

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 10TH JULY 2024
REPORT OF: HEAD OF SERVICE IMPROVEMENT
AUTHOR: GM AARON COLLIS

SUBJECT: PERFORMANCE REPORT – QUARTER 4, 2023-24

Purpose of Report

1. To present the Quarter 4 (and therefore year-end) 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 4, 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 4 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 4 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 – 2023/24 QUARTER 4










Cheshire

Fire & Rescue Service























2023-2024 Performance Health Report

Quarter 4

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 Q4 Actual	2022/23 Q4 Actual	Trend year on year
Deaths in Primary Fires	0	8	6	
Injuries in Primary Fires	34	14	30	
Accidental Dwelling Fires	313	299	311	
Deliberate Primary Fires	203	171	174	
Deliberate Secondary Fires	742	651	910	
Safe & Wells Visits	25000	25,519	19105	
Safe & Well visits per 1000 population	N/A	23.5	20.2	
% of Safe & Wells in heightened risk addresses	N/A	92.8%	87.3%	
Fires in Non-Domestic Premises	139	149	129	
AFA's in Non-Domestic Premises	461	610	480	
% of alarm activations not attended	N/A	79%	79%	
Business Safety Inspections Completed	1968	1991	2059	
Total Fire Safety Audits per 100 known premises	N/A	4.81	3.85	
Risk Based Inspection Programme Completed	100%	100%	40.5%	
Fire Control - Time Taken to Answer	10s	5.4s	6.1s	
Fire Control - Time Taken to Mobilise	90s	94s	93s	
10 Minute Standard	80%	89%	87%	
Wholetime Fire Engine Availability	100%	99.71%	100%	
On-Call Fire Engine Availability	85%	53%	53%	
Primary OC pumps	85%	55%	53%	
Nucleus OC pumps	85%	85%	83%	
Secondary OC pumps	85%	34%	36%	
% of SSRI's completed within target	N/A	98%	N/A*	N/A*

Prevention

Performance Indicator	Q4 Target	Q4 Actual	2022/23 Q4 Actual	Trend year on year
Deaths in Primary Fires	0	8	5	↑
Injuries in Primary Fires	34	14	30	↓
Accidental Dwelling Fires	313	299	311	↓
Deliberate Primary Fires	203	171	174	↓
Deliberate Secondary Fires	742	651	910	↓
Safe & Wells Visits	25,000	25,519	19,105	↑
Safe & Well visits per 1000 population	N/A*	23.5	20.2	↑
% of Safe & Wells in heightened risk addresses	N/A**	92.8%	87.3%	↑

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 2022/23 was **9.4** per 1000 for the whole year

The latest available national average from 2022/23 was **62.5% using the Home Office vulnerability definition; note that this differs from our internal definition.

Deaths in Primary Fires

The Service attended eight deaths in primary fires between April 2023 and March 2024, two of which 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	2
Lone person under pensionable age	2
Lone parent with dependent children	
Couple one or more over pensionable age, no children	2
Couple both under pensionable age with no children	
Couple with dependent children	
Other	

*2 fatalities occurred in non-dwelling fires, so no occupancy type was recorded

Injuries in Primary Fires

14 injuries have occurred during 2023/24 against a target of 34; of those, 8 occurred in accidental dwelling fires. The occupancy types consisted of six people (43%) aged 65 or over, making this the age bracket with the highest number of injuries. Three 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, seven occurred in single occupancy properties (all 7 incidents involved lone persons over pensionable age). Six 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	4
Lone person under pensionable age	0
Lone parent with dependent children	
Couple one or more over pensionable age, no children	2
Couple both under pensionable age with no children	1
Couple with dependent children	1

Accidental Dwelling Fires

Unitary Area	Total	Previous Year
Cheshire East	106	112
Cheshire West and Chester	83	93
Halton	44	48
Warrington	66	58

Fire Location	Total	Previous Year
Kitchen	149	168
Bedroom	30	46
Living Room	32	22
Utility Room	13	7
Other	75	75

Cause of Fire	Total	Previous Year
Cooking	124	133
Electrical Supply	51	48
Smoking Materials/Cigarette	28	27
Domestic Appliance	36	31
Other	60	72

Occupancy Type	Dwellings	Incidents	Indexed Score
Lone person over pensionable age	64700	55	275
Lone person under pensionable age	80392	56	226
Lone parent with dependent children	85700	36	136
Couple both under pensionable age with no children	173063	34	64
Couple one or more over pensionable age, no children	102173	22	70

Other	223630	72	106
Couple with dependent children	352247	58	53

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 4 was 171, against a target of 203. The station areas with the highest number of incidents were **Warrington** (29), **Birchwood** (20) and **Crewe** (17). A primary fire is one which involves insurable property, e.g. a house or vehicle.

