

Quarter 2 2019/20 Performance

A Cheshire where there are no deaths, injuries or damage from fires or other emergencies

Vision

IRMP Theme

Outcomes

Outputs

Protecting Local Communities

	Actual	Target	Q2 Year on Year	Q2 2018-19
Deaths in Primary Fires	0	0	↔	0
Injuries in Primary Fires	15	24	↓	28
Accidental dwelling fires	164	179	↓	175
- % starting in kitchens	97 (59%)		↑	96 (55%)
- % in homes with residents over pensionable age	24 (15%)		↓	28 (16%)
Deliberate fires (Primary and Secondary)	538	635	↓	645
Fires in Non Domestic Premises	85	87	↓	93
AFA's in Non Domestic Premises	270	258	↑	240

	Actual	Target	Q2 Year on Year	Q2 2018-19
HSA's Delivered to Heightened Risk	17,883	20,000	↓	21,636
Platinum address success rate	70%	65%	↓	73%
Thematic Inspections Completed	1,038	1,002	↑	967
NDP Fire Safety Audits Completed	740	900	↑	600

Responding to Emergencies

	Actual	Target	Q2 Year on Year	Q2 2018-19
10 Minute Standard	86%	80%	↓	88%
On Call Availability	62%	85%	↔	62%
Nucleus OC pumps	94%	85%		
Primary OC pumps	63%	85%		
Secondary OC pumps	41%	85%		

Developing the organisation

	Actual	Target	Q2 Year on Year	Q2 2018-19
Average Days/Shifts Lost to sickness	1.84	2.75	↓	1.86
Working Days Lost To Injury	6	20	↓	33

Performance key

- Meeting target
- Within 10% of target
- Failing against target by at least 10%

Year on year direction key

- ↑ ↓ Improved direction of travel year on year
- ↔ No change in direction of travel
- ↑ ↓ Negative direction of travel year on year by up to 10%
- ↑ ↓ Negative direction of travel year on year by at least 10%

