

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 20TH SEPTEMBER 2023
REPORT OF: HEAD OF SERVICE IMPROVEMENT
AUTHOR: GM AARON COLLIS

SUBJECT: PERFORMANCE REPORT – QUARTER 1, 2023-24

Purpose of Report

1. To present the Quarter 1, 2023-24 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 1, 2023-24.

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 Performance Health Report is attached as Appendix 1 to this report. The Health Report presents a scorecard for the KPI's for the areas of Prevention, Protection and Response. Summaries and commentaries are provided, by exception, for those KPI's which are not currently achieving their target.
5. The Performance Scorecard at the end of the report reflects the Quarter 1 position across all three areas against targets set and the year-on-year direction of travel for the Service's KPIs.
6. Members will note that the report is presented in a revised format, which following feedback has been designed to present the information in a more condensed format.

Financial implications

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

Legal implications

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

Equality and Diversity implications

9. The Service collects and reports equality monitoring data across a number of indicators. This is reported quarterly to the Equality Steering Group and annually to the Performance and Overview Committee so that trends can be identified and addressed.

Environmental implications

10. There are no specific environmental implications.

Appendix 1 – Performance Health Report

Appendix 2 – Five-year Directional Graphs

Appendix 3 – On-Call Availability by Station














Cheshire

Fire & Rescue Service

2023-2024 Performance Health Report

Quarter 1

Performance Key	
	Meeting Target
	Within 10% of Target
	Failing against target by at least 10%
	Target Suspended

Year on Year Direction Key		
		Improved Direction
		No change
		Directional change by up to 10%
		Directional change by more than 10%

Performance Scorecard

Performance Indicators	2023/24 Target	2023/24 Q1 Actual	2022/23 Q1 Actual	Trend year on year
Deaths in Primary Fires	0	3	2	↑
Injuries in Primary Fires	10	5	9	↓
Accidental Dwelling Fires	84	82	82	↔
Deliberate Primary Fires	57	57	53	↑
Deliberate Secondary Fires	237	272	298	↓
Safe & Wells Delivered to Heightened Risk	6250	5942	4744	↑
Safe & Well visits per 1000 population	N/A	5.85	4.42	↑
% of Safe & Wells in heightened risk addresses	N/A	94%	86%	↑
Fires in Non-Domestic Premises	37	52	39	↑
AFA's in Non-Domestic Premises	106	119	112	↑
% of alarm activations not attended	N/A	78%	80%	↓
Thematic Inspections Completed	492	529	516	↑
Total Fire Safety Audits per 100 known premises	N/A	1.15	0.85	↑
Risk Based Inspections Completed	310	288	251	↑
Fire Control - Time Taken to Answer	10s	6.9s	6s	↑
Fire Control - Time Taken to Mobilise	90s	92s	N/A*	N/A*
10 Minute Standard	80%	88%	87%	↑
Wholetime Fire Engine Availability	100%	99%	99%	↔
On-Call Fire Engine Availability	85%	50%	53%	↓
Primary OC pumps	N/A	52%	52%	↔
Nucleus OC pumps	N/A	83%	82%	↑
Secondary OC pumps	N/A	31%	33%	↓
% of SSRI's completed within target	N/A	95%	N/A*	N/A*

Prevention

Performance Indicator	Q1 Target	Q1 Actual	2022/23 Q1 Actual	Trend year on year
Deaths in Primary Fires	0	3	2	↑
Injuries in Primary Fires	10	5	9	↓
Accidental Dwelling Fires	84	82	82	↔
Deliberate Primary Fires	57	57	53	↑
Deliberate Secondary Fires	237	272	298	↓
Safe & Wells Delivered to Heightened Risk	6250	5942	4744	↑
Safe & Well visits per 1000 population	N/A*	5.85	4.42	↑
% of Safe & Wells in heightened risk addresses	N/A**	94%	86%	↑

These metrics were not included when our target setting process was completed but can be benchmarked against HMICFRS data.

*The latest available national average from 2021/22 was **7.84** per 1000 for the whole year

The latest available national average from 2021/22 was **60.74% using the Home Office vulnerability definition

Deaths in Primary Fires

The Service attended three deaths in primary fires during Quarter 1, two of which were accidental in origin caused by the careless disposal of smoking materials. This continues to be the leading cause of fire related deaths in Cheshire during the last five years and is an area which all staff conducting Safe and Well visits provide advice around. Where required we provide additional preventative measures such as fire-retardant bedding or misting systems. The third incident is inconclusive in nature and awaiting a determination at HM Coroner's Court.

