



## Performance and Programme Board – Performance Report

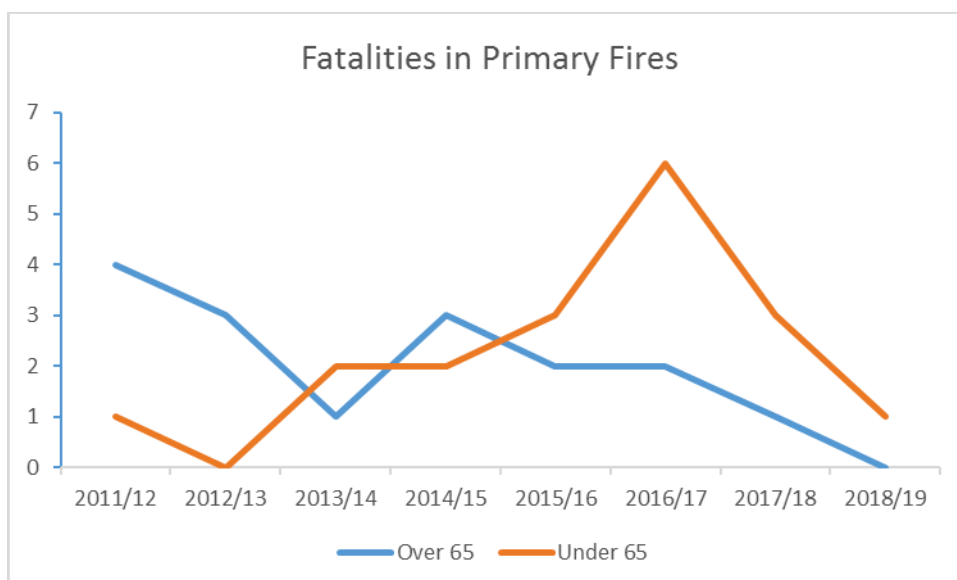
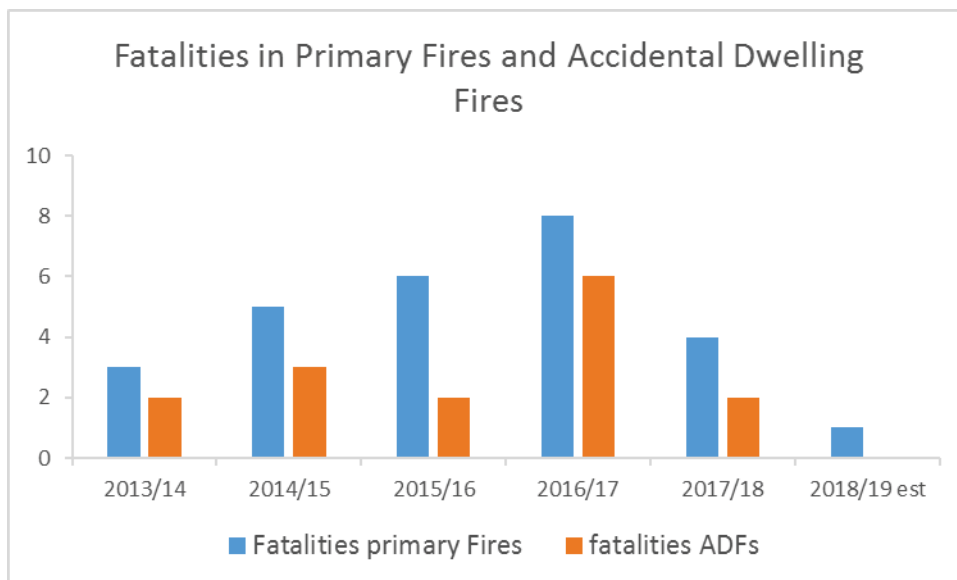
Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	0	Actual	1

### 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



Nationally, in 2017/18 41% of fatalities, in accidental dwelling fires, involved people aged 65 or older. However, within Cheshire over the last three years 13 out of the last 18 fatalities (72%) in primary fires have involved victims aged under 65. The single fatality in 2018/19 involved a vehicle fire and is currently under investigation as to the cause.

Fire Investigation Officers will continue to investigate the causes of fatal fires and work with partner agencies and other stakeholders to prevent further fires occurring.

### What actions will be required to improve performance?



- Our officers will continue to work with partner agencies and other stakeholders to examine the causes of fires and identify any emerging trends to better inform our prevention and protection activities.
- The Heads of Department meet every two months as the Incidents of Interest Scrutiny Group. Findings, outcomes and actions associated with any fire fatalities, serious injuries, 2in 24s and other 'incidents of interest', e.g. Grenfell Towers, are monitored and scrutinised by Heads of Department at the group to ensure that the Service continually improves and learns from these incidents to prevent further fires occurring. All fatal fires are subject to a full investigation and report.
- It is acknowledged that people with poor mental health are at heightened risk from dying in a fire. As reported at Q2, a jointly funded mental health advocate will be appointed to the Prevention team to work with vulnerable people at risk in our communities. We are awaiting signature of the partnership agreement with Cheshire & Wirral NHS Trust so that the appointment process can begin.