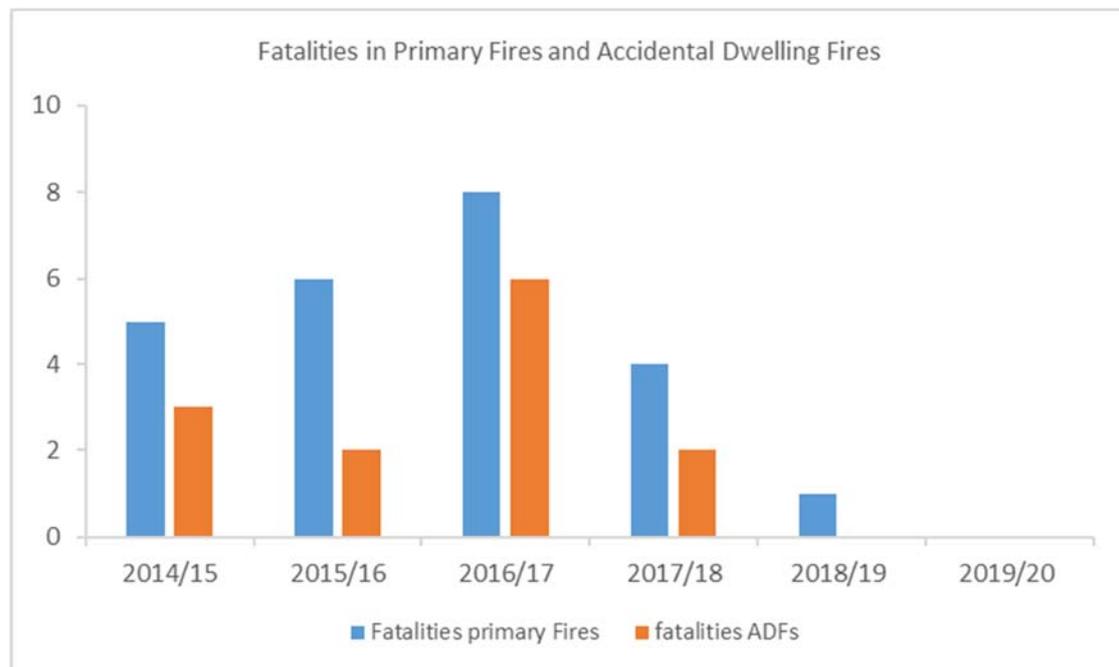
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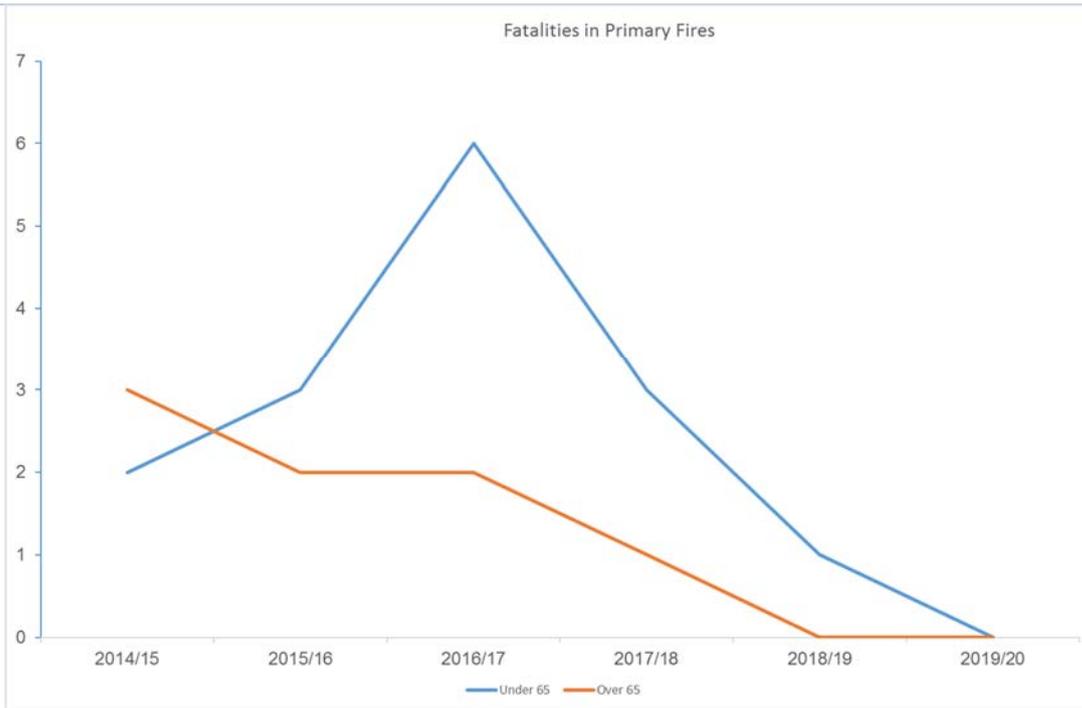
Indicator: [Number of Deaths in Primary Fires]

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