Occupancy Group	Number of Deaths
Lone person over pensionable age	1
Lone person under pensionable age	2
Lone parent with dependent children	
Couple one or more over pensionable age, no children	
Couple both under pensionable age with no children	
Couple with dependent children	
Other	

Injuries in Primary Fires

Five injuries occurred in Quarter 1 against a target of 10; of those three occurred in accidental dwelling fires. Looking at the occupancy types two people (40%) were aged 65 or over, making this the age bracket with the highest number of injuries year to date. One injury was classified as serious (attending hospital as an in-patient resulting in an overnight stay).

Occupancy Group	Number of Injuries
Lone person over pensionable age	1
Lone person under pensionable age	1
Lone parent with dependent children	
Couple one or more over pensionable age, no children	
Couple both under pensionable age with no children	
Couple with dependent children	
Other	1

Two incidents did not occur in dwelling fires therefore do not have an occupancy type.

Accidental Dwelling Fires

Unitary Area	Total	Previous Year
Cheshire East	39	29
Cheshire West and Chester	17	21
Halton	11	14
Warrington	16	15

Fire Location	Total	Previous Year
Kitchen	34	33
Bedroom	8	17
Living Room	9	3
External Structures	8	4
Other	23	22

Cause of Fire	Total	Previous Year
Cooking	29	32
Electrical Supply	11	13
Smoking Materials/Cigarette	19	10
Domestic Appliance	9	6
Other	14	18

Occupancy Type	Dwellings	Incidents	Indexed Score
Lone person over pensionable age	64700	66	351
Lone person under pensionable age	80392	57	244
Lone parent with dependent children	85700	37	148
Couple both under pensionable age with no children	173063	39	78
Couple one or more over pensionable age, no children	102173	20	67

Other	223630	18	58
Couple with dependent children	352247	57	56

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. The average rate for Cheshire is represented by a score of 100. 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. The highest three categories continue to reflect the profile at which the service targets it's Safe and Well visits, affirming that our current prevention strategy continues to be appropriate in targeting those most at risk.

Deliberate Fires

Overall, 57 deliberate primary fires were recorded at the end of Quarter 1, against a target of 57. The station areas with the highest number of incidents are **Birchwood** (10), **Warrington** (7) and **Crewe** (7).

Across Cheshire, 17 incidents (29.8%) involved the deliberate ignition of a road vehicle.

Unitary Area	Total	Previous Year
Cheshire East	18	6
Cheshire West and Chester	9	8
Halton	11	19
Warrington	19	11

The number of deliberate secondary fires recorded at the end of Quarter 1 was 272, against a target of 237. The highest number of incidents have been in the following station areas – **Runcorn** (63), **Widnes** (45), and **Warrington** (38). These three station areas account for 54% of all incidents.

Fire Location	Total	Previous Year
Cheshire East	42	77
Cheshire West and Chester	48	75
Halton	124	97

Warrington	58	48
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Data from Quarter 1 has been used to identify the five wards with the highest activity:

Riverside Ward accounted for 12/44 fires (27%) within Widnes station area.

Chapleford & Old Hall Wards accounted for 10/31 fires (32%) within Warrington station area.

Winsford Over and Verdin Ward accounted for 14/25 fires (56%) within Winsford station area.

Poulton North Ward accounted for 6/14 fires (43%) within Birchwood station area.

The On the Streets Team have been able to utilise this data to co-ordinate targeted youth engagement in the top two locations over eight weeks. Joint evaluation will also take place with Cheshire Police regarding the anti-social behaviour activity they respond to. It is hoped that this activity will translate into improved performance in the next quarter.

Safe and Well Visits

Due to ongoing resourcing challenges, the Service continues to have a reduced capacity within its Prevention department which has resulted in a shortfall against target of 308 visits. 3959 visits were completed by Service Delivery staff and 1983 were completed by staff in the Prevention department. The Prevention departmental review is nearing completion which will provide recommendations for a sustainable structure within the department to support future delivery of our ambitious Safe and Well targets.

Total Number of Heightened Risk Safe and Well visits (year to date)	Targeted Data Visits	Agency Referrals	Other Heightened Risk
5942	4173	637	1132

Visit Types

Targeted Data Visits – Visits where the Service identifies an occupier who we believe to need a S&W visit through various data sources. This may include ‘Exeter’ data which sourced from our NHS colleagues, or ‘New Cheshire Data’ which uses Experian data to predict where lone occupiers under the age of 65 might live.

Agency Referrals – Visits which originate from one of our partner agencies who has had contact with an occupier and believes they would benefit from a S&W visit.

Other Heightened Risk – Visits which originate from other sources, such as an occupier requesting a visit themselves or staff completing post incident engagements in local areas following a serious fire.