## Performance and Programme Board – Performance Report

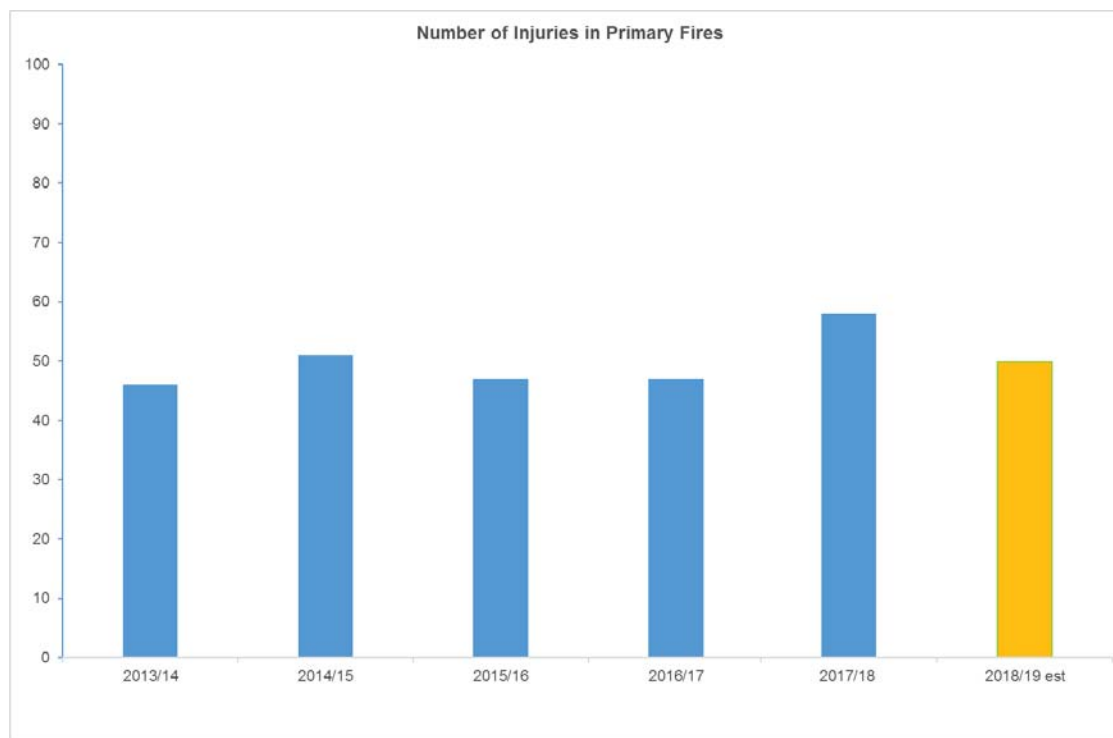
Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	35	Actual	38

### 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 marginally off target:

- 38 injuries recorded during the first three quarters of 2018/19, compared to 51 for the same period last year.
- 14 occurred in September - 9 at three incidents
- 21 of the 38 injuries took place in accidental dwelling fires.
- 10 injuries were fuel/chemical related with 2 incidents accounting for 7 of these injuries with only 1 injury occurring in Q3

Unitary Authority		Number of Injuries	
Cheshire East		5	
Cheshire West & Chester		10	
Halton		14	
Warrington		9	
<b>Total</b>		<b>38</b>	

Cause		Number of Injuries	
Smoking Related		6	
Cooking Appliance		9	
Matches and Candles		5	
Fuel/Chemical Related		10	
Electricity Supply		4	
Vehicle		2	
Fridge/Freezer		1	
Spread from Secondary Fire		1	
<b>Total</b>		<b>38</b>	

Age Group	Number of Injuries	
	Severe	Slight
0-9	0	1
10-19	0	1
20-29	0	5
30-39	2	8
40-49	1	5
50-59	0	5
60-69	0	4
70-79	1	2
80-89	0	3
90+	0	0
<b>Total</b>	<b>4</b>	<b>34</b>

Injury Description	Number of Injuries	
	Severe	Slight
Burns - severe	3	0
Burns - slight	0	12
Overcome by gas, smoke or toxic fumes; asphyxiation	1	20
Breathing Difficulties (Other than 'Overcome by gas, smoke or toxic fumes, asphyxiation)	0	1
Other	0	1
<b>Total</b>	<b>4</b>	<b>34</b>

## What actions will be required to improve performance?

- As a means of improving the way we respond to incidents and ensuring that our activities are focussed on preventing further injuries caused by fire the Service's Fatal Fire Policy is in the process of being reviewed. The policy will become the *Fatal Fire and Serious Injuries Reporting Policy*. This is to ensure that where a serious injury occurs, as a result of fire, a thorough internal review will take place and any actions and learning points are monitored and communicated effectively. Internal Serious Injuries Review Reports will then be scrutinised alongside Fatal Fire Review Reports by the Heads of Department at the Interests of Interest Scrutiny group on a bi-monthly basis.
- Service Delivery Managers are encouraging operational crews to increase social media presence to raise fire safety awareness, especially the dangers associated with smoking due to a couple of incidents where serious injuries resulted from fires caused by smoking. Fire stations now have their own Twitter accounts so activity can be specific to the local area:

### **Halton & Warrington:**

a serious injury occurred in Warrington as a result of smoking and the individual failed to respond to the fire alarm sounding due to being medicated. The address had been previously visited, but the individual had been in hospital. Managers are working with the Prevention teams to ensure post-incident home safety visit.