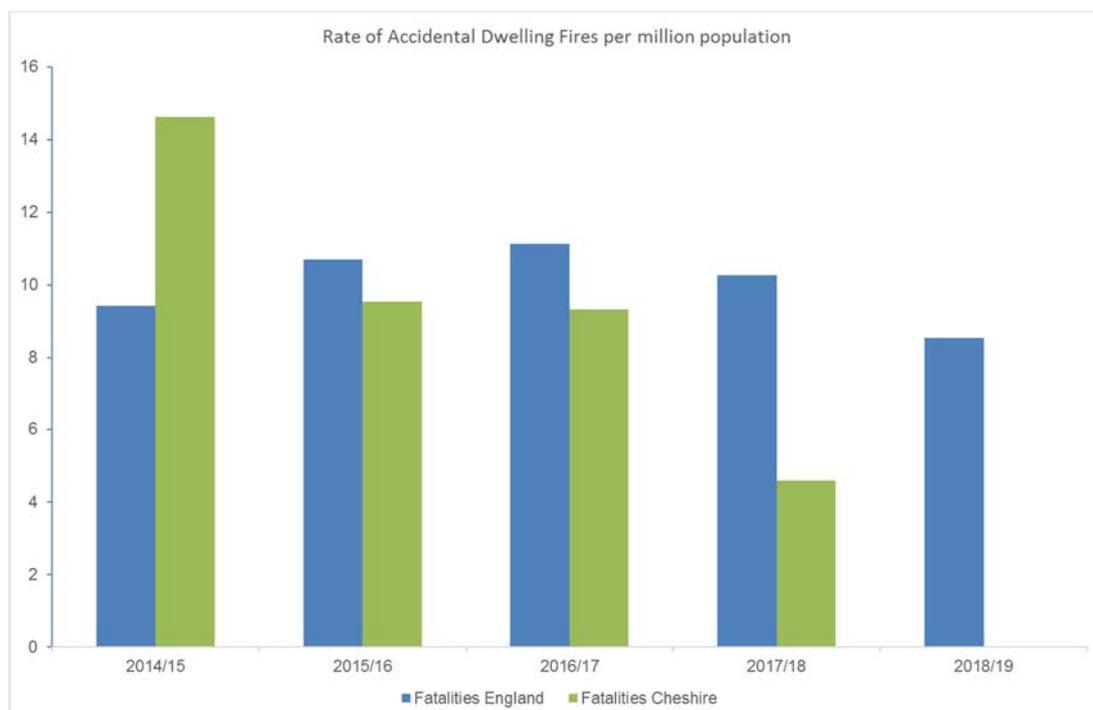
Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	0	Q1 Actual	0
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	0	Cumulative Actual	0
Previous Status	Current Status		
			

