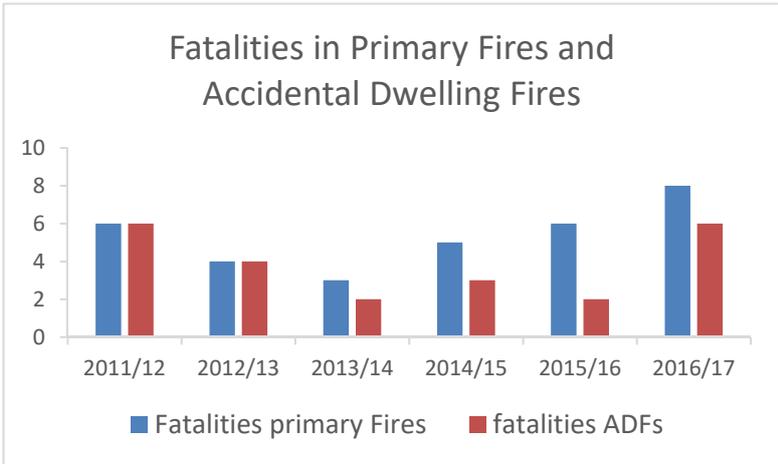


Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017 To 31/12/2017
Target	0	Actual	1

Indicator: [Number of Deaths in Primary Fires]

Primary fires include all fires in buildings, vehicles and some outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

Previous Status	Current Status	Summary of Current Performance
		<div style="text-align: center;">  <p>At the end of Q3 there has been one fatality.</p> </div>

What actions will be required to improve performance?

- Investigations continue into the cause of the death for the fire fatality in Q3. Prevention re-assurance visits to neighbouring properties are ongoing, supported by Service Delivery and the Protection team is working to assist the Registered Social Landlord of the property concerned.
- 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.
- Prevention managers are exploring funding opportunities to establish a team of joint mental health advocates to work with vulnerable people at risk in our communities.
- It is anticipated that Safety Central's educational programme will contribute towards making Cheshire safer – see Infographic attached as Appendix 5.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017
			To
			31/12/2017
Target	35	Actual	51

Indicator: [Number of Injuries in Primary Fires]

Primary fires include all fires in buildings, vehicles and some outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

Previous Status	Current Status	Summary of Current Performance																										
R	R	<div data-bbox="592 685 1442 1137" data-label="Figure"> <table border="1"> <caption>Number of Injuries in Primary Fires</caption> <thead> <tr> <th>Year</th> <th>Number of Injuries</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>52</td> </tr> <tr> <td>2013/14</td> <td>45</td> </tr> <tr> <td>2014/15</td> <td>50</td> </tr> <tr> <td>2015/16</td> <td>47</td> </tr> <tr> <td>2016/17</td> <td>47</td> </tr> <tr> <td>2017/18 est</td> <td>51</td> </tr> </tbody> </table> </div> <p>The number of Injuries in primary fires is over target by 16, with 51 injuries recorded at the end of quarter 3. The injuries occurred at 36 individual incidents, of which 11 involved more than one casualty.</p> <table border="1"> <thead> <tr> <th>Unitary Authority</th> <th>Number of Injuries</th> </tr> </thead> <tbody> <tr> <td>Cheshire East</td> <td>24</td> </tr> <tr> <td>Cheshire West and Chester</td> <td>17</td> </tr> <tr> <td>Halton</td> <td>6</td> </tr> <tr> <td>Warrington</td> <td>4</td> </tr> <tr> <td>Total</td> <td>51</td> </tr> </tbody> </table> <p>In Q3 one incident within Cheshire East accounted for 4 injuries - all recorded as slight.</p>	Year	Number of Injuries	2012/13	52	2013/14	45	2014/15	50	2015/16	47	2016/17	47	2017/18 est	51	Unitary Authority	Number of Injuries	Cheshire East	24	Cheshire West and Chester	17	Halton	6	Warrington	4	Total	51
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Cheshire West and Chester	17																											
Halton	6																											
Warrington	4																											
Total	51																											

Cause	Number of Injuries
Smoking Related	13
Cooking Appliance	8
Matches and Candles	7
Fuel/Chemical Related	4
Electricity Supply	2
Heating Equipment	4
Industrial Equipment	1
Naked Flame	4
Other Domestic Appliance	6
Not known	2
Total	51

Age Group	Number of Injuries Severe	Number of Injuries Slight
0-9		3
10-19		6
20-29	4	6
30-39	1	7
40-49	4	5
50-59	1	4
60-69	1	1
70-79		3
80-89		3
90-99	1	1
Total	12	39

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	7	0
Burns - slight	0	8
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	4	23
Other	0	1
Total	12	39

What actions will be required to improve performance?

