



Performance Report – Quarter 2, 2018-19

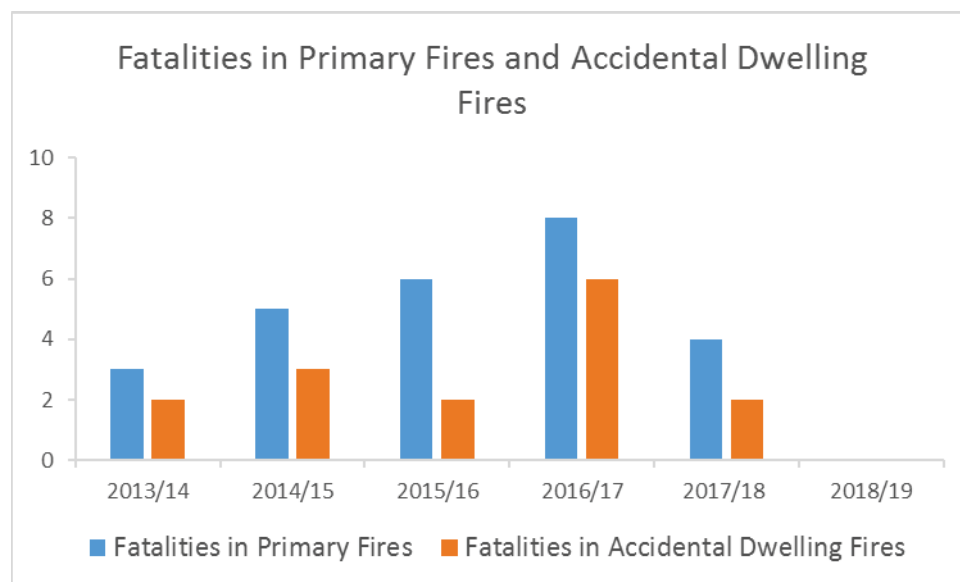
Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	0	Actual	0

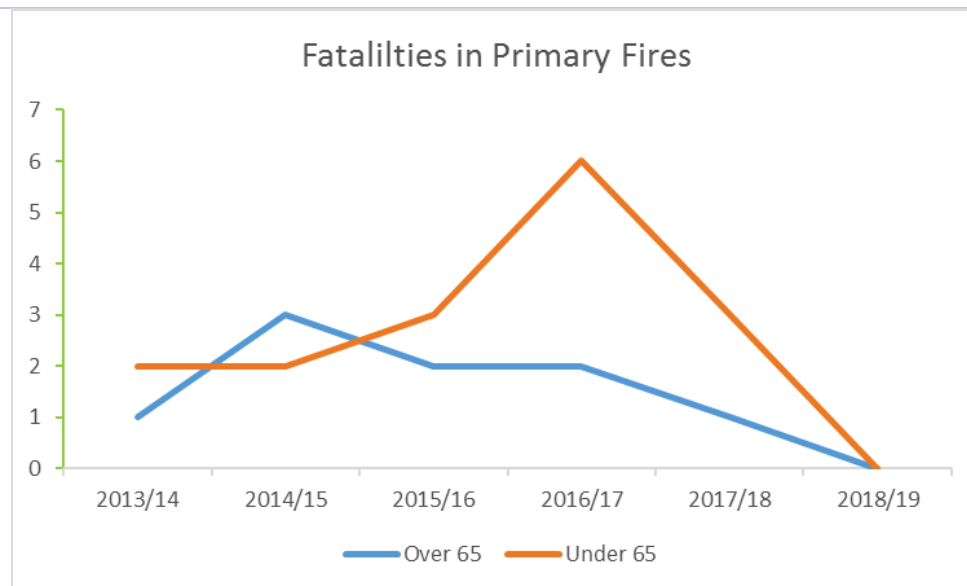
Indicator: [Number of Deaths in Primary Fires]

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





At the end of Q2 there have not been any fatalities.

Nationally in 2017/18 41% 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?



- 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.
- Those with poor mental health are at heightened risk from dying in a fire. The Service Management Team has agreed a proposal to appoint a jointly funded mental health advocate (to be embedded within the Prevention team) to work with vulnerable people at risk in our communities. The partnership agreement with Cheshire & Wirral NHS Trust has been agreed and is awaiting signature.

