

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 22ND NOVEMBER 2023
REPORT OF: HEAD OF SERVICE IMPROVEMENT
AUTHOR: GM AARON COLLIS

SUBJECT: PERFORMANCE REPORT – QUARTER 2, 2023-24

Purpose of Report

1. To present the Quarter 2 2023-2024 review of performance for each of the Service's Key Performance Indicators (KPI's).

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 2, 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 or are performing notably well.
5. The Performance Scorecard at the start of the report reflects the Quarter 2 position across all three areas against targets set and the year-on-year direction of travel for the Service's KPIs.

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 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

9. There are no specific environmental implications.

Appendix 1 – Performance Health Report

Appendix 2 – Five-year Directional Graphs

Appendix 3 – On-Call Availability by Station

APPENDIX 1: PERFORMANCE HEALTH REPORT – 2023/24 QUARTER 2










Cheshire

Fire & Rescue Service























2023-2024 Performance Health Report

Quarter 2

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

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

Performance Scorecard

Performance Indicators	2023/24 Target	2023/24 Q2 Actual	2022/23 Q2 Actual	Trend year on year
Deaths in Primary Fires	0	3	2	
Injuries in Primary Fires	18	6	16	
Accidental Dwelling Fires	159	156	159	
Deliberate Primary Fires	110	93	106	
Deliberate Secondary Fires	442	427	584	
Safe & Wells Delivered to Heightened Risk	12500	12979	9853	
Safe & Well visits per 1000 population	N/A	12.9	9.5	
% of Safe & Wells in heightened risk addresses	N/A	92%	74%	
Fires in Non-Domestic Premises	74	80	71	
AFA's in Non-Domestic Premises	245	284	246	
% of alarm activations not attended	N/A	78%	79%	
Thematic Inspections Completed	993	1047	1032	
Total Fire Safety Audits per 100 known premises	N/A	1.65	1.09	
Risk Based Inspections Completed	620	729	520	
Fire Control - Time Taken to Answer	10s	6s	6s	
Fire Control - Time Taken to Mobilise	90s	92s	97s	
10 Minute Standard	80%	90%	88%	
Wholetime Fire Engine Availability	100%	100%	100%	
On-Call Fire Engine Availability	85%	50%	52%	
Primary OC pumps	N/A	53%	51%	
Nucleus OC pumps	N/A	83%	81%	
Secondary OC pumps	N/A	31%	36%	
% of SSRI's completed within target	N/A	100%	N/A*	N/A*

Prevention

Performance Indicator	Q2 Target	Q2 Actual	2022/23 Q2 Actual	Trend year on year
Deaths in Primary Fires	0	3	2	↑
Injuries in Primary Fires	18	6	16	↓
Accidental Dwelling Fires	159	156	159	↓
Deliberate Primary Fires	110	93	106	↓
Deliberate Secondary Fires	442	427	584	↓
Safe & Wells Delivered to Heightened Risk	12500	12979	9853	↑
Safe & Well visits per 1000 population	N/A*	12.9	9.5	↑
% of Safe & Wells in heightened risk addresses	N/A**	92%	74%	↑

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 has attended three deaths in primary fires during Quarters 1 and 2, 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. The third incident is inconclusive in nature and awaiting a determination at HM Coroner's Court, a hearing for which has been scheduled for January 2024.

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

Six injuries occurred in Quarter 1 and 2 against a target of 16; of those 5 occurred in accidental dwelling fires. The occupancy types consisted of three people (50%) 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). Of the 5 injuries which occurred in dwelling fires, four occurred in single occupancy properties (3 incidents involved lone persons over pensionable age). One incident did not occur in a dwelling fire therefore does not have an occupancy type.

Occupancy Group	Number of Injuries
Lone person over pensionable age	3
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

Accidental Dwelling Fires

Unitary Area	Total	Previous Year
Cheshire East	65	52
Cheshire West and Chester	41	51
Halton	21	26
Warrington	29	30

Fire Location	Total	Previous Year
Kitchen	76	82
Bedroom	16	27
Living Room	11	9
External Structures	8	9
Other	45	32

Cause of Fire	Total	Previous Year
Cooking	65	70
Electrical Supply	26	25
Smoking Materials/Cigarette	20	21
Domestic Appliance	19	13
Other	26	30

Occupancy Type	Dwellings	Incidents	Indexed Score
Lone person over pensionable age	64700	57	309
Lone person under pensionable age	80392	55	240
Lone parent with dependent children	85700	36	147
Couple both under pensionable age with no children	173063	35	71
Couple one or more over pensionable age, no children	102173	17	58

Other	223630	44	69
Couple with dependent children	352247	64	63

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.

