

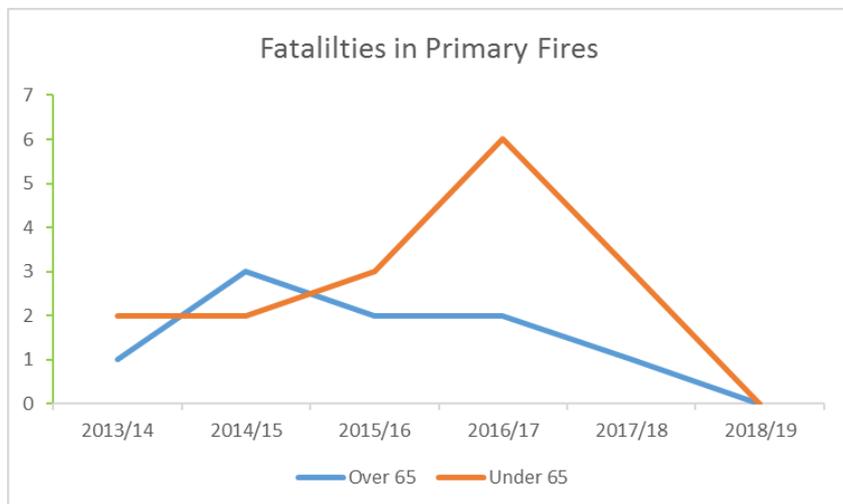
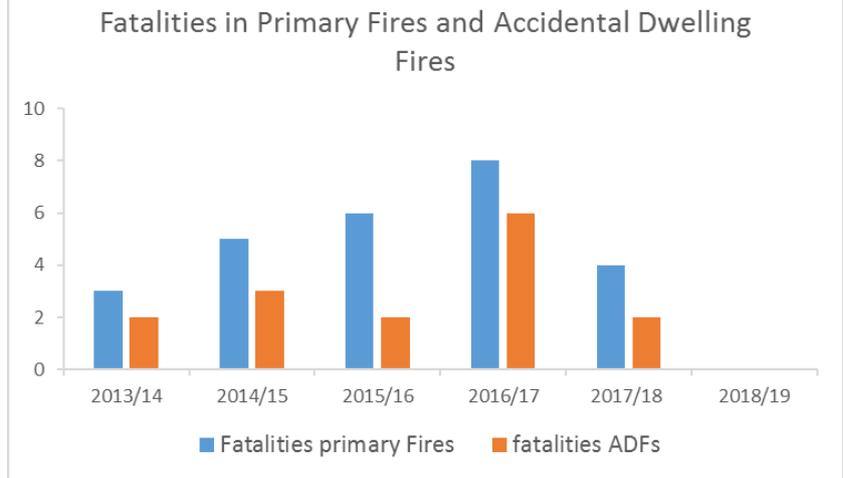
Performance and Programme Board – Performance Report

Reporting Period	Quarter Q1	From	01/04/2018
		To	30/06/2018
Target	0	Actual	0

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
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At the end of Q1 there have not been any fatalities.

Nationally in 2016/17 61% of fatalities, in accidental dwelling fires, involved people aged 65 or older. Whilst in Cheshire over the last three years 29% (4 out of 14) fatalities were within this age group.

The other noticeable trend is that over the same period 12 of the 14 fatalities were male.

What actions will be required to improve performance?

- Whilst there have been no fire deaths in Q1, officers will continue to investigate the causes of fires and work with partner agencies and other stakeholders to prevent further fires occurring. Findings and outcomes of any fire fatalities are recorded and actions are monitored and scrutinised by Heads of Department.
- Following an incident at a care home in Warrington and the ensuing fire investigation the Prevention & Protection teams are communicating with residential care home managers, practitioners and care providers on the risks associated with emollient creams, airflow mattresses, oxygen use etc. and the fire safety measures to be considered as part of a care home's fire risk assessment.
- Those with poor mental health are at heightened risk from dying in a fire. Prevention managers are exploring opportunities to establish a team of jointly funded mental health advocates to work with vulnerable people at risk in our communities. A paper outlining this proposal is to be considered by SMT in July.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q1	From	01/04/2018
			To 30/06/2018
Target	12	Actual	12

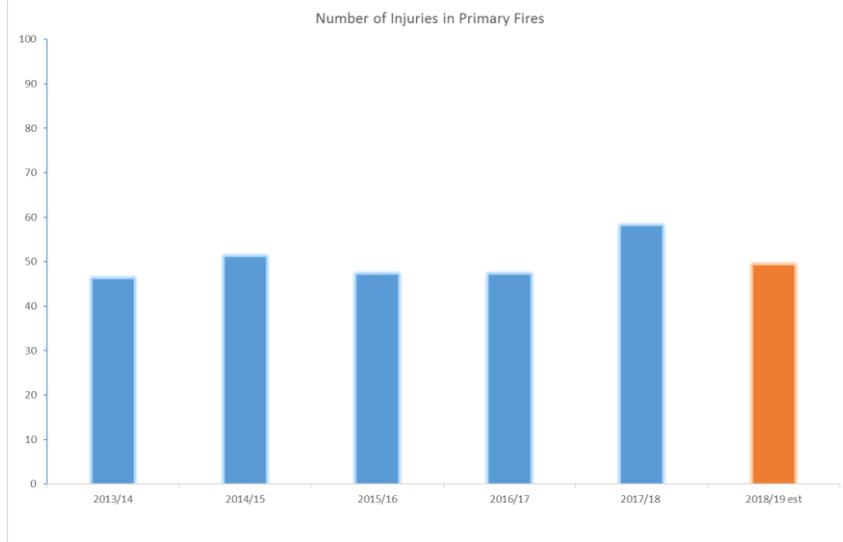
Indicator: [Number of Injuries in Primary Fires]

