

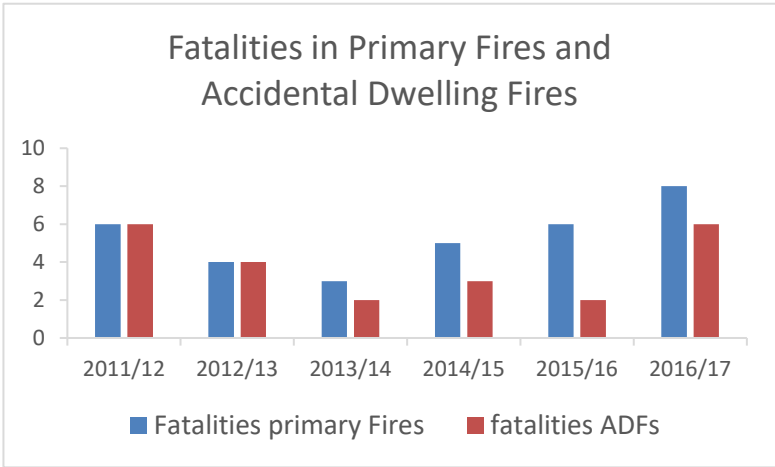


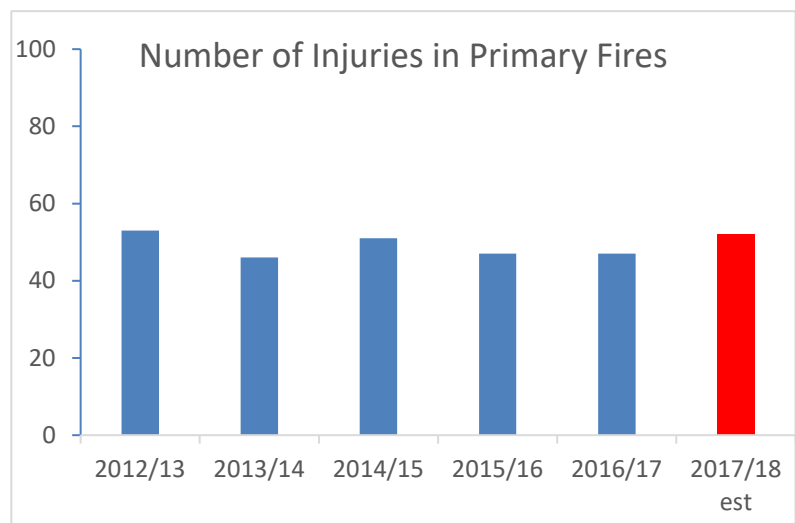
Performance and Programme Board – Performance Report																								
Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017																					
Target	0	Actual	0																					
Indicator: [Number of Deaths in Primary Fires]																								
Previous Status	Current Status	Summary of Current Performance																						
		<div style="text-align: center;">  <table border="1"> <caption>Fatalities in Primary Fires and Accidental Dwelling Fires</caption> <thead> <tr> <th>Year</th> <th>Fatalities primary Fires</th> <th>fatalities ADFs</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>6</td> <td>6</td> </tr> <tr> <td>2012/13</td> <td>4</td> <td>4</td> </tr> <tr> <td>2013/14</td> <td>3</td> <td>2</td> </tr> <tr> <td>2014/15</td> <td>5</td> <td>3</td> </tr> <tr> <td>2015/16</td> <td>6</td> <td>2</td> </tr> <tr> <td>2016/17</td> <td>8</td> <td>6</td> </tr> </tbody> </table> </div> <p>At the end of Q2 there have not been any fatalities.</p>		Year	Fatalities primary Fires	fatalities ADFs	2011/12	6	6	2012/13	4	4	2013/14	3	2	2014/15	5	3	2015/16	6	2	2016/17	8	6
Year	Fatalities primary Fires	fatalities ADFs																						
2011/12	6	6																						
2012/13	4	4																						
2013/14	3	2																						
2014/15	5	3																						
2015/16	6	2																						
2016/17	8	6																						
What actions will be required to improve performance?																								
<ul style="list-style-type: none"> • Officers continue to make recommendations to the Coroner (where appropriate) and work with partner agencies and other stakeholders to prevent further fires occurring. Findings and outcomes are recorded and actions are monitored and scrutinised by Heads of Department. • Work continues around the NHS's Sustainability and Transformational Plan with partners in local mental health and alcohol reduction teams. The Service's Heightened Risk Referral form is used to assess patients' risk from fire at the time of discharge from hospital. • It is anticipated that Safety Central's educational programme will contribute towards making Cheshire safer – see Infographic attached at Appendix 5. 																								

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017
		To	30/09/2017
Target	23	Actual	31

Indicator: [Number of Injuries in Primary Fires]

Previous Status	Current Status	Summary of Current Performance
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The number of Injuries in primary fires is over target with 31 injuries recorded at the end of quarter 2. The injuries occurred at 19 individual incidents, of which 6 involved more than one casualty.

There has been no change in the number of injuries in primary fires compared to the same period last year.

