas of concern for this indicator.

## Indicator: [B] [Risk Based Inspection Programme Completed]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	310 audits	Q1 Actual	251 audits (81%)
Q2 Target	310 audits	Q2 Actual (cumulative)	269 audits (86.7%)
Q3 Target	310 audits	Q3 Actual (cumulative)	259 audits (83.5%)
Q4 Target	310 audits	Q4 Actual (cumulative)	225 audits (72.5%)
<b>YTD Cumulative Target</b>	<b>1240 audits</b>	<b>YTD Cumulative Actual</b>	<b>1004 audits (83.8%)</b>
Previous Status	Current Status		
			

### Summary of Current Performance

Unitary area	Q4 Target	Actual	Yearly Target	Yearly Actual
	<b>RBIP</b>			
Cheshire East	104	72	413	382
Cheshire West and Chester	103	56	413	267
Halton	31	33	124	113
Warrington	72	64	290	242
<b>Totals</b>	<b>310</b>	<b>225</b>	<b>1240</b>	<b>1004</b>



### Action taken to improve performance

The target of 1240 in this reporting year has not been met by the Protection team. As previously reported, this is due to the number of qualified and competent staff able to complete inspections at the highest risk businesses in Cheshire. 1004 inspections were completed and the deficit of 236 will be carried into the next reporting year.

A plan is in place to reach this shortfall, which includes increasing the number of inspections completed by the Protection team at Headquarters and increasing the percentage of RBIP inspections an inspector is expected to complete as part of their routine work. This will enable the department to meet the two-yearly target of 2480 RBIP inspections.

## Performance and Overview Committee – Performance Health Report

### Indicator: [North West Fire Control Performance]

Reporting Period Q3		01/07/2022 to 31/12/2022					
Time Taken to Answer				Time Taken to Mobilise			
Q1 Target	10s	Q1 Actual	6s	Q1 Target	90s	Q1 Actual	95s
Q2 Target	10s	Q2 Actual	7.6s	Q2 Target	90s	Q2 Actual	98s
Q3 Target	10s	Q3 Actual	5.7s	Q3 Target	90s	Q3 Actual	91s
Q4 Target	10s	Q4 Actual	5.1s	Q4 Target	90s	Q4 Actual	89s
<b>YTD Cuml. Target</b>	<b>10s</b>	<b>YTD Cuml. Actual</b>	<b>6.1s</b>	<b>YTD Cuml. Target</b>	<b>90s</b>	<b>YTD Cuml. Actual</b>	<b>93s</b>
Previous Status		Current Status		Previous Status		Current Status	
N/A				N/A			

### Summary of Current Performance

In Quarter 4, the average time taken to answer was 5.1 seconds, and the percentage of calls answered within 10 seconds was 89.68%.



In Quarter 4, the average (mean) time was 89 seconds. However, when assessed for the different incident types this was notably different; 72 seconds for dwelling fires and 100 seconds for road traffic collisions. This reflects the challenges in call handling 999 calls from the scene of RTCs; in these scenarios a caller is often not at an address or location for which they would know the postcode or street name. Additional questions must therefore be asked by the control operator which extends the call handling duration.

### Action taken to improve performance

Quarterly meetings take place with our aligned Operations Manager at North West Fire Control to explore any areas of concern. The implementation of the LifeX software which uses enhanced technology to identify a callers location is expected to continue improving call handling times, as was seen during Quarters 3 and 4.

## Performance and Overview Committee – Performance Health Report

### Indicator: [10 Minute Response Standard]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	80%	Q1 Actual	89%
Q2 Target	80%	Q2 Actual	88%
Q3 Target	80%	Q3 Actual	85%
Q4 Target	80%	Q4 Actual	87%
<b>YTD Cumulative Target</b>	<b>80%</b>	<b>YTD Cumulative Total</b>	<b>87%</b>
Previous Status	Current Status		
			

### Summary of Current Performance

Overall, 87% of life risk incidents were attended within 10 minutes, which is above the target of 80%. The average attendance time for life risk incidents is 8 minutes and 32 seconds.

