

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 11TH SEPTEMBER 2024
REPORT OF: HEAD OF SERVICE IMPROVEMENT
AUTHOR: GM AARON COLLIS

SUBJECT: PERFORMANCE REPORT – QUARTER 1, 2024-25

Purpose of Report

1. To present the Quarter 1, 2024-2025 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 1, 2024-25.

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 1 position across all three areas against targets set and the year-on-year direction of travel for the Service's KPIs.
6. A number of changes have been introduced for the 2024/25 reporting year including the new 10-minute response standard agreed as part of CRMP 2024-2028 and a new minimum standard of fire cover designed to support this. These are explained in further detail within Appendix 1.

7. A number of other metrics which were previously not subject to a target now include targeted values derived from an assessment of national performance using HMICFRS data. This is designed to better allow officers and members to benchmark performance against other similar Services.

Financial implications

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

Legal implications

9. 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

10. 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

11. 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

2024-2025 Performance Health Report

Quarter 1

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

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

Performance Scorecard

Performance Indicators	2024/25 Target	2024/25 Q1 Actual	2023/24 Q1 Actual	Trend year on year
Deaths in Primary Fires	0	0	3	↓
Injuries in Primary Fires	8	1	2	↓
Accidental Dwelling Fires	85	82	82	↔
Deliberate Primary Fires	55	52	58	↓
Deliberate Secondary Fires	244	149	272	↓
Safe & Wells Visits	6875	6656	5942	↑
Safe & Well visits per 1000 population	5.67	6.15	5.85	↑
% of Safe & Wells in heightened risk addresses	80%	97.5%	93.8%	↑
Fires in Non-Domestic Premises	43	33	52	↓
AFA's in Non-Domestic Premises	112	143	119	↑
% of alarm activations not attended	68%	80%	78%	↑
Business Safety Inspections Completed	532	532	529	↑
Total Fire Safety Audits per 100 known premises	1.25	1.92	1.15	↑
Risk Based Inspection Programme Completed	190	286	288	↓
Fire Control - Time Taken to Answer	10s	6.07s	6.9s	↓
Fire Control - Time Taken to Mobilise (Primary Fires)	90s	82s	92s	↓
10-minute Response Standard	10 mins	9m 49s	9m 40s	↑
Minimum Fire Cover Standard – Critical Level (100%)	14 Fire Engines	100%	N/A*	
Minimum Fire Cover Standard – Optimum Level (98%)	18 Fire Engines	99.68%	N/A*	
Wholetime Fire Engine Availability	98%	99.7%	99%	↔
On-Call Fire Engine Availability	51%	51%	50%	↑
% of SSRI's completed within target	95%	98%	95%	↑

Prevention

Performance Indicator	Q1 Target	Q1 Actual	2023/24 Q1 Actual	Trend year on year
Deaths in Primary Fires	0	0	3	↓
Injuries in Primary Fires	8	1	2	↓
Accidental Dwelling Fires	85	82	82	↔
Deliberate Primary Fires	55	52	58	↓
Deliberate Secondary Fires	244	149	272	↓
Safe & Wells Visits	6875	6656	5942	↑
Safe & Well visits per 1000 population	5.67	6.15	5.85	↑
% of Safe & Wells in heightened risk addresses	80%	97.5%	93.8%	↑

Deaths in Primary Fires

The Service has attended zero deaths in primary fires between April 2024 and June 2024.

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

Injuries in Primary Fires

There has been one injury during Quarter 1, the injury was described as slight, and the victim was aged 35-39.

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

Accidental Dwelling Fires

In Quarter 1, there have been 82 accidental dwelling fires against a target of 85, the only area which has seen an increase is Cheshire West and Chester (+9), the primary reason for this, is the increase in the number of kitchen and bedroom fires, particularly kitchen fires where an item has been left on or close to the cooker hob.

Unitary Area	Total	Previous Year
Cheshire East	25	39
Cheshire West and Chester	25	16
Halton	15	11
Warrington	17	18

Fire Location	Total	Previous Year
Kitchen	45	33
Bedroom	12	8
Living Room	5	9
Utility Room	3	3
Other	17	29

Cause of Fire	Total	Previous Year
Cooking	38	28
Electrical Supply	12	11
Domestic Appliance	10	9
Smoking Materials/Cigarette	6	19
Other	16	15

Occupancy Type	Dwellings	Incidents	Indexed Score
Lone person over pensionable age	64700	57	307
Lone person under pensionable age	80392	52	226
Lone parent with dependent children	85700	41	166
Couple both under pensionable age with no children	173063	39	79
Couple one or more over pensionable age, no children	102173	25	85
Other	223630	39	61
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.

