

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 6TH MARCH 2024
REPORT OF: DEPUTY CHIEF FIRE OFFICER
AUTHOR: GM AARON COLLIS

SUBJECT: PERFORMANCE REPORT – QUARTER 3, 2023-24

Purpose of Report

1. To present the Quarter 3 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 3, 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 3 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 3 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

PERFORMANCE HEALTH REPORT – QUARTER 3, 2023/24










Cheshire

Fire & Rescue Service























2023-2024 Performance Health Report

Quarter 3

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 Q3 Actual	2022/23 Q3 Actual	Trend year on year
Deaths in Primary Fires	0	6	5	
Injuries in Primary Fires	26	12	23	
Accidental Dwelling Fires	239	231	242	
Deliberate Primary Fires	157	133	150	
Deliberate Secondary Fires	601	558	730	
Safe & Wells Visits	18,750	19,557	15,538	
Safe & Well visits per 1000 population	N/A	16.67	12.27	
% of Safe & Wells in heightened risk addresses	N/A	92%	71%	
Fires in Non-Domestic Premises	105	116	100	
AFA's in Non-Domestic Premises	356	457	358	
% of alarm activations not attended	N/A	79.3%	81.5%	
Thematic Inspections Completed	993	1509	1550	
Total Fire Safety Audits per 100 known premises	N/A	3.97	2.87	
Risk Based Inspections Completed	620	1032	779	
Fire Control - Time Taken to Answer	10s	6.1s	5.7s	
Fire Control - Time Taken to Mobilise	90s	94s	91s	
10 Minute Standard	80%	89%	85%	
Wholetime Fire Engine Availability	100%	99.8%	100%	
On-Call Fire Engine Availability	85%	52%	52%	
Primary OC pumps	85%	55%	51%	
Nucleus OC pumps	85%	83%	81%	
Secondary OC pumps	85%	34%	36%	
% of SSRI's completed within target	N/A	98%	N/A*	N/A*

Prevention

Performance Indicator	Q3 Target	Q3 Actual	2022/23 Q3 Actual	Trend year on year
Deaths in Primary Fires	0	6	5	↑
Injuries in Primary Fires	26	12	23	↓
Accidental Dwelling Fires	239	231	242	↓
Deliberate Primary Fires	157	133	150	↓
Deliberate Secondary Fires	601	558	730	↓
Safe & Wells Visits	18,750	19,557	15,538	↑
Safe & Well visits per 1000 population	N/A*	16.67	12.27	↑
% of Safe & Wells in heightened risk addresses	N/A**	92%	71%	↑

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 six deaths in primary fires between April and December 2023, 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. Two of these incidents are subject to further determination by HM Coroner which may result in them being re-classified as non-fire related deaths.

Occupancy Group	Number of Deaths
Lone person over pensionable age	4
Lone person under pensionable age	1
Lone parent with dependent children	
Couple one or more over pensionable age, no children	1
Couple both under pensionable age with no children	
Couple with dependent children	
Other	

Injuries in Primary Fires

12 injuries occurred during the first three quarters against a target of 26; of those, 8 occurred in accidental dwelling fires. The occupancy types consisted of six people (50%) aged 65 or over, making this the age bracket with the highest number of injuries year to date. Two injuries are classified as serious (attending hospital as an in-patient resulting in an overnight stay). Of the 8 injuries which occurred in dwelling fires, six occurred in single occupancy properties (all 6 incidents involved lone persons over pensionable age). Four incidents did not occur in a dwelling fire therefore do not have an occupancy type.

Occupancy Group	Number of Injuries
Lone person over pensionable age	6
Lone person under pensionable age	0
Lone parent with dependent children	
Couple one or more over pensionable age, no children	1
Couple both under pensionable age with no children	1
Couple with dependent children	

Accidental Dwelling Fires

Unitary Area	Total	Previous Year
Cheshire East	87	85
Cheshire West and Chester	66	75
Halton	32	37
Warrington	46	45

Fire Location	Total	Previous Year
Kitchen	114	130
Bedroom	27	35
Living Room	19	18
Utility Room	11	3
Other	60	56

Cause of Fire	Total	Previous Year
Cooking	95	104
Electrical Supply	40	40
Smoking Materials/Cigarette	26	23
Domestic Appliance	27	22
Other	43	53

Occupancy Type	Dwellings	Incidents	Indexed Score
Lone person over pensionable age	64700	60	334
Lone person under pensionable age	80392	50	224
Lone parent with dependent children	85700	33	139
Couple both under pensionable age with no children	173063	33	69
Couple one or more over pensionable age, no children	102173	20	71

Other	223630	44	71
Couple with dependent children	352247	60	61

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 it's Safe and Well visits. This affirms that our current prevention strategy continues to be appropriate in targeting those most at risk.