Unitary Authority	Number of Injuries
Cheshire East	13
Cheshire West and Chester	10
Halton	5
Warrington	3
Total	31

Age Group	Number of Injuries
0-9	1
10-19	6
20-29	6
30-39	5
40-49	5
50-59	4
60-69	0
70-79	2
80-89	1
90-99	1
Total	31

Cause	Number of Injuries
Smoking Related	9
Cooking Appliance	7
Matches and Candles	5
Fuel/Chemical Related	4
Electricity Supply	2
Heating Equipment	2
Industrial Equipment	1
Naked Flame	1
Total	31

Description	Number of Injuries Severe	Number of Injuries Slight
Breathing difficulties (Other than 'Overcome by gas, smoke or toxic fumes; asphyxiation')	0	1
Burns - severe	5	0
Burns - slight	0	5
Combination of burns and overcome by gas/smoke	0	5
Cuts/Lacerations	1	0
Fracture	0	1
Overcome by gas, smoke or toxic fumes; asphyxiation	2	11
Total	8	23

What actions will be required to improve performance?

- Officers continue to meet quarterly at the Performance Scrutiny and Campaigns Group interrogating performance and utilising local intelligence from UPGs to create targeted initiatives and campaigns. Relevant messages are communicated to our local communities with the support of the Communications team and via the Service's website. The Risk Rater App is available to download so residents can assess the risks in their own homes.
- Officers continue to validate IRS records to confirm the accuracy of the data, as there is an indication that some incidents may have been mis-coded and the individual concerned may have received a 'precautionary check' rather than suffering an injury.
- An incident occurred at Ryfields Retirement Village, Warrington, where a 97 year old female was seriously injured due to smoke inhalation and burns. During the incident, concerns were raised in relation to how the incident was dealt with by the site supervisors/carers which could have resulted in a delay alerting the fire service and a delay in identifying the location of the flat on fire. This has been addressed through Fire Protection visiting the site to provide advice and support and a safety day being facilitated by crews and Fire Prevention.

Performance and Programme Board – Performance Report

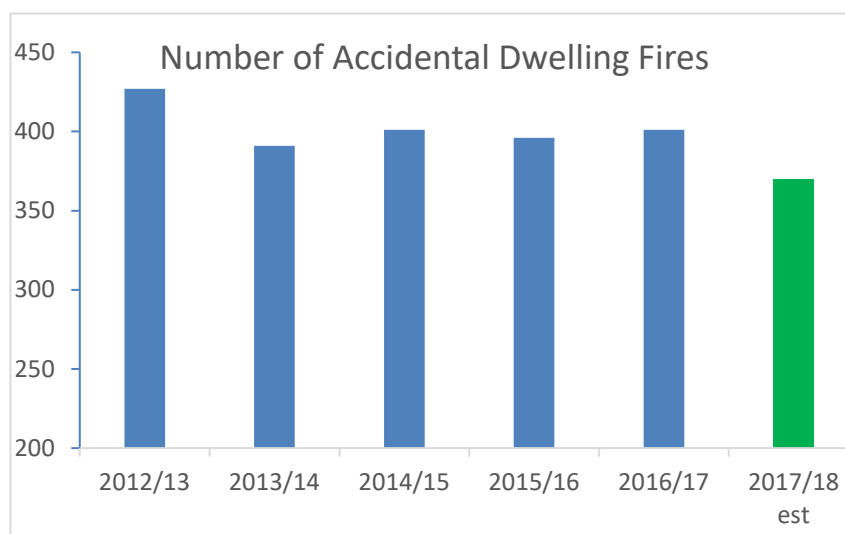
Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	191	Actual	180

Indicator: [Number of Accidental Dwelling Fires (ADFs)]

Previous Status	Current Status	Summary of Current Performance
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Up to the end of quarter 2 there were 180 accidental dwelling fires (ADFs) compared to a target of 191. There has been a reduction of 16.3% (35 incidents) compared to the same period in 2016/17.

Looking at the key risk areas, there have been reductions in the number of kitchen fires from 134 to 106. There has also been a reduction in the number of fires involving occupants over the pensionable age who live on their own, from 77 to 37.

Unitary Authority	Total
Cheshire East	60
Cheshire West and Chester	55
Halton	30
Warrington	35
Total	180

Occupancy Type	Total
Couple with dependant children	38
Lone person over pensionable age	37
Lone person under pensionable age	30
Couple both under pensionable age with no children	21
Lone parent with dependant children	18
3 or more adults under pensionable age, no children	16
Couple one or more over pensionable age, no children	8
Other	8
3 or more adults with dependant children	4
Total	180

What actions will be required to improve performance?