Protection

Performance Indicator	Q1 Target	Q1 Actual	2022/23 Q1 Actual	Trend year on year
Fires in Non-Domestic Premises	37	52	39	↑
AFA's in Non-Domestic Premises	106	119	112	↑
% of alarm activations not attended	N/A*	78%	80%	↓
Thematic Inspections Completed	492	529	516	↑
Total Fire Safety Audits per 100 known premises	N/A**	1.15	0.85	↑
Risk Based Inspections Completed	310	288	251	↑

These metrics were not included when our target setting process was completed but can be benchmarked against HMICFRS data.

*The latest national average from 2021/22 was 37%.

**The latest national average from 2021/22 was 2.0 per 100 for the whole year.

Fires in Non-Domestic Premises

Fire Location	Total	Previous Year
Cheshire East	21	11
Cheshire West and Chester	11	13
Halton	4	8
Warrington	16	7

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

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

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

Type	Number of occurrences
Prison	12
Barn	4

There has been an increase in the number of incidents from 39 to 52. The main property which has seen the increase is prisons from 6 to 12, however every prison fire was minor in that all 12 incidents either involved just heat and smoke damage or were limited to the item first ignited. This is a trend which has continued across all incident types as 79% of incidents involved those two damage categories compared to 51% in Q1 last year, indicating that whilst the volume has increased, the severity of fires has not.

Occupancy Type	No of Properties	Incidents	Indexed Score
Prison	3	26	219718
Hospital	51	7	3479
Recycling	61	4	1662
Factory/Manufacturing	438	9	521
Care / Nursing Home	220	4	460

Restaurant / Cafeteria	703	7	252
Farm / Non-Residential Associated	1077	10	235
Public House / Bar / Nightclub	805	7	220

The indexed score is a risk score that compares the prevalence of incidents for each building type against the average rate of non-domestic property fires. The average rate for Cheshire is represented by a score of 100. For example, an indexed score of 200 indicates a building type is twice as likely as average to have a fire. The data in this table reflects the last 12 months.

AFA's in Non-Domestic Premises

Fire Location	Total	Previous Year
Cheshire East	42	37
Cheshire West and Chester	41	39
Halton	18	9
Warrington	18	14

Type	Number of occurrences
Hospital	29
Nursing/Care Home	20
Retirement/Elderly Home	19
Student Halls of Residence	10

Increases have been seen in nursing/care homes (+6) and student halls of residence (+8). 90% of the incidents in student halls of residence occurred in two locations within Chester.

Risk Based Inspection Programme

The Protection team continue to work against the RBIP list of premises, targeting the top 2480 on the list. Good progress against targets is being made within Halton, Warrington and Cheshire West with the shortfall against target being within Cheshire East. Resources from other offices will be re-distributed in the coming months to attempt to achieve targets across all Service areas.

The team are aware of the deficit carried over from the last reporting year and every effort is being made to reach the two-year target of 2480 inspections.

Response

Performance Indicator	Q1 Target	Q1 Actual	2022/23 Q1 Actual	Trend year on year
Fire Control - Time Taken to Answer	10s	6.9s	6s	↑
Fire Control - Time Taken to Mobilise	90s	92s	N/A*	N/A*
10 Minute Standard	80%	88%	87%	↑
Wholetime Fire Engine Availability	100%	99%	99%	↔
On-Call Fire Engine Availability	85%	50%	53%	↓
Primary OC pumps	N/A	52%	52%	↔
Nucleus OC pumps	N/A	83%	82%	↑
Secondary OC pumps	N/A	31%	33%	↓
% of SSRI's completed within target	N/A	95%	N/A*	N/A*

*This is a new metric which was not measured during Q1 2022/23 so is not available for comparison

NWFC Time Taken to Mobilise

In Quarter 1, the average time to mobilise was 92 seconds. However, when assessed for the different incident types this was notably different; 73 seconds for dwelling fires and 110 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.

10 Minute Standard

Unitary Authority	Pass Rate
Cheshire East	84%
Cheshire West and Chester	83%
Halton	95%
Warrington	95%

Reason for Delay	Incidents
Nearest fire engine 10+ mins from incident	8
Traffic issues	2
Incorrect Address	0
Delay in turnout vs target	4
Other	3

On-Call Fire Engine Availability

On-call fire engine availability at the end of Quarter 1 was 50% (crew of four) compared with 53% in the same period for the previous year (2022/23).

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

- Primary On-Call availability (where On-Call staff crew the only fire engine based at that station, e.g., Holmes Chapel.) was **52%**

- Nucleus On-Call availability (where On-Call staff only provide overnight cover e.g., Birchwood) was **83%**
- Secondary On-Call availability (where the On-Call fire engine supplements a Wholetime one e.g., Runcorn) was **31%**

Whilst the On-Call availability continues to fluctuate throughout the year across appliances, the overall availability remains below the aspirational service target of 85%. Despite many plans and changes to Service policy this is likely to continue until a fundamental review of the duty system is undertaken. The Service is committed to reviewing the duty system during the next Community Risk Management Plan (CRMP). The CRMP 2024-2028 will propose changes to the Service's reliance on the On-Call duty system during the daytime when historically the availability is at its lowest. These will be subject to consultation during Autumn 2023.