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 10 out of the last 13 fatalities (77%) 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. Cheshire Fire and Rescue Service had zero deaths in accidental house fires during the last 6 quarters, from April 2018 to September 2019. The chart below compares the rate of fatalities for over 65's within Cheshire against the rate for England over the last 5 years, with the trend showing significant reductions within Cheshire compared to nationally.



What actions will be required to improve performance?

- Our fire investigation 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 and help prevent further fires occurring.
- The Heads of Department meet every two months at the Incidents of Interest Scrutiny Group. Findings, outcomes and actions associated with any fire fatalities, serious injuries, 2 in 24s and other 'incidents of interest', e.g. Grenfell Towers, are monitored and scrutinised by Heads of Department to ensure that the Service continually improves and learns from these incidents to prevent further fires occurring.
- As of the 1st October a new set of data is to be used that identifies potential additional vulnerabilities outside of the over 65 demographic. This is to further ensure our prevention work minimises the risks of fire to a broad section of groups.

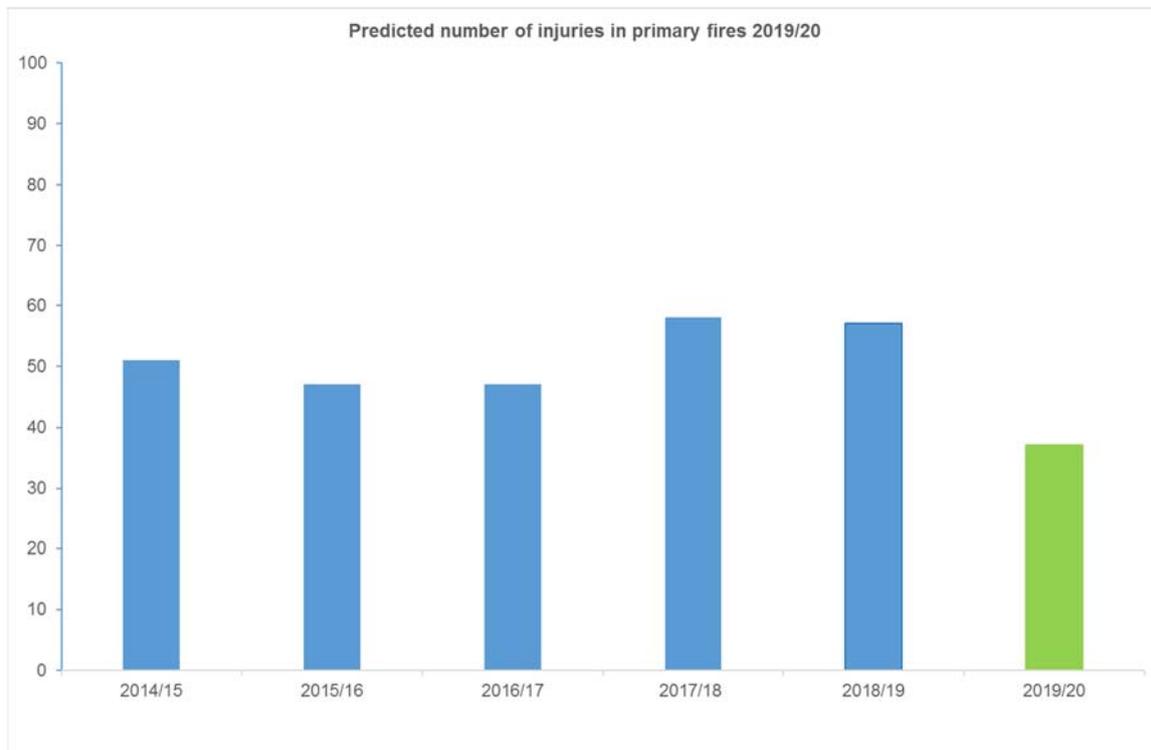
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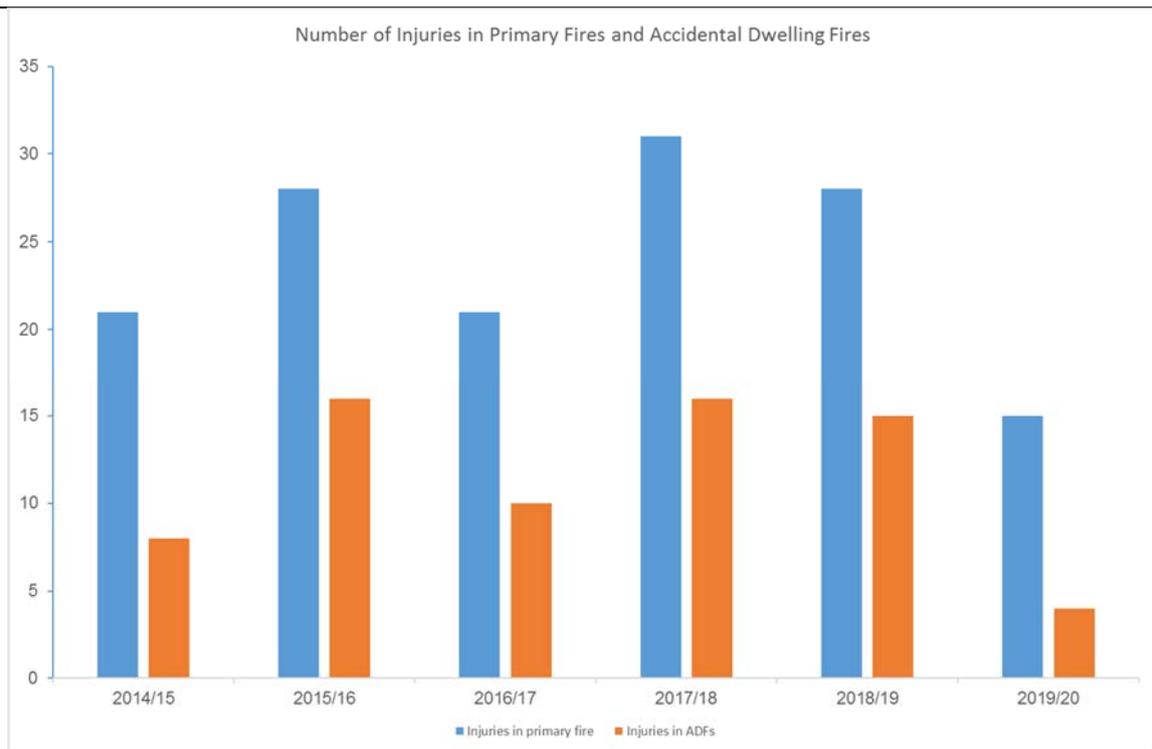
Indicator: [Injuries in Primary Fires]

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.

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	11	Q1 Actual	10
Q2 Target	13	Q2 Actual	5
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	24	Cumulative Actual	15
Previous Status	Current Status		
			

Summary of Current Performance





The number of Injuries in primary fires are on target and we have seen a reduction compared to 2018/19 from 28 to 15

- 4 of the 15 injuries took place in accidental dwelling fires.
- Each injury involved people under the age of 65
- 4 injuries were classified as a serious - one involved the accidental ignition of a barn, 2 involved non domestic properties and one the deliberate ignition of a dwelling.