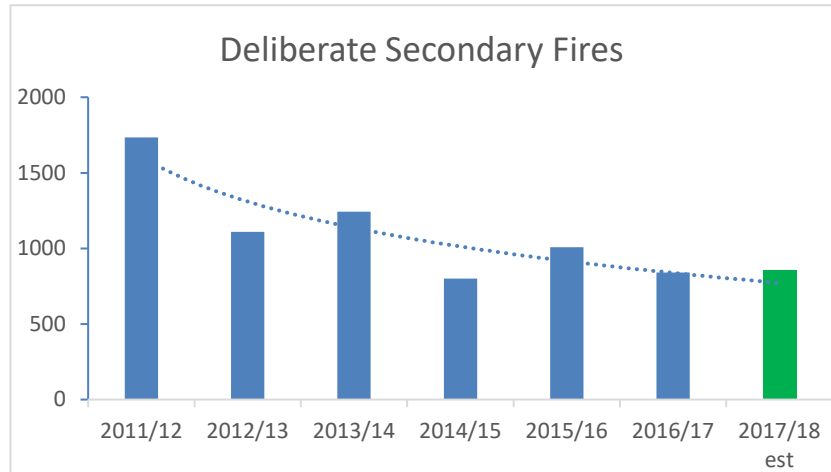
- Cooking is still the most common cause of ADFs. We will continue with targeted campaigns, interventions and educational programmes with an aim to reducing these figures.
- ADF activity is reducing or static within all unitary areas. Halton, which saw an increase in quarter 1 is now experiencing a steady decrease in activity. Unitary managers continue to scrutinise the detail to support targeted prevention campaigns where appropriate.
- The Service continues to deliver and is working to expand the scope of its Safe and Well visits.
- Station based Community Action Plans (CAPs) have been reviewed in conjunction with the performance dashboard which will focus resources and engagement in priority areas.
- A more targeted approach to ADFs within Halton will take place in relation to kitchen safety, the main cause of ADFs in Halton, utilising 3 years of data for ADFs over laid with locations of the nearest schools and shopping centres/supermarkets.
- Warrington station is planning to arrange 2 kitchen safety events over the next quarter to address the predominant cause of ADFs in Warrington.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target (Primary) (Secondary)	148 557	Actual	157 564

Indicator: [Number of Deliberate Fires]

Previous Status	Current Status	Summary of Current Performance																
R	A	<div data-bbox="592 719 1410 1178" data-label="Figure"> <table border="1"> <caption>Deliberate Primary Fires Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>450</td> </tr> <tr> <td>2012/13</td> <td>330</td> </tr> <tr> <td>2013/14</td> <td>300</td> </tr> <tr> <td>2014/15</td> <td>240</td> </tr> <tr> <td>2015/16</td> <td>260</td> </tr> <tr> <td>2016/17</td> <td>290</td> </tr> <tr> <td>2017/18 est</td> <td>280</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> Overall 157 deliberate primary fires were recorded at the end of Quarter 2, against a target of 148. Overall the station area with the highest number of incidents is Warrington (25). Deliberate ignition of dwellings and non-residential properties account for 14 out of these 25 incidents. This trend is not replicated across the rest of the Service Area with 64 incidents (41%) involving the deliberate ignition of a road vehicle. Of these, 42 were cars and 10 motor cycles. The station areas with the highest number of incidents involving motor vehicles are Runcorn, Widnes and Ellesmere Port. Nationally it has been noted that there has been a 15% increase in deliberate vehicle fires over the past two years. There are a number of theories as to the continuing trend, e.g. higher cost of motor repairs, however there is currently no evidence to support any such theory. 	Fiscal Year	Number of Fires	2011/12	450	2012/13	330	2013/14	300	2014/15	240	2015/16	260	2016/17	290	2017/18 est	280
Fiscal Year	Number of Fires																	
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The number of deliberate secondary fires recorded between April and September 2017 was 564 which is 7 over target. The highest number of incidents were in Warrington (111) and Crewe (83), which account for 34.4% of all incidents. The peak time for incidents was between 18:00 and 21:00 and the peak days are Saturday, Sunday and Monday.

The main property types are loose refuse (181), recycling containers (58) and wheelie bins (58) and the stations with the highest number of fires involving wheelie bin/recycling containers is Warrington (32) followed by Crewe (15) and Runcorn (14).

What actions will be required to improve performance?

Primary Fires

- Analysis of car fires continues with any relevant information being shared with the Police. Police notification reports (PNRs) are completed after each incident. Our officers now meet with beat managers on a monthly basis and more information will be shared with partner agencies at strategic local meetings/boards.
- Following agreement with the police the next few months will see an increase in police patrols in areas with a high rate of activity.
- Risley Prison continues to feature in relation to deliberate fires – Protection teams continue to work with prison staff to develop strategies to prevent these fires and operational crews are completing regular exercises with prison personnel.
- A number of the motorbike fires in Halton are thought to be related to the transportation of drugs around the estates. Crews maintain close links with the police through PNRs, attending Bi-weekly beat managers meetings and Station Manager attends tasking and coordinating groups.

Secondary Fires

- The Service's "On the Streets" youth team continue to be deployed within identified problem areas to provide local engagement and distraction activities. Service Delivery and Prevention teams continue to work with local partners via problem solving groups and Police single point of contacts (SPOCs).
- Best practice noted in Halton has been shared across the Service with Station Managers continuing to work closely with local SPOCs. Liaison takes place at watch level with the beat managers to obtain a police log and record small fires, e.g. wheelie bin fires as crimes.