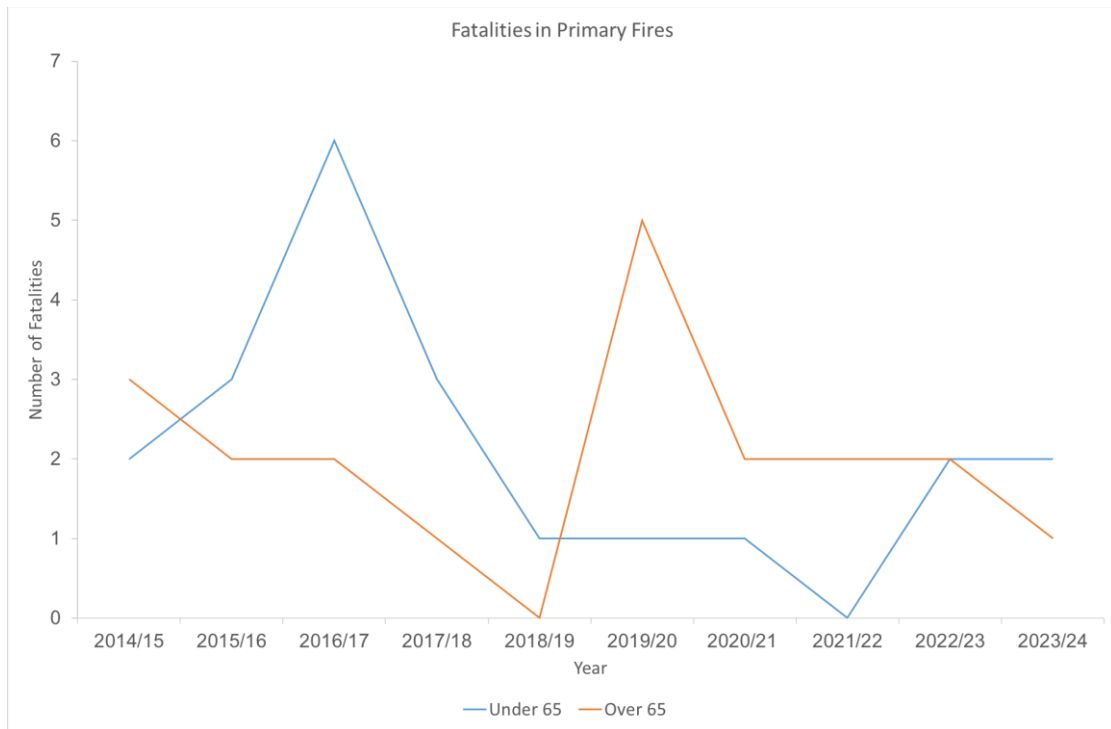
Coupled with a fluctuation of fire engine availability is the recruitment and retention of staff. During 2022 the service recruited 40 new members of staff to On-Call stations, but unfortunately during the same period 58 staff members left the service or migrated to the Wholetime Firefighter roles. This has a direct impact on availability and questions the sustainability of the duty system. This debate is being held at a national level as many services are encountering similar challenges.

An individual breakdown of On-Call availability by specific fire engine is included within Appendix 3.