Across Cheshire, 69 incidents (40.1%) involved the deliberate ignition of a road vehicle.

Unitary Area	Total	Previous Year
Cheshire East	53	53
Cheshire West and Chester	36	42
Halton	31	43
Warrington	51	36

The number of deliberate secondary fires recorded at the end of Quarter 4 was 651, against a target of 742. The highest number of incidents have been in the following station areas – **Runcorn** (149), **Widnes** (115), and **Winsford** (84). 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	93	165
Cheshire West and Chester	179	319
Halton	282	289
Warrington	97	137

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
25,519	16,323	2867	4492	1949

Prevention staff completed 9478 of these visits, and Service Delivery (our operational Firefighters) completed 16041.

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 is 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	Q4 Target	Q4 Actual	2022/23 Q4 Actual	Trend year on year
Fires in Non-Domestic Premises	139	149	129	↑
AFA's in Non-Domestic Premises	461	610	480	↑
% of alarm activations not attended	N/A*	79%	79%	↔
Business Safety Inspections Completed (lower risk audits completed by operational Firefighters)	1968	1991	2059	↓
Total Fire Safety Audits per 100 known premises	N/A**	4.81	3.85	↑
Risk Based Inspection Programme Completed (high risk audits completed by specialist Protection staff)	100%	100%	40.5%	↑

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 2022/23 was 2.0 per 100 for the whole year.

Fires in Non-Domestic Premises

Fire Location	Total	Previous Year
Cheshire East	51	36
Cheshire West and Chester	37	28
Halton	15	16
Warrington	46	20

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

- 40 Electrical causes - including fluorescent lights, other lights, batteries, wires, and cabling.
- 11 cooking related incidents - including cookers, deep fat fryers, and microwaves.
- 16 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	30
Pub/Wine bar	9

There has been an increase in the number of incidents from 129 to 149. The main property which has seen the increase is prisons from 20 to 30, however most prison fires were minor in that 29 out of the 30 incidents either involved just heat and smoke damage or were limited to the item first ignited. 73% 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	30	200919
Hospital	51	5	3597
Care / Nursing Home	220	7	833
Factory/Manufacturing	438	11	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.

During this reporting year there has been an increase in the number of attendances at HMP Styal prison due to an inmate who has repeatedly set fire to her cell. Interventions have been put into place to stop a continuation of this behaviour. No other identifiable trend could be discerned from the attended fires in commercial properties.

AFA's in Non-Domestic Premises

Fire Location	Total	Previous Year
Cheshire East	203	120
Cheshire West and Chester	243	139
Halton	69	27
Warrington	95	72

Type	Number of occurrences
Hospital	168
Retirement/Elderly Home	96
Nursing/Care Home	88
Student Halls of Residence	50
Other	208

Increases have been seen in retirement homes (+12) nursing/care homes (+22) and student halls of residence (+37). 68% of the incidents in student halls of residence occurred in one location within Chester. However there was a significant reduction in incidents within student halls of residences in this quarter.

During this reporting year we have attended hospitals across Cheshire 168 times for activation of their fire alarm system. Our hospital leads in each unitary area work with each NHS trust to continue to reduce the number of activations in a hospital setting. Protection have also dealt with a student hall of residence in Chester which had a problematic number of activations over a short period of time. This resulted in a reconfiguration of the fire alarm system which saw an end to the activations.

Total Fire Safety Audits per 100 known premises

The latest national annual average from 2022/23 was 2.0 fire safety audits per 100 known premises. CFRS have achieved 4.81 per 100 as Protection have increased the number of qualified fire safety inspectors during this reporting year, which has resulted in more inspections being carried out. This will continue to increase as our newer inspectors complete their journey to competence.

Risk Based Inspection Programme Completed

The increased number of qualified inspectors has ensured that the RBIP was completed, and all identified high-risk premises received an inspection over the course of the programme.