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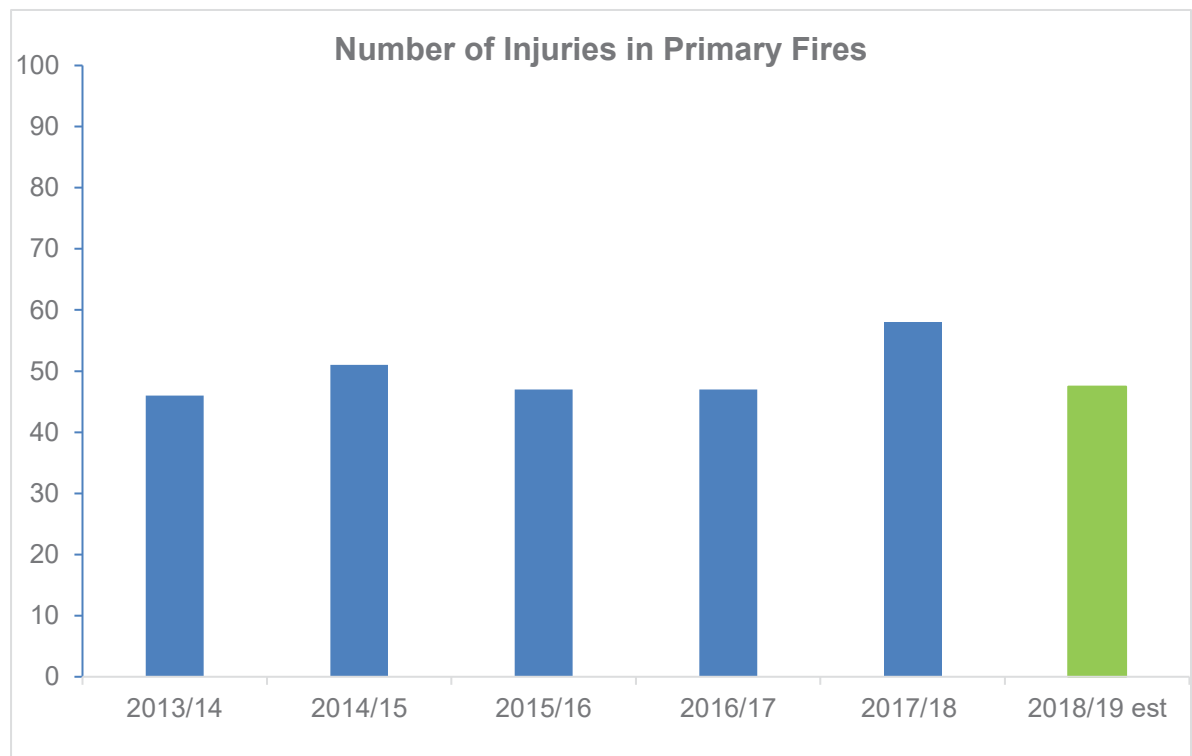
Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	24	Actual	27

Indicator: [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



The number of Injuries in primary fires are on target, with 27 injuries recorded during the first two quarters of 2018/19, which compares to 31 for the same period last year. Even though the number of injuries is higher than our target we do expect to be below target by the end of the year. There were 14 injuries occurring in September with 9 occurring at three incidents. In addition, 12 of the 27 injuries occurred in accidental dwelling fires. Two injuries occurred within our target group for safe and well visits.

Unitary Authority	Number of Injuries
Cheshire East	3
Cheshire West & Chester	7
Halton	12
Warrington	5
Total	27

Cause	Number of Injuries
Smoking Related	1
Cooking Appliance	6
Matches and Candles	5
Fuel/Chemical Related	9
Electricity Supply	4
Vehicle	1
Not known	1
Total	27

Age Group	Number of Injuries Severe	Number of Injuries Slight
0-9	0	1
10-19	0	1
20-29	0	4
30-39	1	7
40-49	0	5
50-59	0	4
60-69	0	2
70-79	0	0
80-89	0	2
90+	0	0
Total	1	26

Injury Description	Number of Injuries Severe	Number of Injuries Slight
Burns - severe	1	0
Burns - slight	0	9
Overcome by gas, smoke or toxic fumes; asphyxiation	0	17
Breathing Difficulties (Other than 'Overcome by gas, smoke or toxic fumes, asphyxiation)	0	0
Total	1	26



What actions will be required to improve performance?

- Prevention will continue to work with the Communications team and Equality Steering Group to ensure that safety campaigns are fit for purpose and targeted where they will have the most impact with appropriate key messages.
- 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. The status of the 4 'injuries' sustained at an incident at Encirc (formerly Quinn Glass) is being looked into - there was an incident at the same site last year and the injury figures were subsequently removed following validation).
- The nationally agreed NHS England partnership has seen Safe and Well visits expanded to include advice on affordable warmth locally across the Service Area. Affordable warmth referrals are made to Energy Products Plus who offer advice to residents on the best energy tariffs, additional benefits they may be entitled to and central heating upgrades. This initiative supports specific health priorities as identified by local health partners – where possible we link the health work that we do to fire risk, but this is not possible in all cases. Initiatives such as these aim to improve the general well-being of the most vulnerable in our communities which in turn may help to decrease their risk of dying or being injured in a fire.