The highest three categories reflect lone person properties which reflects part of the occupancy profile at which the service targets its Safe and Well visits. This affirms that our current prevention strategy continues to be appropriate in targeting those most at risk.

Deliberate Fires

Overall, 93 deliberate primary fires were recorded at the end of Quarter 2, against a target of 110. The station areas with the highest number of incidents were **Warrington** (18), **Birchwood** (12) and **Crewe** (10). A primary fire is one which involves insurable property, e.g. a house or vehicle.

Across Cheshire, 38 incidents (40.8%) involved the deliberate ignition of a road vehicle.

Unitary Area	Total	Previous Year
Cheshire East	27	28
Cheshire West and Chester	17	22
Halton	17	31
Warrington	32	25

The number of deliberate secondary fires recorded at the end of Quarter 1 was 427, against a target of 443. The highest number of incidents have been in the following station areas – **Runcorn** (104), **Widnes** (81), and **Warrington** (48). These three station areas account for 55% of all incidents. A secondary fire is one which involves non-insurable property, e.g., nuisance fires involving rubbish.

Fire Location	Total	Previous Year
Cheshire East	60	126
Cheshire West and Chester	88	160
Halton	201	195

Warrington	78	103
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The On the Streets Team utilised data and analysis from June to August to co-ordinate direct youth engagement in Widnes and Winsford. The original targeted engagement has been extended for a further eight weeks in these two locations. This activity is hoped to translate into real data over the next quarter and a decline in deliberate fires in these areas.

Runcorn continues to work effectively with partner agencies, sharing information, locations, and carrying out monthly intervention days. This provides a visible presence to the local community of the local agencies that are working to reduce anti-social behaviour and deliberate fire activity.

In relation to the pattern of primary fires involving vehicles in Warrington and Birchwood, work will be carried out with local reference holders from both stations alongside requests for joint working with Police and local authorities. Although there has been an increase in primary fires during Quarter 2 the total is within target.

Safe and Well Visits

Total Number of Heightened Risk Safe and Well visits (year to date)	Targeted Data Visits	Agency Referrals	Other Heightened Risk
12979	9350	1328	2301

Prevention staff completed 3860 of these visits, and Service Delivery (our operational Firefighters) completed 9119.

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	Q2 Target	Q2 Actual	2022/23 Q2 Actual	Trend year on year
Fires in Non-Domestic Premises	74	80	71	↑
AFA's in Non-Domestic Premises	245	284	246	↑
% of alarm activations not attended	N/A*	78%	79%	↓
Business Safety Inspections Completed (lower risk audits completed by operational Firefighters)	993	1047	1032	↑
Total Fire Safety Audits per 100 known premises	N/A**	1.65	1.09	↑
Risk Based Inspections Completed (high risk audits completed by specialist Protection staff)	620	729	520	↑

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

*The latest national average from 2022/23 was 38%.

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

Fires in Non-Domestic Premises

During the last quarter there was an increase in calls to HMP Styal due to a known inmate who lights fires within her cell. Attending Fire Investigators gather evidence and ensure it is shared with the enforcing authority for prisons, the Crown Premises Fire Safety Inspectorate. Quarter 2 also included our summer holiday period where we see an increase in barn fires coupled with the harvesting process. Both of these factors account for the amber in this reporting area.

Fire Location	Total	Previous Year
Cheshire East	29	22
Cheshire West and Chester	16	20
Halton	9	13
Warrington	26	16

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

- 20 Electrical causes - including fluorescent lights, other lights, batteries, wires, and cabling.
- 7 cooking related incidents - including cookers, deep fat fryers, and microwaves.
- 8 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	15
Barn	5

There has been an increase in the number of incidents from 71 to 80. The main property which has seen the increase is prisons from 13 to 15, however every prison fire was minor in that 14 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 76% of incidents involved those two damage categories compared to 49% in Q2 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	22	191304

Hospital	51	7	3580
Recycling	61	3	1283
Factory/Manufacturing	438	10	595
Care / Nursing Home	220	6	711
Restaurant / Cafeteria	703	7	259
Farm / Non-Residential Associated	1077	10	242
Public House / Bar / Nightclub	805	7	226

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

The Unwanted Fire Signals (UwFS) in the CWAC area increased in Quarter 2 because of an ongoing issue with a student accommodation premises in Chester. This is being dealt with by Protection officers from the unitary office. They are also working with Bowmere Hospital, which has seen a rise in the number of activations. Inspectors from the unitary office are engaged with the responsible persons and identifying root causes and means to reduce activations and attendances.