- Following a recent incident in Crewe where two people were injured, post-fire and Safe and Well public reassurance visits in the immediate area were increased. Intelligence will be shared with other key partners and agencies as appropriate. Multi-agency event is planned for Crewe town centre for the 20th February to high-light relevant fire safety messages to the local community. A further event is planned for Macclesfield in February.
- Prevention will continue to work with the Communications team through the Campaigns group to ensure that campaigns are fit for purpose and targeted where they will have the most impact with appropriate key messages.
- The educational programmes at Safety Central, school visits and Princes Trust schemes all focus on improving awareness of children and young people of the dangers of fire and we will continue to strive for increased attendance across our programmes.
- The Safe and Well visits are being expanded to include advice on affordable warmth across the Service Area and atrial fibrillation testing in West Cheshire, South Cheshire and Vale Royal CCG areas to vulnerable people aged 65 plus. Affordable warmth referrals will be made to Energy Products Plus who will then offer advice to residents on the best energy tariffs, additional benefits they could be entitled to and central heating upgrades. Atrial fibrillation screening will result in further GP referrals as the pilot in Halton has already resulted in 26 referrals out of 1,048.
- 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.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017
			To 31/12/2017
Target	286	Actual	289

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

Previous Status	Current Status	Summary of Current Performance																										
		<div data-bbox="588 642 1415 1178" data-label="Figure"> <table border="1"> <caption>Number of Accidental Dwelling Fires</caption> <thead> <tr> <th>Year</th> <th>Number of ADFs</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>430</td> </tr> <tr> <td>2013/14</td> <td>390</td> </tr> <tr> <td>2014/15</td> <td>400</td> </tr> <tr> <td>2015/16</td> <td>395</td> </tr> <tr> <td>2016/17</td> <td>400</td> </tr> <tr> <td>2017/18 est</td> <td>389</td> </tr> </tbody> </table> </div> <p>Up to the end of Q3 there has been 289 accidental dwelling fires (ADFs) compared to a target of 286. There has been a reduction of 6.5% (20 incidents) compared to the same period in 2016/17.</p> <p>Looking at the key risk areas, there have been reductions in the number of kitchen fires from 186 to 168. There has also been a reduction in the number of fires involving occupants over the pensionable age who live on their own, from 82 to 58.</p> <table border="1" data-bbox="598 1494 1326 1718"> <thead> <tr> <th>Unitary Authority</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Cheshire East</td> <td>99</td> </tr> <tr> <td>Cheshire West and Chester</td> <td>96</td> </tr> <tr> <td>Halton</td> <td>36</td> </tr> <tr> <td>Warrington</td> <td>58</td> </tr> <tr> <td>Total</td> <td>289</td> </tr> </tbody> </table>	Year	Number of ADFs	2012/13	430	2013/14	390	2014/15	400	2015/16	395	2016/17	400	2017/18 est	389	Unitary Authority	Total	Cheshire East	99	Cheshire West and Chester	96	Halton	36	Warrington	58	Total	289
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Warrington	58																											
Total	289																											

Occupancy Type	Total
Couple with dependant children	68
Lone person over pensionable age	58
Lone person under pensionable age	43
Couple both under pensionable age with no children	34
Lone parent with dependant children	33
3 or more adults under pensionable age, no children	23
Couple one or more over pensionable age, no children	15
Other	7
3 or more adults with dependant children	5
Not known	3
Total	289