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

The number of deliberate primary fires recorded at the end of Quarter 1 was 52, against a target of 55. The station areas with the highest number of incidents were **Crewe** (10), **Warrington** (6) and **Widnes** (4). 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	21	19
Cheshire West and Chester	11	9
Halton	8	11
Warrington	12	19

The number of deliberate secondary fires recorded at the end of Quarter 1 was 149, against a target of 244. The highest number of incidents have been in the following station areas – **Winsford** (23), **Warrington** (23), and **Runcorn** (21). These three station areas account for 45% 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	26	41
Cheshire West and Chester	62	48
Halton	33	124
Warrington	28	59

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
6656	4052	840	1597	167

Prevention staff completed 2789 of these visits, and Service Delivery (our operational Firefighters) completed 3867.

Operational crews and advocates have been actively targeting the Cheshire addresses that are most at risk from fire through the safe and well visits. At the end of Quarter 1, the Service is 3.18% behind target (219 visits); particular attention will be needed

against this indicator in future quarters to ensure the target is achieved as whilst only a marginal shortcoming, this area is a Round 3 Area for Improvement from HMICFRS. The new departmental structure for the Prevention department came into effect on 1st July 2024 which should provide improved resource to meet this target from Quarter 2 onwards.

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	Q1 Target	Q1 Actual	2023/24 Q1 Actual	Trend year on year
Fires in Non-Domestic Premises	43	33	52	↓
AFA's in Non-Domestic Premises	112	143	119	↑
% of alarm activations not attended	68%	80%	78%	↑
Business Safety Inspections Completed (lower risk audits completed by operational Firefighters)	532	532	529	↑
Total Fire Safety Audits per 100 known premises	1.25	1.92	1.15	↑
Risk Based Inspection Programme Completed (high risk audits completed by specialist Protection staff)	190	286	288	↓

Fires in Non-Domestic Premises

There has been a decrease in the number of incidents from 52 to 33 in Quarter 1 compared to the same period last year.

Fire Location	Total	Previous Year
Cheshire East	12	21
Cheshire West and Chester	9	11
Halton	6	4
Warrington	6	16

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

- 7 Electrical causes - including fluorescent lights, other lights, batteries, wires, and cabling.
- 5 domestic style appliances - including tumble driers and washing machines.
- 6 smoking or vaping related.

The most significant numbers of fires have been identified in the following building types. The property type with the highest number of incidents are prisons with 6 fires in Quarter 1, however this is a significant reduction compared to Quarter 1 in 2023/24 when there were 12 fires.

Type	Number of
Prison	6
Pub/Wine bar	3

Occupancy Type	No of Properties	Incidents	Indexed Score
Prison	3	37	253333
Hospital	51	5	2013
Care / Nursing Home	220	8	747
Factory/Manufacturing	438	7	329
Restaurant / Cafeteria	703	8	299
Public House / Bar / Nightclub	805	12	292
Farm / Non-Residential Associated	1077	10	219

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
Cheshire East	50	42
Cheshire West and Chester	59	41
Halton	16	17
Warrington	18	19

Type	Number of
Hospital	51
Retirement/Elderly Home	24
Nursing/Care Home	12
Other	56

The number of automatic fire alarm calls to non-domestic properties has increased from 112 to 143. Increases have occurred in hospitals (+22), particularly at the Countess of Chester Hospital (+11). There was a range of reasons for the higher number of actuations, with a faulty alarm (7) being the most common, followed by actuations through steam (4).

Increases also occurred in retirement homes (+5) and single shops (+6).

The AFAs in non-domestic premises is predominantly from our hospital premises across the Unitary areas. Protection is well embedded with hospital leads in each unitary office.

Total Fire Safety Audits per 100 known premises

This indicator is on target with 1.92 audits being completed per 100 known premises. This number is also an increase from the same period last year.

Risk Based Inspection Programme Completed

The new RBIP dataset has been finalised with a high-risk premises figure of 1518. This has been determined utilising the new risk-based intervention guidance from the National Fire Chief's Council and local intelligence. This means that across the two-year RBIP programme, the target will be 190 per quarter. In Quarter 1 the number completed was 286, so above target. However, it should be noted that comparisons to last year's figures will be lower in the trend column, as the previous target was 310 per quarter and a total of 2,480 across the two-year programme.