Deliberate Fires

The number of deliberate primary fires recorded at the end of Quarter 3 was 133, against a target of 157. The station areas with the highest number of incidents were **Warrington** (25), **Birchwood** (18) and **Crewe** (14). A primary fire is one which involves insurable property, e.g. a house or vehicle.

Across Cheshire, 54 incidents (40.6%) involved the deliberate ignition of a road vehicle.

Unitary Area	Total	Previous Year
Cheshire East	38	44
Cheshire West and Chester	28	36
Halton	22	40
Warrington	45	30

The number of deliberate secondary fires recorded at the end of Quarter 3 was 558, against a target of 601. The highest number of incidents have been in the following station areas – **Runcorn** (141), **Widnes** (95), and **Winsford** (68). These three station areas account for 54% 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	76	141
Cheshire West and Chester	144	234
Halton	254	234
Warrington	84	121

Safe and Well Visits

Total Number of Safe and Well visits (year to date)	Heightened Risk - Targeted Data	Heightened Risk - Agency Referrals	Heightened Risk - Other	Non-Heightened Risk
19557	12445	2064	3525	1523

Prevention staff completed 6906 of these visits, and Service Delivery (our operational Firefighters) completed 12651.

Visit Types

Targeted Data Visits – Visits where the Service has used various data sources to identify an at-risk address which would benefit most from a S&W. 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.

Non-Heightened Risk – Visits which we do not define as being in heightened risk addresses (e.g. completing follow up visits in vicinity of a serious fire, but where these premises do not necessarily meet our definition of high risk). These visits represent less than 10% of our overall S&W delivery.

Protection

Performance Indicator	Q3 Target	Q3 Actual	2022/23 Q3 Actual	Trend year on year
Fires in Non-Domestic Premises	105	116	100	↑
AFA's in Non-Domestic Premises	356	457	358	↑
% of alarm activations not attended	N/A*	79.3%	81.5%	↓
Business Safety Inspections Completed (lower risk audits completed by operational Firefighters)	1494	1509	1550	↓
Total Fire Safety Audits per 100 known premises	N/A**	3.97	2.87	↑
Risk Based Inspections Completed (high risk audits completed by specialist Protection staff)	930	1032	779	↑

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

Fire Location	Total	Previous Year
Cheshire East	38	36
Cheshire West and Chester	27	28
Halton	12	16
Warrington	39	20

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

- 31 Electrical causes - including fluorescent lights, other lights, batteries, wires, and cabling.
- 11 cooking related incidents - including cookers, deep fat fryers, and microwaves.
- 12 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	21
Pub/Wine bar	7

There has been an increase in the number of incidents from 100 to 116. The main property which has seen the increase is prisons from 18 to 21, however most prison fires were minor in that 20 incidents either involved just heat and smoke damage or were limited to the item first ignited. 74% of incidents involved those two damage categories compared to 46% 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	23	200919
Hospital	51	7	3597
Care / Nursing Home	220	7	833
Factory/Manufacturing	438	12	717
Restaurant / Cafeteria	703	8	298
Public House / Bar / Nightclub	805	9	292

Farm / Non-Residential Associated	1077	9	219
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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.

Fires within secure accommodation (HMP Styal and Risley) continue to be the highest attended occupancy type for NDPs. The Fire Investigation group, who attend every incident at a prison, have asked the relevant prison to confirm the outcomes following a deliberate fire. For example, if the inmate has had an increase to the time served. The data has not yet been received; however, it highlights that the Service are looking at ways to reduce attendances. Whilst the number of incidents at hospitals has risen slightly, it is worth noting that that these have all been very minor in nature. No other significant trends have been identified, and all post fire inspections have been conducted.