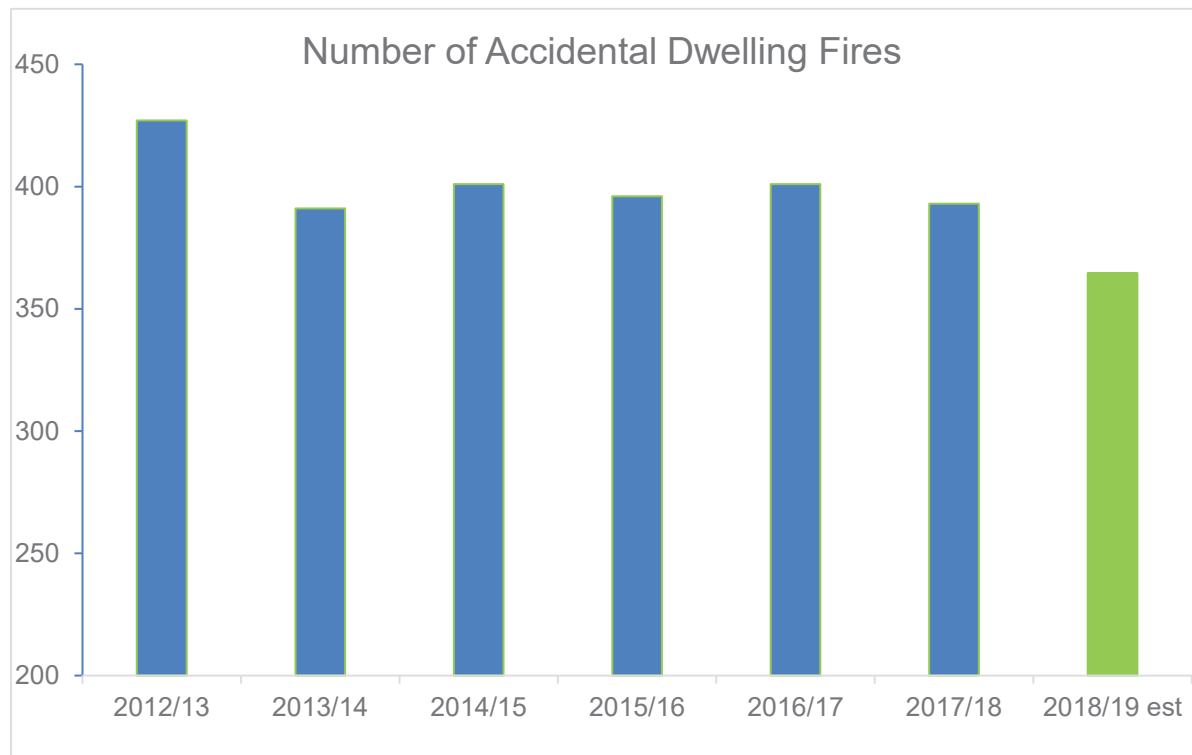
Performance Report – Quarter 2, 2018-19

Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	184	Actual	175

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

Previous Status	Current Status
	

Summary of Current Performance



At the end of Q2 there has been 175 accidental dwelling fires (ADFs) compared to a target of 184. There has been a decrease of 4 incidents compared to the same period in 2017/18.

Looking at the key risk areas, there have been reductions in the number of kitchen fires from 106 to 96. There has also been a reduction in the number of fires involving occupants over the pensionable age who live on their own, from 37 to 28.

In addition, no fire-fighting action was required at 60 incidents (34%) and there was no fire spread beyond the room of origin in 154 (88%) of accidental dwelling fires.

Unitary Authority	Total
Cheshire East	60
Cheshire West & Chester	49
Halton	28
Warrington	38
Total	175

Fire Location	Total
Kitchen	96
Bedroom	20
Living room	11
Roof/Roof Space	8
External fittings	6
Other	6
Utility room	6
External structures	5
Bathroom/Toilet	4
Garage	4
Conservatory	3
Corridor/Hall	3
Airing/Drying cupboard	1
Stairs	1
Under stairs (enclosed, storage area)	1
Total	175

Occupancy Type	Was a smoke alarm present? Yes	Did the alarm activate? Yes
3 or more adults with dependant children	100%	50%
Lone person over pensionable age	96%	89%
3 or more adults under pensionable age, no children	94%	56%
Couple one or more over pensionable age, no children	94%	53%
Lone parent with dependant children	92%	64%
Couple with dependant children	85%	56%
Lone person under pensionable age	83%	72%
Couple both under pensionable age with no children	79%	53%
Total	90%	64%

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	28	56,533	287
Lone parent with dependant children	25	82,396	176
Lone person under pensionable age	18	73,421	142
Couple one or more over pensionable age, no children	17	80,559	122
Other	27	209,308	75
Couple with dependant children	41	347,436	69
Couple both under pensionable age with no children	19	167,332	65

The indexed score is a risk score which compares the rate of incidents for each occupancy type against the overall rate for Cheshire. The rate is converted to an indexed score, with the average rate for Cheshire being converted to a score of 100. The indexed score is used rather than the rate so that simple comparisons can be made quarter on quarter and across occupancy types. E.g. an indexed score of 200 indicates that occupancy type is twice as likely as average to have an accidental dwelling fire.

What actions will be required to improve performance?

- We will continue to work with the Communications team and Equality Steering Group 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 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. From April 2019 a revised targeting methodology will be introduced which has identified vulnerable lone parents and single occupants under 65 in Red wards across the Service Area. Operational crews will be given a target of 20,000 – 10,000 being over 65s and 10,000 from these new at risk groups.



- Station Open Days have, or are taking place and home safety advice (including cooking) is given out to members of the public and the kitchen safety vehicle is booked when available, e.g. Chester and Widnes in Q3.
- An active social media campaign supported by Corporate Communications across the Cheshire West & Chester (CW&C) area focusing on kitchen safety.
- Safety Central's educational programme continues to contribute towards making Cheshire safer. Since 1st April 2018 3,366 visitors including 1,626 pupils and 189 adults from 36 mainstream schools; 180 young people and 64 adults from 12 non-mainstream schools and colleges; 424 and 79 helpers from 33 community groups and 802 stakeholders attending training or meetings have visited the centre. On average there is a 74% (up 2% on Q1) improvement in test of key life-skills subject knowledge – see Infographic attached as Appendix 3.
- Safety Central will be launching a structured programme specifically aimed at adult visitors, in particular WIs, U3As, Rotary Clubs and other social, support or community groups. Taking around 2.5 hours and running from 2.30pm after our schools have left, up to two nights a week and/or Saturday mornings the visit will include:
 - a welcome tea, coffee, juice and biscuits
 - introduction in the cinema room to our fictional family, with a particular focus on 'nan'
 - Home Safety 1 – common causes and prevention of fire, common slips, trips and falls hazards
 - Home Safety 2 – assistive technology in the home, fire risk of medical/clinical equipment at home, crime prevention
 - Cybersafety – scams, privacy, connecting with other people safely online
 - Personal safety – cash machine, keeping personal possessions safe, reporting crime
 - Final film and quiz about what they've learned.
- The nationally agreed NHS England partnership has seen Safe and Well visits expanded to include advice on affordable warmth locally across the Service Area. Affordable warmth referrals are made to Energy Products Plus who offer advice to residents on the best energy tariffs, additional benefits they may be entitled to and central heating upgrades. This initiative supports specific health priorities as identified by local health partners – where possible we link the health work that we do to fire risk, but this is not possible in all cases. Initiatives such as these aim to improve the general well-being of the most vulnerable in our communities which in turn may help to decrease their risk of dying or being injured in a fire.
- 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.