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
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The number of Injuries in primary fires are on target, with 12 injuries recorded during the first quarter of 2018/19. The injuries occurred at 11 individual incidents, with one incident involving more than one casualty. One injury was described as serious which involved a male aged 35-44

Unitary Authority	Number of Injuries
Cheshire East	2
Cheshire West and Chester	3
Halton	5
Warrington	2
Total	12

Cause	Number of Injuries
Smoking Related	1
Cooking Appliance	1
Matches and Candles	3
Fuel/Chemical Related	2
Electricity Supply	4
Vehicle	1
Total	12

Age Group	Number of Injuries Severe	Number of Injuries Slight
0-9	0	1
10-19	0	0
20-29	0	3
30-39	1	2
40-49	0	1
50-59	0	2
60-69	0	2
70-79	0	0
80-89	0	0
90-99	0	0
Total	1	11

Description	Number of Injuries Severe	Number of Injuries Slight
Burns - severe	1	0
Burns - slight	0	8
Overcome by gas, smoke or toxic fumes; asphyxiation	0	3
Total	1	11

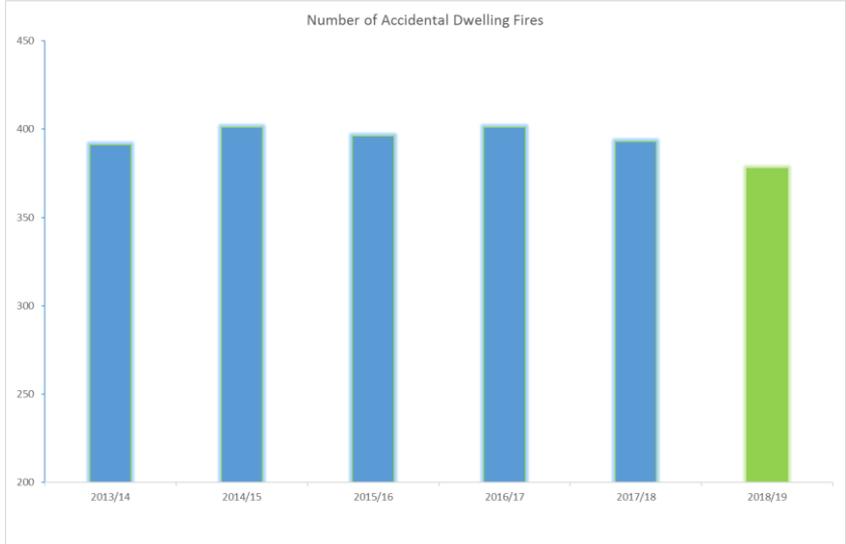
What actions will be required to improve performance?

- Prevention will continue to work with the Communications team via the Campaigns group to ensure that safety campaigns are fit for purpose and targeted where they will have the most impact with appropriate key messages. Due to the nature of the injuries in Q1 the Service has run a specific campaign high-lighting the dangers associated with barbecues and cooking outdoors in the summer, including the dangers of using petrol as a means of ignition.
- 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 (see appendix 3)
- The Prevention team are working to implement Safe and Well Phase 2 comprising: monitoring of hypertension/blood pressure pilot (Chester and Macclesfield) with a view to rolling out Service wide and hospital discharge referrals for over 65s admitted to ward for a fall.
- Safe and Well visits are being expanded to include advice on affordable warmth across the Service Area and atrial fibrillation testing in West Cheshire, East and 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.
- 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 Q1	From	01/04/2018 To 30/06/2018
Target	95	Actual	94

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

Previous Status	Current Status	Summary of Current Performance																										
		<div data-bbox="587 645 1433 1189">  <table border="1"> <caption>Number of Accidental Dwelling Fires</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of ADFs</th> </tr> </thead> <tbody> <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</td> <td>390</td> </tr> <tr> <td>2018/19</td> <td>378</td> </tr> </tbody> </table> </div> <p>At the end of Q1 there has been 94 accidental dwelling fires (ADFs) compared to a target of 95. There has been an increase of 1% (2 incidents) compared to Q1 2017/18.</p> <p>Looking at the key risk areas, there have been reductions in the number of kitchen fires from 53 to 48. There has also been a reduction in the number of fires involving occupants over the pensionable age who live on their own, from 21 to 13.</p> <p>In addition, no fire-fighting action was required at 30 incidents (32%) and there was no fire spread beyond the room of origin in 83 (88%) of accidental dwelling fires.</p> <table border="1" data-bbox="596 1693 1321 1917"> <thead> <tr> <th>Unitary Authority</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Cheshire East</td> <td>32</td> </tr> <tr> <td>Cheshire West and Chester</td> <td>27</td> </tr> <tr> <td>Halton</td> <td>15</td> </tr> <tr> <td>Warrington</td> <td>20</td> </tr> <tr> <td>Total</td> <td>94</td> </tr> </tbody> </table>	Fiscal Year	Number of ADFs	2013/14	390	2014/15	400	2015/16	395	2016/17	400	2017/18	390	2018/19	378	Unitary Authority	Total	Cheshire East	32	Cheshire West and Chester	27	Halton	15	Warrington	20	Total	94
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Occupancy Type	No of Incidents	Population	Indexed Score
Lone person over pensionable age	13	56,533	249
Lone parent with dependant children	18	82,396	236
Couple one or more over pensionable age, no children	11	80,559	148
Lone person under pensionable age	8	73,421	118
Couple both under pensionable age with no children	11	167,332	71
Couple with dependant children	17	347,436	53
Other	16	209,308	83