AFA's in Non-Domestic Premises

Fire Location	Total	Previous Year
Cheshire East	136	120
Cheshire West and Chester	189	139
Halton	52	27
Warrington	80	72

Type	Number of occurrences
Hospital	123
Retirement/Elderly Home	71
Nursing/Care Home	67
Student Halls of Residence	44
Other	152

Increases have been seen in retirement homes (+13) nursing/care homes (+20) and student halls of residence (+38). 64% of the incidents in student halls of residence occurred in one location within Chester.

The Protection team in Cheshire West and Chester have worked with the relevant persons from the student halls of residence which has seen a significant improvement in the Unwanted Fire Signals at the premises. The fire alarm system was incorrectly configured, and this has now been rectified.

The Unwanted Fire Signals Project identified premises across Cheshire which had received more than three attendances, and these have now been inspected by the local unitary office. These inspections took place in Quarter 3 and it is expected to see an improvement in attendances.

Despite these increases, Members should be cognisant that the service's highly effective call challenging approach already prevents a significant number of unnecessary attendances. At the end of Quarter 3, the service did not mobilise to 79% of the alarm activations it was notified of, compared with a national average of 38%.

Response

Performance Indicator	Q3 Target	Q3 Actual	2022/23 Q3 Actual	Trend year on year
Fire Control - Time Taken to Answer	10s	6.1s	5.7s	↑
Fire Control - Time Taken to Mobilise	90s	94s	91s	↑
10 Minute Standard	80%	89%	85%	↑
Wholetime Fire Engine Availability	100%	99.8%	100%	↔
On-Call Fire Engine Availability	85%	52%	52%	↔
Primary OC pumps	85%	55%	51%	↑
Nucleus OC pumps	85%	83%	81%	↑
Secondary OC pumps	85%	34%	36%	↓
% of SSRI's completed within target	N/A	98%	N/A*	N/A*

* This is a new metric which was not measured during Q3 2022/23 so is not available for comparison

NWFC Time Taken to Mobilise

In Quarter 3, the average time to mobilise was 94 seconds. However, when assessed for the different incident types this was notably different; 75 seconds for dwelling fires and 109 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	89%
Cheshire West and Chester	84%
Halton	95%
Warrington	94%

Reason for Delay	Incidents
Nearest fire engine 10+ mins from incident	7
Traffic issues	1
Incorrect Address	1
Delay in turnout vs target	1
Other	3*

*Failed to book in attendance

On-Call Fire Engine Availability

On-call fire engine availability at the end of Quarter 3 was 52% (crew of four) which is identical to 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 55%

- 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 34%

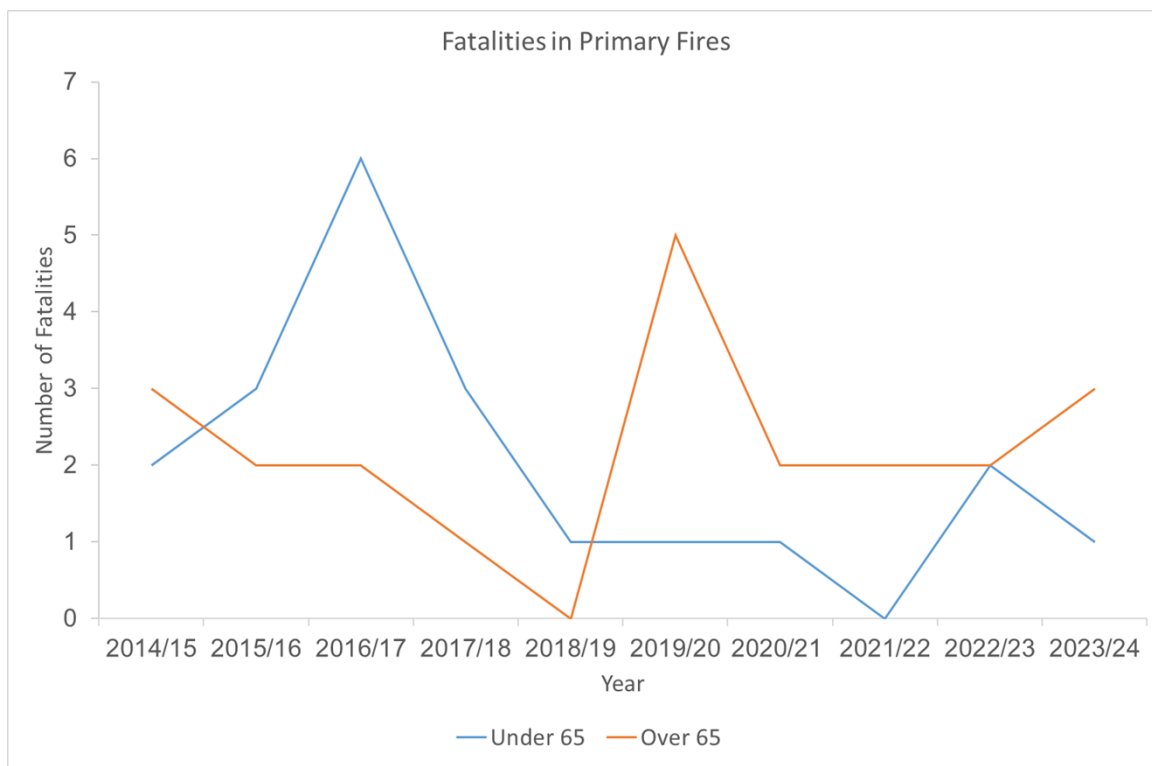
Appendix 3 provides a detailed breakdown for each On-Call fire engine.