Unitary area	Cheshire Standard
Cheshire East	84%
Cheshire West and Chester	83%
Halton	95%
Warrington	95%
<b>Total</b>	<b>87%</b>

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.

Dwelling Fires							Totals
	Nearest pump was more than 10 minutes from the incident	Traffic problems impeding pump	Incorrect Address	Delay in on-call turnout - compared to target	Delay in Whole-time turnout - working in community	Other Explanation	
Cheshire East							
CWAC	3						3
Halton			1			1	2
Warrington							
<b>Totals</b>	<b>3</b>		<b>1</b>			<b>1</b>	<b>5</b>

#### Other Explanations:

##### Halton:

Inc 2303003403: Poor weather conditions



Road Traffic Collisions							
	Nearest pump was more than 10 minutes from the incident	Traffic problems impeding pump	Incorrect Address	Delay in on-call turnout - compared to target	Delay in Whole-time turnout - working in community	Other Explanation	Totals
Cheshire East	2	2				3	7
CWAC Halton		1		1			2
Warrington						1	1
<b>Totals</b>	<b>2</b>	<b>3</b>				<b>5</b>	<b>10</b>

**Other Explanations:**

**Cheshire East:**

Incident 2301005597 – Poor weather conditions.

Incident 2302002387 – Pump changeover taking place at time of mobilisation. This is where crews are partially through the process of moving equipment from one fire engine to another, if for example their usual vehicle needs to go for a service or maintenance.



Incident 2303006468 – En-route crews received a call from NWS asking the Fire Service to stand down as persons not trapped; as a result the fire engine proceeded at normal road speed.

**Warrington:**

Incident 2301005276: No apparent reason for delay. Was only 6 seconds over 10-minute target.

## Performance and Overview Committee – Performance Health Report

### Indicator: [Wholetime Fire Engine Availability]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	100%	Q1 Actual	100%
Q2 Target	100%	Q2 Actual	99%
Q3 Target	100%	Q3 Actual	99%
Q4 Target	100%	Q4 Actual	100%
<b>YTD Cumulative Target</b>	<b>100%</b>	<b>YTD Cumulative Actual</b>	<b>99%</b>
Previous Status	Current Status		
			

### Summary of Current Performance







During Quarter 4, wholetime appliance availability was 99.66%. Availability of these fire engines is guaranteed almost 24 hours a day. Where necessary, staff are brought in on overtime to maintain a suitable number of Firefighters. The Service aims to have 17 wholetime fire engines available during the day (07:00-19:00) and 14 overnight (19:00-07:00). It consistently meets these targets.

### Action taken to improve performance

There are no current areas of concern for this indicator.

## Performance and Overview Committee – Performance Health Report

### Indicator: [On-Call Fire Engine Availability]

Reporting Period Q4		01/10/2022 to 31/03/2023			
Q1 Target	85%	Q1 Actual	53%		
Q2 Target	85%	Q2 Actual	50%		
Q3 Target	85%	Q3 Actual	52%		
Q4 Target	85%	Q4 Actual	57%		
<b>YTD Cumulative Target</b>	<b>85%</b>	<b>YTD Cumulative Actual</b>	<b>53%</b>		
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 fire engine availability at the end of Quarter 3 was 53% (crew of four) compared with 60% in the same period for the previous year (2021/22).

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

- Primary on-call appliance (e.g., Malpas, Poynton etc.) availability was **53%**
- Nucleus on-call appliance (e.g., Birchwood) availability was **81%**
- Secondary on-call appliance (e.g., Winsford second appliance etc.) availability was **36%**

The availability increases to 60% when measured with only 3 firefighters, who can respond to certain incident types as a small incident unit (SIU).

A detailed breakdown of availability during Quarter 4 for each On-Call fire engine is included below.