- Indexed to an average score of 100

What actions will be required to improve performance?

- Whilst there has been a slight decrease in the number of kitchen fires, cooking is still the most common cause of ADFs (47%). We will continue to work with the Communications team on targeted campaigns, interventions and educational programmes with an aim to reducing these figures.
- 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 Lone Parents with Dependant Children and Lone persons under pensionable age are increasing. However, in terms of rate per 10,000 dwellings lone persons over pensionable age are still at highest risk from fire.
- Station Open Days have or are taking place and home safety advice is given out to members of the public. Impact event planned for Macclesfield for 15th August and will include kitchen safety/home fire safety advice.
- Safety Central's educational programme continues to contribute towards making Cheshire safer. Since 1st April 2018 2,104 visitors including 1,254 children and young people, 181 accompanying adults and 473 stakeholders have visited the centre with on average 72%

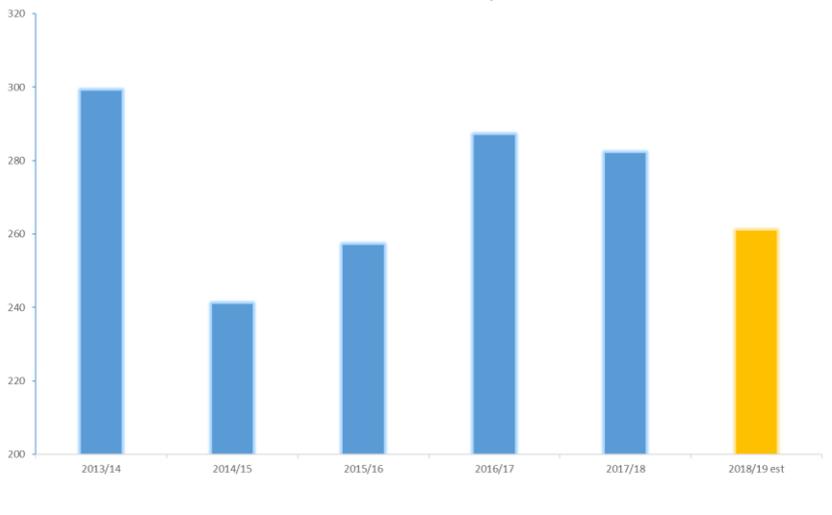
improvement in test of key life-skills subject knowledge – see Infographic attached as Appendix 3.

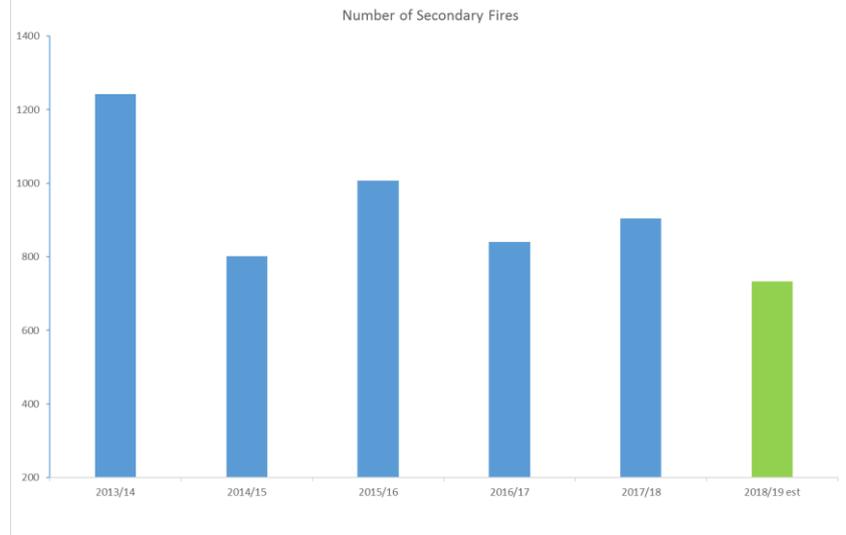
- The Prevention team are working to implement Safe and Well Phase 2 comprising: monitoring of hypertension/blood pressure pilot (Chester and Macclesfield) with a view to rolling out Service wide and hospital discharge referrals for over 65s admitted to ward for a fall.
- Safe and Well visits are being expanded to include advice on affordable warmth across the Service Area and atrial fibrillation testing in West Cheshire, East and 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.
- Unitary managers 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.
- Station based Community Action Plans (CAPs) have been reviewed in conjunction with the performance dashboard which will focus resources and engagement in priority areas.
- It has been established that the majority of ADF incidents in Halton occur in the kitchen. Plans are in place to visit all schools in Halton, in conjunction with the Police, to discuss kitchen safety (amongst other things). We are also looking to carry out a number of kitchen safety events at supermarkets in the area in an attempt to spread our messages further.
- CW&C – engagement will take place with Chester university students around freshers' week regarding kitchen safety following a spike in accidental fires.
- In Q2 Blue Watch will attend the Halliwell Jones Stadium to hand out kitchen safety messages and also by utilise the club's social media platform. During the final of the Warrington Wolves' Schools Foundation Cup in July, which the UPG make a contribution to, kitchen safety messages will be given out and the players will also have a message on their shirts.
- Blue Watch, Warrington have organised an impact event to be held on the 13th August in the Fairfield and Howley area of Warrington working in partnership with Cheshire Police and Warrington Borough Council and utilising the kitchen safety unit. It is noted that the majority of the profiles of residents having incidents in this area are under pensionable age (13 out of 20 incidents).