Response

Performance Indicator	Q4 Target	Q4 Actual	2022/23 Q4 Actual	Trend year on year
Fire Control - Time Taken to Answer	10s	6.08s	6.1s	↓
Fire Control - Time Taken to Mobilise	90s	94s	93s	↑
10 Minute Standard	80%	89%	87%	↑
Wholetime Fire Engine Availability	100%	99.7%	100%	↔
On-Call Fire Engine Availability	85%	53%	53%	↔
Primary OC pumps	85%	55%	53%	↑
Nucleus OC pumps	85%	85%	83%	↑
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 4, 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.

The percentage of calls answered within 10s for 2023-2024 was 86.6%.

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	11
Traffic issues	2
Incorrect Address	1
Delay in turnout vs target	3
Other	1*

*Failure of On-Call Firefighter pager.

On-Call Fire Engine Availability

On-call fire engine availability at the end of Quarter 4 was 53% (crew of four) which is identical to the same period for the previous year (2022/23).

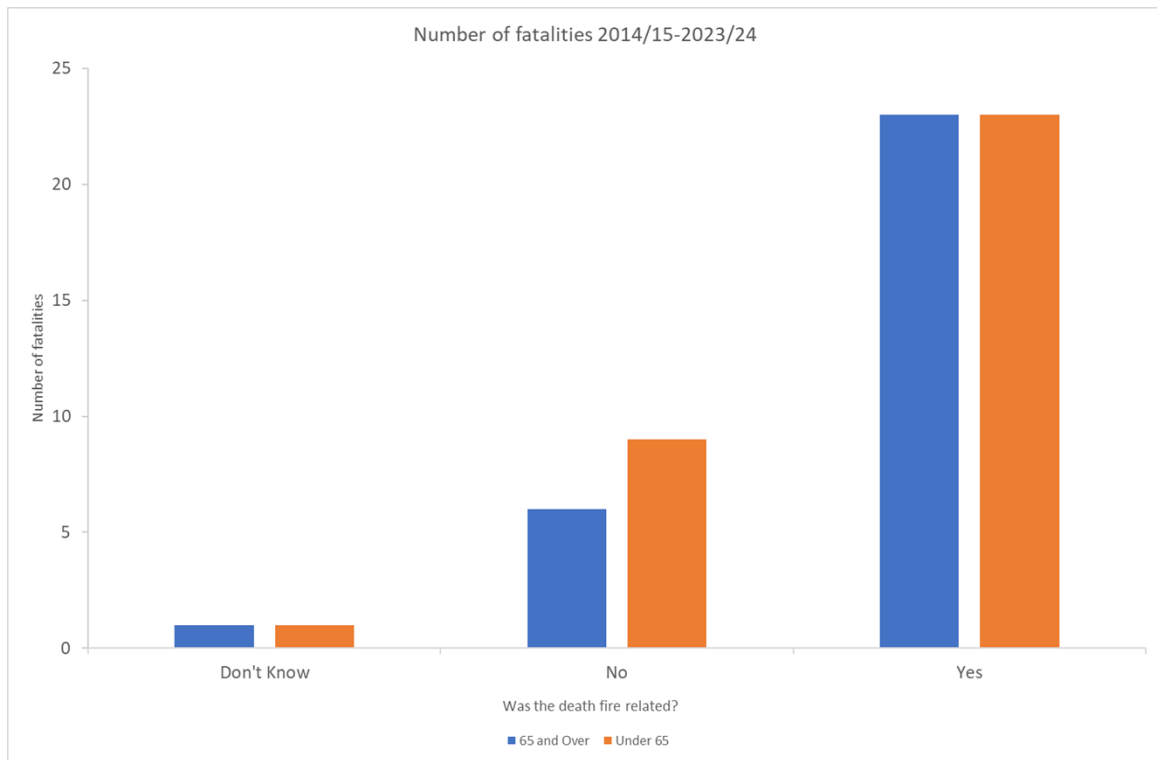
However, there are variations of availability between the differing on-call shift systems as follows:

- 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 85%
- Secondary On-Call availability (where the On-Call fire engine supplements a Wholetime one e.g., Runcorn) was 34%