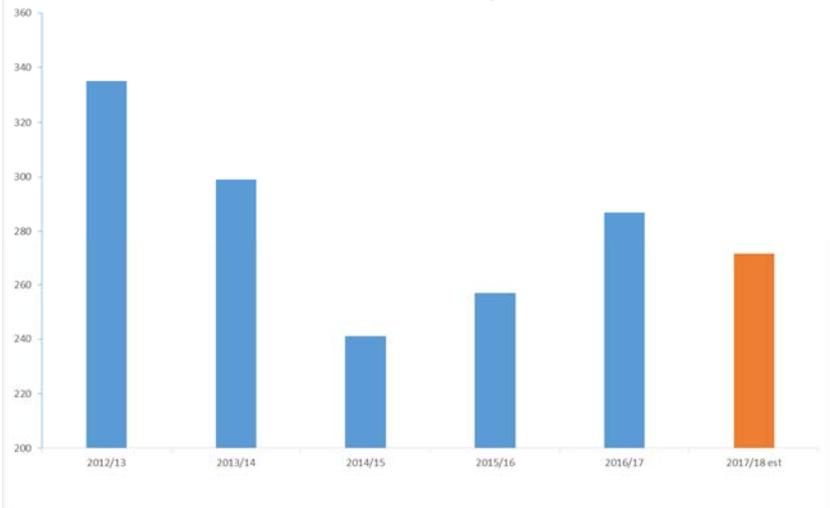
What actions will be required to improve performance?

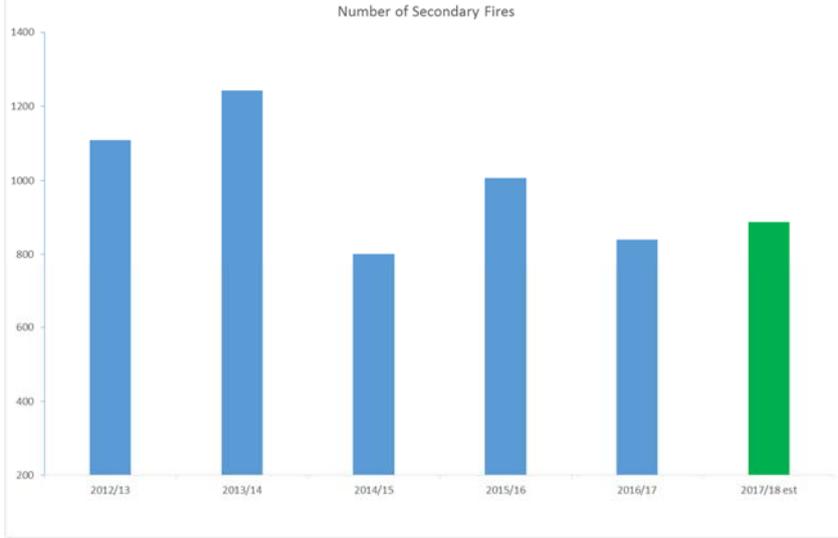
- Cooking is still the most common cause of ADFs. We will continue to work with the Communications team on targeted campaigns, interventions and educational programmes with an aim to reducing these figures.
- 7 out of 10 of the fires in Warrington were kitchen fires - in Warrington and Penketh crews have been tasked with developing kitchen safety initiatives and using the kitchen safety unit to improve local community awareness.
- The Prevention team in conjunction with the Fire Research and Analysis team will continue to review our targeting methodology to ensure we are targeting the most vulnerable in our society – indications are that ADFs involving Couples with Dependiant Children are increasing.
- Unitary managers will continue to scrutinise the detail to support targeted prevention campaigns where appropriate.
- Officers meet quarterly at the Performance Scrutiny and Campaigns Group to interrogate performance, utilising local intelligence from UPGs and to create targeted prevention campaigns.
- 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.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017
		To	31/12/2017
Target (Primary)	216	Actual	222
Target (Secondary)	815		790

Indicator: [Number of Deliberate Fires]