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Reporting Period	Quarter Q1	From	01/04/2018 To 30/06/2018
Target (Primary) (Secondary)	69 297	Actual	72 229

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)</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of Fires</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>300</td> </tr> <tr> <td>2014/15</td> <td>240</td> </tr> <tr> <td>2015/16</td> <td>258</td> </tr> <tr> <td>2016/17</td> <td>288</td> </tr> <tr> <td>2017/18</td> <td>282</td> </tr> <tr> <td>2018/19 est</td> <td>260</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Overall 72 deliberate primary fires were recorded at the end of Q1, against a target of 69. Overall the station area with the highest number of incidents is Warrington (18). Deliberate ignition of houses accounting for 6 out of these 18 incidents (33%). Across Cheshire, 34 incidents (47%) involved the deliberate ignition of a road vehicle. Of these, 25 were cars and 6 motor cycles. The station areas with the highest number of incidents involving motor vehicles are Widnes (8) and Ellesmere Port (7). 	Fiscal Year	Number of Fires	2013/14	300	2014/15	240	2015/16	258	2016/17	288	2017/18	282	2018/19 est	260
Fiscal Year	Number of Fires															
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The number of deliberate secondary fires recorded in Q1 was 229 which is 68 under target. The highest number of incidents have been in Warrington (36) and Ellesmere Port (32), which account for 29.6% of all incidents. The peak time for incidents was between 19:00 and 21:00 (28%)

The main property types are loose refuse (52) and Small refuse/rubbish/recycling container (30). The stations with the highest number of fires involving wheelie bin/recycling containers is Warrington (10) followed by Widnes (9).

What actions will be required to improve performance?

Primary Fires

- Overall the station area with the highest number of primary fire incidents is Warrington (18). Deliberate ignition of houses accounting for 6 out of these 18 incidents (33%). One of these incidents involved a child with a fascination for fire who will be directed towards our fire-setter interventions. A further incident involved a deliberate ignition at the house of an 'intended target' which turned out to be the wrong address – Prevention teams have attended the correct address to put fire safety measures in place. Our officers are working with the local police Partnership Tasking and Coordination group following two incidents in Ripley Street, Warrington.
- Analysis of car fires will continue with relevant information being shared with the Police and Police Notification Reports (PNRs) being completed after each incident. Our officers meet with beat managers on a monthly basis and share information 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.
- In May an impact event was held in Hough Green, with input from OTS in the area too. A further impact event is being planned with a focus on community reassurance and supporting the police in more conventional policing work. The attendance of a Fire Investigation officer is now mandatory for every Primary Fire in Hough Green. The Local Authority Risk Management team are also working in the area to remove any large items/household goods in the area which may have been dumped and could potentially be set on fire. Targeted youth

support team are delivering the Respect Programme and Advocates are going into local schools.

- Following a number of vehicle fires in Ellesmere Port (Town ward) the local Station Manager is working with the local police SPOC to identify any underlying cause/trend although it is thought to be drug related.

Secondary Fires

- As in Primary Fires above, 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).
- Comms. will be targeting and refreshing campaign material on how to prevent wheelie bin fires after the spate of fires in Warrington and Widnes. The OTS teams will also be leaflet dropping with information about wheelie bin management in problem areas.
- 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.
- OTS have been working in the Bunbury Green area of Ellesmere Port, officers are attending local arson reduction meetings and police are increasing patrols in the 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.
- Cheshire East is 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.
- In Q1 the crews in June have been going into secondary schools to do talks about the dangers of deliberate fires and crew representatives are attending local multi-agency action groups. In particular crews in CW&C have been going into schools prior to the end of term highlighting dangers and consequences of burning books/uniform etc. at then end of term.
- Two incidents on the English Martyrs playing field are in the vicinity of Radley Common. Warrington UPG have approved a contribution to the setting up of a Radley Common Boxing Project by way of a diversionary activity and which is now up and running. Regular reports will be given from our Partner at LiveWire – Paul Flannery. SM Neil Winstanley is now Vice Chair of PTAC (Partnership, Tasking & Coordinating – formerly NAT) which will enable the service to have greater responsibility and report specifics to the quarterly UPG meetings.
- As a result of the PNRs completed by crews, supporting statistics from our Business Intelligence team and information gathered by the Police via plain clothes officers in the Radley Common area a number of children (aged between 14-16) were identified as being responsible for setting fires. SM Winstanley has attended three panel meetings at Charles Stewart House with the children and their parents and also attended a school assembly at St Gregorys High School. The children have also been referred to our Prevention fire-setter programme.