### **Cheshire West & Chester:**

a female suffered serious head and facial injuries at a fire in Knutsford. The fire was smoking related and confined to the individual who had set fire to hair extensions when drunk. This was a late fire call – the individual suffers with her mental health and a mistrust of authority so did not raise the alarm. Her partner forced entry and called for help.

### **Cheshire East:**



a Gas safe engineer responding to a call about a faulty boiler in Knutsford was overcome by fumes when using a solvent weld glue. The gas boiler pilot light is suspected to have ignited the solvent vapours resulting in burns to hands.

Officers will engage with Gas Safe to ensure that we learn from this incident.

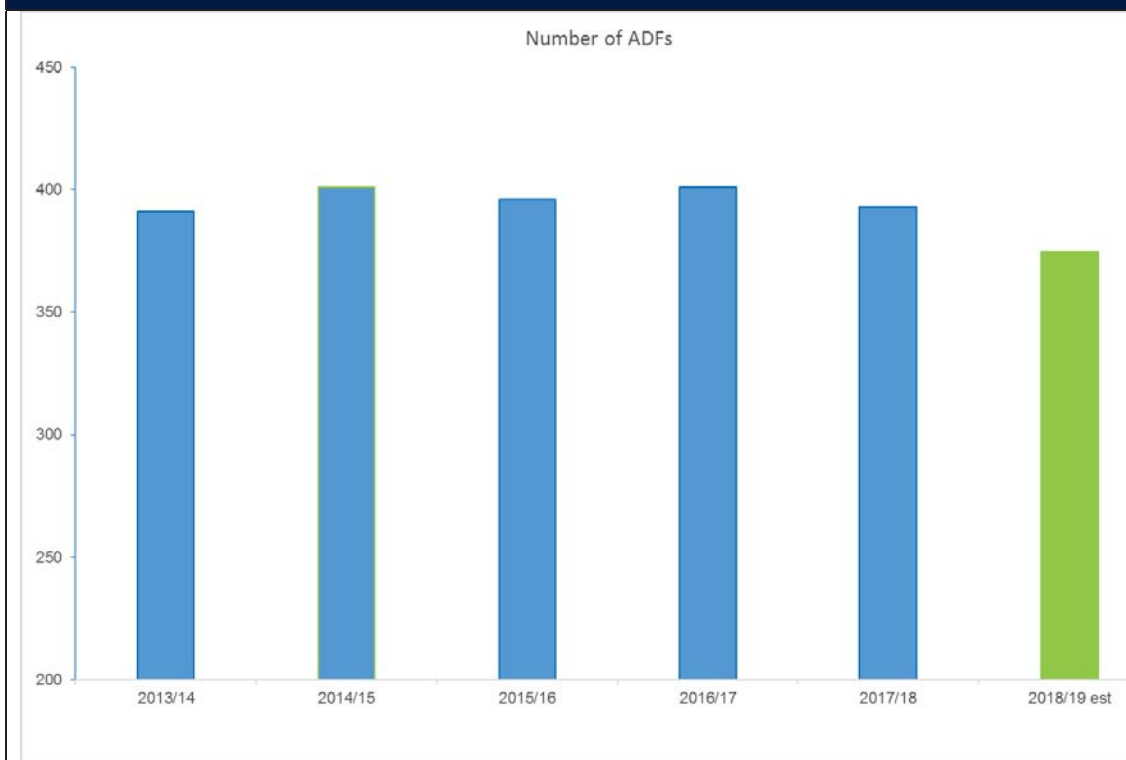
## Performance and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	280	Actual	275

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

Previous Status	Current Status
	

### Summary of Current Performance



At the end of Q3 there has been 275 Accidental Dwelling Fires compared to a target of 280. There has been a decrease of 14 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 168 to 149. There has also been a reduction in the number of fires involving occupants over the pensionable age who live on their own, from 58 to 44.

In addition, no fire-fighting action was required at 89 incidents (32%) and no fire spread beyond the room of origin in 254 (92%) of Accidental Dwelling Fires.

Unitary Authority	Total
Cheshire East	95
Cheshire West & Chester	77
Halton	39
Warrington	64
<b>Total</b>	<b>275</b>

Fire Location	Total
Kitchen	149
Bedroom	30
Living room	16
Roof/Roof Space	16
External fittings	7
Other	9
Utility room	10
External structures	7
Bathroom/Toilet	7
Garage	9
Conservatory	3
Corridor/Hall	6
Airing/Drying cupboard	1
Stairs	1
Under stairs (enclosed, storage area)	4
<b>Total</b>	<b>275</b>

Occupancy Type	Was a smoke alarm present? Yes	Did the alarm activate? Yes
3 or more adults with dependant children	100%	59%
Lone person over pensionable age	97%	93%
3 or more adults under pensionable age, no children	94%	59%
Couple one or more over pensionable age, no children	95%	61%
Lone parent with dependant children	93%	68%
Couple with dependant children	85%	67%
Lone person under pensionable age	86%	83%
Couple both under pensionable age with no children	80%	63%
<b>Total</b>	<b>90%</b>	<b>71%</b>

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	44	56533	288
Lone person under pensionable age	41	73421	207
Lone parent with dependant children	32	82396	144
Couple one or more over pensionable age, no children	28	80559	129
Couple with dependant children	65	347436	69
Couple both under pensionable age with no children	31	167332	69
Other	34	209308	60

The indexed score is a risk score which compares the rate of incidents for each occupancy type against the average rate of accidental dwelling fires within 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. For example 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?