Previous Status	Current Status	Summary of Current Performance														
		<p style="text-align: center;">Number of Deliberate Primary Fires</p>  <table border="1"> <caption>Number of Deliberate Primary Fires (Estimated from Chart)</caption> <thead> <tr> <th>Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>335</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>255</td> </tr> <tr> <td>2016/17</td> <td>285</td> </tr> <tr> <td>2017/18 est</td> <td>222</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Overall 222 deliberate primary fires were recorded at the end of Q3, against a target of 216. Overall the station area with the highest number of incidents is Warrington (31). Deliberate ignition of dwellings and non-residential properties account for 17 out of these 31 incidents (55%). This trend is not replicated across the rest of the Service Area with 92 incidents (41%) involving the deliberate ignition of a road vehicle. Of these, 54 were cars and 21 motor cycles. The station areas with the highest number of incidents involving motor vehicles are Widnes (18), Runcorn (14) and Ellesmere Port (10). 	Year	Number of Fires	2012/13	335	2013/14	300	2014/15	240	2015/16	255	2016/17	285	2017/18 est	222
Year	Number of Fires															
2012/13	335															
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		<div style="text-align: center;">  <table border="1"> <caption>Number of Secondary Fires</caption> <thead> <tr> <th>Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>1100</td> </tr> <tr> <td>2013/14</td> <td>1250</td> </tr> <tr> <td>2014/15</td> <td>800</td> </tr> <tr> <td>2015/16</td> <td>1000</td> </tr> <tr> <td>2016/17</td> <td>850</td> </tr> <tr> <td>2017/18 est</td> <td>790</td> </tr> </tbody> </table> </div> <p>The number of deliberate secondary fires recorded between April and December 2017 was 790 which is 25 under target. The highest number of incidents have been in Warrington (170) and Crewe (95), which account for 33.5% of all incidents. The peak time for incidents was between 17:00 and 21:00 (47%) and the peak days are Saturday, Sunday and Monday (51.5%)</p> <p>The main incident types are loose refuse (245), wheelie bins (113) and Small refuse/rubbish/recycling container (106) The stations with the highest number of fires involving wheelie bin/recycling containers is Warrington (67) followed by Runcorn (28) and Widnes (27).</p>	Year	Number of Fires	2012/13	1100	2013/14	1250	2014/15	800	2015/16	1000	2016/17	850	2017/18 est	790
Year	Number of Fires															
2012/13	1100															
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What actions will be required to improve performance?

Warrington continues to be highest in terms of DPFs

Primary Fires

- Analysis of car fires continues with any relevant information being shared with the Police. Police Notification Reports (PNR's) 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. Business Intelligence to run report with more detail regarding car fires and the Arson Reduction Manager to carry out detailed scrutiny of the PNR's of the Warrington and Crewe car fires.
- Following agreement with the police the next few months will see an increase in police patrols in areas with a high rate of activity.

Secondary Fires

- The Service's "On the Streets" youth team (OTS) will continue to be deployed within identified problem areas to provide local engagement and distraction activities. The OTS team members will attend local authority youth provision meetings to improve the sharing of intelligence and ensure that initiatives are targeted to the areas most needed. The Service Delivery and Prevention teams continue to work with local partners via problem solving groups and Police Single Point of Contacts (SPOCs).