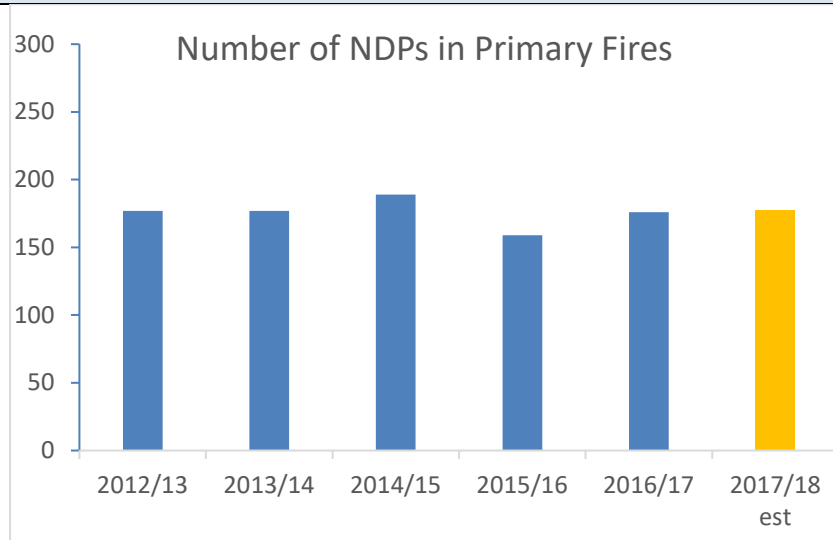
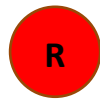
- Following agreement with the police the next few months will see an increase in police patrols in areas with a high rate of activity.
- Due to the increase seen within Cheshire West and Chester (CWAC) during recent quarters, staff, working in partnership with Cheshire Police, CWAC local authority, housing associations, Active Cheshire and community groups, are providing a variety of youth engagement activities targeting areas historically renowned for deliberate fire setting especially during the run up to and including the bonfire period.
- Best practice highlighted in Halton is now being rolled out in Warrington, with full support of the Police, meaning all fires now reported to Police control and a log number established.
- All Police Sergeants based in Warrington have now spent a day at Warrington Fire Station and all Watch Managers from Warrington have spent a day with the Police. This is in an attempt to build closer working relationships making it easier to address local issues.
- Due to the ongoing incidents at Radley Common in Warrington, further work is being carried out in an attempt to establish a boxing club there with the support of Phoenix Gym based in Warrington Station.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	83	Actual	98

Indicator: [Fires in Non-Domestic Premises]

Previous Status	Current Status	Summary of Current Performance
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There were 42 non-domestic fires in quarter 2 (98 fires year to date compared with 88 for the same period last year).

The most significant numbers of fires for the fiscal year to date have been identified in the following building types:

- Factory - 11
- Pub/wine bar/bar - 9
- Retail, Single Shop - 9
- Prisons - 8
- Hospital - 5

Other categories have less than 5 occurrences.

The main causes for fires in non-domestic premises were:

- 23 electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.
- 21 industrial equipment - all accidental, these included welding, heating or manufacturing equipment, ovens, kilns and dryers.
- 16 smoking related – 12 of which were deliberate and 4 accidental.

		<ul style="list-style-type: none"> • 10 cooking related incidents - including cookers, deep fat fryers and microwaves. <p>Of the 98 fires, 61 incidents were either confined to the item first ignited or involved smoke and heat damage only, whilst a further 21 fires were confined to the room of origin.</p>
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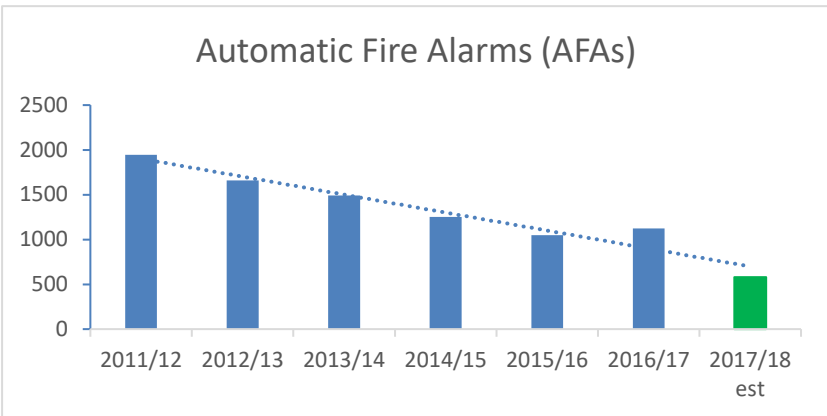
What actions will be required to improve performance?

- Where appropriate, enforcement action will continue to be taken in accordance with our enforcement management model. We will continue to prosecute duty holders where necessary. Successful prosecutions will be highlighted to the media in the hope that they will encourage compliance.
- The Protection team continue to report instances of fires occurring in work processes to the Health and Safety Executive.
- Our risk-based inspection programme is driven by life safety and not necessarily directed where the fires are presently occurring although the Service Policy allows flexibility for directing audits following local or national incidents or trends.
- The Business Safety team will continue to carry out goodwill advice visits to businesses in target areas/premises types to help improve understanding of fire safety requirements and drive down the need for enforcement action.
- Free fire risk assessment templates are now available on the Service’s website to assist businesses.
- There are plans to establish a new BME business group in Cheshire East, which will provide fire safety advice to the BME community when they set up a new business and fire safety advice to migrant employees. The Service will lead the group, and initial meetings with partners have been conducted, to discuss the way forward. This will include advice on fire safety, licensing, food standards, business rates, environmental health and several other areas. The project is in the initial stages, but would look to be rolled out in early 2018.
- Business specific safety campaigns will continue to be supported by the Service. For example in quarter 2, the Business Safety Week and Fire Door Safety Week campaigns were supported during visits to businesses and via social media channels.
- The teams continue to promote the Cheshire Fire Alert system. During quarter 2 a total of 325 businesses signed up for the text alert.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	669	Actual	308

Indicator: [AFAs in Non Domestic Premises]