Fire Location	Total	Previous Year
Cheshire East	85	79
Cheshire West and Chester	115	98
Halton	38	18
Warrington	46	51

Type	Number of occurrences
Hospital	76
Nursing/Care Home	52
Retirement/Elderly Home	46
Student Halls of Residence	28

Increases have been seen in retirement homes (+13) nursing/care homes (+12) and student halls of residence (+26). 61% of the incidents in student halls of residence occurred in one location within Chester.

Risk Based Inspection Programme (RBIP)

The risk-based inspection programme defines our approach to auditing and ensuring compliance within non-domestic premises across Cheshire. It uses data and analysis to identify those premises which present the highest risk and ensures we direct our resources to inspect these premises. This includes 2480 premises which we aim to inspect during the two-year period of the programme.

Due to challenges in recruiting the required number of Technical Fire Safety Inspectors we have been unable to meet our challenging target for some time; this was identified in our latest HMICFRS report. Encouragingly, this is the first quarter since the current RBIP commenced in April 2022 where we have achieved and exceeded our target number of audits.

Response

Performance Indicator	Q2 Target	Q2 Actual	2022/23 Q2 Actual	Trend year on year
Fire Control - Time Taken to Answer	10s	6s	6s	↔
Fire Control - Time Taken to Mobilise	90s	92s	97s	↓
10 Minute Standard	80%	90%	88%	↑
Wholetime Fire Engine Availability	100%	100%	100%	↔
On-Call Fire Engine Availability	85%	50%	52%	↓
Primary OC pumps	N/A	53%	51%	↑
Nucleus OC pumps	N/A	83%	81%	↑
Secondary OC pumps	N/A	31%	36%	↓
% of SSRI's completed within target	N/A	100%	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 2, the average time to mobilise was 92 seconds. However, when assessed for the different incident types this was notably different; 75 seconds for dwelling fires and 108 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	88%
Cheshire West and Chester	92%
Halton	94%
Warrington	95%

Reason for Delay	Incidents
Nearest fire engine 10+ mins from incident	7
Traffic issues	1
Incorrect Address	
Delay in turnout vs target	2
Other	2

On-Call Fire Engine Availability

On-call fire engine availability at the end of Quarter 2 was 50% (crew of four) compared with 52% 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 **53%**

- 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%**

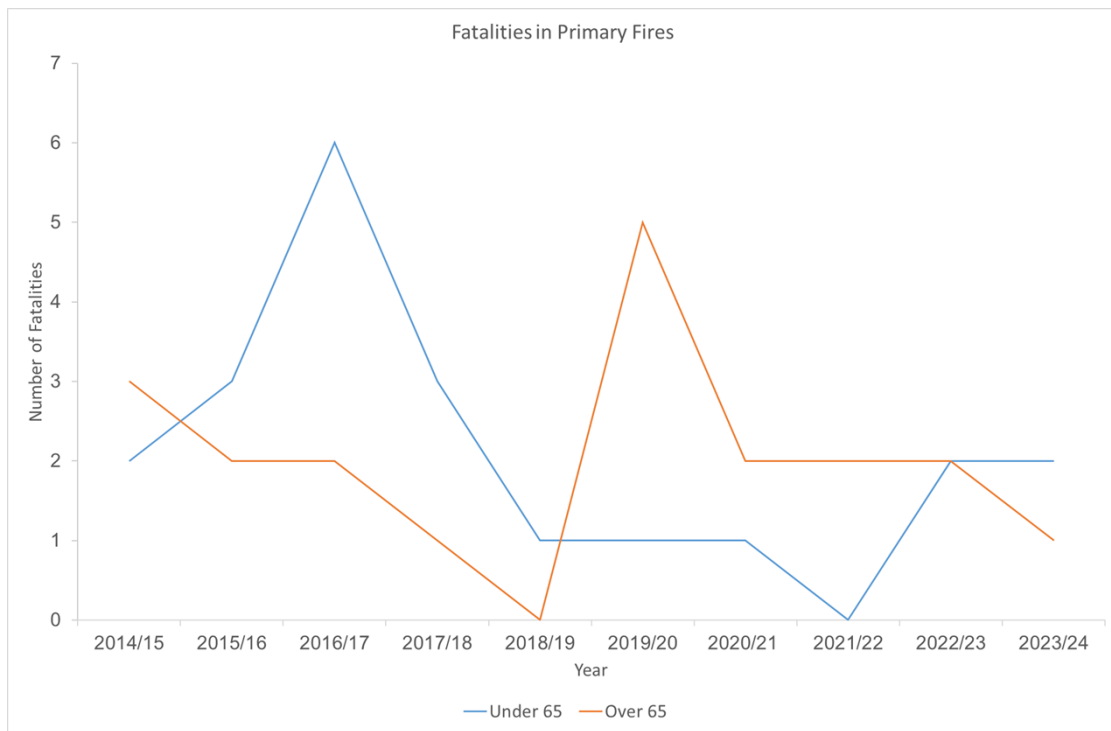
Appendix 3 provides a detailed breakdown for each On-Call fire engine.