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Reporting Period	Quarter Q1	From	01/04/2018 To 30/06/2018
Target	A) 10,000 B) 65%	Actual	A) 9,879 B) 77%

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>In Q1 9,879 heightened risk visits have been completed by Prevention and whole-time operational staff. Since the introduction of Safe and Well visits on 1st April 2018 9.6% of visits have resulted in referrals to partner health agencies – see Infographic attached at Appendix 1. The number of Safe and Well visits within the infographic is different as it includes non-HRD visits and those members of staff who don't have a target, but may conduct a safe and well visit e.g. on call staff.</p>
		<p><u>Platinum Address Success Rate</u></p> <p><i>Platinum – the top 10,000 households identified at most risk from fire.</i> <i>Gold – the next 20,000 households identified at most risk from fire.</i></p> <ul style="list-style-type: none"> • Currently 77% of platinum visits have been completed which is above target. • 38.8% of platinum households and 23.3% gold households have been engaged with. <p>At the end of Q1, 77% of the platinum households engaged with by the Service had been successful with a completed visit. 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 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 Prevention teams' performance will be monitored through weekly performance sheets with managers challenging areas of poor performance.
- In Q1 of 18/19 we started with almost a full establishment of Prevention staff, with new starters in Halton, Warrington and Chester. Two Advocate vacancies have arisen in the team due to applicants successful in process to move to Protection team.
- The Prevention team are working to implement Safe and Well Phase 2 comprising: monitoring of hypertension/blood pressure pilot (Chester and Macclesfield) with a view to rolling out Service wide and hospital discharge referrals for over 65s admitted to ward for a fall.
- 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. The Prevention team are working with local health teams to encourage the roll out of atrial fibrillation testing in the Warrington area.
- 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.
- Attached also for reference is Halton HELPS Summary Report 2018 appendix 2.

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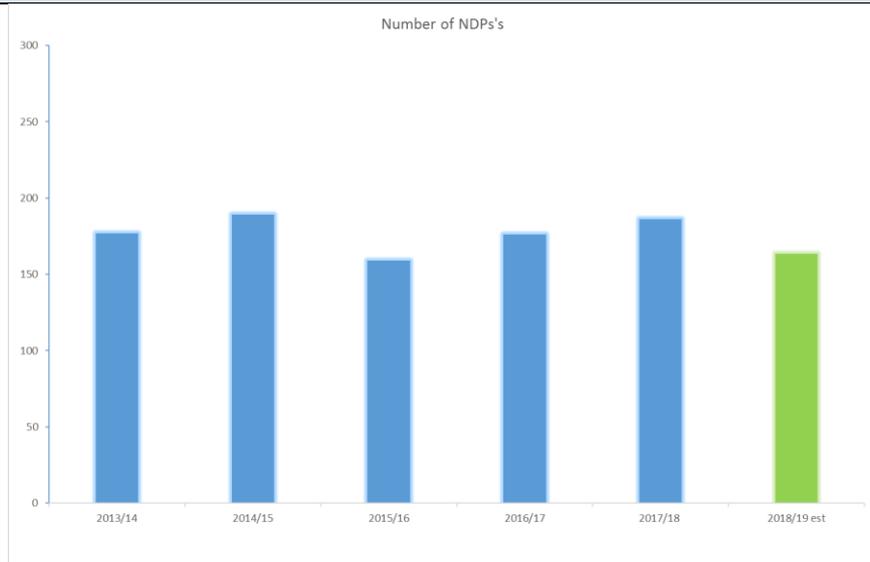
Reporting Period	Quarter Q1	From	01/04/2018
		To	30/06/2018
Target	48	Actual	44

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 Q1 compared to 56 for the same period last year.

The most significant numbers of fires have been identified in the following building types:

- Retail, Single shop - 7
- Pub/Wine bar/bar - 5

Other categories have less than 3 occurrences.

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

- 8 Electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.
- 5 Smoking related – all accidental
- 8 Cooking related incidents - including cookers, deep fat fryers and microwaves.

70% of the 44 fires (31 incidents) were either confined to the item first ignited (26) or involved smoke and heat damage only (5). Whilst a further 10 fires were confined to the room of origin. For two properties the fire spread to the whole building – these being a fire in a car wash in

		<p>Warrington which spread to the office and a barbeque fire at a holiday home in Congleton.</p> <p>In addition, only 6 out of the 44 fires were deliberate.</p>
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What actions will be required to improve performance?