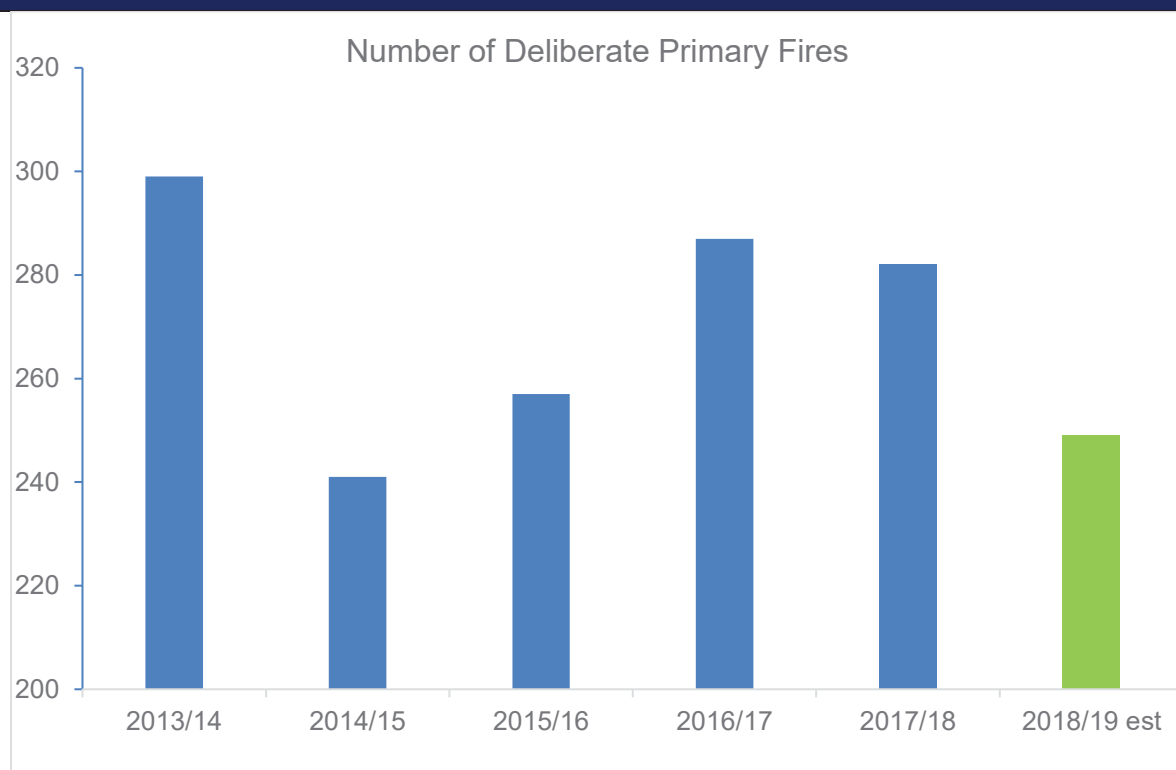
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Reporting Period Q2		01/04/2018 To 30/09/2018	
Target (Primary)	145	Actual (Primary)	133
(Secondary)	558	(Secondary)	517

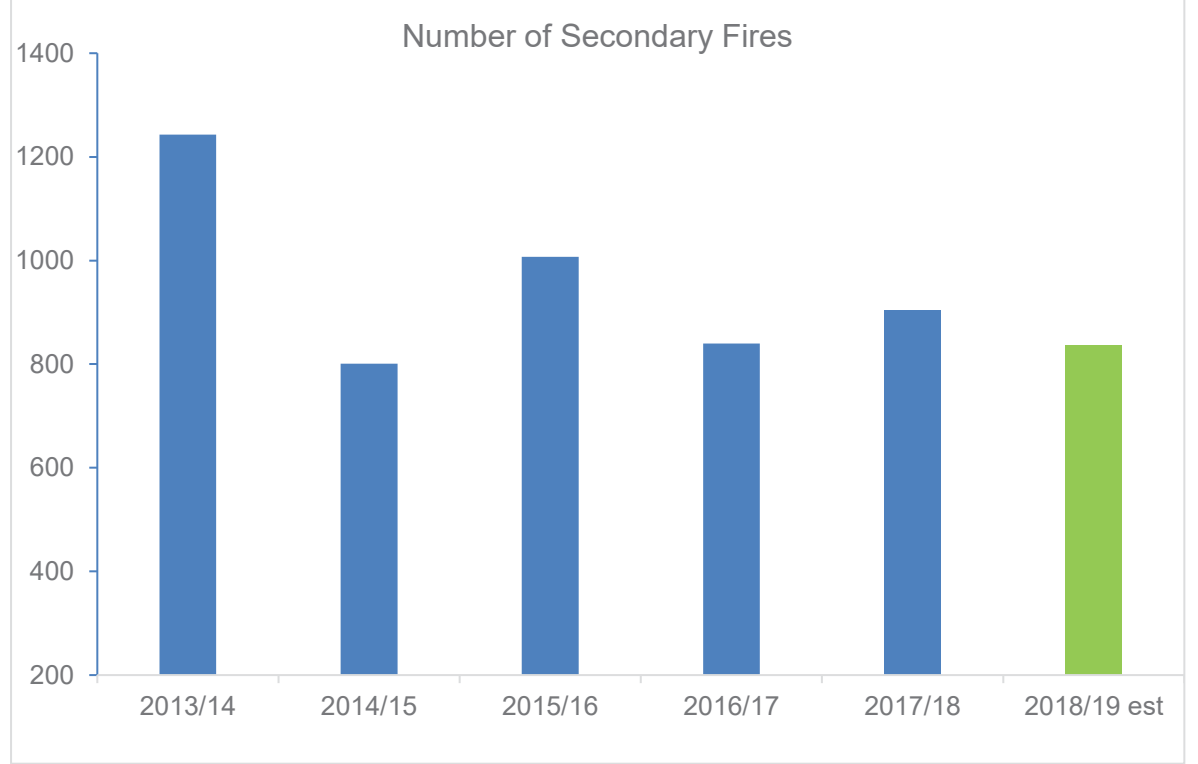
Indicator: [Number of Deliberate Fires]