Station	Type	Q4 2021/22	Q4 2022/23
Macclesfield	Nucleus	100.00%	<b>99.44%</b>
Wilmslow	Nucleus	96.58%	<b>92.71%</b>
Bollington	Primary	76.12%	<b>91.61%</b>
Middlewich	Primary	85.04%	<b>85.29%</b>
Nantwich	Primary	86.36%	<b>80.01%</b>
Audlem	Primary	81.37%	<b>79.20%</b>
Alsager	Primary	78.28%	<b>70.93%</b>
Sandbach	Primary	70.00%	<b>66.78%</b>
Poynton	Primary	66.67%	<b>63.43%</b>
Birchwood	Nucleus	61.82%	<b>54.61%</b>

Penketh	Secondary	57.38%	<b>53.59%</b>
Knutsford	Primary	65.08%	<b>51.32%</b>
Holmes Chapel	Primary	19.67%	<b>45.10%</b>
Winsford	Secondary	49.23%	<b>41.32%</b>
Macclesfield	Secondary	61.59%	<b>40.43%</b>
Malpas	Primary	62.25%	<b>40.32%</b>
Tarporley	Primary	26.49%	<b>33.22%</b>
Runcorn	Secondary	31.42%	<b>29.25%</b>
Frodsham	Primary	23.15%	<b>27.26%</b>
Northwich	Secondary	38.32%	<b>25.76%</b>
Stockton Heath	Primary	60.56%	<b>21.55%</b>

### Action taken to improve performance

As part of the Services continued drive and commitment to On-Call recruitment, nine new firefighters attended their initial training course in February 2023, with a further seven new starters attending their Mod-1 training course in April. In addition, a total of 23 individuals are at various stages of the recruitment process for the June 2023 intake. Whilst this is extremely positive, the reality is that none of these individuals will be able to make a positive contribution to the overall appliance availability until they are suitably qualified. This is anticipated to take a minimum of 10 months which is in line with the development to competency framework.

To ensure that the recruitment of new staff is further streamlined, a dedicated On-Call Support Crew Manager was recruited in February as part of a 12-month pilot. The key responsibilities of the role include:



- On-Call recruitment and selection process
- Development and maintenance of competence of On-Call staff
- Support the Operational Assurance Training Team
- Manage the Wholetime Latent Resource (WTLR)

Watch and Crew Manager representatives from all On-Call stations attended the bi-annual meeting at Sadler Road last month, and one of the areas of focus was the creation and development of the new CRMP 2024-2028. This work will take place over the coming months with managers strongly encouraged to engage in the working groups and to support representation from their teams prior to wider consultation.

Quarter 1 of the 2023/24 performance report will see changes to Wilmslow fire stations availability. The station is now staffed by a wholetime complement operating the Day Crewed (DC) model, meaning that the On-Call system has been removed. This model ensures appliance availability 100% of the time. The DC duty system at Wilmslow is the same system operated at Winsford, Northwich and Congleton which has proven to be efficient and resilient for many years.

## Performance and Overview Committee – Performance Health Report

### Indicator: [Average Days/Shifts Lost to Sickness]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	1.38	Q1 Actual (cumulative) <i>(exc. COVID absences)</i>	1.64 <i>(1.45)</i>
Q2 Target (cumulative)	2.75	Q2 Actual (cumulative) <i>(exc. COVID absences)</i>	3.41 <i>(3.00)</i>
Q3 Target (cumulative)	4.13	Q3 Actual (cumulative) <i>(exc. COVID absences)</i>	5.56 <i>(4.99)</i>
Q4 Target (cumulative)	5.5	Q4 Actual (cumulative) <i>(exc. COVID absences)</i>	6.87 <i>(6.27)</i>
<b>YTD Cumulative Target</b>	<b>5.5</b>	<b>YTD Cumulative Actual</b> <i>(exc. COVID absences)</i>	<b>6.87 (6.27)</b>
Previous Status	Current Status		
			

### Summary of Current Performance

The Quarter 4 cumulative figure for all staff is 6.87, which is a small increase on the Quarter 4 figure for 21/22 which was 6.71. This exceeds the annual target of 5.5 days. Excluding COVID-19 sickness absences, the Q4 cumulative figure would reduce to 6.27 days, which would still be above target.