Unitary Authority	Number of Injuries
Cheshire East	2
Cheshire West & Chester	6
Halton	4
Warrington	3
Total	15
Cause	Number of Injuries
Smoking	3
Fuel/Chemical	3
Naked flame	3
Candles	2
Electrical Fault - vehicle	1
Manufacturing Equipment	1
Spin Dryer	1
Other appliance or equipment	1
Total	15

Age Group	Number of Injuries Serious	Number of Injuries Slight
0-9	0	0
10-19	0	1
20-29	0	2
30-39	1	3
40-49	2	4
50-59	0	1
60-69	1	0
70-79	0	0
80-89	0	0
90+	0	0
Total	4	11

Injury Description	Number of Injuries Serious	Number of Injuries Slight
Burns - severe	2	0
Burns - slight	0	7
Combination of burns and overcome by gas/smoke	1	0
Overcome by gas, smoke or toxic fumes; asphyxiation	1	4
Total	4	11

Cheshire East

Of the two injuries two were in Styal Prison and both slight.

Halton & Warrington

There were 7 injuries in Q1 and Q2 one of which was serious and involved the deliberate ignition of a property.

Cheshire West & Chester

There were 6 injuries of which 3 were petrol/oil related

Of the six, three were serious, each occurring in separate incidents:

- The first occurred in a farm building and was caused by the ignition of fuel for machinery
- Another was in a factory, involving serious burns
- The third serious injury involved being overcome by gas, smoke or toxic fumes from a spin dryer.

Engagement has taken place with an injured individual who has volunteered to be included in safety messages being distributed via Facebook and twitter which has seen significant engagement across social media.

What actions will be required to improve performance?

- The *Fatal Fire and Serious Injuries Reporting Policy* enables us to respond to incidents and ensure our activities are focussed on preventing further injuries caused by fire. The policy directs that where a serious injury occurs, as a result of fire, a thorough internal review will take place. Internal Serious Injuries Review Reports will then be scrutinised alongside Fatal Fire Review Reports by the Heads of Department at the Incidents of Interest Scrutiny group on a bi-monthly basis to ensure that any outcomes, actions and learning points are monitored and communicated effectively.
- Station twitter and Facebook accounts continue to be active informing the public with safety messages
- As a consequence of identifying those households at risk a pilot to target those with additional vulnerabilities using MOSAIC profiling data will start on 1st October 2019. The additional vulnerabilities include:
 - People living in rented accommodation
 - Those who smoke excessively
 - Those who drink excessively
 - Single parent family, with children under high school age
 - Those in receipt of disability or incapacity benefits.
- The pilot stations are: Powey Lane, Chester, Winsford, Northwich, Wilmslow, Macclesfield and Crewe. During the visit crews will be asked to validate the data they are using.
- Service delivery and prevention teams will be delivering key safety messages around burn prevention and first aid. This is based on the data provided by Ken Dunn (consultant at Wythenshaw burns unit) to allow us to undertake a targeted approach. Those most at risk are in the under 5's and over 65 age demographic so will be specifically targeted with our campaign. This will be supported by messages, advice and materials provided by the Children's Burns Trust, and Safetea campaign. The Camarata is also being utilised to promote key burn messages and is being presented by four local schools. CFRS will be supporting burn awareness day on the 16th October 2019, but to ensure we maximise our "reach" we will be implementing a burn awareness week between 14th and 18th October. This will incorporate an extensive corporate communications strategy to ensure key messages are delivered throughout the week.
- Injuries are monitored and where possible validated and any follow up/referrals to partner agencies is carried out by the Prevention Department.