It is pleasing to note an increase in primary and nucleus appliance availability compared to the same quarter the previous year. Recruitment continues across the On-Call duty system with 12 candidates currently working through the selection process. The secondary On-Call appliances continue to show a decline in availability, and this will be addressed as part of the CRMP proposals. As the implementation of the CRMP begins, there is a risk that On-Call appliances which are subject to change in January 2025 will begin seeing a further decline in performance.

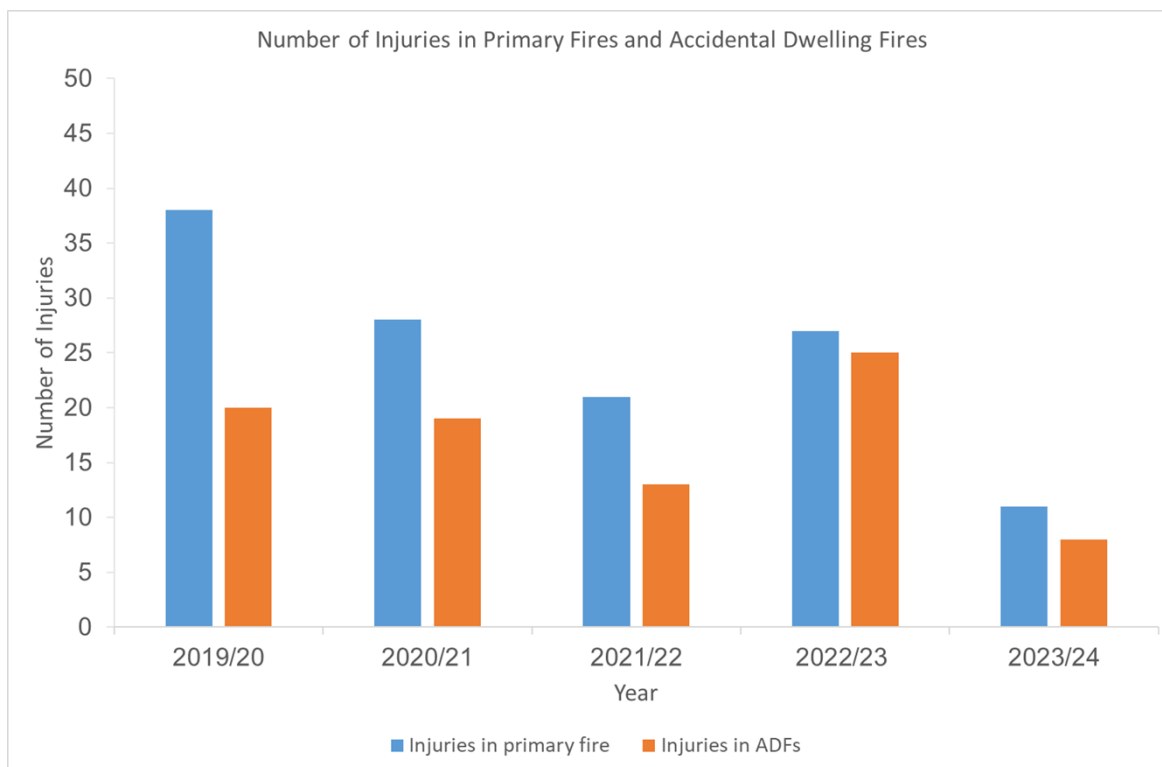
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FIVE-YEAR DIRECTIONAL GRAPHS