Previous Status	Current Status
	

Summary of Current Performance



- Overall 133 deliberate primary fires were recorded at the end of Q2, against a target of 145. Overall the station area with the highest number of incidents is Warrington (26).
- Across Cheshire, 63 incidents (47%) involved the deliberate ignition of a road vehicle. Of these, 42 were cars and 13 motor cycles. The station areas with the highest number of incidents involving motor vehicles is Widnes (12), however the majority of these occurred in Q1.



The number of deliberate secondary fires recorded in Q2 was 517 which is 41 under target. The highest number of incidents have been in Warrington (91) and Ellesmere Port (79), which account for 31.1% of all incidents.

The main property types are loose refuse (111) and Small refuse/rubbish/recycling container and wheelie bins (122). The stations with the highest number of fires involving wheelie bin/recycling containers is Warrington (32) followed by Widnes (20).

Of the 38 wheelie bins fires which occurred in Warrington and Widnes 26 took place in Q2, particularly around Hough Green and the area around Radley Common.

What actions will be required to improve performance?



- After the sudden spike in deliberate fires starting towards the beginning of the current fiscal year in Handforth, intelligence was shared with the local community, and Cheshire Police in an attempt to reduce deliberate fire activity in the Handforth area. Meetings between watches and police staff have taken place with new arson routes and school visits undertaken to try to reduce the volume of fires. Recent decreases in deliberate fires in the Handforth ward have been seen following the proactive work of the crews with a recent arrest of a 60 year old male.
- Hough Green and Radley Common – a wheelie bin campaign is planned, in conjunction with neighbourhood housing trusts, and will feature a local case study.
- Officers are liaising with local ASB panels, Housing Trusts and parents. The threat of eviction if further offences seems to be a positive deterrent. In Widnes a serial offender has come off curfew, but numbers are still on the decrease.
- Halton – police ‘Operation Scrambler’ campaign is targeting local offenders – it is thought that the use and subsequent destruction of off-road motorbikes may be linked to use for transporting drugs across the area.

- CCTV polygons have now been created for all the Cheshire East Station areas which are currently being worked on by the Fire Research and Analysis team. Once complete these will be updated to the North West Fire Control (NWFC) mapping system, any incidents that occur within these polygons NWFC will contact the CCTV control room to inform them and see if any intelligence can be gathered as evidence.
- “County Lines” is a term used to describe gangs and organised criminal networks involved in importing illegal drugs into local areas. They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence and weapons. During the week of 8th to 14th October Cheshire Police focus is on disrupting and bringing to justice those responsible for operating County Lines and the associated violence and vulnerability. Our Prevention teams, On the Streets team and operational crews continue to work with Cheshire Police in this regard, sharing intelligence and local knowledge. It is possible that motorcycles and scooters are being used in local areas to move supplies and are then being burnt to destroy evidence.