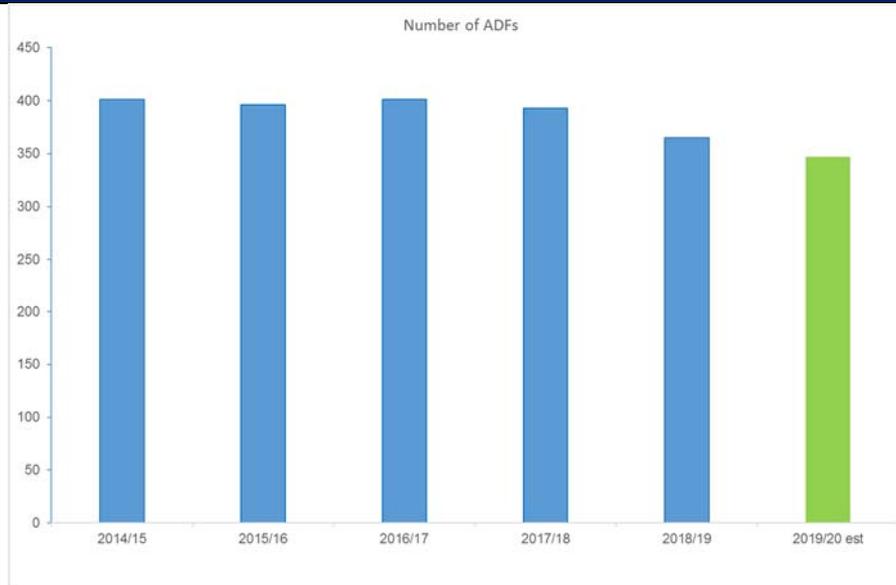
- In relation to the serious injury in Q1 in Halton & Warrington the casualty is in a critical condition.
- Ongoing scrutiny of all injuries continues and there has been significant social media information sent out regarding candles and use of e-cigarettes.

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

Reporting period Q2		01/04/2019 To 30/09/2019	
Q1 Target	95	Q1 Actual	88
Q2 Target	84	Q2 Actual	77
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	179	Cumulative Actual	164
Previous Status	Current Status		
			

Summary of Current Performance



At the end of Q2 there were 164 Accidental Dwelling Fires compared to a target of 179, this is also a reduction of 11 incidents compared to the same period in 2018/19. Looking at the key risk areas, there has been an increase in the number of kitchen fires of 1. In addition there has been an increase in the number of fires involving single occupancy households from 46 to 52. This is primarily due to an increase in the number of incidents where the occupancy type is lone person under pensionable age, which has increased from 18 to 28. Looking at this group in more detail, 21 (75%) of the fires started in the kitchen and there was no fire spread beyond the room of origin in 26 incidents (92.9%).

In reviewing all occupancy types no fire-fighting action was required at 61 incidents (37.2%) and there was no fire spread beyond the room of origin in 147 (89.6%) of Accidental Dwelling Fires.

Unitary Authority	Total
Cheshire East	56
Cheshire West & Chester	56
Halton	17
Warrington	35
Total	164

Fire Location	Total
Kitchen	97
Bedroom	14
External Fittings	12
Living Room	9
External Structures	5
Utility Room	4
Garage	4
Other	19
Total	164

Occupancy Type	Was a smoke alarm present? Yes
Lone person over pensionable age	95.8%
Lone Person under pensionable age	92.9%
Lone parent with dependant children	100%
Couple one or more over pensionable age, no children	100%
Couple with dependant children	86.7%
Couple both under pensionable age with no children	75%
Other	91.3%
Total	90.2%

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	24	56533	263
Lone person under pensionable age	28	73421	236
Couple one or more over pensionable age, no children	12	80559	92
Lone parent with dependant children	12	82396	90
Couple with dependant children	45	347436	80
Couple both under pensionable age with no children	20	167332	74
Other	23	209308	68

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?

Cheshire East

- Accidental Dwelling Fire Reports completed by Officer in Charge including photos.
- Incidents are followed up with the Prevention Department
- Station open days have or are taking place and home safety advice is given out to members of the public.
- Operational crews are delivering safety messages whilst visiting schools and local groups visit stations.
- Post incident visits will continue to be completed.
- Press releases are sent out by corporate communications and Station Twitter pages are updated with timely and relevant messages.

Halton

- Social media campaigns continue and focus on kitchen safety as this is the place in which the majority of accidental fires occur

Warrington

- A high proportion of the fires take place in the kitchen and there was a kitchen safety event held at Ikea
- A connection has been created with Long Barn residents association – near Birchwood - who have visited Safety Central in order to take safety messages back to their community.
- There is a plan to roll this out to other Residents Associations.