- Our risk-based inspection programme is driven by life safety and not necessarily directed where fires are presently occurring - although the Service Policy allows flexibility for directing audits following local or national incidents/trends. The 18/19 departmental plan includes a review and re-evaluation of our risk based inspection strategy to incorporate additional risk factors to improve targeting methodology, e.g. key infrastructure sites such as Crewe railway station. We will work with other fire and rescue services and consider developing a regional approach.
- Where appropriate, we will continue to take enforcement action in accordance with our enforcement management model and prosecute duty holders where necessary. We will use social media and the press to highlight successful prosecutions by means of a deterrent to businesses.
- The Protection team meet monthly to discuss departmental performance and all non-domestic premises fires are scrutinised and any emerging trends/patterns are considered. Where appropriate any trends will be translated into themed thematic inspections for the operational crews.
- H&W were 106% of target – with 4 deliberate fires. Work is ongoing with schools and local environmental health and trading standards officers in Palacefields, Runcorn and Padgate, Warrington after fires involving over-heated commercial frying equipment.
- CW&C – team working with Dorin Park School, Chester following a deliberate fire (pupil with SEN with no concept of their actions – referred to Prevention for fire-setter intervention) and the University of Chester following a chip pan fire in their commercial kitchen (university sub-lets kitchen space to third party companies and this fire was attributable to one of these companies).
- Business specific safety campaigns will continue to be developed and supported by the Business Safety team working in conjunction with the Service’s Campaigns Board.
- Six impact events are programmed into the team’s departmental plan for 18/19 – three of which will be multi-agency events with local partners and will focus on areas of concern or key themes for maximum effect. In CW&C these are planned for Winsford Industrial estate and Chester (multi-agency event focussing on heritage). CE event is planned for Macclesfield on the 15th August. In H&W events are planned for Birchwood and Daresbury business parks.
- An active Business Safety presence across the Service’s social media platform will continue to ensure that appropriate fire safety messages (including business continuity advice) are communicated to the wider business community. We will continue to make free fire risk assessment templates available on the Service’s website to assist businesses with improving fire safety on their own premises.
- The Business Safety Manager is working with Local Authorities to develop a comprehensive ‘Business Information Pack’ which will be sent to all new businesses and include fire safety advice. This has been introduced in CW&C and is being explored in the other unitary areas.
- Seminar took place in June to promote the benefits of sprinklers to businesses with a live demonstration with 50 attendees. Further seminars are planned in the autumn.

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Reporting Period	Quarter Q1	From	01/04/2018
		To	30/06/2018
Target	132	Actual	100

Indicator: [AFAs in Non Domestic Premises]

Previous Status	Current Status	Summary of Current Performance
		<p>At the end of Q1 there have been 100 attendances to AFAs in non-domestic against a target of 132.</p> <p>The station areas with the highest number of calls are Chester, Macclesfield and Warrington which together account for 50% (50) of the overall total.</p> <p>The main property types for AFAs are hospitals (30) and nursing, retirement or care homes (37). In addition, 11 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 (40), followed by Accidentally/carelessly set off (16).</p>

What actions will be required to improve performance?

- Local Protection teams will continue to work with businesses where there have been instances of multiple false alarms to reduce calls, e.g. residential 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. CW&C – the Hospital Fire Safety meeting is booked in for Q2. H&W – the team has scheduled monthly meetings with Warrington hospital to address false alarms.
- 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. SM Kay is conducting a review of ‘out of policy attendance’ to scrutinise these incidents and reviewing our policy to ensure that it doesn’t exclude any premises where we have had fires.
- The Business Safety team will continue to proactively promote ways in which businesses can better manage UwFS during presentations to Chambers and via the Service’s social media channels.

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Reporting Period	Quarter Q1	From	01/04/2018
		To	30/06/2018
Target	501	Actual	461

Indicator: [Thematic Inspections Completed by Operational Crews]

Previous Status	Current Status	Summary of Current Performance
		<p>A total of 461 thematic inspections were completed against an annual target of 2,004 (23%) slightly behind target at the end of Q1.</p> <p>Thematic inspection targets are allocated to all stations with the exception of on call.</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 to check on over-stocking etc.</p> <p>In Q1 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: 6 • Notification of Deficiencies: 6 • Action Plan: 0 • Enforcement Notice: 0 • Prohibition: 0 • Alteration Notice: 0

What actions will be required to improve performance?

- Operational Crews undertake thematic audits of non-domestic premises on a locally determined basis and the Protection team continue to monitor, identify and inform crews of any appropriate/emerging trends to ensure that the correct types of premises are targeted. Q1 – theme being shops/retail premises (continuing in Q2) with a focus on electrical safety. Q3 will focus on fireworks and over-stocking in the lead up to Christmas. Consideration is being given to looking at licensed premises following a number of recent fires in such premises.
- The Protection team will continue to follow-up on any issues operational crews find during their visits and enforce where appropriate.
- The format of the thematic forms is to be re-visited as part of the 18/19 departmental objectives.
- It has been noted that referrals from operational crews have been low, although this is steadily improving. The Protection team will ensure that operational crews are educated on the

importance of referring information via the thematic inspection process during operational fire safety training sessions.