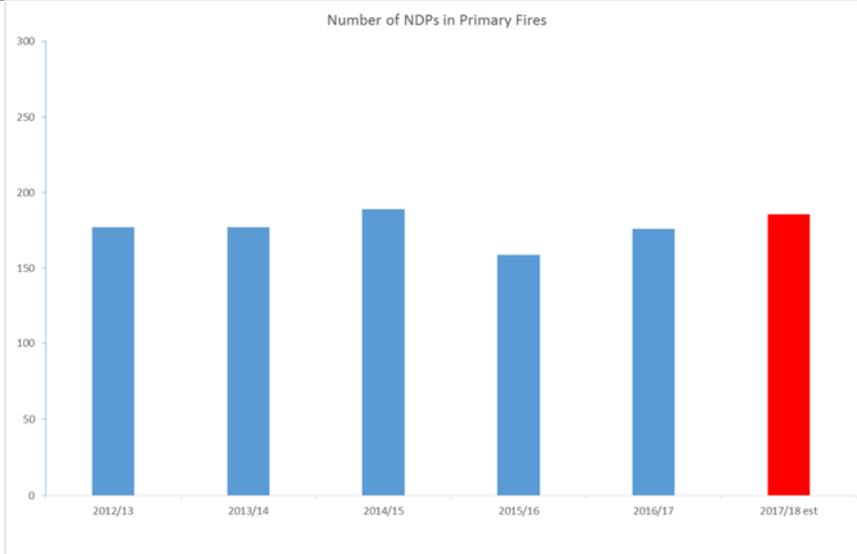
- Best practice noted in Halton has been shared across the Service with Station Managers continuing to work closely with local SPOCs. Liaison takes place at watch level with the beat managers to obtain a police log and record small fires, e.g. wheelie bin fires as crimes.
- In Cheshire West and Chester the Halton model has been adopted and is reflected by an improvement in figures. Meetings with police inspectors are being held regularly and will continue.
- Recent joint Impact day with Cheshire Police in Bewsey and Whitecross was attended by Councillor Wright. Work is also underway to enhance the boxing club provision within Radley Common by way of distraction activities. Police enquiries are ongoing in respect of multiple fires in the Radley Common area.
- The team at Safety Central are working to increase footfall at the centre to ensure early intervention and improved awareness around 'risk taking' behaviours.
- In Cheshire East trialling work with local CCTV operators to help identify hot-spots of anti-social behaviour and Business Intelligence to draw up polygons to assess trends. The polygons will be sent to North West Fire Control so that they can inform the CCTV operators who can identify any activity in the areas. If successful this initiative will be rolled out across the Service.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017
		To	31/12/2017
Target	125	Actual	143

Indicator: [Fires in Non-Domestic Premises]

Previous Status	Current Status	Summary of Current Performance
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There were 44 non-domestic fires during 2017/18 Q3 (142 fires year to date compared with 130 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:

- Retail, Single shop - 14
- Pub/Wine bar/bar - 12
- Factory - 11
- Prison - 10
- Hospital - 6

Other categories have less than 5 occurrences.

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

- 38 Electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.
- 26 Industrial Equipment - all accidental, these included welding, heating or manufacturing equipment, ovens, kilns and dryers.
- 21 Smoking related – 15 of which were deliberate and 6 accidental. Of the deliberate fires 8 were in prisons – Styal and Risley).

		<ul style="list-style-type: none"> • 17 Cooking related incidents - including cookers, deep fat fryers and microwaves. <p>Almost half of the 142 fires (67 incidents) were either confined to the item first ignited or involved smoke and heat damage only. Whilst a further 28 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 by means of a deterrent.
- 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, e.g. Grenfell Tower and the Liverpool car park fire.
- Business specific safety campaigns will continue to be supported by the Service and 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. An active Business Safety presence across the Service's social media platform will ensure that appropriate fire safety messages are communicated to the wider business community.
- Business impact events have taken place in Ellesmere Port, Malpas and the Green Oaks shopping centre Widnes to promote fire safety, business continuity and sprinkler messages to local businesses. Further multi-agency events are planned for Q4 in Chester, Crewe and the Halton/Warrington area.
- Free fire risk assessment templates are now available on the Service's website to assist businesses with improving fire safety in their premises.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017 To 31/12/2017
Target	995	Actual	422

Indicator: [AFAs in Non Domestic Premises]

Previous Status	Current Status	Summary of Current Performance
		<p>At the end of Q3 there have been 422 attendances to AFAs in non-domestic against a target of 995.</p> <p>The station areas with the highest number of calls are Chester and Warrington which together account for 40% (168) of the overall total.</p> <p>The main property types for AFAs are hospitals (140) and retirement or care homes (102). In addition 58 of the calls should not have been attended under the current policy.</p> <p>The most common reason for the alarm to go off was a fault (186), followed by accidentally/carelessly set off (54).</p>

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, e.g. care homes.
- 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.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017 To 31/12/2017
Target	A) 30,000 B) 65%	Actual	A) 30,678 B) 58%

**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><u>Number of Safe and Well Visits</u></p> <p>Since April 1st 30,678 heightened risk visits have been completed by Community Fire Safety and Wholtime operational staff. In addition 1,465 Safe and Well visits have been completed by other staff (including on-call) who do not have a target with 7.6% of visits resulting in referrals to partner health agencies – see Infographic attached at Appendix 3.</p>
		<p><u>Platinum Address Success Rate</u></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 58% of platinum visits have been completed which is slightly below target. • 82% of platinum households and 76% gold households have been engaged with, which is ahead of target. <p>At the end of Q3, just 58% of the platinum households had been successful with a completed visit, out of the 82% so far engaged with. The way visits are mapped is to ensure best use of resources, i.e. walk-sheets are produced based on geographical concentration of target addresses (gold and platinum). This may mean on some occasions there maybe a higher percentage of gold addresses than platinum depending on the locality. The lone working policy also impacts on the numbers of visits achieved in a particular area by the Prevention teams.</p>

What actions will be required to improve performance?