- **Warrington**

Whilst performance is good across the board it is acknowledged that Warrington has seen numbers significantly over target during Q3 with 31 fires against a target of 18. In response Warrington operational crews are continuing with a number of Impact Events in high risk areas, which include use of the Kitchen Safety Unit.

A scrutiny meeting has taken place with the Beat Sergeant and Head of Community Enablement Officers (part of the Families & Wellbeing Directorate at Warrington Borough Council) to look at multi-partnership working along with the local Housing Trust which will include kitchen safety and Anti-Social Behaviour in Radley Common (wheelie bin storage etc.).

'Operation Scattered' is in effect in the Radley Common area to include our partners Cheshire Police, Housing Trust, Environmental Officers, Prevention Advocates and our On the Streets team. This initiative focusses on kitchen safety and anti-social behaviour. A community event has taken place using the Kitchen Safety Unit at the Community Centre in Radley Common with increased use of our Social Media accounts to high-light the event.

In the Warrington area following the impact event in December there have only been 2 further incidents. During this event over 120 properties were engaged with by our staff and partners. There is another impact event being held in the Latchford area on the 25th February which will also focus on kitchen safety & awareness.

Electrical Safety is also being highlighted via our Twitter and Facebook pages for all areas in the Unitary Area.





- **Safety Central**

Since 1st April 2018 Safety Central has welcomed 4,959 visitors: including 2,472 pupils and 289 adults from 59 mainstream schools; 289 young people and 94 adults from 15 non-mainstream schools and colleges; 696 people and 142 helpers from 53 community groups and 977 stakeholders attending training or meetings. The projected number of visitors for 2018/19 is 6,900. There is on average a 79% improvement in test of key life-skills subject knowledge (up 5% on Q2). 100% of 95 teachers surveyed rated their visit as 'very good' or excellent with all saying that they would visit again – see Infographic attached as Appendix 3.

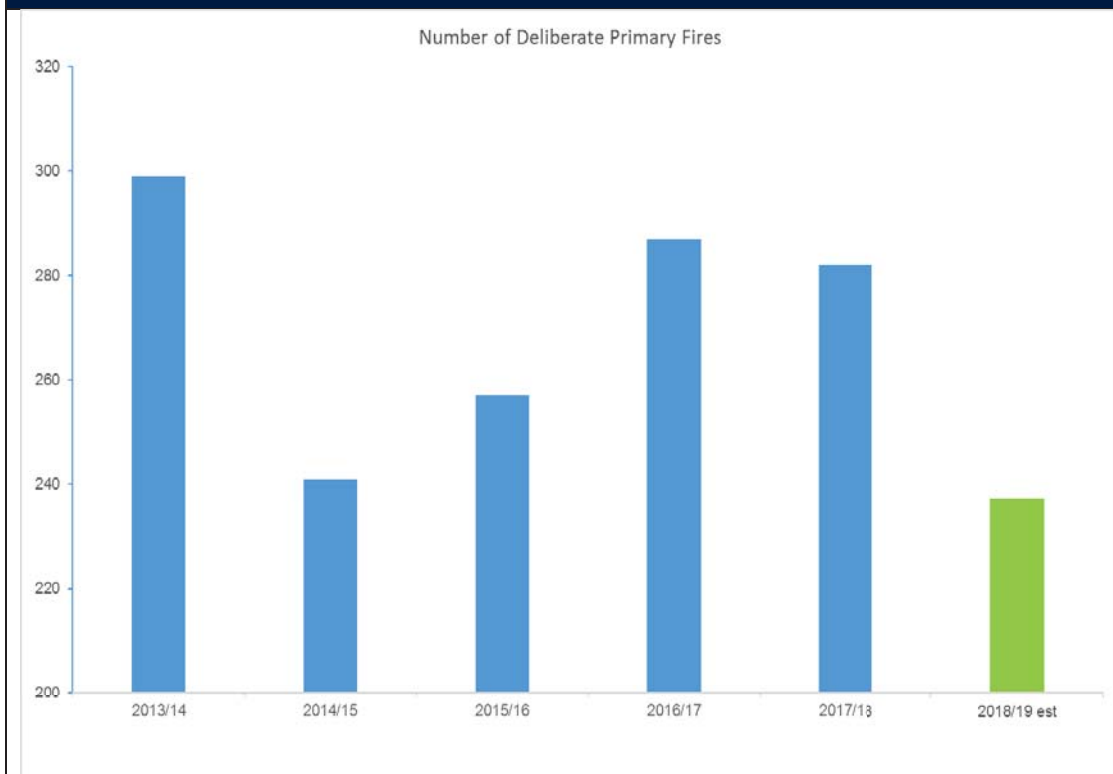
## Performance and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target (Primary)	207	Actual (Primary)	188
(Secondary)	790	(Secondary)	697