Performance and Programme Board – Performance Report

Reporting Period	Quarter Q1	From	01/04/2018
		To	30/06/2018
Target	450	Actual	344

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

Previous Status	Current Status	Summary of Current Performance
		<p>At the end of Q1 a total of 344 non-domestic premises fire safety audits were completed against an annual target of 1,800 (19%) slightly below target. (CE – 147 audits 24%; CW&C – 76 audits 13%; and H&W – 121 audits 20%).</p> <p>Outcomes of these audits resulted in:</p> <ul style="list-style-type: none"> • Educate and Inform – 254 (74%) • Notification of Deficiencies – 63 (18%) • Action Plan – 20 (5.8%) • Enforcement Notice – 6 (1.7%) • Prohibition – 1 (0.3%) • Alteration Notice – 0 <p>Almost three quarters of the audits result in no further action.</p> <p>To date, the Service has had at least one interaction with 22,196 (80%) of the 27,707 active premises recorded on the Protection team’s CFRMIS* database under the following categories:</p> <ul style="list-style-type: none"> • Fire Safety Audit • Peak activity inspection • Specific hot-spotting (post-fire reassurance visit) • Specific post-fire inspection • Specific pre-Christmas inspection • Specific Fire Safety activities/events • SSRI inspections • Thematic inspections. <p><i>* where building status is: 7(2)(d) Inspection; Active; Active Premises Multi Bldgs on Schools; Multi-Complex Parent; Multi Occ Parent No Common Areas; or Peak Activity Inspection Premises.</i></p>

What actions will be required to improve performance?

- The department has lost a significant number of staff due to temporary promotions to other areas of the Service and resignations (including both of the Business Safety Advocates, employed to carry out Business Safety visits). In Q1 the team will have almost a full establishment, with the exception of 1 x Technical Fire Safety Officer and qualified staff on long term sick.
- CW&C local office has a plan in place to get the new fire safety inspectors on target to complete Level 3 to allow them to conduct audits as the office currently only has two qualified inspectors. The Halton & Warrington office has a similar plan in place.
- Whilst it is recognised that the time taken to train staff in the technical aspects of fire safety may have impacted on year-end performance. The Protection team now meet monthly to discuss departmental performance and moving forward the audit target will be scrutinised more closely to ensure available resources are deployed accordingly.
- Focus is on getting existing staff competent to Level 4 diploma in Fire Safety; with an acknowledgment that the pathway to competency for new staff takes approximately two years.
- Our risk-based inspection programme is driven by life safety and not necessarily directed where fires are presently occurring - although the Service Policy allows flexibility for directing audits following local or national incidents/trends. In the 18/19 departmental plan we will undertake a review of, re-evaluate and, where necessary adapt the risk based inspection strategy to incorporate additional risk factors to improve targeting methodology, e.g. key infrastructure sites such as Crewe railway station. We will work with other fire and rescue services and consider developing a regional approach.
- Where appropriate, we will continue to take enforcement action in accordance with our enforcement management model and prosecute duty holders where necessary. We will use social media and the press to highlight successful prosecutions by means of a deterrent to businesses.

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Reporting Period	Quarter Q1	From	01/04/2018 To 30/06/2018
Target	80%	Actual	87%

Indicator: [10 Minute Standard]

Previous Status	Current Status	Summary of Current Performance
		<p>Overall 87% 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 8 minutes and 17 seconds.</p> <p>Dwellings</p> <p>87% of dwelling fires were attended within 10 minutes. There were 12 attendances to dwelling fires which failed the standard. The average attendance time for a first pump to a dwelling fire between April 2018 and June 2018 inclusive was 7 minutes and 42 seconds.</p> <p>Road Traffic Collisions (RTCs)</p> <p>87% of RTCs were attended within 10 minutes. Overall there were 8 incidents which failed the standard. The average time from alert to in attendance was 9 minutes 04 seconds.</p> <p>Call Handling data</p> <p>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 mobilised, based on the priority incidents below.</p> <p>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.</p> <p>Priority '2' Incidents involving: Boat/Barge Fires, Building Fires, Caravans, Casualty Care, Chimney Fire (Thatched Roof), Electrical Installations, Chemicals, Pipelines, Ships in Dock, Tunnels.</p> <p>Priority '3' Incidents involving: Automatic Fire Alarms, Derelict Buildings, Cylinders, Petrol (Smell of/Leaking), Domestic Smoke Alarm, Vehicles Fires, Wind Turbines.</p>

Current performance is detailed in the table below: -

FRS	Q1 (seconds)	Q2 (Seconds)	Q3 (Seconds)	Q4 (Seconds)
Cheshire	112	109	110	105

What actions will be required to improve performance?

- The service is performing over and above its target in this area demonstrating consistently good performance. However, all failures to respond within the ten-minute standard are scrutinised by the responsible station manager to identify areas for improvement to reduce any such failures.

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Reporting Period	Quarter Q1	From	01/04/2018 To 30/06/2018
Target	5.5	Actual	1.14 for Q1 (4.54 projected for whole year)

Indicator: [Average Days/Shifts Lost to Sickness]