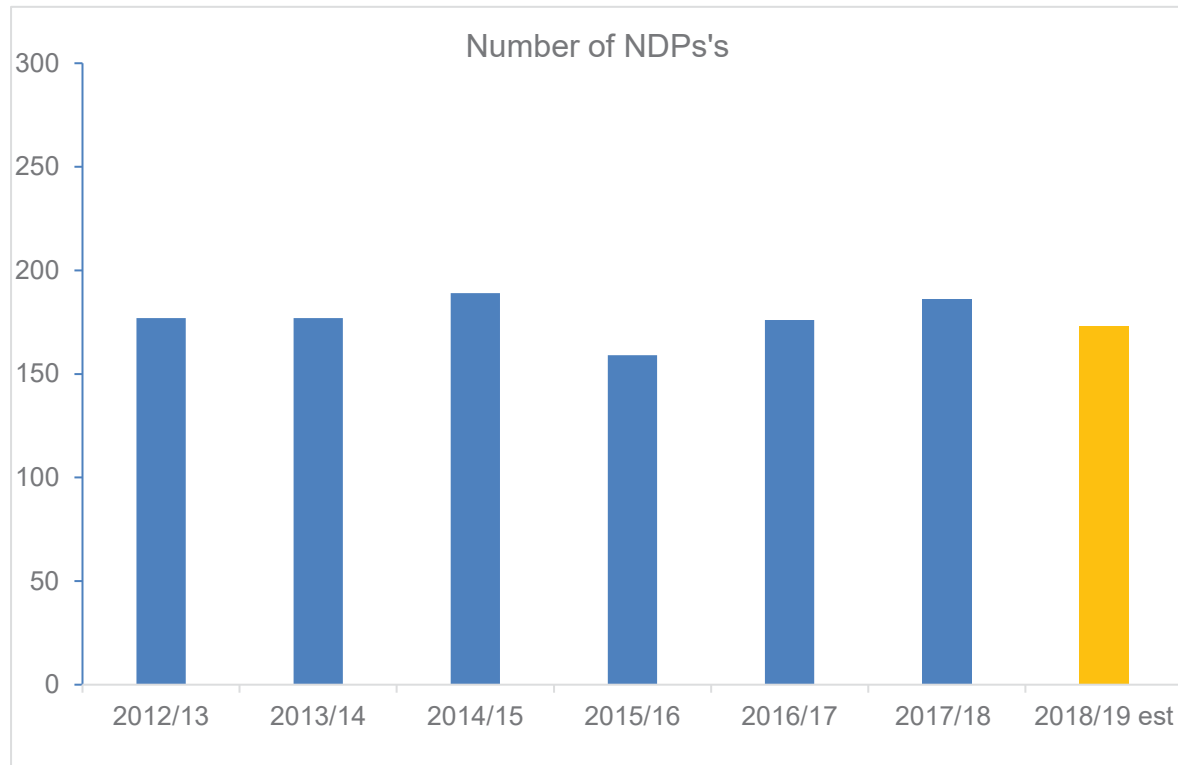
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Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	89	Actual	92

Indicator: [Fires in Non-Domestic Premises]

Previous Status	Current Status
	

Summary of Current Performance



There have been 92 Non-Domestic Premises (NDP) fires between April and September compared to 98 for the same period last year.

The most significant numbers of fires have been identified in the following building types – with other categories having less than 5 occurrences:

- Retail, Single shop - 12
- Pub/Wine bar/bar - 9

The main causes for fires in NDPs:

- 22 electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.
- 13 industrial equipment including kilns and dryers.
- 10 cooking related incidents - including cookers, deep fat fryers and microwaves.

68% of the 92 fires (63 incidents) were either confined to the item first ignited (53) or involved smoke and heat damage only (10). Whilst a further 15 fires were confined to the room of origin. In 8 properties the fire spread to the whole building (5 of these occurred in Q2, including buildings at an oil refinery and recycling plant).

Cause	Heat or smoke damage only	Confined to item 1st ignited	Confined to Room of origin	Other
Electrical	3	14	3	2
Industrial Equipment	2	8	2	1
Cooking	0	7	1	2

Unitary Area	Accidental	Deliberate
Cheshire East	25	3
Cheshire West & Chester	23	2
Halton	16	2
Warrington	14	7
Grand Total	78	14

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. 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 managers meet monthly to discuss departmental performance and all NDP fires are scrutinised and any emerging trends/patterns are considered. Where appropriate any trends are translated into themed thematic inspections for the operational crews, such as thematics aimed at the types of businesses having electrical fires.
- 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.

- Further impact events are programmed into the team's departmental plan - Winsford Industrial estate and Birchwood in October and Chester in February (multi-agency event focussing on heritage).
- 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.
- The Business Safety team is working in conjunction with Corporate Communications to support the Service's sprinkler campaign with a second seminar in October to promote the benefits of sprinklers to businesses including a live fire demonstration at Sadler Road.

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Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	307	Actual	231

Indicator: [Number of Automatic Fire Alarms (AFAs) in Non-Domestic Premises]/False Alarms

Previous Status	Current Status
	

Summary of Current Performance

An Unwanted Fire Signal (UwFS) is defined by the British Fire Protection System Association as “any alarm signal other than a genuine fire or test signal”. Any false alarm which is subsequently passed to the fire and rescue service from an automatic fire alarm (AFA) is classed as an UwFS.

At the end of Q2 there have been 231 attendances to AFAs in NDPs against a target of 307.

The station areas with the highest number of calls are Chester, Macclesfield and Warrington which together account for 50.6% (117) of the overall total.

The main property types for AFAs are hospitals (81) and nursing, retirement or care homes (37).

The most common reason for the alarm to go off was a fault (96), followed by Accidentally/carelessly set off (32).



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.
- The Service will continue to interrogate those calls which should not have been attended under the current Unwanted Fire Signal policy and liaise with North West Fire Control (where appropriate) to ensure that the number of such calls is reduced. A review is underway 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, business visits and via the Service’s social media channels.

Performance and Programme Board – Performance Report

Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	A) 20,000 B) 65%	Actual	A) 21,636 B) 73%

Indicator: [A] Number of Safe and Well visits delivered to properties of Heightened Risk]



Previous Status	Current Status
	

Summary of Current Performance

Number of Safe and Well Visits

In Q2 21,636 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% of visits have resulted in referrals to partner health agencies – see Infographic attached at Appendix 4. The number of Safe and Well visits within the infographic is different as it includes non-High Risk Data visits and those completed by members of staff who don't have a target but may conduct a Safe and Well visit e.g. On-Call staff.

Indicator: [B] Platinum Address Success Rate

Previous Status	Current Status
	

Summary of Current Performance

Platinum Address Success Rate

Platinum – the top 10,000 households identified at most risk from fire.