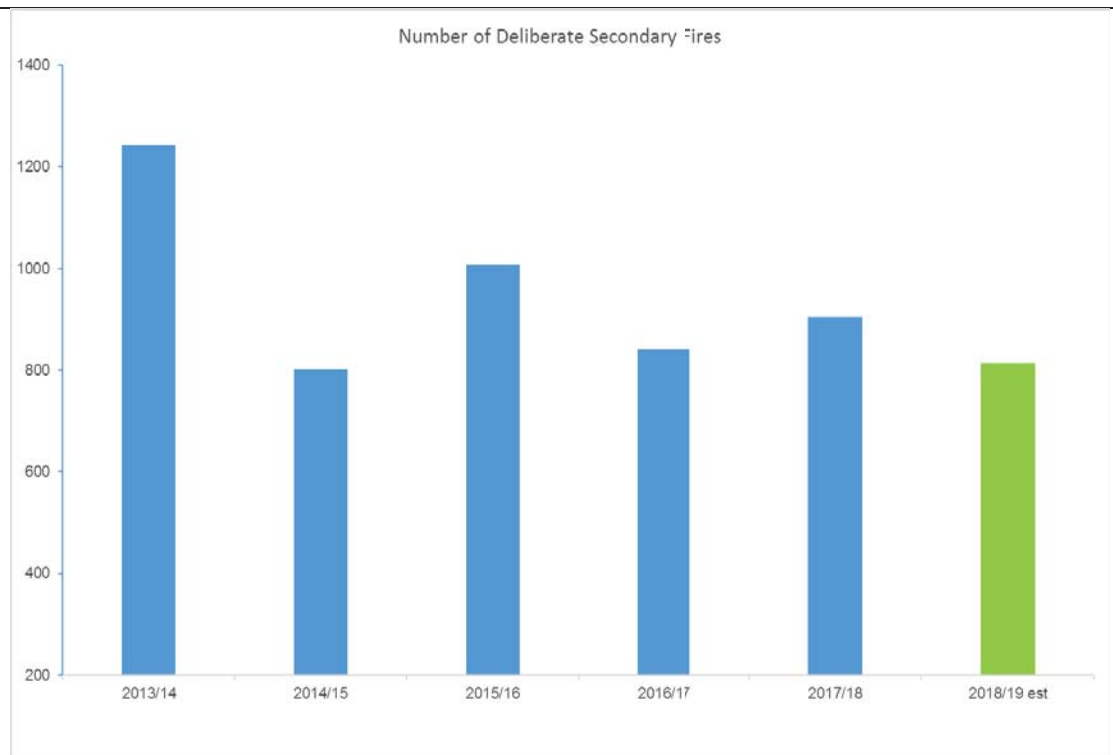
### Indicator: [Number of Deliberate Fires]

Previous Status	Current Status
	

### Summary of Current Performance



- Overall 188 deliberate primary fires were recorded at the end of Q3, against a target of 207. Overall the station area with the highest number of incidents is Warrington (35).
- Across Cheshire, 95 incidents (51%) involved the deliberate ignition of a road vehicle. Of these, 60 were cars and 19 motorcycles. The station areas with the highest number of incidents involving motor vehicles is Widnes (21).



The number of deliberate secondary fires recorded in Q3 was 697 which is 93 under target. The highest number of incidents have been in Warrington (131) and Ellesmere Port (101), which account for 33.3% of all incidents.

The main property types are loose refuse (182) and Small refuse/rubbish/recycling container, wheelie bins and small reuse/recycling containers (191). The stations with the highest number of fires involving wheelie bin/recycling containers is Warrington (32) followed by Widnes (20).

There has been a steady increase in wheelie bin fires since quarter 1, particularly in Warrington and Widnes.

### What actions will be required to improve performance?

- The Digital Media team promoted our safety messages through the Service's social media channels to good effect throughout the Bonfire period as well as the festival of light and Christmas.
- **Cheshire West & Chester**
  - Ellesmere Port** – a spate of car fires in the area took totals slightly over target. Officers are working with the local police to establish whether these incidents are related to Organised Crime Gang activity.
  - The Ellesmere Port town ward accounts for 50 to 60% of the deliberate fires in the local area. Our local authority partners are working with us to identify local groups/causes in Ellesmere Port and Neston who would benefit from YADE (Youth Anti-Social Behaviour Distraction Events) activities. These activities include engagement with Children and Young People through activities such as football and X-Box.
  - Local police teams have deployed increased resources in these areas especially over the bonfire period (Operations Proportion and Treacle).

- **Halton**

a bid for Unitary Performance Group funds will support the purchase of Striker cameras (CCTV) to monitor anti-social behaviour in areas where concerns have been identified.



- **Warrington**

Radley Common boxing club has become an instrumental part of the localised strategy to tackle anti-social behaviour, with a big focus on dealing with bin related fires. For many years the area has had issues with young people setting fire to bins and causing anti-social behaviour in the local area. In a partnership project between the Service and Livewire the Radley Common boxing project has been established to engage young people on a Friday evening and provide much needed diversionary activity. The sessions provide an opportunity for parents to help out or assist with sessions improving community cohesion and giving staff members the opportunity to discuss any local issues that have arisen.