The Quarter 4 cumulative figure for whole-time operational staff is 6.15, which is **lower** than the 21/22 Q4 figure of 6.33. The figure for On-Call staff is 6.46, which is a **decrease** on the 21/22 figure which was 6.99. The overall Quarter 4 cumulative figure for all operational staff is 6.27, which is a **decrease** on the Quarter 4 21/22 figure which was 6.61.

The Quarter 4 figure for Fire Staff of 8.88 shows a higher average of days lost than for Operational Staff (6.27). This is also higher than the 21/22 Quarter 4 figure for Fire Staff which was 7.07.

Comparing this with the previous year, whilst it is clear that sickness absence for fire staff has increased significantly, sickness absence for Operational staff has reduced.

Across the whole workforce, long-term absence (28 calendar days and over) accounted for 61.4% of all absences this year compared with 56.6% last year.

In terms of total days lost, the cumulative Quarter 4 figure for 22/23 is 6,685, which is an increase of 4.9% compared with the figure of 6,372 days for 2021/22. However Q4 22/23 actual number of days lost was 1,365.5, which was a reduction of 59% on Q3 22/23's actual figure of 2,169.5, and a reduction of 12.9% on the Q4 21/22 actual figure of 1,541. This would suggest that extra measures to tackle sickness absence may be having a positive impact.

**Table: Sickness absence for Quarter 4**

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person
<b>Whole-time</b>	2,780	452	6.15
<b>On-call</b>	1,924	298	6.46
<b>Uniform Total</b>	4,704	750	6.27
<b>Fire Staff</b>	1,981	223	8.88
<b>Q4 Total</b>	<b>6,685</b>	<b>973</b>	<b>6.87</b>

The latest national benchmarking data (22/23 Quarter 3) available from Cleveland Fire Brigade indicates that:

- CFRS has the 3rd lowest whole-time sickness absence rate of all Services;
- CFRS has the 5<sup>th</sup> lowest on-call staff sickness absence rate of all Services;
- CFRS has the 20<sup>th</sup> lowest Fire Staff sickness absence rate of all Services; and
- All whole-time and on-call staffing groups remain below the national average. Fire Staff were in line with the national average.

Please note Cleveland Data is provided a quarter in arrears due to the reporting timescales.

#### What actions will be required to improve performance?


- Monthly scrutiny at the Attendance Management Board continues to be applied to all absence cases to ensure that the appropriate actions are taken, and that staff are given adequate support to assist with their return to the workplace.
- Monthly monitoring of staff who have reached an Attendance Review Point continues to take place.
- Quarterly contract meetings 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.

In addition to the above measures, the following additional measures have been implemented to address the recent upward trend in absence:

- HR to produce a quarterly report and calculate the absence figures with a breakdown by duty systems and station to be shared and discussed at Unitary Management Meeting's and Station Manager's Group.
- Station Manager's (SM) to have quarterly absence meetings with their Watch Manager's (WM) (using the above station specific report).
- HR to scrutinise reasons for absence on a quarterly basis and ensure that support and process is relevant.
- Discussions to take place at Health & Safety Committee and with the Occupational Health Unit about additional support for mental health and musculoskeletal absences.
- Attendance Management training
- Attendance Management toolkits have been re-launched.
- Specific focus to be given by HR on raising with managers anyone with high level of unaddressed short-term absences.
- Additional coaching for managers on the basics of managing absence.
- Head of People & OD is providing HOD's with more data on their short term sickness cases.