- Individual and team targets are 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 Prevention team’s performance will be monitored through weekly performance sheets with managers challenging areas of poor performance.
- In Q4 of 17/18 we have almost a full cohort of staff, the majority of whom are competent.

- The Service will continue to deliver and is working to expand the scope of its Safe and Well visits to include affordable warmth advice and atrial fibrillation testing.
- Demographics, access and training pressures have all contributed towards the Safe and Well target not being achieved to date in Lymm. All of the WMs have been instructed that the Safe and Well visits should take priority over the next quarter. The Lone Working Policy is being updated to enable operational crews to deploy as a lone worker from Lymm and sourcing equipment and training (in January) to achieve this.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017 To 31/12/2017
Target	1,200		1,518

Indicator: [Thematic Inspections Completed by Operational Crews]

Previous Status	Current Status	Summary of Current Performance
		<p>548 thematic inspections were carried out in quarter 3, with a total of 1,518 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>In Q3 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: 10 • Notification of Deficiencies: 5 • Action Plan: 3 • Enforcement Notice: 3 • Prohibition: 1 • 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.
- It has been noted that referrals from operational crews are consistently low, so a review is underway of the process for agreeing thematic areas and to ensure that the most appropriate premises are targeted.
- 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 Q3	From	01/04/2017 To 31/12/2017
Target	1,350	Actual	1,013

Indicator: [Number of Non Domestic Premises Fire Safety Audits Completed]

Previous Status	Current Status	Summary of Current Performance
		<p>At the end of Q3 there have been 1,013 audits completed (307 in Q3). Resulting in:</p> <ul style="list-style-type: none"> • Educate and Inform: 659 • Notification of Deficiencies: 259 • Action Plan: 72 • Enforcement Notice: 22 • Prohibition: 2 • Alteration Notice: 0 <p>The department has lost a significant number of staff due to temporary promotions to other areas of the Service.</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 diverted 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 24,188 (78%) of the 31,011 active premises (excluding demolished, derelict, proposed plans, under construction) on the Protection team’s database CFRMIS.</p> <p>In addition to the fire safety audits, the Business Safety team carried out a further 653 business safety advice visits in quarter 3 (year to date total of 1,817 against a yearly target of 2,500).</p> <p>The Business Safety team also attended 4 separate events to support local business networks, gathering information and also meeting new connectors to minority groups as well as attending a multi-faith conference in Q3.</p>

What actions will be required to improve performance?

- In Q4 the Protection team will be moving forward with almost a full establishment for the first time in a significant period with vacant WM and TFSO posts being filled (WM on a 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 have an impact on anticipated year end performance.