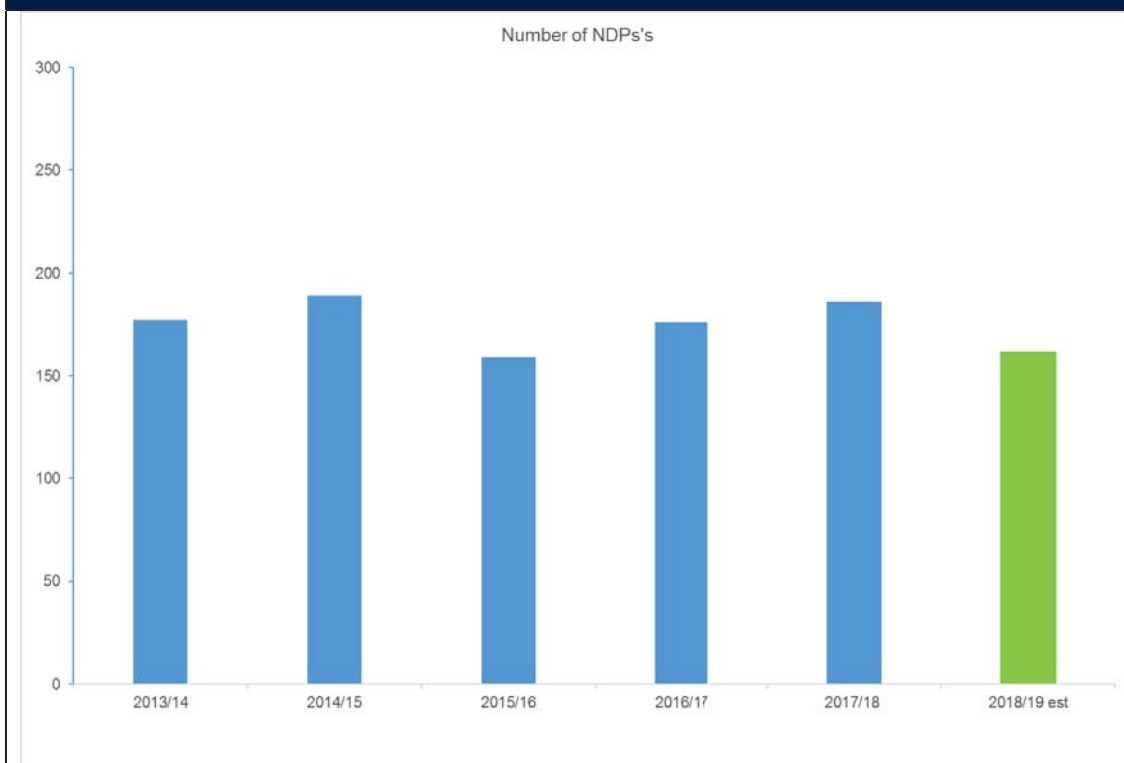
## Performance and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	128	Actual	120

### Indicator: [Fires in Non-Domestic Premises]

Previous Status	Current Status
	

### Summary of Current Performance



There have been 120 Non-Domestic Premises fires between April and December compared to 143 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 - 15
- Pub/Wine bar/bar - 9

The main causes for fires in Non-Domestic Premises:

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

73% of the 120 fires (88 incidents) were either confined to the item first ignited (66) or involved smoke and heat damage only (12). Whilst a further 19 fires were confined to the room of origin.

Cause	Heat or smoke damage only	Confined to item 1st ignited	Confined to Room of origin	Other
Electrical	3	17	4	5
Industrial Equipment	4	12	3	2
Cooking	0	11	1	2

Unitary Area	Accidental	Deliberate
Cheshire East	29	4
Cheshire West & Chester	37	2
Halton	19	2
Warrington	17	10
Grand Total	102	18

#### What actions will be required to improve performance?

- **Cheshire West and Chester**

**Chester** - a combined multi-agency event is planned for the 28<sup>th</sup> February for the city centre. Operational crews will focus the attention of their thematic inspections in city centre premises.

**Ellesmere Port** – three fires have occurred in shipping containers used by motor-cycle scramblers on waste land and have been recorded as Non-Domestic Premises fires. It is thought that these fires may be deliberate. Officers are working with local police to establish ownership of the containers and cause as there is not thought to be any electricity supply to the containers.

- We are in the process of reviewing our risk- based inspection strategy to incorporate additional risk factors to improve targeting methodology.
- Protection officers continue to take enforcement action in accordance with our enforcement management model and prosecute duty holders as appropriate. Where businesses are successfully prosecuted we will use social media and the press to highlight these cases by means of deterrent.
- Our Business Safety Manager has delivered training across the Protection team to encourage the use of the Service’s social media platforms as a method of raising fire safety awareness amongst the local business community. In addition, free fire-risk assessment templates are available on the Service’s website to assist businesses with improving fire safety on their own premises.
- A ‘Business Information Pack’ is now sent to new businesses across the Service Area including all relevant fire safety messages.
- The Service is running a twelve month Sprinkler Campaign to promote the benefits of fire sprinkler systems. The Protection team are working with social landlords across the



Service Area and Onward Homes have confirmed that they will be retro-fitting sprinklers in 3 of their high-rise tower blocks in the Wilmslow area.