The Primary OC pumps and Nucleus OC pumps have seen an increase in availability compared to Q2 2022/23 data by 4%. The overall availability of all OC pumps is adversely affected by the Secondary OC pumps which have seen a decrease of 5% against last year's data. These pumps form part of the CRMP proposals that are currently out for consultation which if approved, will see them change to weekday pumps that will provide 100% availability during the week.

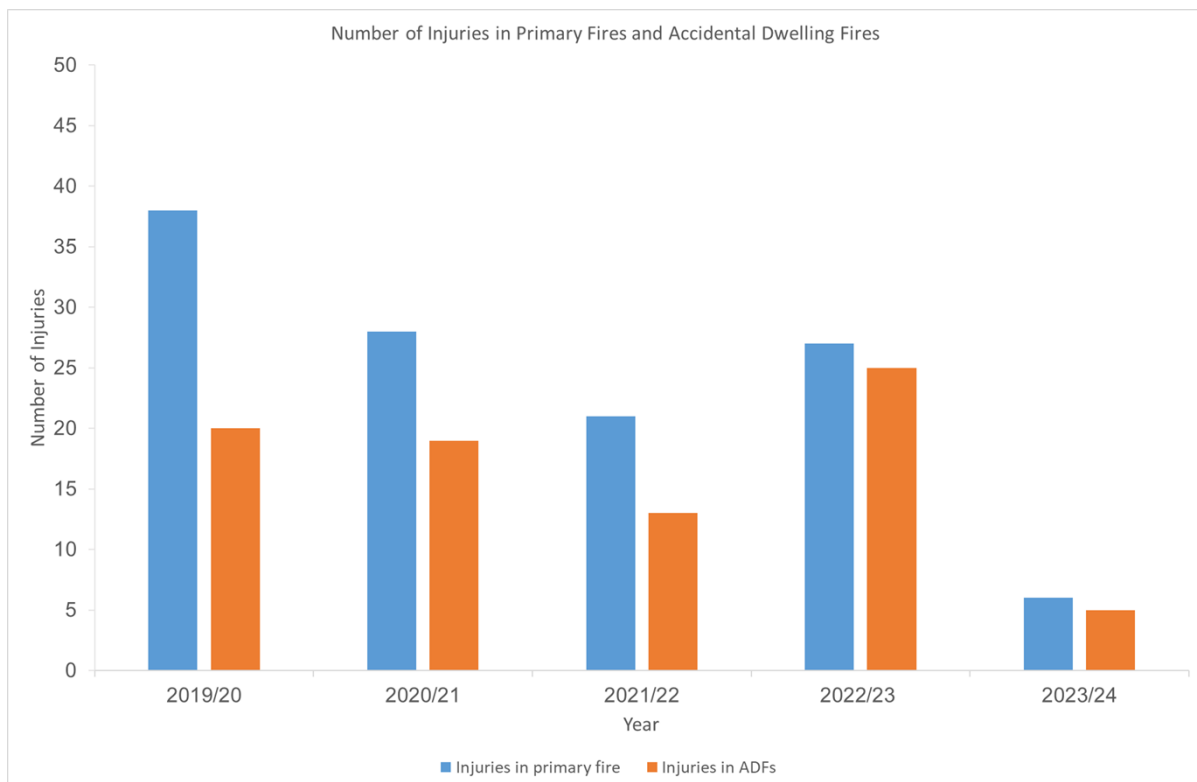


APPENDIX 2: FIVE-YEAR DIRECTIONAL GRAPHS

Fatalities in Primary Fires

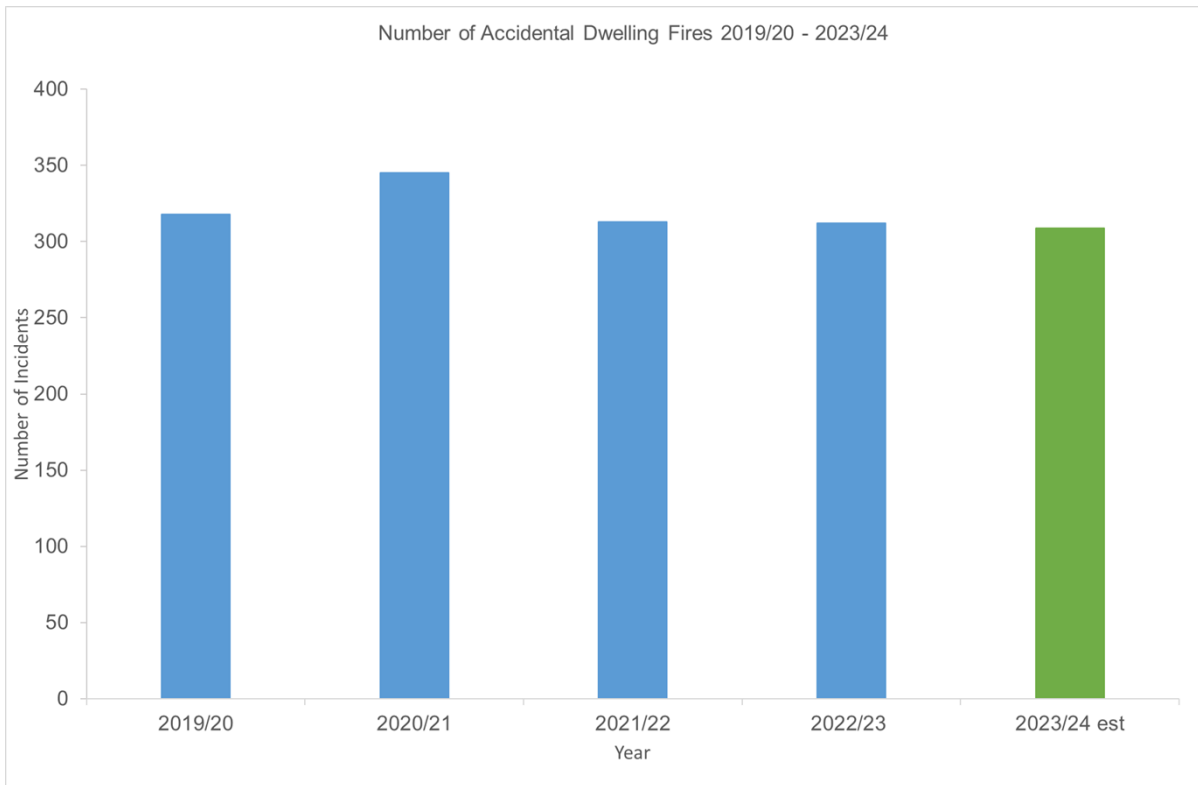


Injuries in Primary Fires and Accidental Dwelling Fires