Response

Performance Indicator	Q1 Target	Q1 Actual	2023/24 Q1 Actual	Trend year on year
Fire Control - Time Taken to Answer	10s	6.07s	6.9s	↓
Fire Control - Time Taken to Mobilise (Primary Fires)	90s	82s	92s	↓
10 Minute Response Standard	10 mins	9m 49s	9m 40s	↑
Minimum Fire Cover Standard – Critical Level (100%)	14 Fire Engines	100%	N/A*	
Minimum Fire Cover Standard – Optimum Level (98%)	18 Fire Engines	99.68%	N/A*	
Wholetime Fire Engine Availability	98%	99.7%	99%	↔
On-Call Fire Engine Availability	51%	51%	50%	↑
% of SSRI's completed within target	95%	98%	95%	↑

* This is a new metric which was not measured during 2023/24 so is not available for comparison

North West Fire Control Indicators

In Quarter 1, the average time to mobilise was 82 seconds. This indicator covers all primary fire incidents to reflect the new response standard introduced as part of CRMP 2024-2028.

The preliminary average 'time to answer' from NWFC is 6.07 seconds.

10 Minute Standard

As agreed within CRMP 2024-2028, this is the first quarter for measuring the new response standard. We now measure the time taken to respond to all primary fires, from when the call is received by North West Fire Control. The target continues to be an average of 10 minutes across Cheshire, with the figure for Quarter 1 being 9 minutes and 49 seconds.

Reason for Delay	Incidents
Nearest fire engine 10+ mins from incident	42
Traffic issues	8
Incorrect Address	2
Delay in turnout vs target	6
Call Handling	1
Other	19

Minimum Fire Cover Standard

In support of the revised response standard introduced in CRMP 2024-2028, the Service has introduced a new metric to ensure that we maintain the appropriate number of fire engines to achieve this. This also provides an amended availability target for On-Call fire engines based on achieving the same performance metric. The Service will now measure two levels of overall resource availability:

- **Critical Level** – on no occasions will the Service have less than 14 fire engines available.
- **Optimum Level** – the Service will aim to have a minimum of 18 fire engines available accepting that there will be some occasions where for operational reasons it is slightly less than this (e.g. a vehicle defect); the target is therefore set at 98%. This is designed to maintain sufficient coverage which meets the response standard and resource 85% of demand without any assistance from neighbouring Fire and Rescue Services.

During Quarter 1 the three response levels have been met for the following % of time:

Level	April	May	June
Critical	100%	100%	100%
Optimum	99.86%	99.60%	99.58%

On-Call Fire Engine Availability

For 2024/25 the availability target for On-Call fire engines has been amended to provide a more proportionate and achievable target which is designed to allow the Service to meet the 'Resilience Level' of fire cover described in the previous metric; this results in an overall target of 51%. On-call fire engine availability at the end of Quarter 1 was 51% (crew of four) which is slightly higher than the same quarter in 2023/24 (50%).

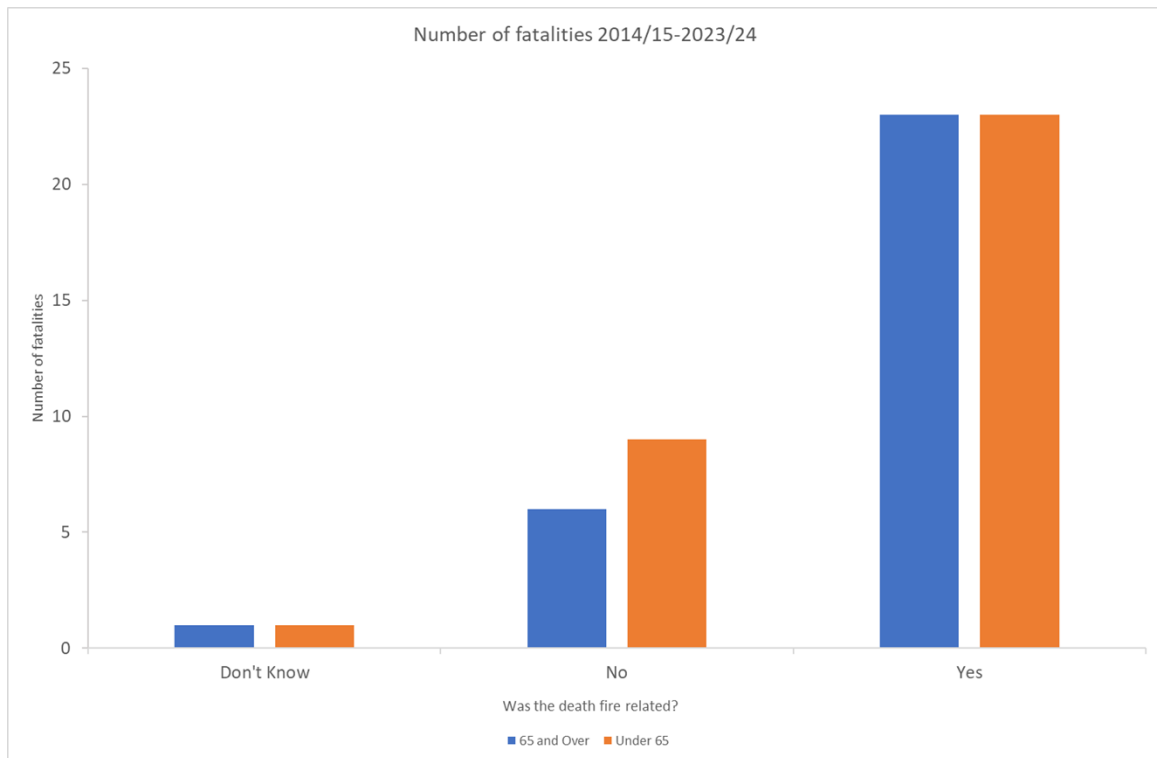
However, there are variations of availability between the differing on-call shift systems as follows:

- Primary On-Call availability (where On-Call staff crew the only fire engine based at that station, e.g., Holmes Chapel) was 56%
- Nucleus On-Call availability (where On-Call staff only provide overnight cover e.g., Birchwood) was 75%
- Secondary On-Call availability (where the On-Call fire engine supplements a Wholetime one e.g., Runcorn) was 29%

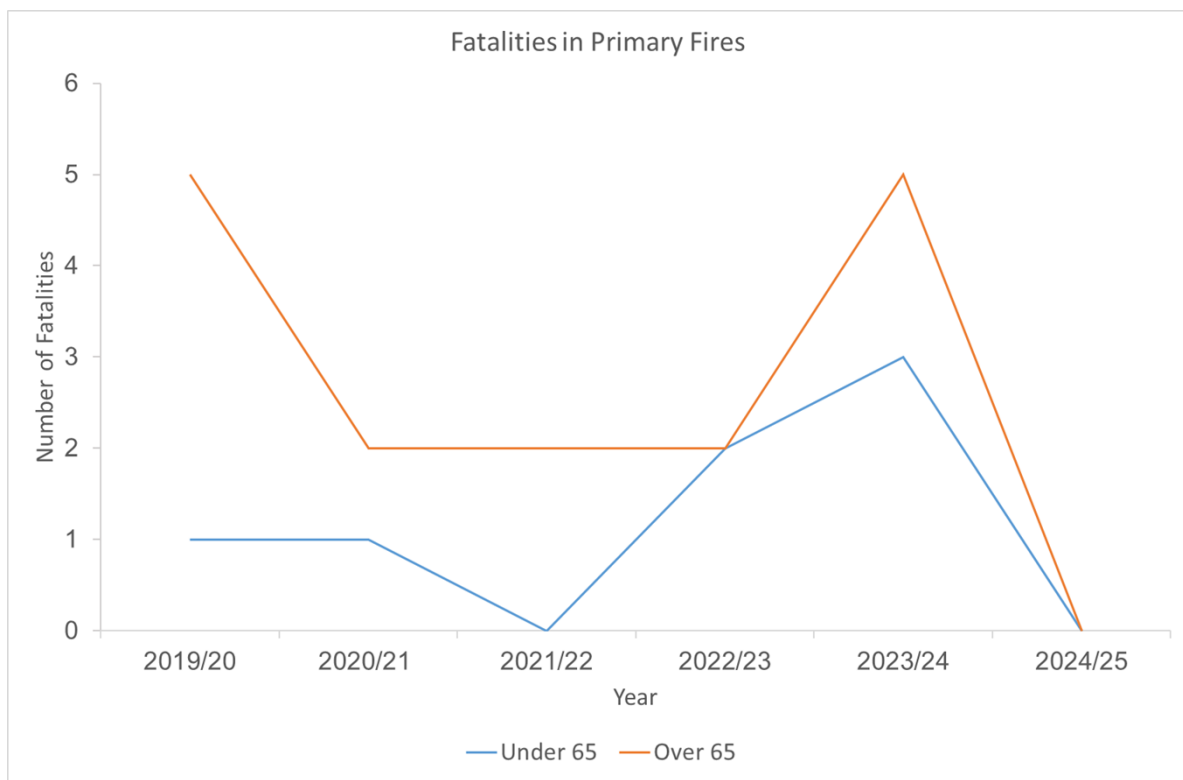
Appendix 3 provides a detailed breakdown for each On-Call fire engine.