- In February the Protection team will be hosting the National Fire Sprinkler Network's Annual General Meeting at Sadler Road which will be attended by key partners, industry experts, campaigners and other fire and rescue services. The Protection team will be sharing best practice by delivering a presentation focussing on our Sprinkler Campaign.

## Performance and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	456	Actual	328

### 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 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 is classed as an Unwanted Fire Signal.

At the end of Q3 there have been 328 attendances to Automatic Fire Alarms in Non-Domestic Premises against a target of 456.

The station areas with the highest number of calls are Chester, Macclesfield and Warrington which together account for 50% (163) of the overall total.

The main property types for Automatic Fire Alarms are hospitals (113) and nursing, retirement or care homes (98).

The most common reason for the alarm to go off was a fault (126), followed by accidentally/carelessly set off (46).

### What actions will be required to improve performance?

- Fire Safety Inspecting Officers continue to work with business representatives where there have been instances of multiple false alarms to reduce calls, e.g. hospitals and residential care homes.
- A review is underway of ‘out of policy attendance’ to scrutinise these incidents to ensure that our policy does not exclude any premises unintentionally.





## Performance and Programme Board – Performance Report

Reporting Period Q3	01/04/2018 To 31/12/2018
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Target	A) 30,000 B) 65%	Actual	A) 31,711 B) 66%
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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 Q3 31,711 heightened risk visits have been completed by Prevention and whole-time operational staff. Since 1<sup>st</sup> April 2018 8.3% 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 66% which is above our target of 65% and an improvement on the same period last year.

#### What actions will be required to improve performance?



- A series of training sessions are scheduled between January and the end of March for Operational Crews and Prevention staff on Phase 3 of the Safe and Well Project. Phase 3 covers the addition of loneliness and isolation (pan-Cheshire) and blood pressure testing (in station areas with high density population, i.e. Ellesmere Port, Chester, Widnes, Runcorn, Warrington, Birchwood, Crewe, Macclesfield and Winsford). The sessions will also cover General Data Protection Regulations and a refresh of Phase 1 and 2 elements. Presently, the intention is to go live with Phase 3 in the first quarter of 19/20.
- We are continuing to see a steady improvement with team and individual performance monitored via weekly performance sheets and challenged where appropriate.

- As shown earlier in the report our highest risk households are single occupancy under 65; single occupancy over 65 and single parent with dependant children, therefore from April 2019 there will be an update to the targeting methodology for Safe and Well visits. As before our core target group will still include over 65s, however in addition to this we will look to target all households with a single adult living at the address, to incorporate all the highest risk households. Supplementary data based on smoking, alcohol consumption, mobility and tenure will be used to stratify the risk.

## Performance and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	1,503	Actual	1,507

### 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 Non-Domestic Premises. Thematic inspection targets are allocated to all stations with the exception of On-call. By the end of Q3 a total of 1,507 thematic inspections were completed against a year to date target of 1,503.

Cheshire West & Chester: 473

Cheshire East: 304

Halton and Warrington: 730

Each Unitary Area is on target to achieve the year end target figure of 2,004.



### What actions will be required to improve performance?

- The Protection team continue to monitor, identify and inform crews of any emerging trends to ensure that the correct types of premises are targeted for thematic inspections. The focus in Q3 was on fireworks during the Bonfire period and over-stocking in the lead up to Christmas. In Q4 the focus of thematic inspections for operational crews will be small shops, allowing the Protection officers to focus on fire safety audits of higher risk premises.
- The Protection team will continue to follow-up on any issues operational crews find during their visits and take enforcement action where appropriate. Operational crews are also reminded 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 Q3		01/04/2018 To 31/12/2018	
Target	1,350	Actual	1,152

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

Previous Status	Current Status
	

### Summary of Current Performance

At the end of Q3 a total of 1,152 Non-Domestic Premises fire safety audits have been completed against a target of 1,350 (85%). Whilst the service has not achieved the target, this is set locally and when compared to the national average Cheshire Fire and Rescue Service carry out over 60% more audits per 100 known premises.

Area	Performance		Staff Capacity and Competence			
	Q3 Target	Q3 Actual	*Level 4	**Level 3	Development	Total Staff
<b>CW&amp;C</b>	450	305	4	1	1	6
<b>Cheshire East</b>	450	463	5	2	0	7
<b>Halton &amp; Warrington</b>	450	384	4	2	0	6

\*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 – 863
- Notification of Deficiencies – 206
- Action Plan – 66
- Enforcement Notice – 16
- Prohibition – 4
- Alteration Notice – 0



### What actions will be required to improve performance?

- Q3 performance demonstrates a significant improvement on Q2 at which point only 67% of the cumulative target for audits had been completed. The number of audits carried out in Q3 alone has almost equalled the combined total of 600 for quarters 1 and 2.
- Individual and team targets have been adjusted and performance continues to be monitored robustly by Protection managers in a bid to ensure year end targets are achieved. Staff continue to move through the development process which is also having a positive impact on performance against target.