The percentage of platinum addresses that we have completed a Safe and Well visit is 73% which is above our target and is an improvement on the same period last year.



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 is already seeing an improvement in performance. The Prevention teams' performance is monitored through weekly performance sheets with managers challenging areas of poor performance.
- The nationally agreed NHS England partnership has seen Safe and Well visits expanded to include advice on affordable warmth locally across the Service Area. Affordable warmth referrals are made to Energy Products Plus who offer advice to residents on the best energy tariffs, additional benefits they may be entitled to and central heating upgrades. This initiative supports specific health priorities as identified by local health partners – where possible we link the health work that we do to fire risk, but this is not possible in all cases. Initiatives such as these aim to improve the general well-being of the most vulnerable in our communities which in turn may help to decrease their risk of dying or being injured in a fire.

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Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	1,002	Actual	967

Indicator: [Thematic Inspections Completed by Operational Crews]

Previous Status	Current Status
	

Summary of Current Performance

A thematic inspection is a fire safety assessment carried out by operational crews of low-risk premises. Thematic inspection targets are allocated to all stations with the exception of On-Call. A total of 967 thematic inspections were completed against a target of 1,002 (97%), just slightly under target at the end of Q2.

CW&C: 314 (99%)

Cheshire East: 195 (96%)

Halton and Warrington (H&W): 458 (95%)

189 (20%) of the thematic inspections carried out were referred to and required follow-up action by Protection officers.



What actions will be required to improve performance?

- Operational Crews undertake thematic inspections of NDPs 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. Q3 will focus on fireworks and over-stocking in the lead up to Christmas.
- 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. A working group will be formed to look at revising the process.
- 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 Report – Quarter 2, 2018-19

Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	900	Actual	600

Indicator: [Fire Safety Audits in Non-Domestic Premises]

Previous Status	Current Status
	

Summary of Current Performance

At the end of Q2 a total of 600 Non-Domestic Properties fire safety audits have been completed against a target of 900 (67%).

Area	Performance		Staff Capacity and Competence			
	Q2 Target	Q2 Actual	*Level 4	**Level 3	Development	Total Staff
CW&C	300	129	3	2	2	7
Cheshire East	300	301	4	2	1	7
Halton & Warrington	300	170	3.5	1	3	7.5

*Level 4 enables Officers to audit at complex premises and **level 3 at less complex premises.

Outcomes of these audits resulted in:

- Educate and Inform – 433
- Notification of Deficiencies – 119
- Action Plan – 35
- Enforcement Notice – 12
- Prohibition – 3
- Alteration Notice – 0

72% of the audits carried out resulted in no further action.

What actions will be required to improve performance?



- Individual targets have been revised in order to improve performance in line with targets by the end of Q3. Departmental performance is scrutinised in weekly office and monthly managers meetings to ensure the best use of available resource.
- Focus is on getting staff competent to Level 4 Diploma in Fire Safety; with an acknowledgment that the pathway to competency for new staff takes approximately two years. Newer members of staff will be able to begin to complete audits of simple premises on completion of their Level 3 Certificate in Fire Safety. Sadler Road and Cheshire East experienced resources have been re-aligned to assist in CW&C and H&W office areas.

- 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 Q2		01/04/2018 To 30/09/2018	
Target	80%	Actual	88%

Indicator: [10 Minute Standard]

Previous Status	Current Status
	

Summary of Current Performance

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 8 minutes and 15 seconds.

Dwellings

90% of dwelling fires were attended within 10 minutes. There were 17 attendances to dwelling fires which failed the standard. The average attendance time for a first pump to a dwelling fire between April 2018 and September 2018 inclusive was 7 minutes and 29 seconds.

Road Traffic Collisions (RTCs)

85% of RTCs were attended within 10 minutes. Overall there were 19 incidents which failed the standard. The average time from alert to in attendance was 9 minutes 08 seconds.

Reasons for missing the attendance target:

Cheshire West & Chester (CW&C)

Dwelling Fires -three incidents located more than 10 minutes from the station
 RTC - Four incidents, two unable to arrive within 10 minutes due to location, one awaiting On-Call FF, one where CE (Middlewich) shows on CW&C statistics (due to boundary anomaly).

Cheshire East

Dwelling Fires - one unachievable, one not booked in attendance and one Mobile Data Terminal failure.
 RTC - two unachievable due to location (one taking 13 mins response).

Warrington

RTC - one due to position on opposite carriageway and need to travel further (2 mins over), one due to incorrect address given and the third due to Sat Nav update (10 secs over)

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 mobilised, based on all incidents with the following omissions: -

Any incident classified as IRS or NWFC 'Other' – these are predominantly test and admin incidents some of which do not feed into the Fire Service Incident Recording Systems.

Chemical Suicide/Gassing Off

Concern for Welfare

Gaining Entry

Calls to Assist Other Agencies Non-Life Risk (i.e. Police or Ambulance)

Suspect Package/White Powder/Bomb

Arson Threat

Threatening to Jump (from height or into water)

Attendance to be made to a non-critical incident within 2 hours

FRS	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19
Cheshire	115 seconds	110 seconds	105 seconds	104 seconds







What actions will be required to improve performance?

- The Service performs consistently over and above its target in this area demonstrating good performance.
- However, all failures to respond within the ten minute standard continue to be scrutinised by the responsible station manager and Service Delivery Managers to identify areas for improvement to reduce any such failures.