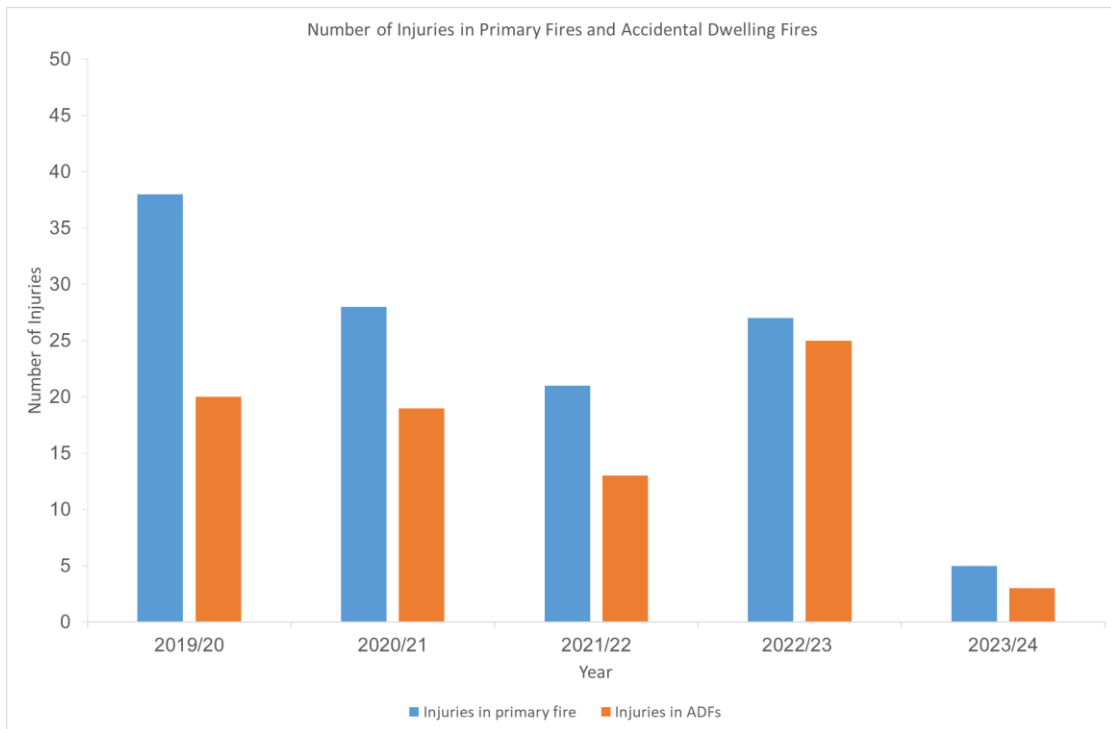


APPENDIX 2: FIVE-YEAR DIRECTIONAL GRAPHS

Fatalities in Primary Fires

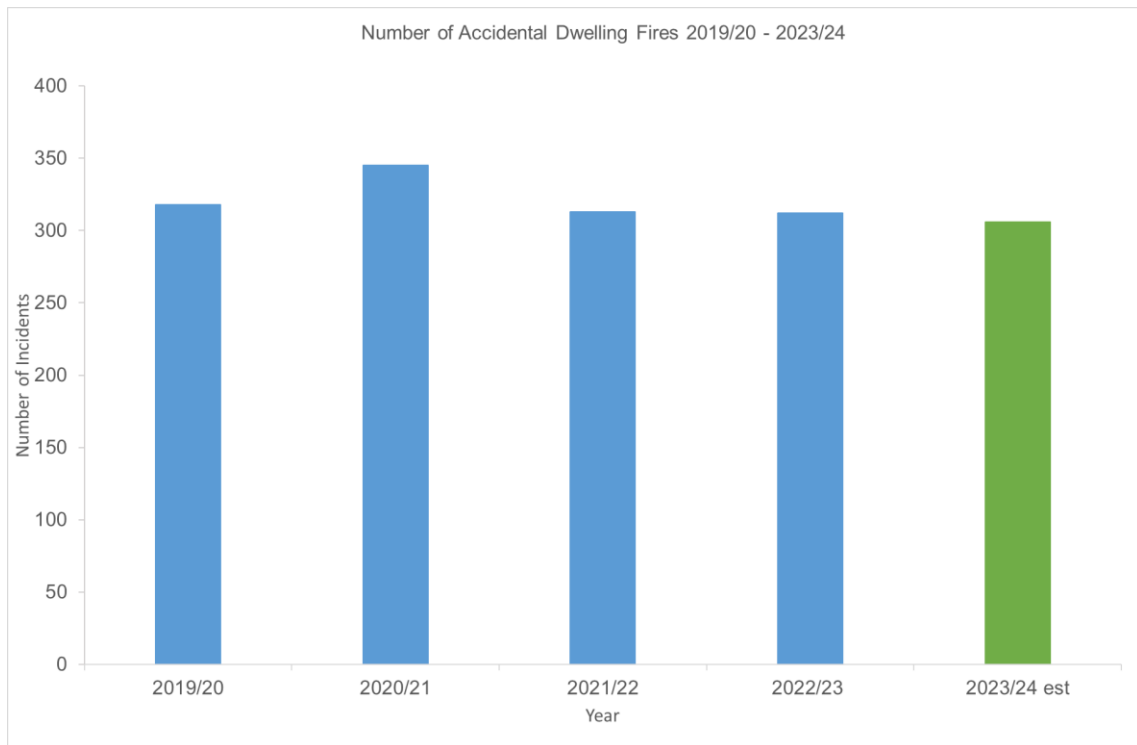


Injuries in Primary Fires and Accidental Dwelling Fires

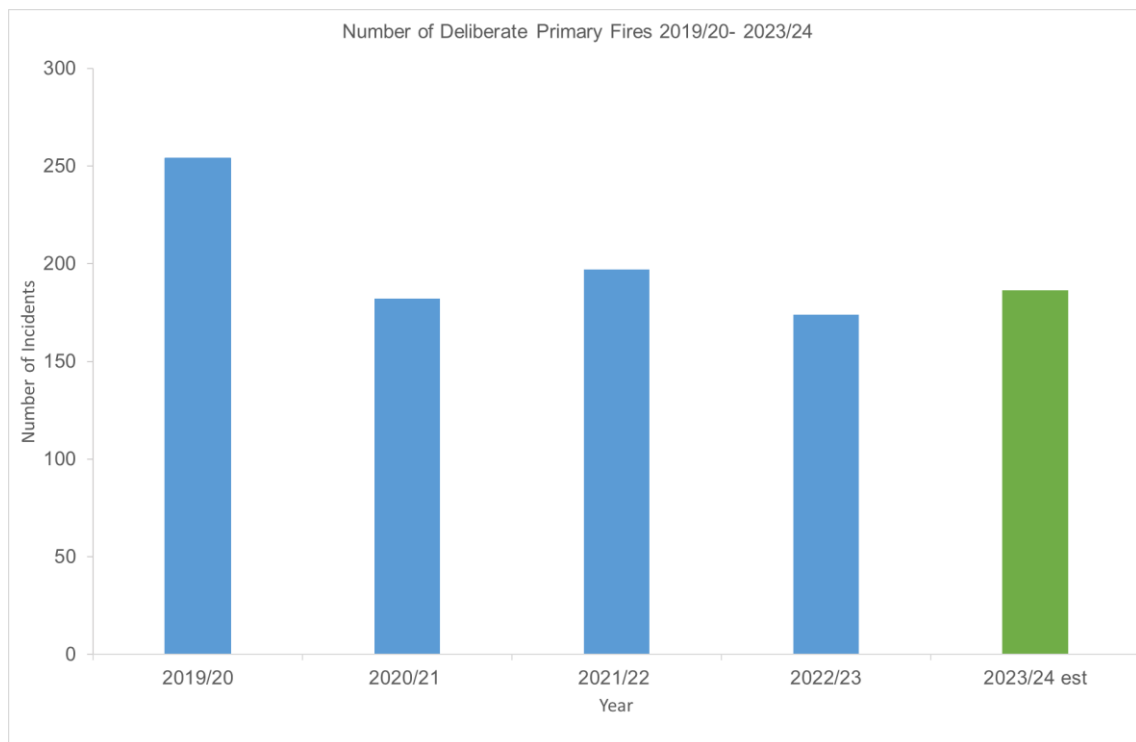




Number of Accidental Dwelling Fires