## Performance and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	80%	Actual	85%

### Indicator: [10 Minute Standard]

Previous Status	Current Status
	

### Summary of Current Performance

Overall 85% 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 21 seconds.

#### Dwellings

89% of dwelling fires were attended within 10 minutes.

There were 29 attendances to dwelling fires which failed the standard. The average attendance time for a first pump to a dwelling fire between April 2018 and December 2018 inclusive was 7 minutes and 27 seconds.

#### Road Traffic Collisions

81% of Road Traffic Collisions were attended within 10 minutes. Overall there were 39 incidents which failed the standard. The average time from alert to in attendance was 9 minutes 22 seconds.

Reasons for missing the attendance target:

#### Cheshire West & Chester

Dwelling fires- Three of the five incidents had an estimated time of arrival greater than the 10 minute standard

Road Traffic Collisions – Of the nine incidents, four had an estimated time of arrival of greater than the 10minute standard. A number involved the motorway network and the consequential traffic issues.

#### Cheshire East

Dwelling fires - Six responses to dwelling fires failed the 10 minute standard - one was due to Mobile Data Terminal failure and on three occasions the predicted time was greater than 10 mins and heavy traffic caused delay in another

Road Traffic Collisions – Of the eight 10 minute standard failures – at two the location was different to that given by the 999 caller, One a predicted attendance greater than 10 mins. One motorway incident had heavy traffic and another Mobile Data Terminal failure,

#### Warrington

Dwelling Fires – All four incidents that did not meet the standard had an ETA in excess of 10 minutes

Road Traffic Collisions – one incident at Warrington had an ETA in excess of 10 minutes and it took over 11 minutes

## Halton

One incident occurred in Halton and this was due to the incorrect address being provided

### 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 on Incident Recording System or within North West Fire Control system as '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	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19
Cheshire	105 seconds	104 seconds	105 seconds	105 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 and Programme Board – Performance Report

Reporting Period Q3	01/04/2018 To 31/12/2018		
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 62.22%.

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 99.18%, a significant improvement on target
- On-call pump is the primary pump, availability is 60.95%. (e.g. Malpas, Poynton etc.).
- On-call pump is the second pump, availability is 43.31% (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)	<b>62.22%</b>	<b>69.23%</b>
<b>Nucleus OC Pumps</b>	99.18%	99.57%
<b>Primary OC Pumps</b>	60.95%	70.18%
<b>Secondary OC Pumps</b>	43.31%	48.57%

### What actions will be required to improve performance?

In order to address the current shortfall in on-call appliance availability and to strengthen and improve the on-call Duty System, a proposal to introduce six on-call Support Crew Managers positions into the system has been supported by Service Management Team and Cheshire Fire Authority Members. These positions will be managed by the existing on-call Support Station Managers.

The primary focus of the two years pilot is to increased availability across on-call stations during weekdays, predominantly 0900-1700hrs. It is anticipated that on-call availability will increase by up to 5% using this model.

As well as providing operational cover and improving appliance availability, additional areas of focus will include recruitment, retention of staff, training/fire fighter safety, development to competence and staff engagement.

The Service continues to support the National Fire Chief's Council on-call national recruitment campaign 'Need More'. Using eye catching publicity and real-life stories from on-call firefighters, it gives an insight into what the role entails, what recruits can expect and enables people to directly contact their local fire and rescue service to express an interest in available roles. This approach is in addition to local campaigns coordinated by the service and supported heavily by local crews.



Currently there are 62 individuals from across the county that are going through the various stages of the recruitment process. This is the highest number the service has seen for a considerable period of time, and demonstrates that the revised approach to recruitment is proving to be effective.



## Performance and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	4.13	Actual	3.17

### Indicator: [Average Days/Shifts Lost to Sickness]

Previous Status	Current Status
	

### Summary of Current Performance

The Q3 statistics show that performance for operational staff is strong with the Service currently under target (2.33) for this group, the performance for non-operational staff has shown an increase in days lost when compared with Q3 last year, and for this staff group during Q3 we are currently above target (6.22). This appears to be as a result of a relatively small number of support staff being on long term sick during the 3 quarters with serious, long term conditions of long durations. In addition the support staff who have left as a result of Blue Light Collaboration, 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	868	433	2.0
On-call	833	297	2.8
<b>Uniform Total</b>	<b>1701</b>	<b>730</b>	<b>2.33</b>
Support	1250.5	201	6.22
<b>Q3 Total</b>	<b>2951.5</b>	<b>931</b>	<b>3.17</b>

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 Q3 figures were not available however the Q2 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 lowest level of sickness days lost 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 Occupational Health Unit are also ongoing to monitor service delivery and performance.
- The Human Resource Business Partner team will continue to 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. This was undertaken for quarter 2 and identified that 48% of non-operational sickness days lost in Q1 and Q2 were as a result of 3 members of staff.
- Development of wellbeing initiatives to reduce absence are 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 and Programme Board – Performance Report

Reporting Period Q3		01/04/2018 To 31/12/2018	
Target	24	Actual	37

### 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)

The trend in Q3 is however in line with the target for the quarter. There were four duty days lost as a result of one accident in this quarter.

### 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.