Previous Status	Current Status	Summary of Current Performance																								
		<p>The Q1 statistics show that performance for operational staff is strong with the Service currently under target for this group, the performance for non-operational staff has shown an increase in days lost when compared with Q1 last year, and for this staff group during Q1 we are currently above target. This is as a result of a number of support staff being on long term sick during the quarter with serious, long term conditions. In addition the support staff who have left as a result of BLC historically had lower levels of sickness than the support staff departments which remain with CFRS meaning that average days lost may now appear higher.</p> <p>Overall across all staff groups the Service is still under target for the quarter.</p> <table border="1" data-bbox="628 1059 1351 1400"> <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>271</td> <td>415</td> <td>0.65</td> </tr> <tr> <td>On-call</td> <td>335</td> <td>278</td> <td>1.21</td> </tr> <tr> <td>Uniform Total</td> <td>606</td> <td>693</td> <td>0.87</td> </tr> <tr> <td>Support</td> <td>398.5</td> <td>192</td> <td>2.08</td> </tr> <tr> <td>CFRS Q1 Total</td> <td>1004.5</td> <td>885</td> <td>1.14</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 Q1 national results showed that Cheshire continues to perform at a very high level across the UK, particularly in respect of whole-time operational staff, achieving the second lowest level of sickness of all FRS's.</p>	Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person	Whole-time	271	415	0.65	On-call	335	278	1.21	Uniform Total	606	693	0.87	Support	398.5	192	2.08	CFRS Q1 Total	1004.5	885	1.14
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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.
- Development of wellbeing initiatives to reduce absence ongoing coupled with a desktop review to assess effectiveness of Service's existing support mechanisms in respect of wellbeing (College of Policing Wellbeing Framework).

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Reporting Period	Quarter Q1	From	01/04/2018
		To	30/06/2018
Target	8	Actual	28

Indicator: [Working Days Lost to Injury]

Previous Status	Current Status	Summary of Current Performance														
		<p>The current total of days lost due to injury is greater than the total for 2017/18. However, the majority of these are due to two accidents where the injury has resulted in prolonged absence from work. This indicator has always been affected by single accidents resulting in prolonged absence.</p> <table border="1" data-bbox="609 871 1414 1093"> <thead> <tr> <th>Year</th> <th>Average Q1 09/10 – 13/14 5 years</th> <th>14/15</th> <th>15/16</th> <th>16/17</th> <th>17/18</th> <th>18/19</th> </tr> </thead> <tbody> <tr> <td>Q1 Totals</td> <td>50.2</td> <td>25.5</td> <td>9</td> <td>25</td> <td>8</td> <td>28</td> </tr> </tbody> </table>	Year	Average Q1 09/10 – 13/14 5 years	14/15	15/16	16/17	17/18	18/19	Q1 Totals	50.2	25.5	9	25	8	28
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What actions will be required to improve performance?

The current absentees will be managed through the normal attendance management procedures. Accident reports will be monitored to detect any trend resulting in more serious outcomes

Performance and Programme Board – Performance Report

Reporting Period	Q1	From	01/04/2018 To 30/06/2018
Target	85%	Actual	64%

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 63.77%. <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 98.82%, a significant improvement on target On-call pump is the primary pump, availability is 62.69%. (e.g. Malpas, Poynton etc.). On-call pump is the second pump, availability is 45.56% (e.g. Winsford etc.) <p>The Individual figures for each pump over the last 12 months are shown in appendix 4.</p> <table border="1"> <thead> <tr> <th></th> <th>On Call Availability</th> <th>On Call Availability as SIU</th> </tr> </thead> <tbody> <tr> <td>All OC Pumps (average)</td> <td>63.77%</td> <td>70.16%</td> </tr> <tr> <td>Nucleus OC Pumps</td> <td>98.82%</td> <td>99.45%</td> </tr> <tr> <td>Primary OC Pumps</td> <td>62.69%</td> <td>70.86%</td> </tr> <tr> <td>Secondary OC Pumps</td> <td>45.56%</td> <td>50.78%</td> </tr> </tbody> </table>		On Call Availability	On Call Availability as SIU	All OC Pumps (average)	63.77%	70.16%	Nucleus OC Pumps	98.82%	99.45%	Primary OC Pumps	62.69%	70.86%	Secondary OC Pumps	45.56%	50.78%
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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. Following recent visits to On Call stations and feedback from the NFCC working groups the Service is looking to revisit how we attract, recruit and reward on call firefighters. This revised approach will be detailed in a Project Initiation Document during Q3.

Recruitment

- Two Watch Managers have 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. Shadow training with Operational Training Group Instructors has now commenced and they will look to identify additional courses (including weekends) for the remainder of 2018.
- Some of our existing Operational Training Group and Command Training Group instructors are now providing On Call cover during weekdays at Winsford Fire Station. This will see an increase of availability with their skills sets adding value to the existing workforce. This will be monitored closely.
- The Service will support the new NFCC Recruitment Campaign that is due to be launched in the Autumn of 2018. Corporate Communications are looking into how the Service can promote the video and recruitment material amongst local communities.

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

- The On Call appliances are now considered first in line for 'Relief' duties at protracted incidents in favour of whole-time appliances. This approach gives the on call staff greater exposure to incidents and the opportunity to gain more experience.
- 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.
- Annual on call celebration event being planned for those members of staff who have achieved their ticket to ride and joined us during course of the year.

Management/Supervision

- Undertake a full review of the pilot for the 'Whole-time on call Watch Manager' role. This new role oversees Knutsford and Holmes Chapel, providing both managerial capacity and operational daytime cover, thus helping to improve pump availability.
- Deliver regular meetings/conferences for on call managers so they can interact with senior officers and feedback issues and concerns.
- Expand the pilot of employing an extra supervisory manager on a temporary basis on stations where there is a business need.
- Monitor the pilot of two Temporary whole-time Crew Managers who provide cover and managerial capacity during the night shifts at Wilmslow.

Daytime Cover

- Explore 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. This is under review.