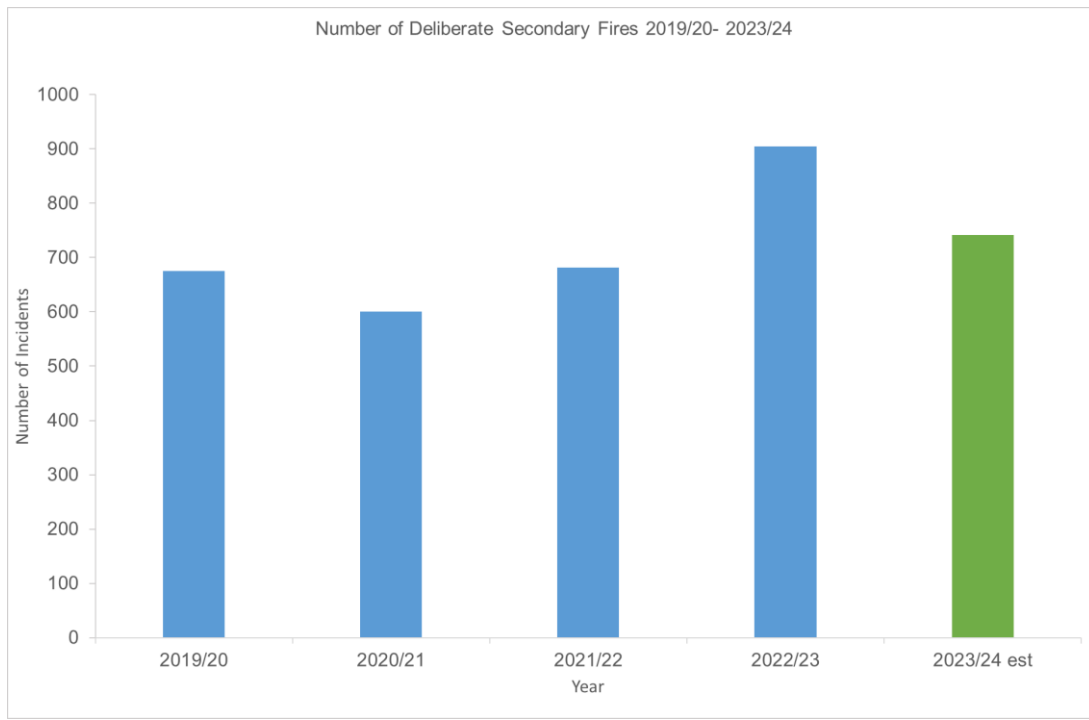


Number of Deliberate Primary Fires

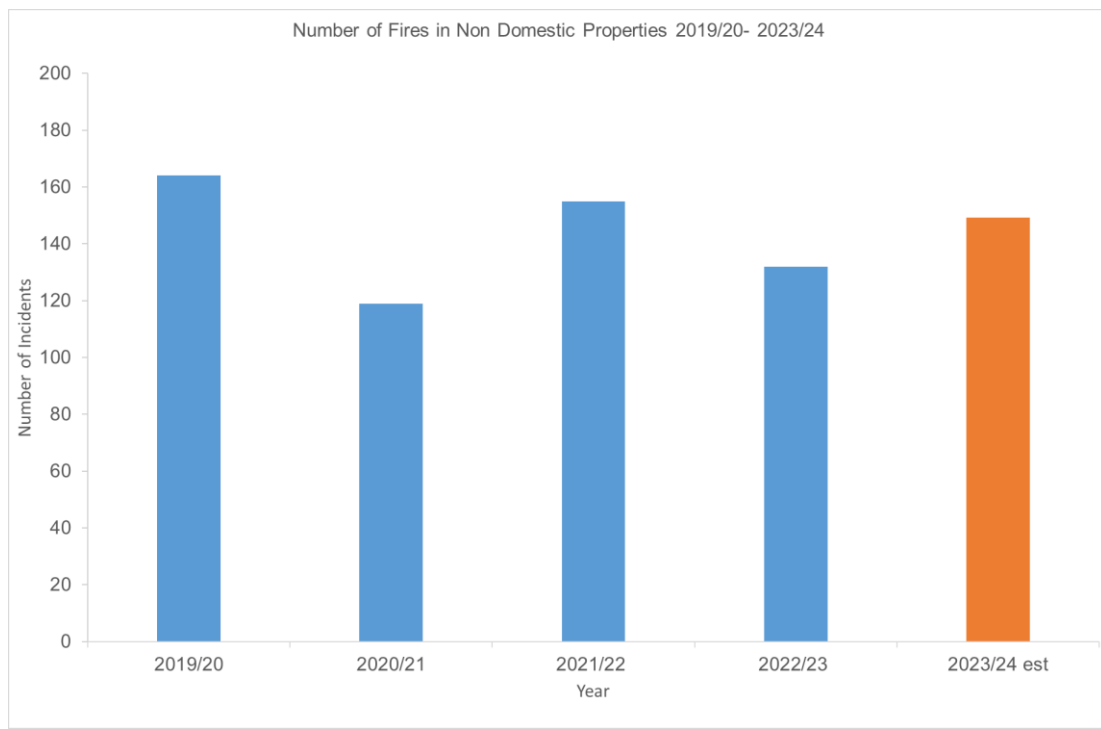




Number of Deliberate Secondary Fires

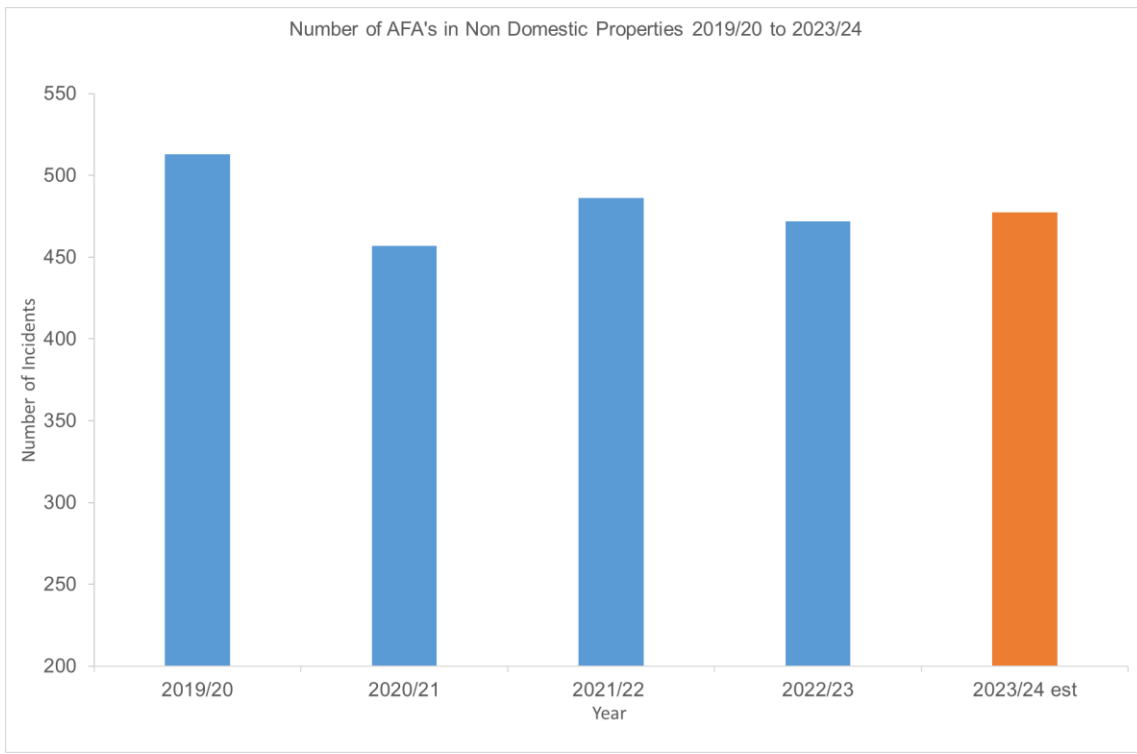


Number of Fires in Non-Domestic Properties

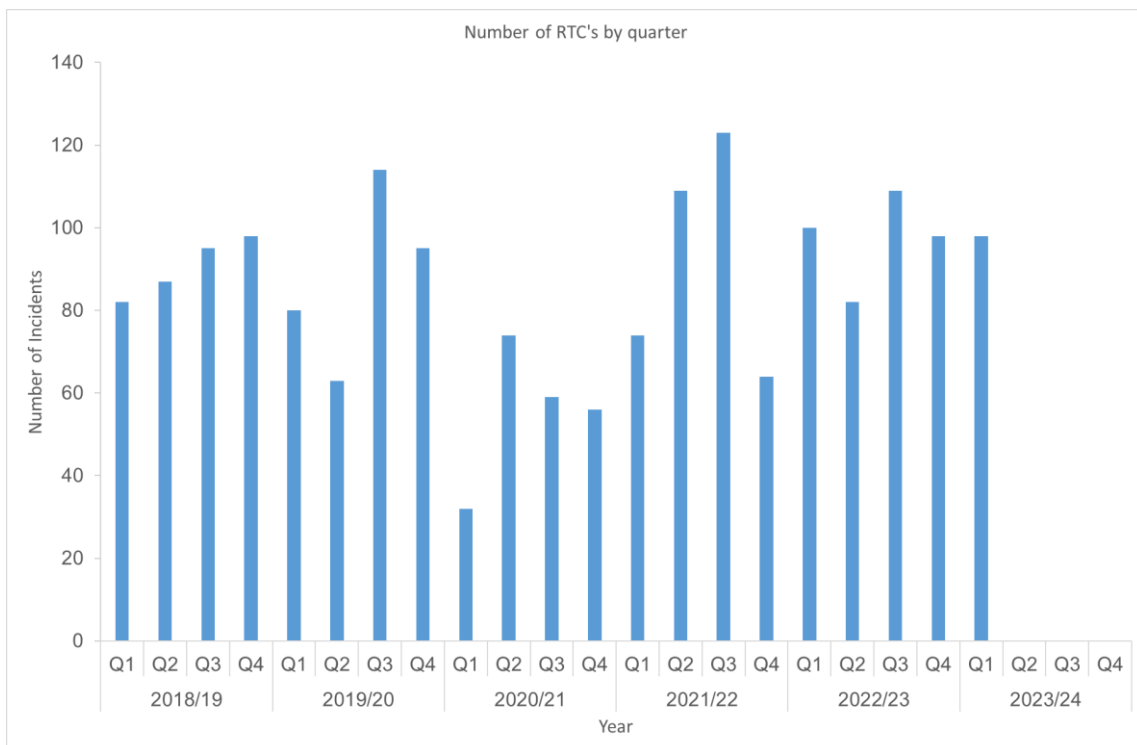




Number of AFA's in Non-Domestic Properties



Number of RTC's





APPENDIX 3: ON-CALL AVAILABILITY BY STATION

Shift System	Station	Q1 2023/24
Nucleus OC	Macclesfield	98%
Nucleus OC	Birchwood	68%
Primary OC	Nantwich	76%
Primary OC	Sandbach	54%
Primary OC	Poynton	60%
Primary OC	Middlewich	81%
Primary OC	Alsager	63%
Primary OC	Malpas	33%
Primary OC	Bollington	81%
Primary OC	Holmes Chapel	41%
Primary OC	Audlem	64%
Primary OC	Stockton Heath	28%
Primary OC	Tarporley	31%
Primary OC	Knutsford	42%
Primary OC	Frodsham	28%
Secondary OC	Macclesfield	25%
Secondary OC	Runcorn	29%
Secondary OC	Northwich	22%
Secondary OC	Penketh	55%
Secondary OC	Winsford	22%