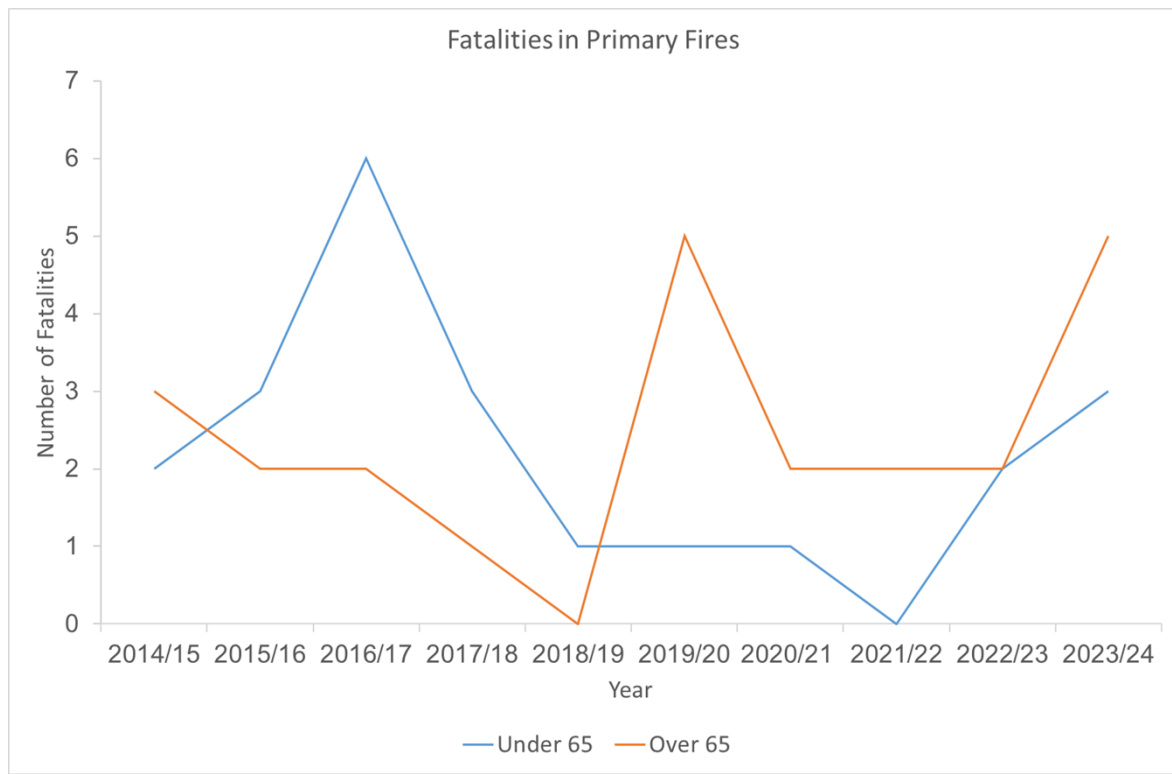
Appendix 3 provides a detailed breakdown for each On-Call fire engine.

On-call availability across the service remains static and consistent with the previous year's Quarter 4 data. As predicted, secondary on-call appliances have seen a slight reduction in availability. This is due to the CRMP changes that will be implemented in early 2025 and with some staff changing their cover patterns. Recruitment has also ceased at these locations so appliance availability could be impacted further.