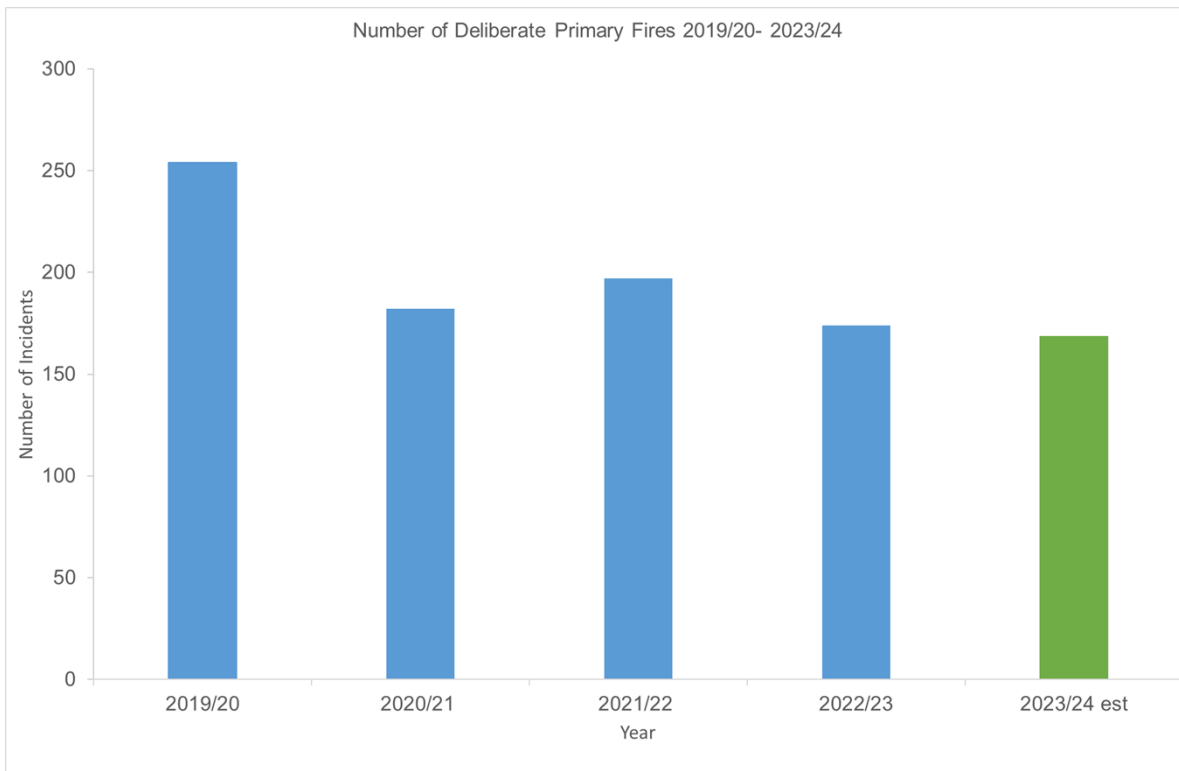




Number of Accidental Dwelling Fires

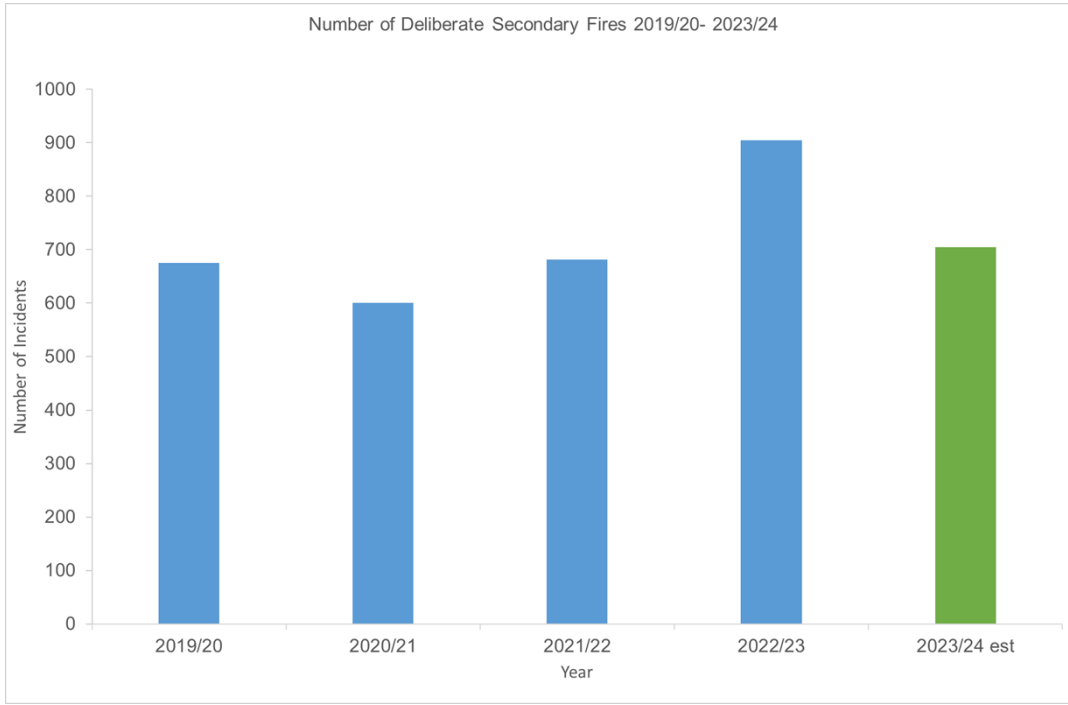


Number of Deliberate Primary Fires

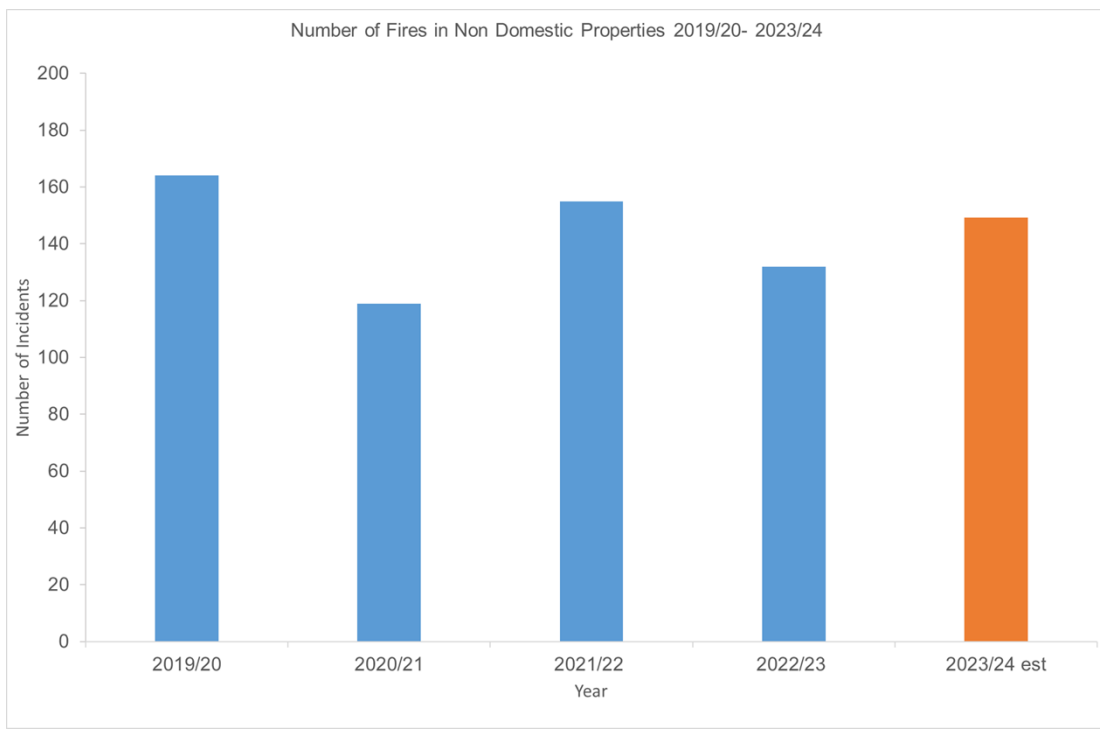




Number of Deliberate Secondary Fires

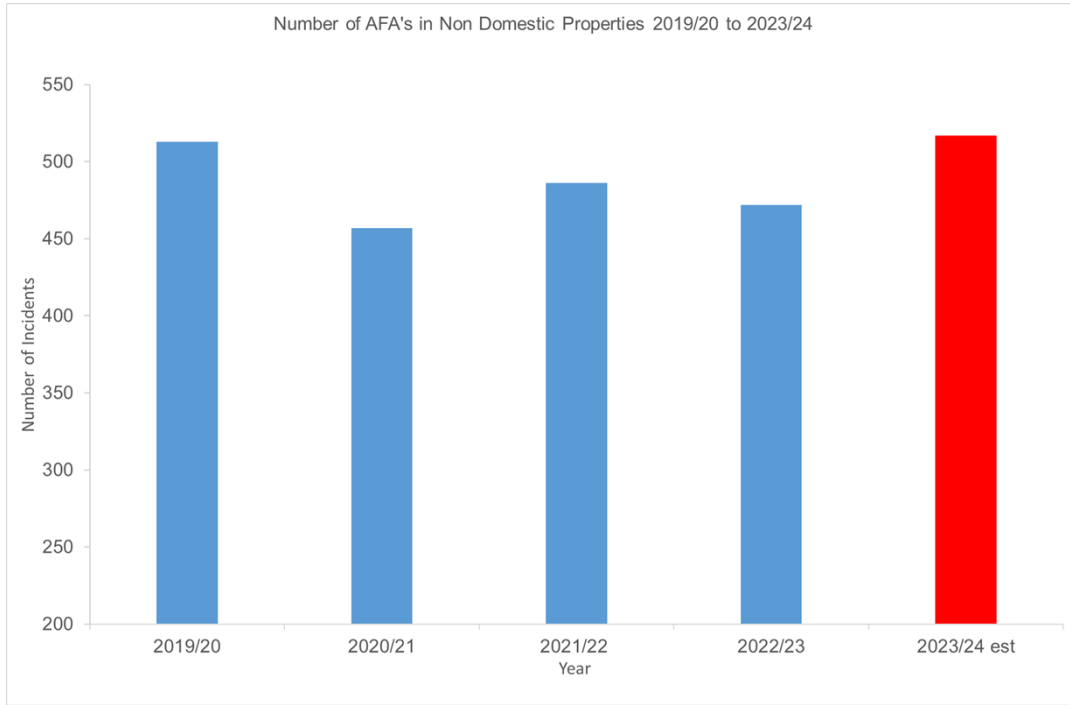


Number of Fires in Non-Domestic Properties