- Moving forward a more robust focus will be given with performance being scrutinised at local and departmental levels to drive improvement.
- 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 by means of a deterrent.
- 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.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017 To 31/12/2017
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 response time for life risk incidents is 7 minutes and 59 seconds.</p> <p>Dwellings</p> <p>94% of dwelling fires were attended within 10 minutes. There were 16 attendances to dwelling fires which failed the standard, 8 of which failed by less than one minute. The average response time to a dwelling fire between April and December 2017 was 7 minutes and 08 seconds.</p> <table border="1"> <thead> <tr> <th></th> <th>Pass</th> <th>Fail</th> <th>Grand Total</th> <th>% Pass</th> </tr> </thead> <tbody> <tr> <td>Cheshire East</td> <td>86</td> <td>4</td> <td>90</td> <td>96%</td> </tr> <tr> <td>Cheshire West and Chester</td> <td>77</td> <td>10</td> <td>87</td> <td>89%</td> </tr> <tr> <td>Halton</td> <td>37</td> <td>1</td> <td>38</td> <td>97%</td> </tr> <tr> <td>Warrington</td> <td>64</td> <td>1</td> <td>65</td> <td>98%</td> </tr> <tr> <td>Grand Total</td> <td>264</td> <td>16</td> <td>280</td> <td>94%</td> </tr> </tbody> </table> <p>Road Traffic Collisions (RTCs)</p> <p>78% of RTCs were attended within 10 minutes. Overall there were 40 incidents which failed the standard. The average response time to an RTC between April and December 2017 was 9 minutes 06 seconds.</p> <table border="1"> <thead> <tr> <th></th> <th>Pass</th> <th>Fail</th> <th>Grand Total</th> <th>% Pass</th> </tr> </thead> <tbody> <tr> <td>Cheshire East</td> <td>53</td> <td>20</td> <td>73</td> <td>73%</td> </tr> <tr> <td>Cheshire West and Chester</td> <td>36</td> <td>13</td> <td>49</td> <td>73%</td> </tr> <tr> <td>Halton</td> <td>12</td> <td>3</td> <td>15</td> <td>80%</td> </tr> <tr> <td>Warrington</td> <td>45</td> <td>4</td> <td>49</td> <td>92%</td> </tr> <tr> <td>Grand Total</td> <td>146</td> <td>40</td> <td>186</td> <td>78%</td> </tr> </tbody> </table>		Pass	Fail	Grand Total	% Pass	Cheshire East	86	4	90	96%	Cheshire West and Chester	77	10	87	89%	Halton	37	1	38	97%	Warrington	64	1	65	98%	Grand Total	264	16	280	94%		Pass	Fail	Grand Total	% Pass	Cheshire East	53	20	73	73%	Cheshire West and Chester	36	13	49	73%	Halton	12	3	15	80%	Warrington	45	4	49	92%	Grand Total	146	40	186	78%
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Call Handling data

North West Fire Control report on the average time taken in seconds from the time of call to the time that the first resource is alerted, based on the priority incidents below.

Priority '1' Incidents involving: Aircraft, Bariatric Emergency, Life Risk, Terrorism, Public Disorder, Special Operational Plans, Co Responder, Major Incidents, Road Traffic Collisions involving Large/Small Vehicles with Persons Trapped, Chemical Suicides, Trains/Trams.

Priority '2' Incidents involving: Boat/Barge Fires, Building Fires, Caravans, Casualty Care, Chimney Fire (Thatched Roof), Electrical Installations, Chemicals, Pipelines, Ships in Dock, Tunnels.

Priority '3' Incidents involving: Automatic Fire Alarms, Derelict Buildings, Cylinders, Petrol (Smell of/Leaking), Domestic Smoke Alarm, Vehicles Fires, Wind Turbines.

Current performance is detailed in the table below

FRS	Q1 (Seconds)	Q2 (Seconds)
Cheshire	112	115

What actions will be required to improve performance?

- Officers will continue to monitor performance to maintain the standard.
- All incidents that do not meet the 10 minute response standard criteria are scrutinised by the local Station and Unitary Managers to look for areas to improve performance.
- Furthermore, scrutiny of the failures identified that a significant number were outside the 10 minute catchment area as predicated under the Community Risk Management Model.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q3	From	01/04/2017 To 31/12/2017
Target	4.13	Actual	4.00

Indicator: [Average Days/Shifts Lost to Sickness]