On-call availability across the service remains static and consistent with the previous year's Quarter 1 data. As predicted, secondary on-call appliances have seen a 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 due to the organisational change which is now taking place which may impact availability further as we move into subsequent quarters of this performance year.

APPENDIX 2: FIVE-YEAR DIRECTIONAL GRAPHS

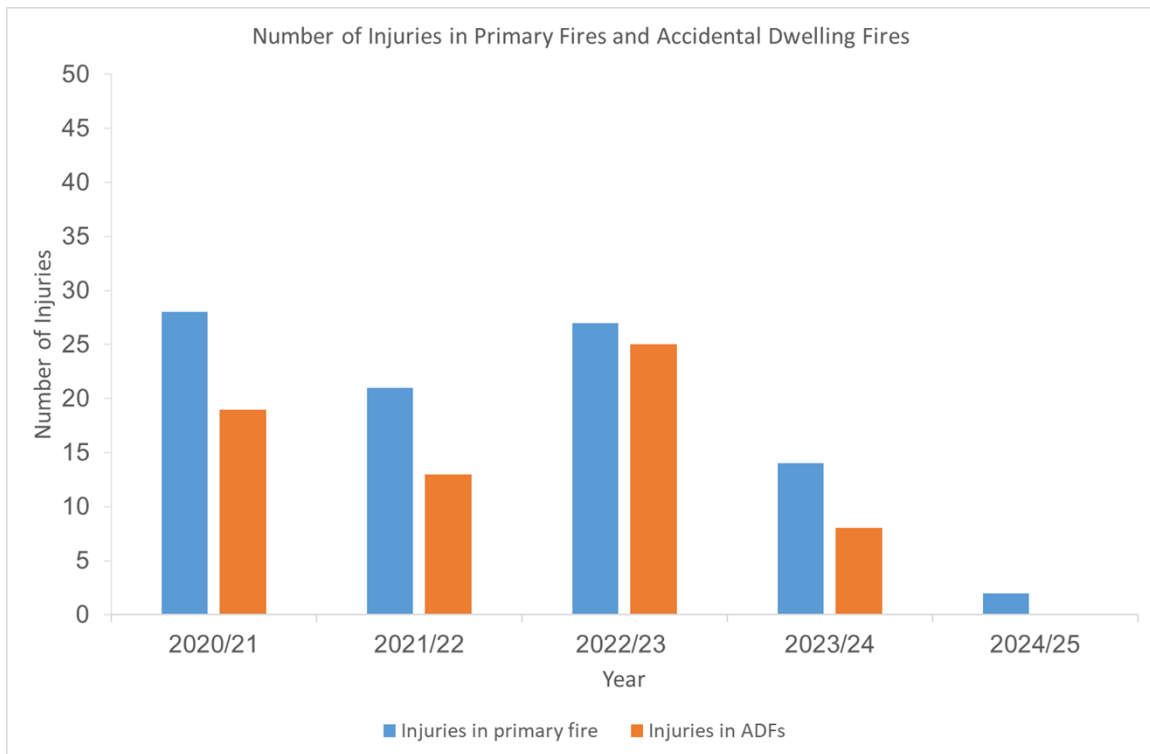


Fatalities in Primary Fires

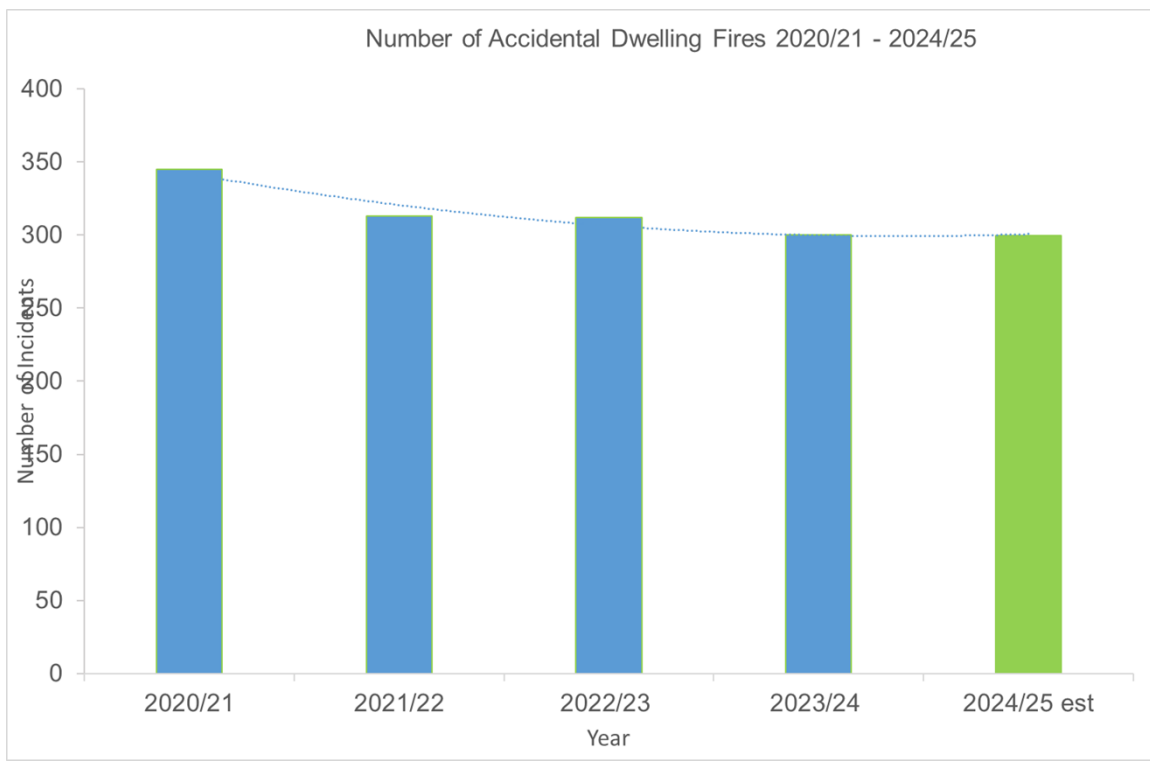




Injuries in Primary Fires and Accidental Dwelling Fires

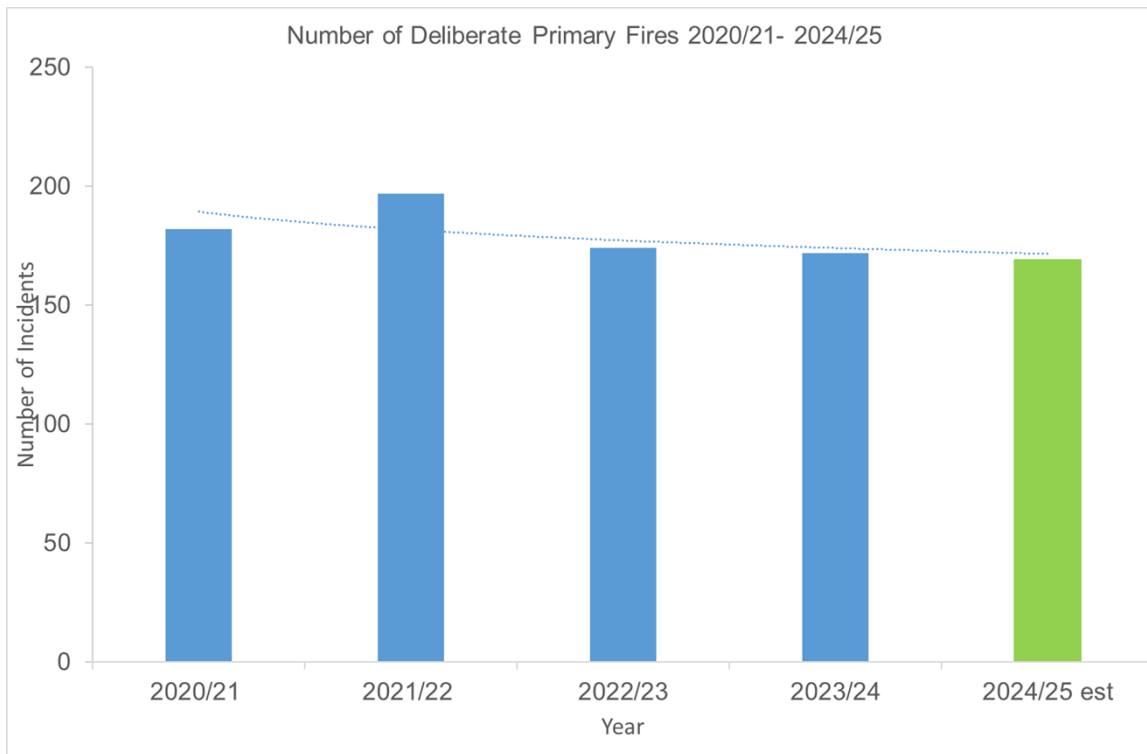


Number of Accidental Dwelling Fires

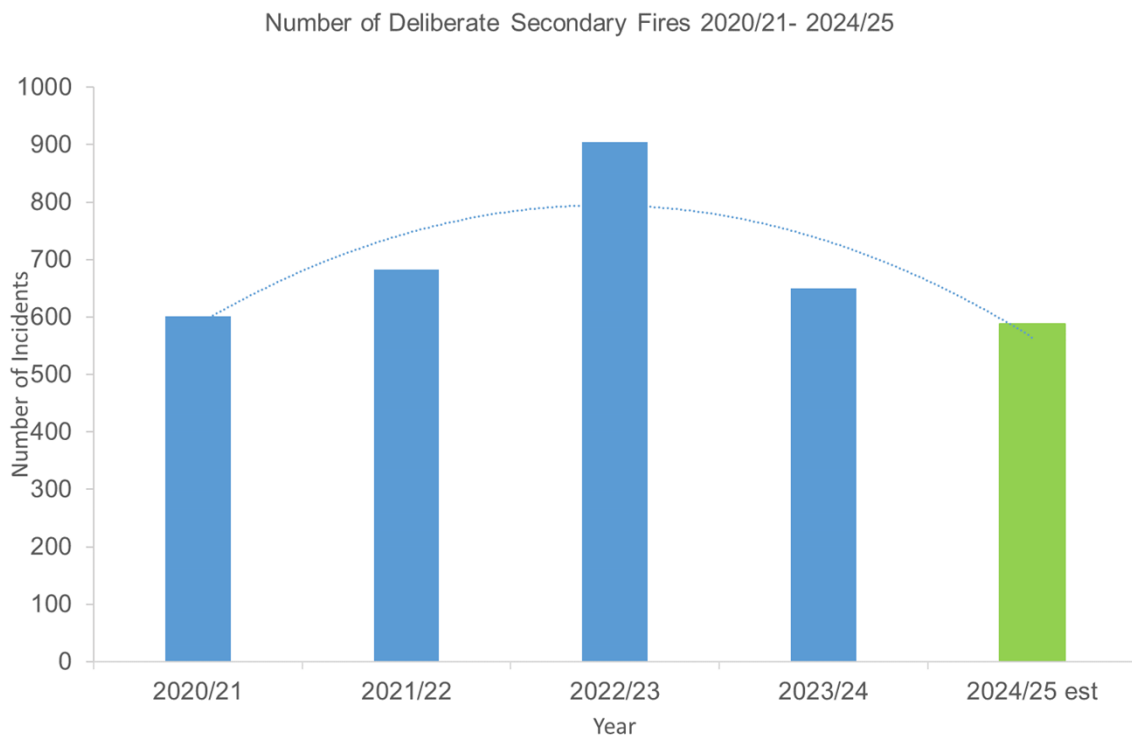




Number of Deliberate Primary Fires

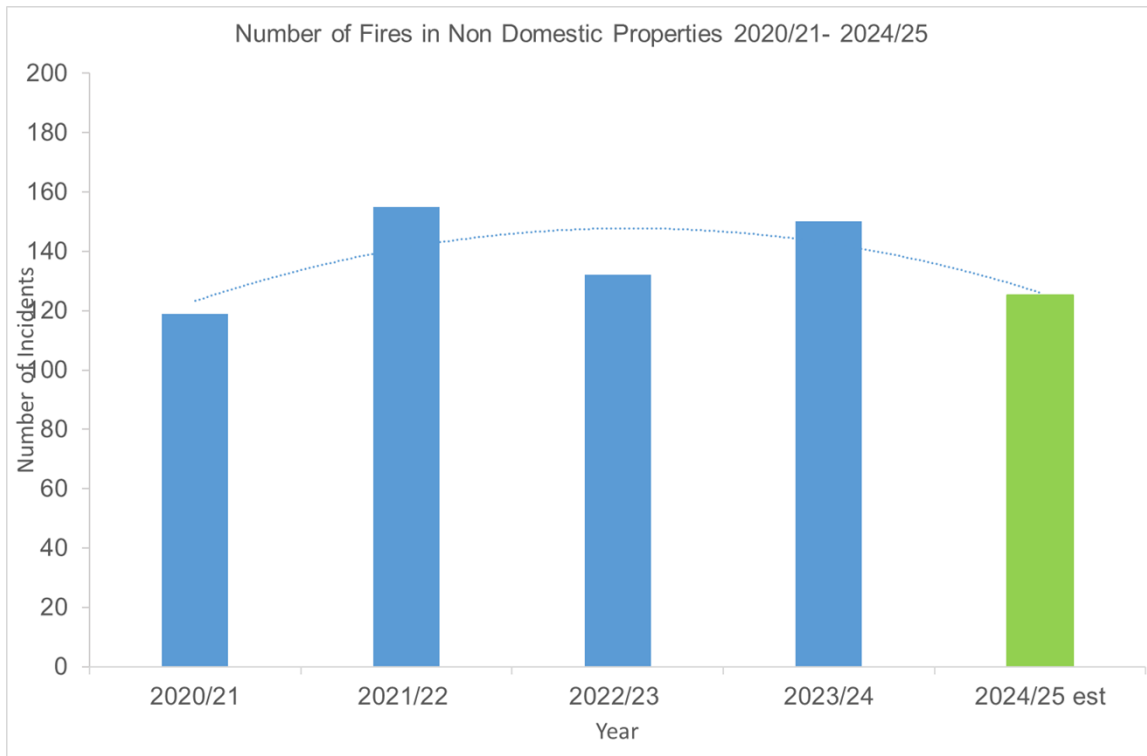