Performance Report – Quarter 2, 2018-19

Reporting Period Q2	01/04/2018 To 30/09/2018		
Target	85%	Actual	62%

Indicator: [On-Call Availability]

Nucleus		Primary On-Call		Secondary On-Call	
Previous Status	Current Status	Previous Status	Current Status	Previous Status	Current Status
					

Summary of Current Performance

- On-Call availability for the year to date is 62.11%.

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 99.16%, a significant improvement on target
- On-Call pump is the primary pump, availability is 60.87%. (e.g. Malpas, Poynton etc.).
- On-Call pump is the second pump, availability is 43.11% (e.g. Winsford etc.)

The Individual figures for each pump over the last 12 months are shown in Appendix 5.

	On-Call Availability	On-Call Availability as SIU
All OC Pumps (average)	62.11%	69.16%
Nucleus OC Pumps	99.16%	99.61%
Primary OC Pumps	60.87%	69.81%
Secondary OC Pumps	43.11%	49.2%

What actions will be required to improve performance?

Officers continue to implement improved working practices and explore new approaches and initiatives. Following regular visits to On-Call stations and feedback from local working groups the Service is looking to review how the On-Call is managed across the service. A Project Initiation Document (PID) is now complete and will be used as a foundation document to make fundamental changes to the On-Call service.

Recruitment

- A total of three Watch Managers are now in post and deliver initial training courses across all unitary areas. The initial courses (MOD1) are scheduled regularly, and are delivered over the week or over a series of weekends providing greater flexibility and opportunities for the applicants.

- The Service is committed to supporting the new National Fire Chiefs Council recruitment campaign that was launched in August. Videos that support more local recruitment have been produced by our staff and are used for local campaigns. Corporate Communications are using these videos on social media platforms and the Service website to promote recruitment, and to reassure potential applicants the level of commitment requirements for the role.
- The Service has now moved from applicants completing Point of Entry Selection Tests on line to a paper based approach. These tests are now undertaken on the same evening as the practical tests. This in turn will reduce the impact on their primary role and external commitments by only attending the one assessment event, these tests take place on the first Tuesday of each month.

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. During the 'wild fires' in Manchester over the summer months, On-Call staff and stations nominated themselves to provide cover, in return they gained some valuable experience and increased exposure to an array of incident types.
- An annual On-Call celebration event is now planned for those members of staff who have achieved their certificate to ride during the course of the year. The first event will take place in spring 2019.

Management/Supervision

- The Service is undertaking a full review of the pilot for the 'Whole-time On-Call Watch Manager' role. This role oversees Knutsford and Holmes Chapel, providing both managerial capacity and operational daytime cover, thus helping to improve pump availability. This is due to take place in Q3/Q4.
- Holding regular meetings/conferences for On-Call managers so they can interact with senior officers and feedback issues and concerns.
- Expansion of the pilot of employing an extra supervisory manager (CM) on a temporary basis on stations where there is a business need.
- Continue to monitor the pilot of two temporary whole-time Crew Managers who provide cover and managerial capacity during the night shifts at Wilmslow. A review of this model is due to take place in December 2018.



Daytime Cover

- Explore the possibility of using technology to allow the On-Call pumps to be available – in certain circumstances - on a delayed turnout, thus maximising resources. This is a specific project detailed in the PID.
- Participants from the Watch Manager 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 Tarpoley. This is under review and will be evaluated during Q3.
- Working with the Protection department and explore the possibilities of Protection staff providing operational cover at On Call stations whilst they are in the area undertaking audits and or whilst completing administrative duties.

Performance Report – Quarter 2, 2018-19

Reporting Period Q2		01/04/2018 To 30/09/2018	
Target	2.75	Actual	1.86

Indicator: [Average Days/Shifts Lost to Sickness]

Previous Status	Current Status
	

Summary of Current Performance

The Q2 statistics show that performance for operational staff is strong with the Service currently under target (1.32) for this group, the performance for non-operational staff has shown an increase in days lost when compared with Q2 last year, and for this staff group during Q2 we are currently above target (3.87). This appears to be 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 within the Service meaning that average days lost may now appear higher.

Overall across all staff groups the Service is still under target for the quarter.

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person
Whole-time	464.5	428	1.09
On-Call	483	292	1.65
Uniform Total	947.5	720	1.32
Support	754	195	3.87
Q2 Total	1701.5	915	1.86

Sickness is also monitored at a national level and a report is compiled by Cleveland Fire & Rescue Service on a quarterly basis. At the time of writing the Q2 figures were not available however 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 fire and rescue services.

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.
- The HRBP team will undertake some specific analysis of the absence data for non-operational staff to determine if any specific actions/interventions can be applied to reduce the upward trend in absence for this staff group.
- 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).

Performance Report – Quarter 2, 2018-19

Reporting Period Q2

01/04/2018

To

30/09/2018

Target

16

Actual

33

Indicator: [Working Days Lost to Injury]

Previous Status

Current Status



Summary of Current Performance

The number of days lost as a result of injury is already greater than in the whole of the previous reporting year. This is as a result of several injuries resulting in prolonged periods of absence as set out below:

- One person suffered a back injury rising from a resting chair (15 working days)
- One person suffered a broken finger (5 Days)
- One person suffered a back injury at training centre (38 days in total with 15 working days)

What actions will be required to improve performance?

- The Service Health Safety and Well-being Committee continues to monitor accident trends in an attempt to identify any causes of accidents where we can take proactive measures to prevent future occurrences. However one serious accident can skew the figure considerably