Previous Status	Current Status	Summary of Current Performance																
		<div data-bbox="566 616 1396 1030">  <table border="1"> <caption>Automatic Fire Alarms (AFAs) - Historical Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of AFAs</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>~1950</td> </tr> <tr> <td>2012/13</td> <td>~1650</td> </tr> <tr> <td>2013/14</td> <td>~1450</td> </tr> <tr> <td>2014/15</td> <td>~1250</td> </tr> <tr> <td>2015/16</td> <td>~1050</td> </tr> <tr> <td>2016/17</td> <td>~1100</td> </tr> <tr> <td>2017/18 est</td> <td>308</td> </tr> </tbody> </table> </div> <p>At the end of quarter 2 there have been 308 attendances to AFAs in non-domestic against a target of 669.</p> <p>The station areas with the highest number of calls are Chester and Warrington which together account for 42% (128) of the overall total.</p> <p>The main property types for AFAs are hospitals (100) and retirement or care homes (78). In addition 40 of the calls should not have been attended under the current policy.</p>	Fiscal Year	Number of AFAs	2011/12	~1950	2012/13	~1650	2013/14	~1450	2014/15	~1250	2015/16	~1050	2016/17	~1100	2017/18 est	308
Fiscal Year	Number of AFAs																	
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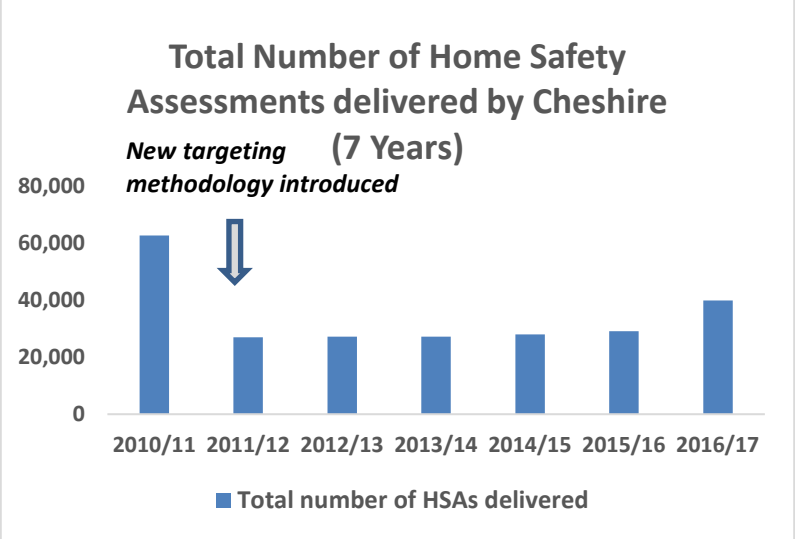


What actions will be required to improve performance?

- The revised Unwanted Fire Signals (UwFS) Policy went live on 3rd April 2017 and we continue to see significant reductions. Local fire inspecting officers will continue to liaise with businesses where there have been instances of multiple false alarms to reduce calls.
- Fire inspecting officers continue to work to reduce the number of false alarms with representatives on the hospital groups across the unitary areas, although year on year performance has significantly improved.
- The Service will continue to interrogate those calls which should not have been attended under the current UwFS policy and liaise with North West Fire Control (where appropriate) to ensure that the number of such calls is reduced.
- The recent serious injury caused by a fire at the Ryfields Retirement Village, Warrington, resulted in concerns being raised in relation to the number of AFAs, the number of occasions a fire appliance attended the site and issues highlighted at the fire. Fire Protection visited the site and a safety day was held there facilitated by Prevention and the duty crew to provide awareness to residents and staff and the actions to take upon a fire being discovered/reported.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	A) 20,000 B) 65%	Actual	A) 21,280 B) 60%

**Indicator: A) [Number of Safe and Well visits delivered to properties of Heightened Risk]
B) [Platinum Address Success Rate : Percentage]**

Previous Status	Current Status	Summary of Current Performance																
		<p>Number of Safe and Well Visits</p> <div style="text-align: center;"> <p>Total Number of Home Safety Assessments delivered by Cheshire <i>New targeting (7 Years) methodology introduced</i></p>  <table border="1"> <caption>Total Number of Home Safety Assessments delivered by Cheshire (2010/11 to 2016/17)</caption> <thead> <tr> <th>Year</th> <th>Total number of HSAs delivered</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>~62,000</td> </tr> <tr> <td>2011/12</td> <td>~28,000</td> </tr> <tr> <td>2012/13</td> <td>~28,000</td> </tr> <tr> <td>2013/14</td> <td>~28,000</td> </tr> <tr> <td>2014/15</td> <td>~28,000</td> </tr> <tr> <td>2015/16</td> <td>~30,000</td> </tr> <tr> <td>2016/17</td> <td>~40,000</td> </tr> </tbody> </table> </div> <p>Since April 1st 21,280 visits have been completed by Community Fire Safety and Wholetime operational staff. In addition 888 Safe and Well visits have been completed by other staff (including on-call) who do not have a target, with 8.7% of visits resulting in referrals to partner health agencies – see Infographic attached at Appendix 3.</p>	Year	Total number of HSAs delivered	2010/11	~62,000	2011/12	~28,000	2012/13	~28,000	2013/14	~28,000	2014/15	~28,000	2015/16	~30,000	2016/17	~40,000
Year	Total number of HSAs delivered																	
2010/11	~62,000																	
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2016/17	~40,000																	
		<p>Platinum Address Success Rate</p> <p><i>Platinum – the top 10,000 households identified at most risk from fire. Gold – the next 20,000 households identified at most risk from fire.</i></p> <ul style="list-style-type: none"> • Currently 60% of platinum visits have been completed which is slightly below target. • 62% of platinum households and 57% gold households have been engaged with, which is ahead of target. • Performance for engagement with platinum households is within 10% of target. The way visits are mapped is to ensure best use of resources, i.e. worksheets are produced based on geographical concentration of target addresses (gold and platinum). This may mean on some occasions there may be a 																