Fatalities in Primary Fires

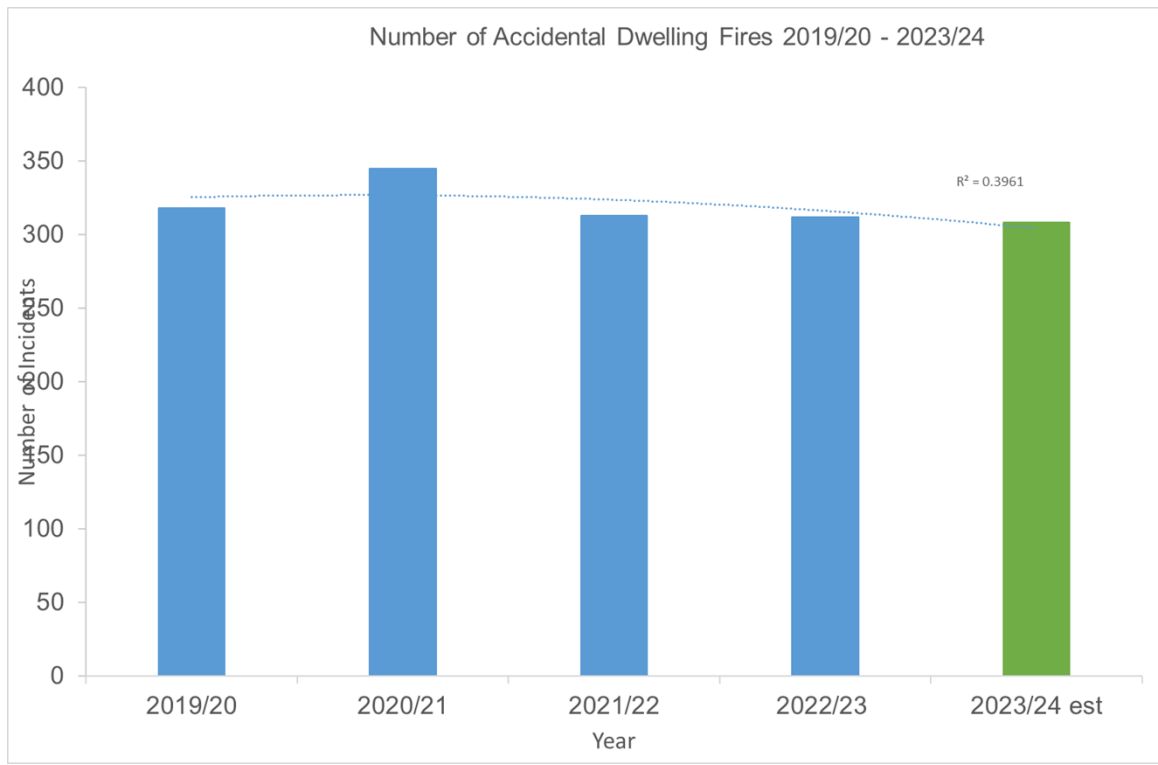


Injuries in Primary Fires and Accidental Dwelling Fires

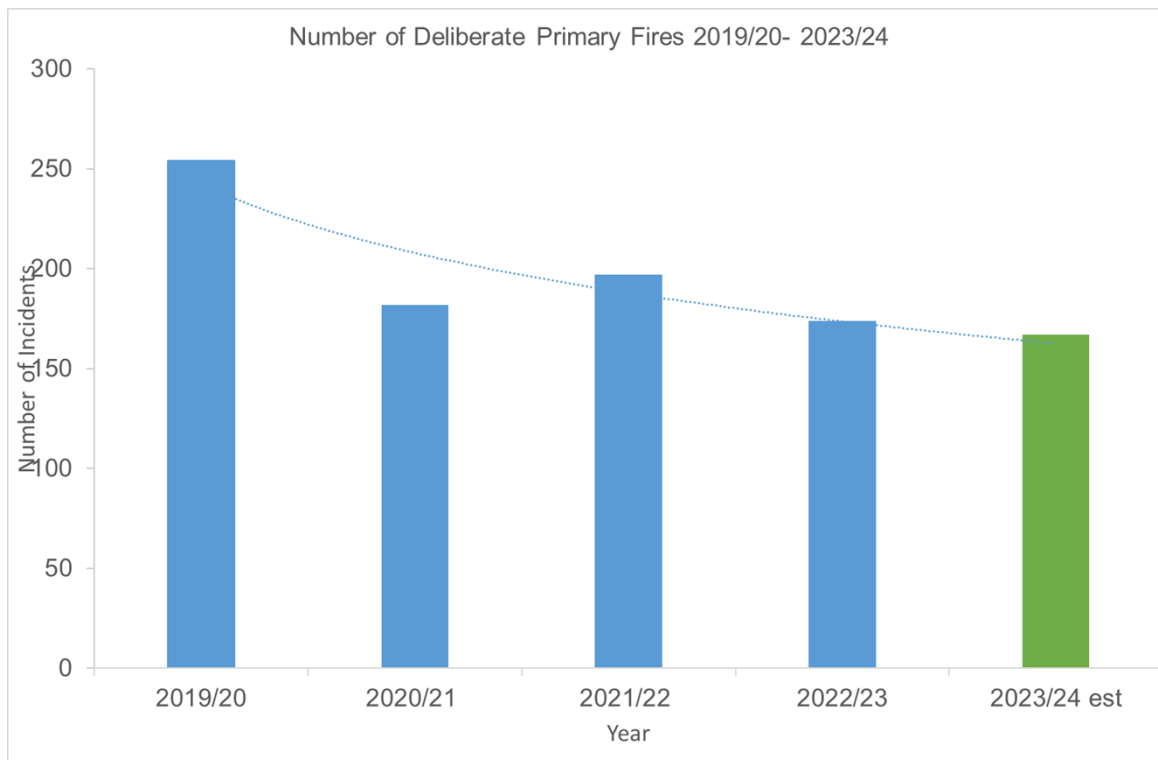




Number of Accidental Dwelling Fires

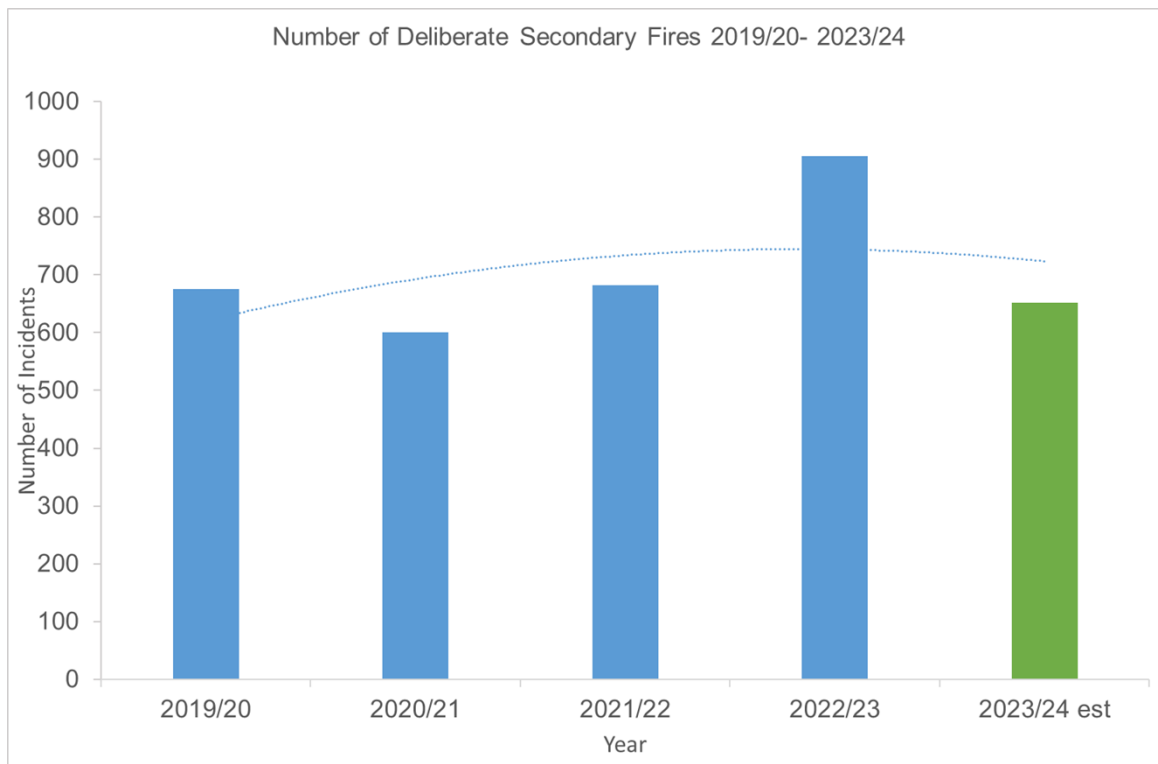


Number of Deliberate Primary Fires