## Performance and Overview Committee – Performance Health Report

### Indicator: [Working Days Lost to Injury]

Reporting Period Q4		01/10/2022 to 31/03/2023	
Q1 Target	10	Q1 Actual	0
Q2 Target	10	Q2 Actual	11
Q3 Target	10	Q3 Actual	2
Q4 Target	10	Q4 Actual	27
<b>YTD Cumulative Target</b>	<b>40</b>	<b>YTD Cumulative Actual</b>	<b>40</b>
Previous Status	Current Status		
N/A			

### Summary of Current Performance

In the year to date, there have been four injuries reported to the Health and Safety Executive under RIDDOR requirements.

The top two injury categories are manual handling, and slips, trips and falls. Manual handling remains the highest frequency injury contributing to lost time days in operational staff.

#### **Events that have led to lost time injuries in Quarter 4**

During swift water training an employee slipped on the riverbed and injured their back. This resulted in five days absence.

An employee experienced discomfort during routine manual handling. Whilst correct procedures were followed and the employee stopped immediately at the first sign of discomfort, pain developed in their lower back over the next few days resulting in ten days absence.

An employee twisted their back stepping off the pump causing their mobility to be severely compromised. The Watch Manager sent the employee to the walk-in centre, and they were retired off duty for twelve days.

### Action taken to improve performance

Although manual handling is included in all safety inductions at CFRS and there are available e-learning modules, manual handling training needs to be refreshed at higher frequency and should include practical examples of CFRS equipment. In response to the HMICFRS recommendation around Health and Safety training, action has been taken to increase employee participation and provision across the workforce, including additional IOSH Managing Safely refresher courses.

The reporting of near misses remains beneficial when actions are taken to prevent future injuries. Completion rates of incident investigations within 21 days remains high, averaging at 77%. Some accident investigation timelines have approved extensions if the incident is complex.

# Annex 1 – RTC Performance Report

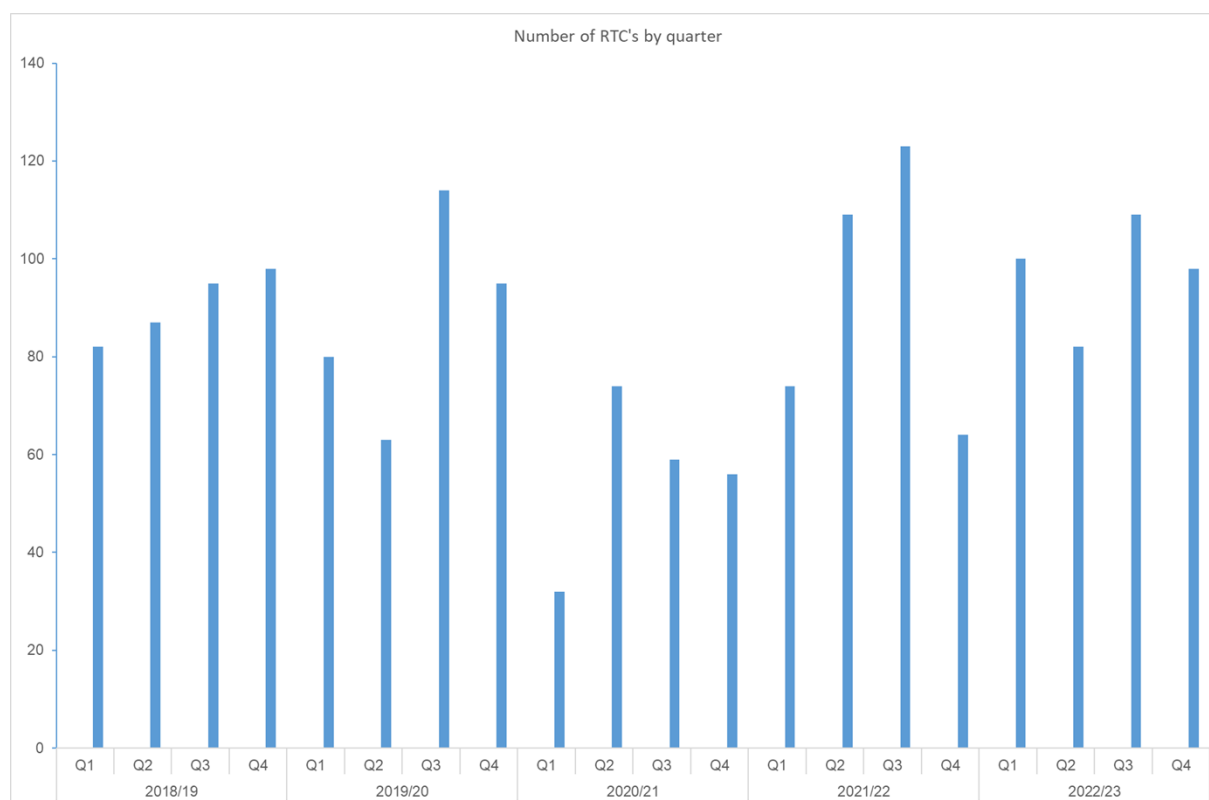
## Performance and Overview Committee – Performance Health Report