FIVE-YEAR DIRECTIONAL GRAPHS

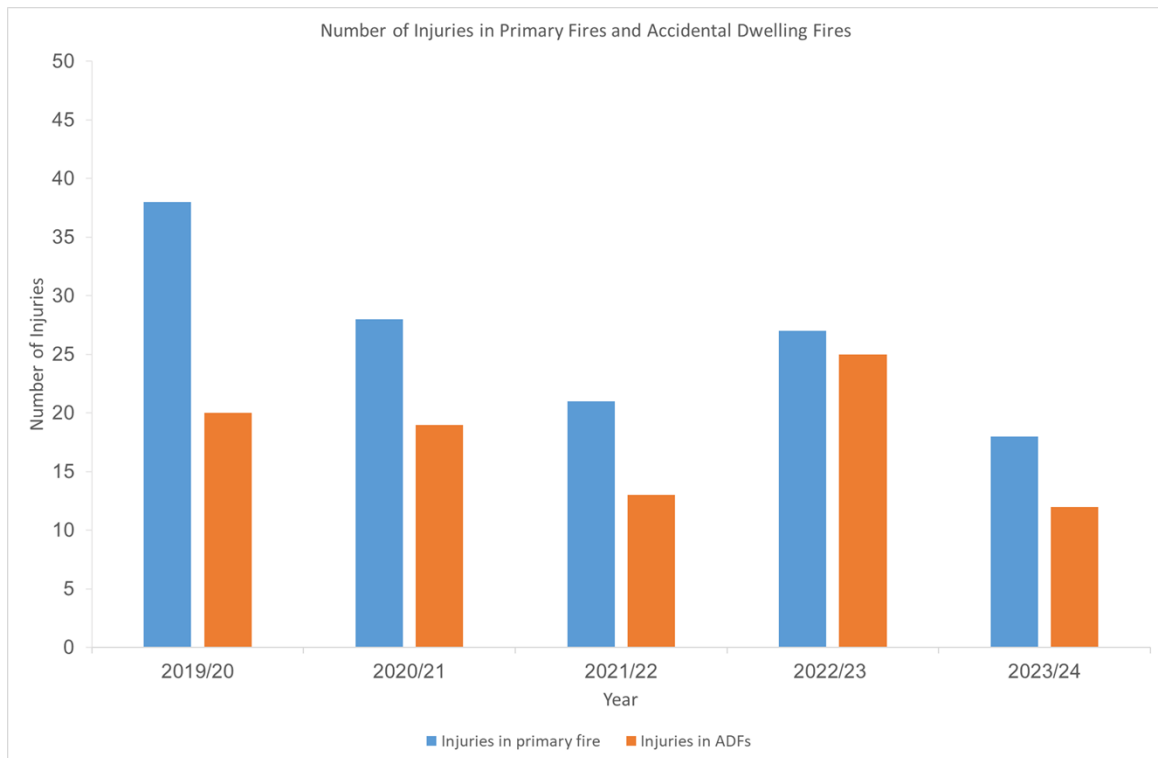


Fatalities in Primary Fires

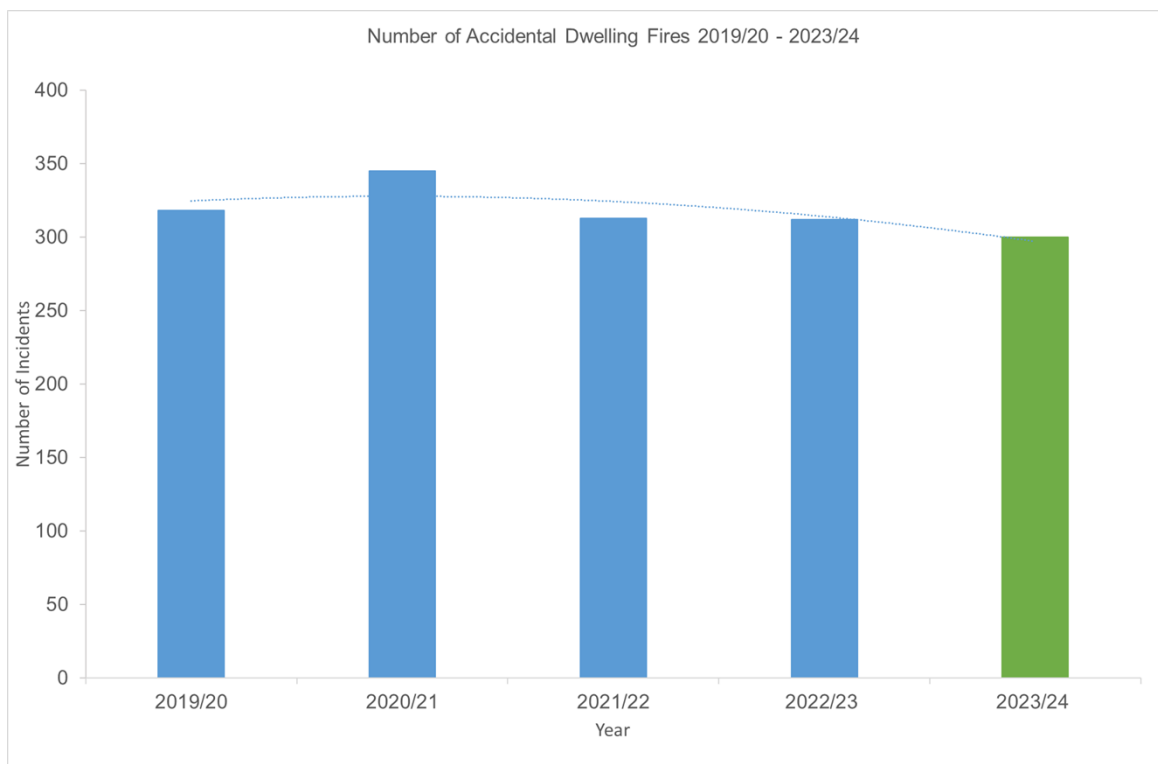




Injuries in Primary Fires and Accidental Dwelling Fires

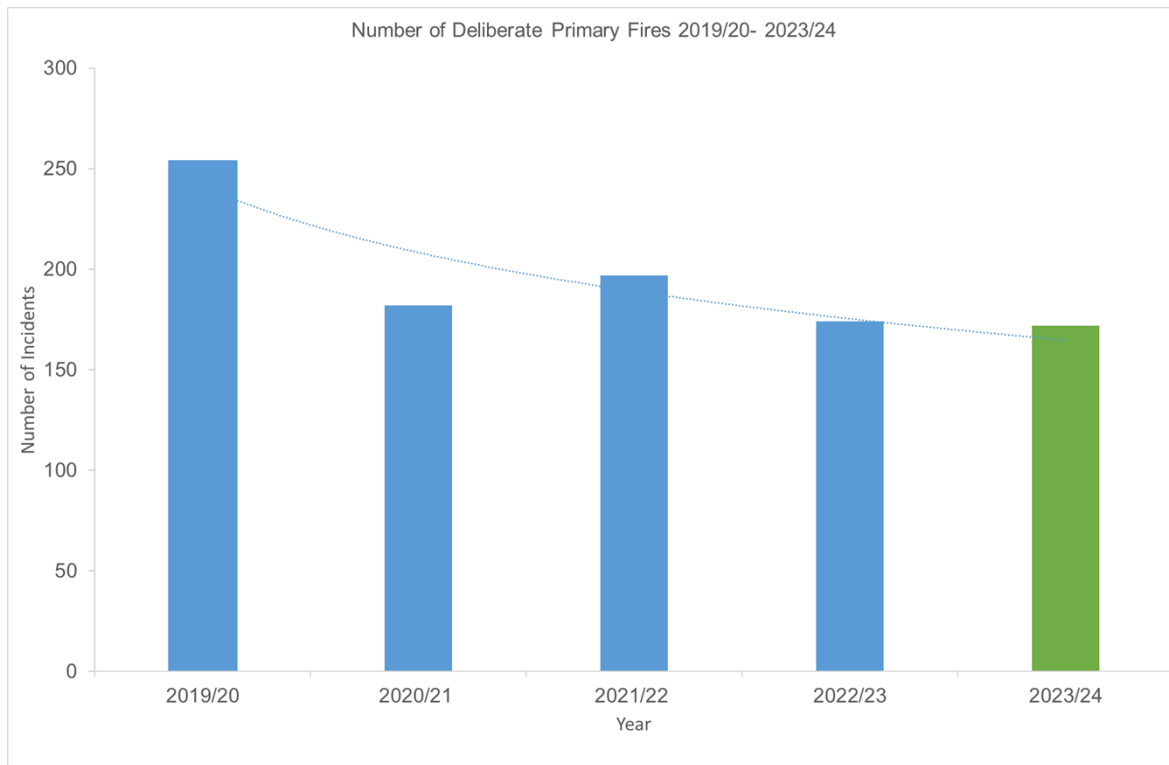


Number of Accidental Dwelling Fires