		higher percentage of gold addresses than platinum depending on the locality.
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What actions will be required to improve performance?

- Individual and team targets have been adjusted. Should anyone leave in a particular team, other individual staff targets will be adjusted upwards until vacancies can be filled to ensure the team targets will be met. This more rigorous method of performance management will no doubt see an improvement in performance.
- The Service will continue to deliver and is working to expand the scope of its Safe and Well visits.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	800	Actual	972

Indicator: [Thematic Inspections Completed by Operational Crews]

Previous Status	Current Status	Summary of Current Performance
		<p>524 thematic inspections were carried out in quarter 2, with a total of 972 completed year to date.</p> <p>Thematic inspection targets are allocated to all stations with the exception of on-call. Target of 1 per watch per tour whole-time, 1.7 per week nucleus and 1 per week day crewing stations.</p> <p>A thematic inspection is a fire safety assessment carried out by operational crews of low-risk premises. An example of a themed approach would be visits to shops in the run up to Christmas.</p> <p>Protection officers carried out audits/re-inspections of premises following issues identified by operational crews during thematic inspections, resulting in:</p> <ul style="list-style-type: none"> • Educate and Inform: 8 • Notification of Deficiencies: 4 • Action Plan: 3 • Enforcement Notice: 2 • Prohibition: 0 • Alteration Notice: 0



What actions will be required to improve performance?

- We will continue to monitor and identify any appropriate trends for thematic inspections and the Protection team will continue to follow-up on any issues operational crews find during their visits and enforce where appropriate.
- Joint inspections between Protection teams and operational crews are encouraged to further improve awareness, knowledge and where applicable enhance the standard of SSRI information.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	900	Actual	706

Indicator: [Number of NDP Fire Safety Audits Completed]

Previous Status	Current Status	Summary of Current Performance
		<p>At the end of Q2 there have been 706 audits completed (278 in Q2). Resulting in:</p> <ul style="list-style-type: none"> • Educate and Inform: 463 • Notification of Deficiencies: 185 • Action Plan: 44 • Enforcement Notice: 13 • Prohibition: 1 • Alteration Notice: 0 <p>The department has lost a significant number of staff due to temporary promotions to other areas of the Service and resignations.</p> <p>The Grenfell Tower fire has had an impact on the team's ability to undertake its normal day to day work with resources being concentrated as part of the Service's response to this tragedy.</p> <p>To date, there has been at least one interaction (for example audits/thematic) with 24,055 (78%) of the 30,955 active premises on the Protection department's data base CFRMIS.</p> <p>In addition to the fire safety audits, the Business Safety team carried out a further 464 business safety advice visits in quarter 2 (year to date total of 1,164).</p> <p>The Business Safety team attended 19 Chambers/Business Network events in Q2 to promote fire safety.</p>

What actions will be required to improve performance?



- The Protection department is currently in the process of filling some of the vacancies on a permanent and temporary basis. However, it should be recognised that due to the time it takes to train staff in the technical aspects of fire safety this may not have a significant impact on anticipated year end performance.
- Where appropriate enforcement action will continue to be taken in accordance with our enforcement management model. We will continue to prosecute duty holders where necessary. Successful prosecutions will be highlighted to the media in the hope that they will encourage compliance.

- The Protection team continue to liaise with the Health and Safety Executive regarding the issue of fires occurring in work processes.
- Our risk-based inspection programme is driven by life safety and not necessarily directed where the fires are presently occurring although the Service policy allows for directing audits following local/national incidents or trends.
- The Business Safety team will continue to carry out goodwill advice visits to businesses in target areas/premises types to help improve understanding of fire safety requirements and drive down the need for enforcement action.
- Free fire risk assessment templates are now available on the Service's website to assist businesses.
- There are plans to establish a new BME business group in Cheshire East, which will provide fire safety advice to the BME community when they set up a new business and fire safety advice to migrant employees. The Service will lead the group, and initial meetings with partners have been conducted, to discuss the way forward. This will include advice on fire safety, licensing, food standards, business rates, environmental health and several other areas. The project is in the initial stages, but would look to be rolled out in early 2018.
- Business specific safety campaigns will continue to be supported by the Service. For example in quarter 2, the Business Safety Week and Fire Door Safety Week campaigns were supported during visits to businesses and via social media channels.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	80%	Actual	88%

Indicator: [10 Minute Standard]