### Indicator: [Road Traffic Collisions Attended]

Reporting Period Q4	01/10/2022 to 31/03/2023	Q1 Actual	100
		Q2 Actual	82
		Q3 Actual	109
		Q4 Actual	98
		<b>YTD Cumulative Actual</b>	<b>389</b>

### Summary of Current Performance

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



This chart shows the number of RTCs attended by the Service per quarter from April 2018. Overall, the trend was upwards up to December 2019 with a subsequent decrease. 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.

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 developing a Strategic Road Safety Plan.

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

It is recognised that not all collisions are attended by the Service; we therefore also monitor data collated by Cheshire Constabulary. The table below relates to the calendar year 2020-21. There are many additional incidents included in this dataset which do not require the attendance of the Service to release trapped persons.



Severity	1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022	% of total	Year on year change
<b>Fatal</b>	25	27	1.3%	↑ 8%
<b>Serious</b>	274	292	14.2%	↑ 7%
<b>Slight</b>	1407	1735	84.5%	↑ 23.3%
<b>Total</b>	1706	2054		↑ 7%

### Action taken to improve performance

The new road safety delivery plan has been launched with a new focus on the 'Fatal Five'. A more focused campaigns calendar has been developed utilising 2021 'Killed or Seriously Injured' (KSI) data based around Stat19 information. All new road safety leaflets have also been developed using this data; these have been added to the new road safety resource library which crews can use to access all support resources.

The Road Safety team has continued to deliver several engagement events such as the new equestrian road safety input for animal trailers in partnership with the British Horse Society. Seven static operational close-pass events have also been planned and developed with the Society and the Police. These events are focused on areas where dangerous closes passes have been reported and recorded to target our engagement.

Cheshire East education delivery has continued with 95% of all KS2's and 35% of all KS4's now delivered. New Contract details are currently being reviewed by CFRS and Cheshire East legal teams with a new initial three-year contract being discussed.

The Cheshire Road Safety Group have received two company pitches for the development of the road safety strategy and are now in the final stages of instructing the chosen consult to develop and delivery the strategy. This will take approximately 6-8 months from the start of the process.