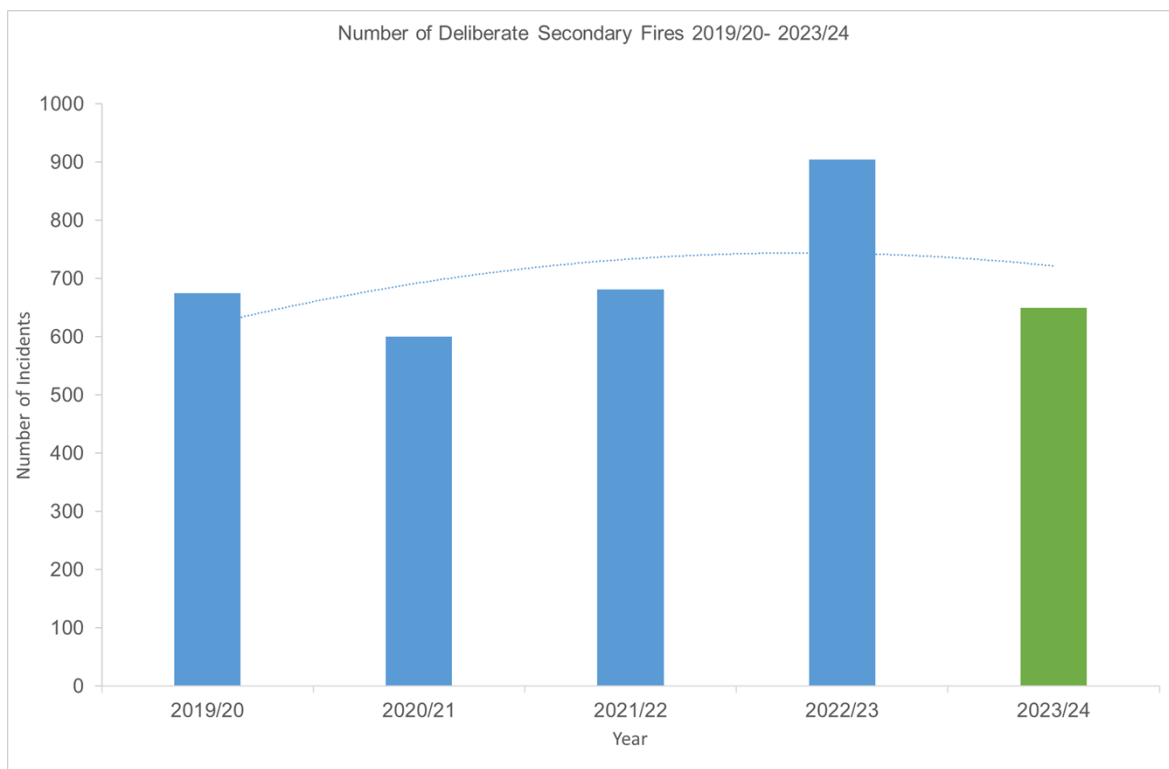




Number of Deliberate Primary Fires

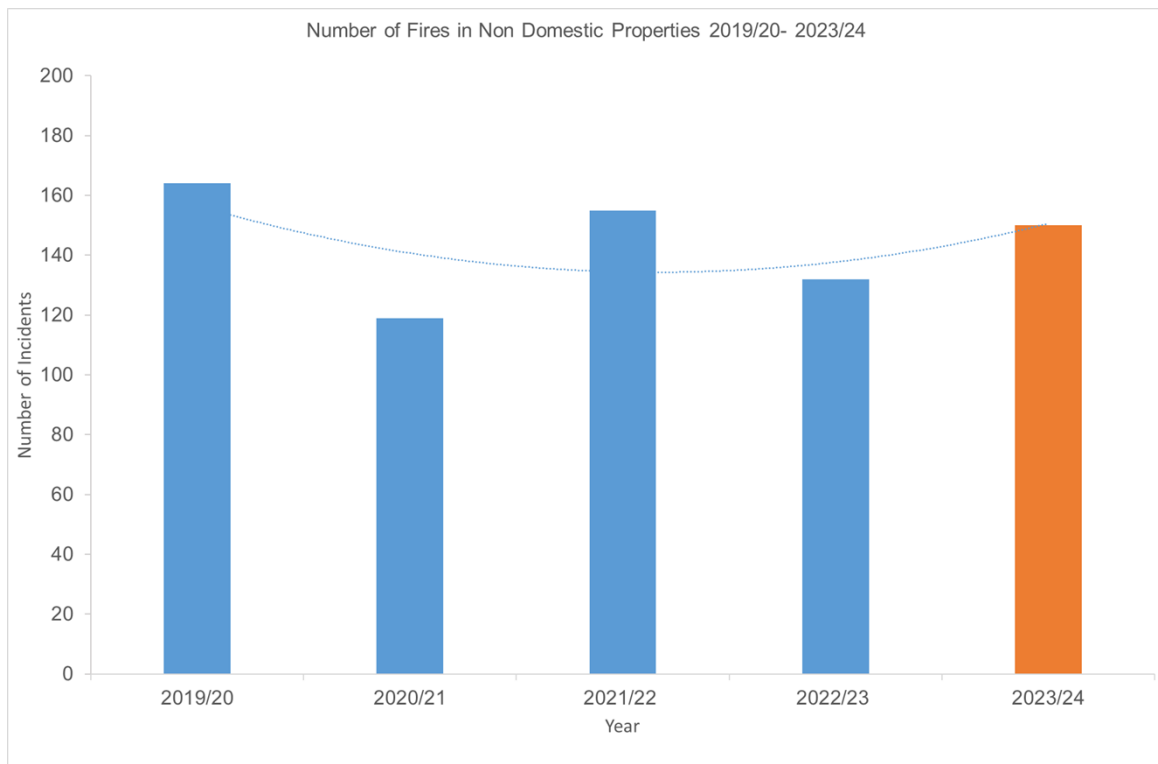


Number of Deliberate Secondary Fires

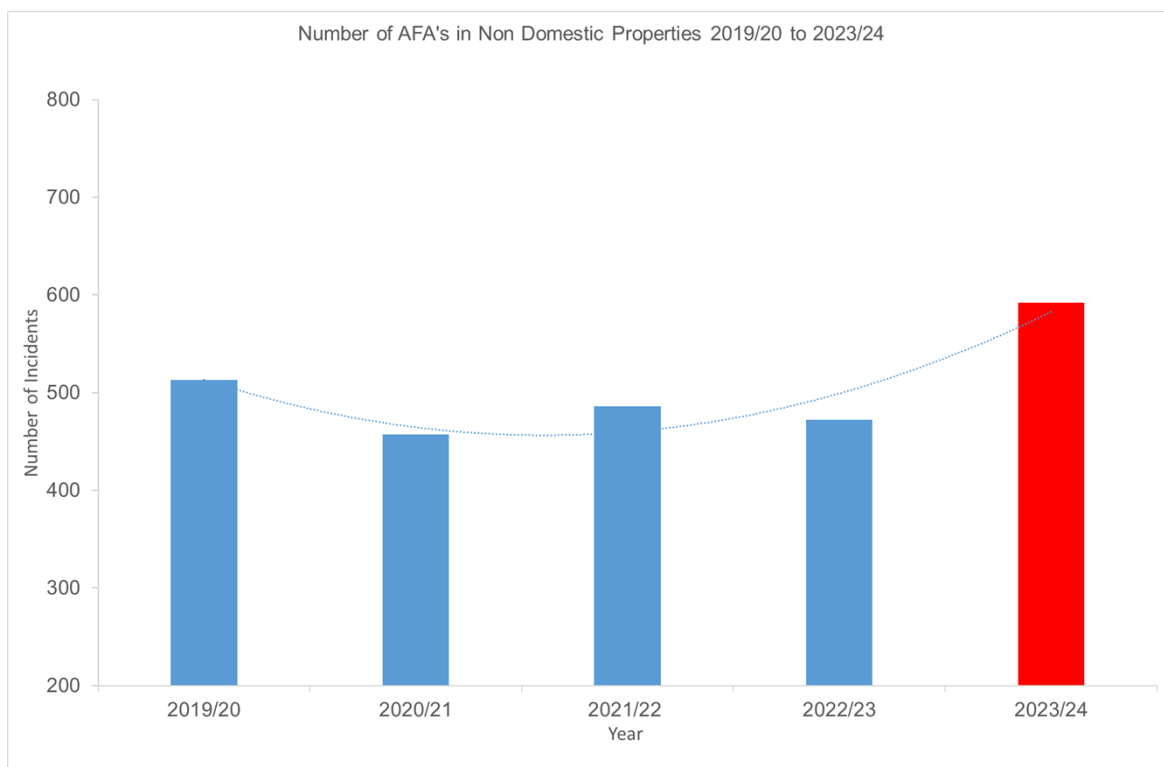




Number of Fires in Non-Domestic Properties



Number of AFA's in Non-Domestic Properties



ON-CALL AVAILABILITY BY STATION

Shift System	Station	Q4 2023/24
Nucleus OC	Macclesfield	99%
Nucleus OC	Birchwood	71%
Primary OC	Nantwich	82%
Primary OC	Sandbach	55%
Primary OC	Poynton	44%
Primary OC	Middlewich	82%
Primary OC	Alsager	63%
Primary OC	Malpas	48%
Primary OC	Bollington	80%
Primary OC	Holmes Chapel	45%
Primary OC	Audlem	62%
Primary OC	Stockton Heath	33%
Primary OC	Tarporley	40%
Primary OC	Knutsford	43%
Primary OC	Frodsham	36%
Secondary OC	Macclesfield	42%
Secondary OC	Runcorn	33%
Secondary OC	Northwich	25%
Secondary OC	Penketh	48%
Secondary OC	Winsford	22%