Previous Status	Current Status	Summary of Current Performance																																																												
		<p>Overall 88% of life risk incidents were attended within 10 minutes, which is above the target of 80%. The average attendance time for life risk incidents is 7 minutes and 42 seconds.</p> <p>Dwellings</p> <p>94.9% of dwelling fires were attended within 10 minutes. There were 9 attendances to dwelling fires which failed the standard, 5 of which failed by less than one minute. The average attendance time for a first pump to a dwelling fire between April and September 2017 was 6 minutes and 51 seconds.</p> <table border="1"> <thead> <tr> <th></th> <th>Pass</th> <th>Fail</th> <th>Grand Total</th> <th>% Pass YTD</th> </tr> </thead> <tbody> <tr> <td>Cheshire East</td> <td>52</td> <td>2</td> <td>54</td> <td>96%</td> </tr> <tr> <td>Cheshire West and Chester</td> <td>46</td> <td>6</td> <td>52</td> <td>88%</td> </tr> <tr> <td>Halton</td> <td>29</td> <td>1</td> <td>30</td> <td>97%</td> </tr> <tr> <td>Warrington</td> <td>41</td> <td>1</td> <td>42</td> <td>98%</td> </tr> <tr> <td>Grand Total</td> <td>168</td> <td>10</td> <td>178</td> <td>94%</td> </tr> </tbody> </table> <p>Road Traffic Collisions (RTCs)</p> <p>79.5% of RTCs were attended within 10 minutes. Overall there were 26 incidents which failed the standard. The average time from alert to in attendance was 8 minutes 45 seconds.</p> <table border="1"> <thead> <tr> <th></th> <th>Pass</th> <th>Fail</th> <th>Grand Total</th> <th>% Pass YTD</th> </tr> </thead> <tbody> <tr> <td>Cheshire East</td> <td>36</td> <td>13</td> <td>49</td> <td>73%</td> </tr> <tr> <td>Cheshire West and Chester</td> <td>30</td> <td>8</td> <td>38</td> <td>79%</td> </tr> <tr> <td>Halton</td> <td>8</td> <td>1</td> <td>9</td> <td>89%</td> </tr> <tr> <td>Warrington</td> <td>27</td> <td>4</td> <td>31</td> <td>87%</td> </tr> <tr> <td>Grand Total</td> <td>101</td> <td>26</td> <td>127</td> <td>80%</td> </tr> </tbody> </table>		Pass	Fail	Grand Total	% Pass YTD	Cheshire East	52	2	54	96%	Cheshire West and Chester	46	6	52	88%	Halton	29	1	30	97%	Warrington	41	1	42	98%	Grand Total	168	10	178	94%		Pass	Fail	Grand Total	% Pass YTD	Cheshire East	36	13	49	73%	Cheshire West and Chester	30	8	38	79%	Halton	8	1	9	89%	Warrington	27	4	31	87%	Grand Total	101	26	127	80%
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What actions will be required to improve performance?

- Officers will continue to monitor performance to maintain the standard.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	2.74	Actual	2.37

Indicator: [Average Days/Shifts Lost to Sickness]

Previous Status	Current Status	Summary of Current Performance
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The Q2 statistics for sickness show that performance is still strong. Against the Q2 target of 2.74 working days lost to sickness (annual target of 5.5 days/shifts). Results were as follows:

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person
Wholetime	809.5	420	1.93
On Call	716	299	2.39
Support	770.5	248	3.11
CFRS Q2 Total	2296	967	2.37

Sickness is also monitored at a national level and a report is compiled by Cleveland FRS on a quarterly basis. The Q2 national results are not yet available but the Q1 results showed that Cheshire is still one of the highest overall performing FRS in the UK for sickness when compared against 37 other FRS. This was highlighted at the national NFCC Workforce Conference where Cheshire were invited to share their practices in respect of attendance management.

Staffing Categories	% of Days Lost to Sickness per person	Average % of Days Lost to Sickness pp across all FRS
Wholetime	2.01%	4.16%
Green Book	2.18%	3.07%
On Call	<i>Not applicable as total working days per annum used for calculation varies</i>	

Staffing Categories	# of Days Lost to Sickness per person	Average # of Days Lost to Sickness pp across all FRS
Wholetime	0.92	2.5
On Call	1.14	2.1
Green Book	1.42	2.01




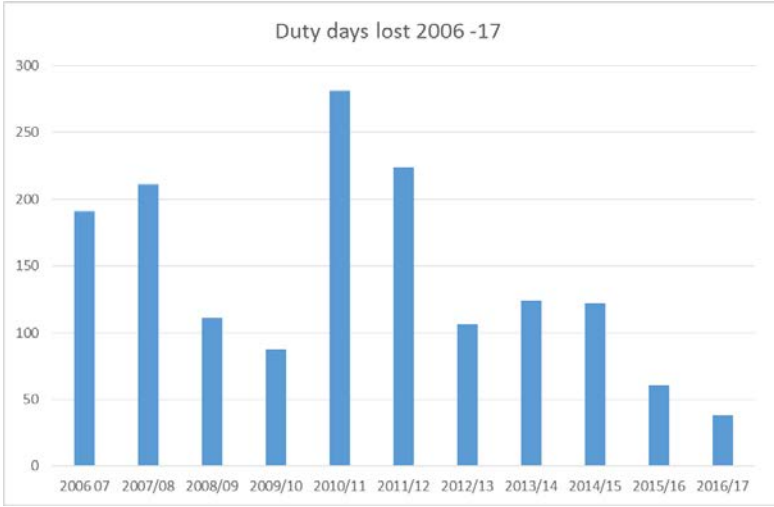
What actions will be required to improve performance?