Number of Deliberate Secondary Fires

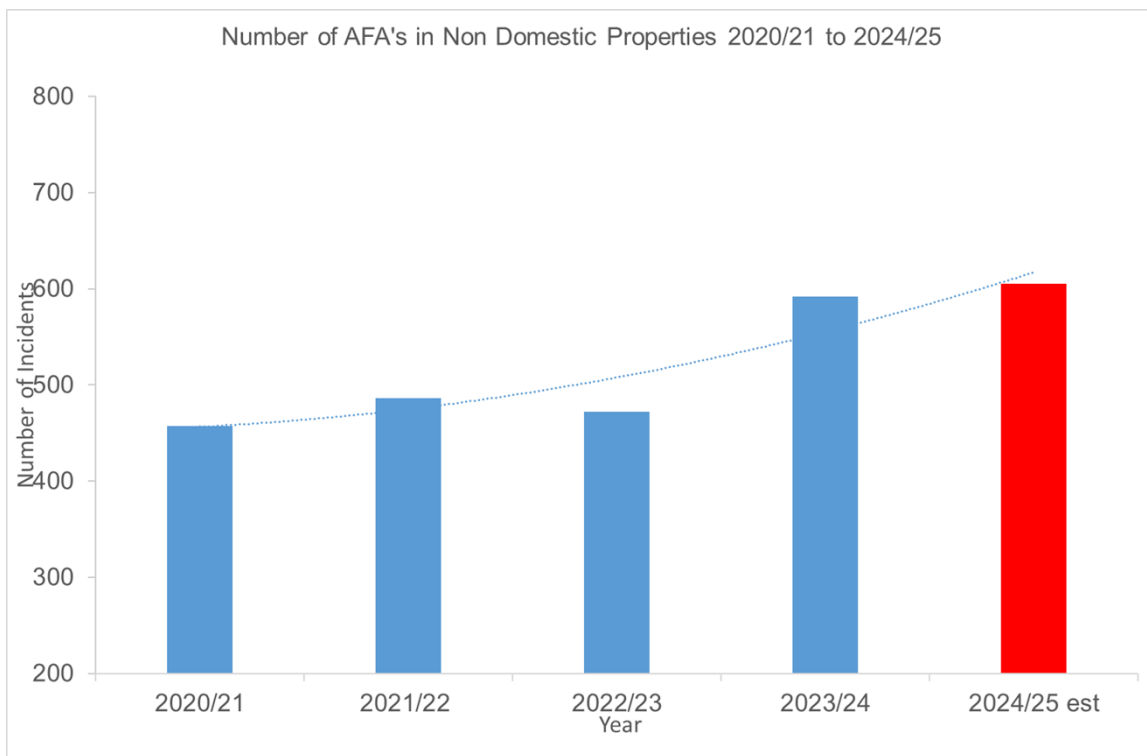




Number of Fires in Non-Domestic Properties



Number of AFA's in Non-Domestic Properties





APPENDIX 3: ON-CALL AVAILABILITY BY STATION

Shift System	Station	Q1 2024/25
Nucleus OC	Macclesfield	99%
Nucleus OC	Birchwood	52%
Primary OC	Nantwich	85%
Primary OC	Sandbach	57%
Primary OC	Poynton	23%
Primary OC	Middlewich	85%
Primary OC	Alsager	74%
Primary OC	Malpas	56%
Primary OC	Bollington	76%
Primary OC	Holmes Chapel	58%
Primary OC	Audlem	59%
Primary OC	Stockton Heath	27%
Primary OC	Tarporley	39%
Primary OC	Knutsford	48%
Primary OC	Frodsham	39%
Secondary OC	Macclesfield	37%
Secondary OC	Runcorn	24%
Secondary OC	Northwich	28%
Secondary OC	Penketh	47%
Secondary OC	Winsford	12%