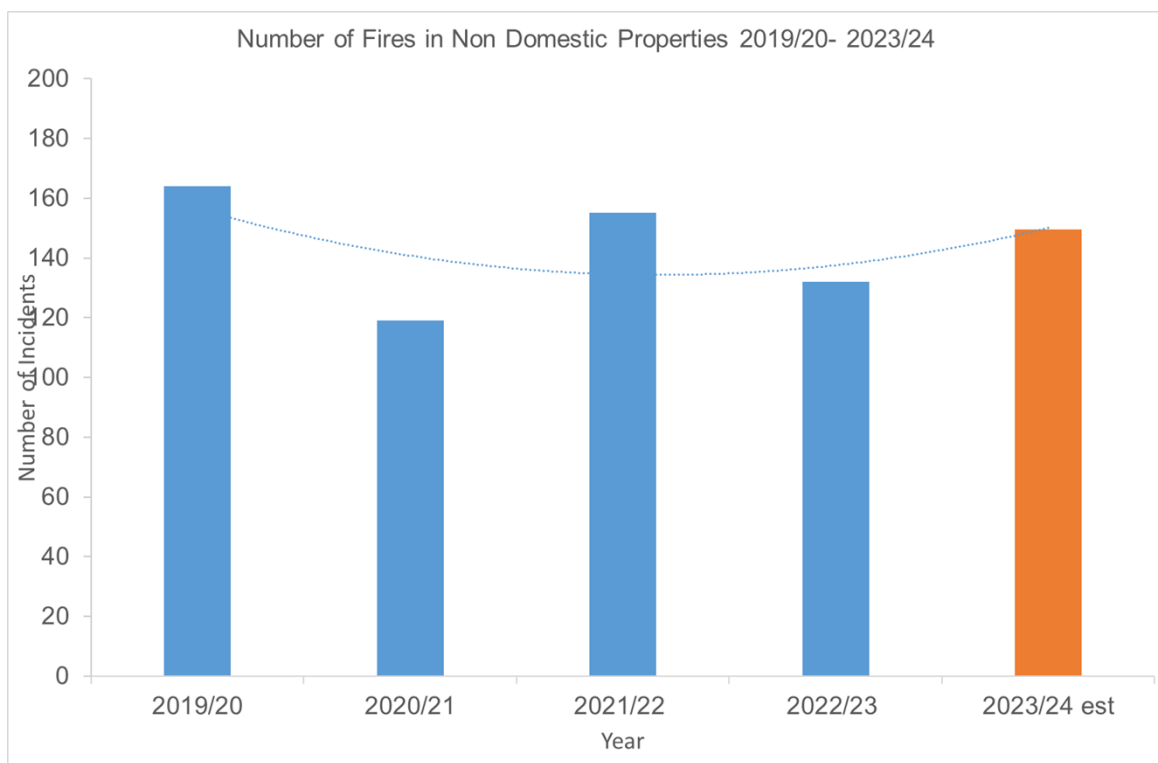




Number of Deliberate Secondary Fires

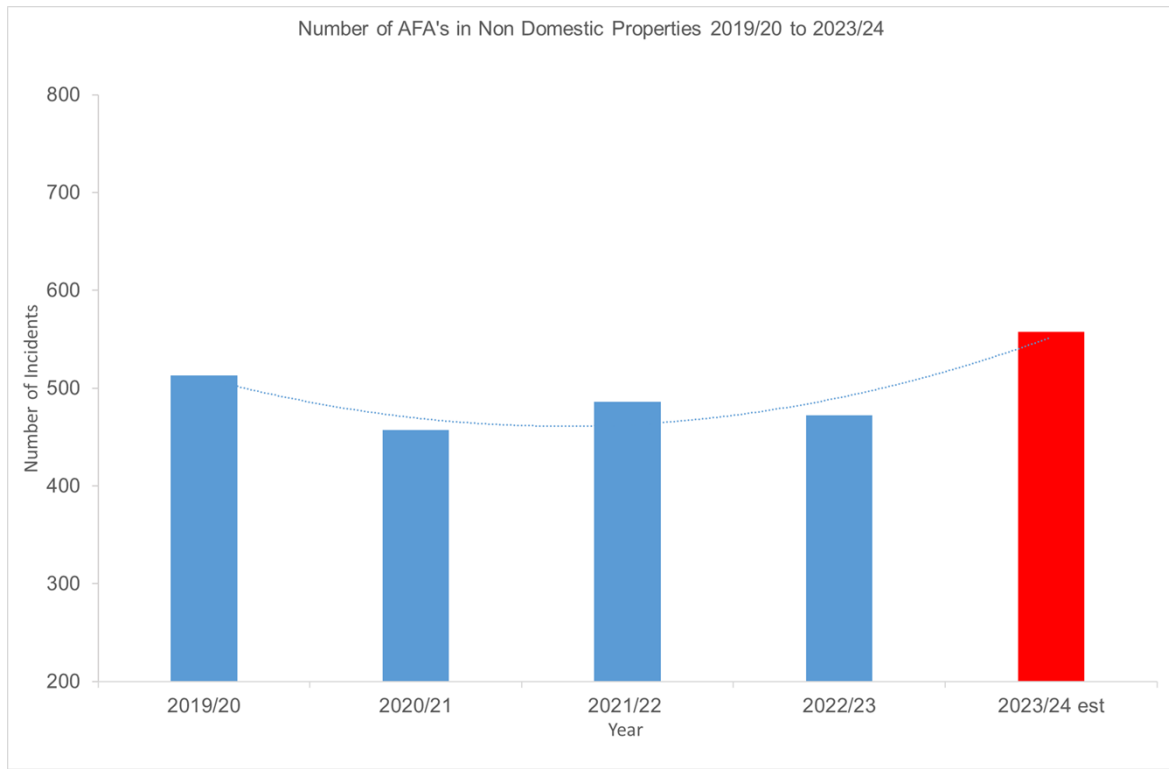


Number of Fires in Non-Domestic Properties





Number of AFA's in Non-Domestic Properties



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ON-CALL AVAILABILITY BY STATION

Shift System	Station	Q3 2023/24
Nucleus OC	Macclesfield	98%
Nucleus OC	Birchwood	68%
Primary OC	Nantwich	81%
Primary OC	Sandbach	56%
Primary OC	Poynton	53%
Primary OC	Middlewich	82%
Primary OC	Alsager	64%
Primary OC	Malpas	44%
Primary OC	Bollington	81%
Primary OC	Holmes Chapel	42%
Primary OC	Audlem	66%
Primary OC	Stockton Heath	29%
Primary OC	Tarporley	36%
Primary OC	Knutsford	45%
Primary OC	Frodsham	33%
Secondary OC	Macclesfield	39%
Secondary OC	Runcorn	31%
Secondary OC	Northwich	23%
Secondary OC	Penketh	49%
Secondary OC	Winsford	26%