- Whilst there are no specific actions for improvement, monthly scrutiny at the Attendance Management meetings continues to be applied to all absence cases to ensure that the appropriate interventions are put in place to ensure staff are given adequate support to assist with their return to the workplace.
- Quarterly contract meetings with OHU are also ongoing to monitor service delivery and performance.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	22	Actual	8

Indicator: [Working Days Lost to Injury]

Previous Status	Current Status	Summary of Current Performance
		<p>Current data shows a maintained improvement in performance with September being the fourth consecutive injury month when no duty days were recorded as lost as a result of injury at work.</p> <div style="display: flex; flex-direction: column; align-items: center;">   </div>

What actions will be required to improve performance?




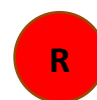
- There is no need for an improvement in performance the challenge will be to maintain this level of performance throughout the remainder of the year.



Performance and Programme Board – Performance Report

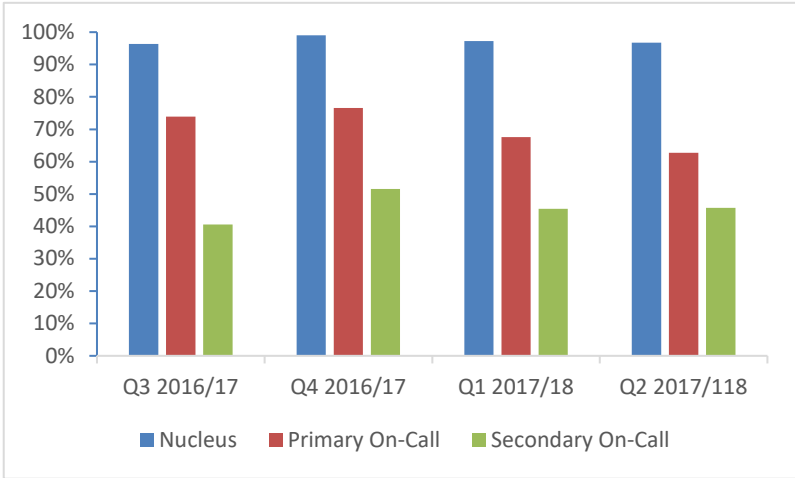
Reporting Period	Quarter Q2	From	01/04/2017 To 30/09/2017
Target	85%	Actual	65%

Indicator: [On-Call Availability]

Previous Status	Current Status	Summary of Current Performance and Intelligence
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Nucleus	
	
Primary on-call	
	
Secondary on-call	

	
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- On-call availability for the first half year is 65%. Performance in the second half of the year is usually higher so the year-end outturn is expected to be similar to the previous year.

There are significant variations of availability between the differing on-call shift systems, where an:

- On-call pump is part of nucleus crewing, availability is 97% (e.g. Macclesfield, Birchwood etc.).
- On-call pump is the primary pump, availability is 64% (e.g. Malpas, Poynton etc.).
- On-call pump is the second pump, availability is 46% (e.g. Winsford, Congleton etc.)

The Individual figures for each pump over the last 12 months are shown in Appendix 4.

All OC Pumps (year to date)	65%
Nucleus OC Pumps	97%
Primary OC Pumps	64%
Secondary OC Pumps	46%

What actions will be required to improve performance?

Officers continue to implement improved working practices and explore new approaches and initiatives.

Recruitment

A Watch Manager has been appointed to facilitate on-call recruitment and initial training courses. The initial course (MOD1) and sessions for the written and practical tests are scheduled monthly - the aim being to provide more and regular opportunities for new candidates.

Rewards / Retention (Increase pay, rewards and job satisfaction thus improving retention)

- Introduced forced entry training across all stations
- Continue to facilitate on-call staff to work full shifts on whole-time stations and further increase opportunities by including on-call in the new Resilience Register which will be launched in May 17.
- Continue to use 'shadow pump' concept for new on-call teams.
- In addition to further improve pay and link it directly to performance, officers have introduced a new on-call Availability Reward Scheme (OCARS). This scheme provides a financial reward of between £550 and £1000 for staff working at stations that achieve the on-call availability target of 85%.

Management/Supervision

- Appointed an additional on-call Support Officers Station Manager thereby increasing the number of support managers from 2 to 3.
- Introduced a pilot for a new 'Whole-time on-call Watch Manager' role. This new role will oversee Knutsford and Holmes Chapel, providing both managerial capacity and operational daytime cover, thus helping to improve pump availability.
- Delivered regular meeting/conferences for on-call managers so they can interact with senior officers and feedback issues and concerns.
- Continue pilot at a number of stations, which means those stations can employ an extra supervisory manager on a temporary basis.
- Initiated a new pilot as part of the review into the sustainability and suitability of the duty system at Wilmslow. This will include the appointment of two Temporary Wholetime Crew Managers who will provide cover and managerial capacity during the night shifts.

Daytime Cover

- Considering the possibility of using technology to allow the on-call pumps to be available – in certain circumstances - but on a delayed turnout, thus maximising resources.
- Currently developing a partnership with Howdens Joinery to increase day cover at Runcorn.
- Participants from the WM Step-Up Programme have developed new ideas and initiatives which will be taken forward with the aim of improving day cover. The team are focusing on pilots at Frodsham and Tarporley.