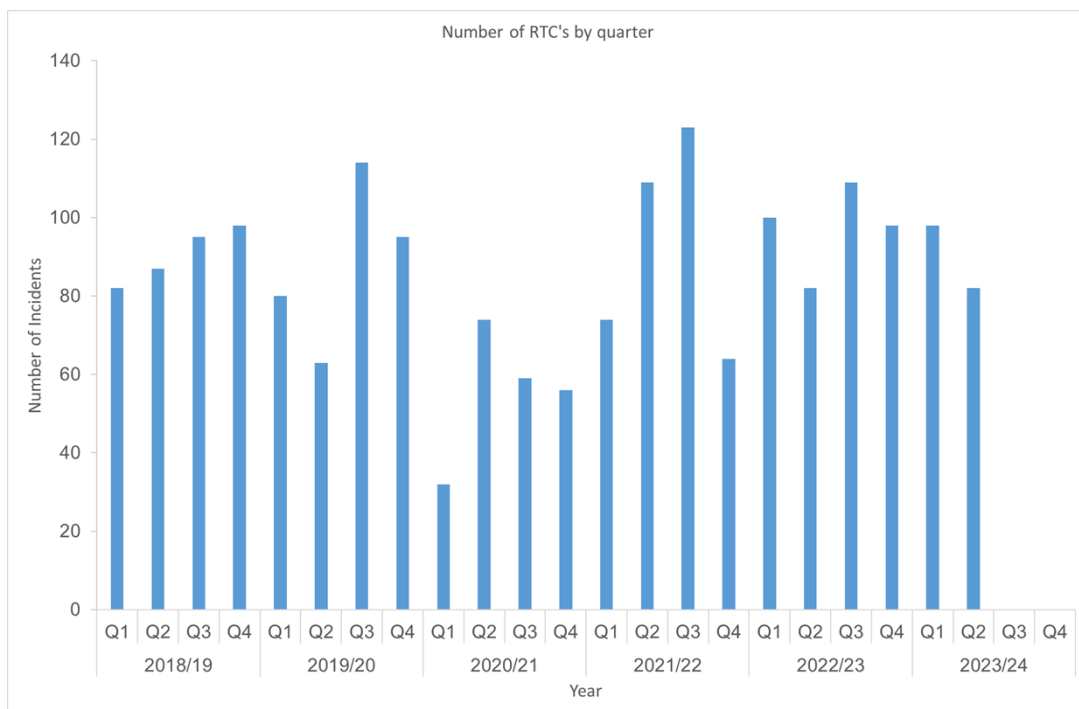




Number of AFA's in Non-Domestic Properties



Number of RTC's





APPENDIX 3: ON-CALL AVAILABILITY BY STATION

Shift System	Station	Q2 2023/24
Nucleus OC	Macclesfield	98%
Nucleus OC	Birchwood	69%
Primary OC	Nantwich	79%
Primary OC	Sandbach	55%
Primary OC	Poynton	52%
Primary OC	Middlewich	78%
Primary OC	Alsager	60%
Primary OC	Malpas	42%
Primary OC	Bollington	78%
Primary OC	Holmes Chapel	40%
Primary OC	Audlem	61%
Primary OC	Stockton Heath	32%
Primary OC	Tarporley	34%
Primary OC	Knutsford	42%
Primary OC	Frodsham	34%
Secondary OC	Macclesfield	32%
Secondary OC	Runcorn	32%
Secondary OC	Northwich	21%
Secondary OC	Penketh	50%
Secondary OC	Winsford	21 %