Previous Status	Current Status	Summary of Current Performance																																												
		<p>The Q3 statistics for sickness show that performance is still strong.</p> <p>Against the Q3 target of 4.13 working days lost to sickness (annual target of 5.5 days/shifts). Results were as follows:</p> <table border="1" data-bbox="643 801 1366 1106"> <thead> <tr> <th>Staff Category</th> <th># of sickness days/shifts</th> <th>Headcount</th> <th>Average working days lost to sickness per person</th> </tr> </thead> <tbody> <tr> <td>Whole-time</td> <td>2856.5</td> <td>728</td> <td>3.92</td> </tr> <tr> <td>On Call</td> <td>1215</td> <td>308</td> <td>3.94</td> </tr> <tr> <td>Support</td> <td>1125.5</td> <td>268</td> <td>4.20</td> </tr> <tr> <td>CFRS Q3 Total</td> <td>3982</td> <td>996</td> <td>4.00</td> </tr> </tbody> </table> <p>Sickness is also monitored at a national level and a report is compiled by Cleveland FRS on a quarterly basis. The Q3 national results are not yet available but the Q2 results showed that Cheshire continues to perform well in the UK for sickness when compared against 37 other FRS.</p> <table border="1" data-bbox="643 1357 1366 1624"> <thead> <tr> <th>Staffing Categories</th> <th>% of Days Lost to Sickness per person</th> <th>Average % of Days Lost to Sickness pp across all FRS</th> </tr> </thead> <tbody> <tr> <td>Whole-time</td> <td>2.11%</td> <td>3.95%</td> </tr> <tr> <td>Green Book</td> <td>2.66%</td> <td>4.12%</td> </tr> <tr> <td>On Call</td> <td colspan="2"><i>Not applicable as total working days per annum used for calculation varies</i></td> </tr> </tbody> </table> <table border="1" data-bbox="643 1657 1366 1924"> <thead> <tr> <th>Staffing Categories</th> <th># of Days Lost to Sickness per person</th> <th>Average # of Days Lost to Sickness pp across all FRS</th> </tr> </thead> <tbody> <tr> <td>Whole-time</td> <td>1.93</td> <td>3.95</td> </tr> <tr> <td>On Call</td> <td>2.98</td> <td>4.30</td> </tr> <tr> <td>Green Book</td> <td>3.47</td> <td>4.12</td> </tr> </tbody> </table>	Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person	Whole-time	2856.5	728	3.92	On Call	1215	308	3.94	Support	1125.5	268	4.20	CFRS Q3 Total	3982	996	4.00	Staffing Categories	% of Days Lost to Sickness per person	Average % of Days Lost to Sickness pp across all FRS	Whole-time	2.11%	3.95%	Green Book	2.66%	4.12%	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	Whole-time	1.93	3.95	On Call	2.98	4.30	Green Book	3.47	4.12
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What actions will be required to improve performance?

- 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 Q3	From	01/04/2017 To 31/12/2017
Target	33	Actual	20

Indicator: [Working Days Lost to Injury]

Previous Status	Current Status	Summary of Current Performance
		During Q3 12 days were lost due to one accident. This brings the total for the year to date to 20 compared to 36 for the same period in 2016/17.

What actions will be required to improve performance?

The Health, Safety and Welfare Committee continue to monitor performance and put in place actions to address any issues/trends.

Performance and Programme Board – Performance Report

Reporting Period	Q3	From	01/04/2017 To 31/12/2017
Target	85%	Actual	65.6%

Indicator: [On-Call Availability]

Previous Status	Current Status	Summary of Current Performance and Intelligence								
Nucleus		<ul style="list-style-type: none"> On Call availability for the year to date is 65.6%. 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. <p>There are significant variations of availability between the differing on-call shift systems, where an:</p> <ul style="list-style-type: none"> On-call pump is part of nucleus crewing, availability is 97.4%, a significant improvement on target On-call pump is the primary pump, availability is 65.5%. (e.g. Malpas, Poynton etc.). On-call pump is the second pump, availability is 47% (e.g. Winsford, Congleton etc.) <p>The Individual figures for each pump over the last 12 months are shown in Appendix 4.</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td>All OC Pumps (average)</td> <td>65.6%</td> </tr> <tr> <td>Nucleus OC Pumps</td> <td>97.4%</td> </tr> <tr> <td>Primary OC Pumps</td> <td>65.5%</td> </tr> <tr> <td>Secondary OC Pumps</td> <td>47.0%</td> </tr> </table>	All OC Pumps (average)	65.6%	Nucleus OC Pumps	97.4%	Primary OC Pumps	65.5%	Secondary OC Pumps	47.0%
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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 across all stations
- Continue to facilitate on-call staff to work full shifts on wholetime stations and further increase opportunities by including on-call in the new Resilience Register.
- 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 Officer (Station Manager) thereby increasing the number of support managers from 2 to 3.
- Introduced a pilot for a new 'Wholetime 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.