# Annex 2 – Business Safety Infographic

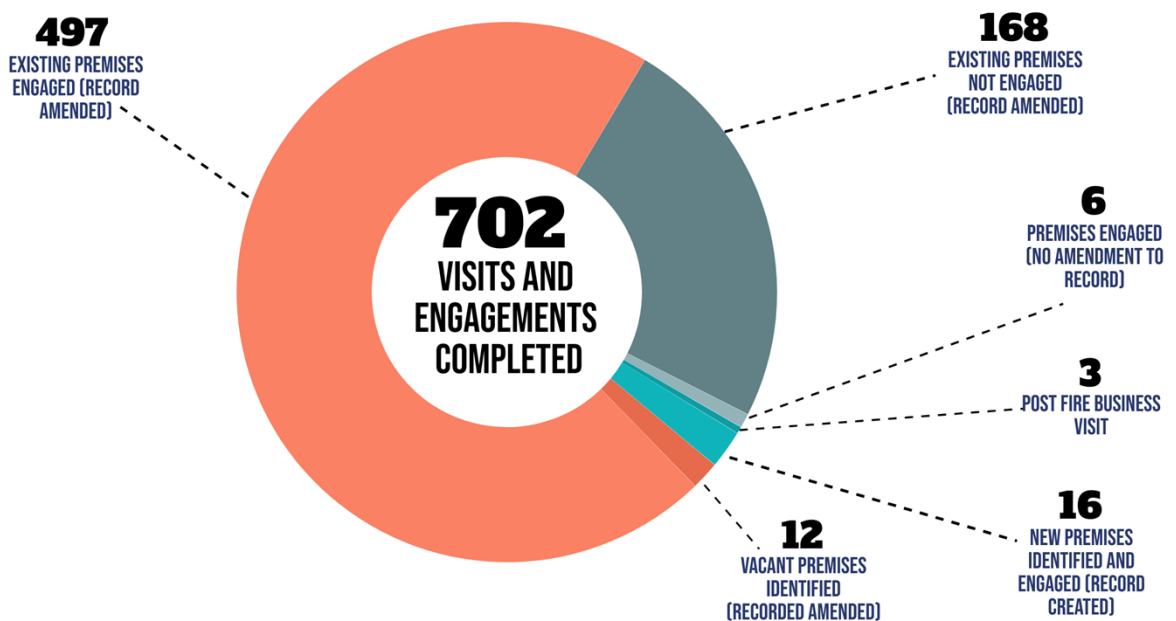


**Cheshire**  
Fire & Rescue Service

## BUSINESS SAFETY TEAM

1ST APRIL 2022 - 31ST MARCH 2023

Cheshire Fire and Rescue Service has a proud record of keeping businesses safe. The team work with businesses through engagement and scheduled audits/inspections to ensure they are compliant with The (Fire safety) order 2005. The initiatives have been rolled out to include working in partnership with local authorities, other fire authorities, business chambers and networking groups



Job Type	Cheshire East	Cheshire West	Halton	Warrington	Total
Post Fire Business Visit	0	1	2	0	3
New Premises Identified and Engaged (record amended)	5	5	4	2	16
Vacant Premises Identified (record amended)	2	1	3	6	12
Existing Premises Engaged (record amended)	201	121	78	97	497
Existing Premises not Engaged (record amended)	84	33	29	22	168
Premises Engaged (no amendment to record)	1	4	1	0	6
<b>Total</b>	<b>293</b>	<b>165</b>	<b>117</b>	<b>127</b>	<b>702</b>



**Cheshire**  
Fire & Rescue Service

## Our Performance

Q4 2022/23 update

**TOTAL VISITORS SINCE APRIL 2022: 7,748**

(37,881 since July 2017)

School visits Jan - March 23

**Mainstream**

1345 children,  
175 supporting adults

**Non-mainstream**

21 children  
11 supporting adults

Repeat visit Schools	26
New schools	7

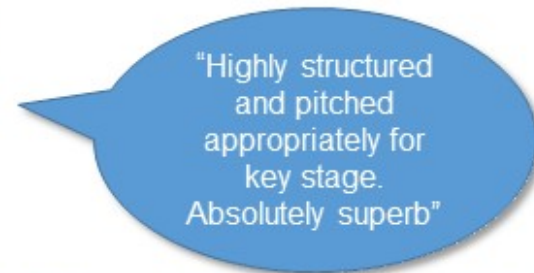
Additional visitors:

- 644 visitors attending training / meetings
- 251 Tours of the centre
- 44 clinical appointments



Volunteer information

18 volunteers active  
4 in training  
4 in recruitment process  
768 volunteer hours completed



"Highly structured and pitched appropriately for key stage. Absolutely superb"

C19 Restrictions lifted April 22

4	Full programme in place
3	Primary school groups of max 60
2	Family groups of up to 6 people only
1	Closed to visitors, workplace only