Cheshire West & Chester

- There has been a greater effort placed on kitchen safety following this quarter as crews raise awareness further during Safe and Well visits. Watches at Chester have been tasked with providing a kitchen safety impact event in the town to heighten awareness to residents in high rise properties.
- Social media messages are focusing on kitchen safety including the issuing of a Deep fat fryer in exchange for a chip pan at one address in Chester.
- Although the unitary is one over target for 2019/20 to date members are taken through individual cases at UPG highlighting in most cases the minimal level of damage caused by these calls.

Safety Central

Since 1st April 2019 has welcomed 4,484 visitors: including 1,635 pupils and 225 adults from 30 mainstream schools; 159 young people and 86 adults from 14 non – mainstream schools and colleges; 1,128 people and 118 helpers from 48 community groups and 1,112 stakeholders attending training or meetings.

There is on average a 76% improvement in test of key life-skills subject knowledge. 100% of 60 teachers rated their visits as “very good” or “excellent” with all saying they would visit again.

See infographic attached as Appendix 1

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Indicator: [Number of Deliberate Fires]

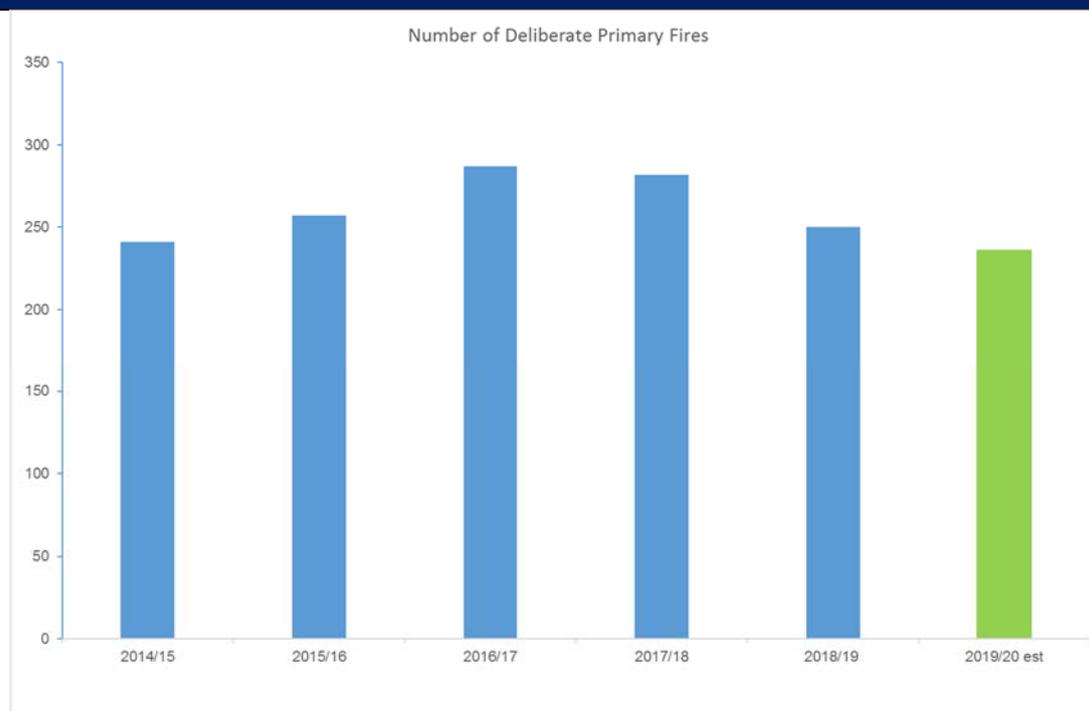
Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target (Primary)	67	Q1 Actual (Primary)	55
(Secondary)	252	(Secondary)	265
Q2 Target (Primary)	69	Q2 Actual (Primary)	69
(Secondary)	247	(Secondary)	149
Q3 Target (Primary)		Q3 Actual (Primary)	
(Secondary)		(Secondary)	
Q4 Target (Primary)		Q4 Actual (Primary)	
(Secondary)		(Secondary)	
Cumulative Target (Primary)	136	Cumulative Actual (Primary)	124
(Secondary)	499	(Secondary)	414

Deliberate Primary Fires

Deliberate Secondary Fires

Previous Status	Current Status	Previous Status	Current Status
			

Summary of Current Performance

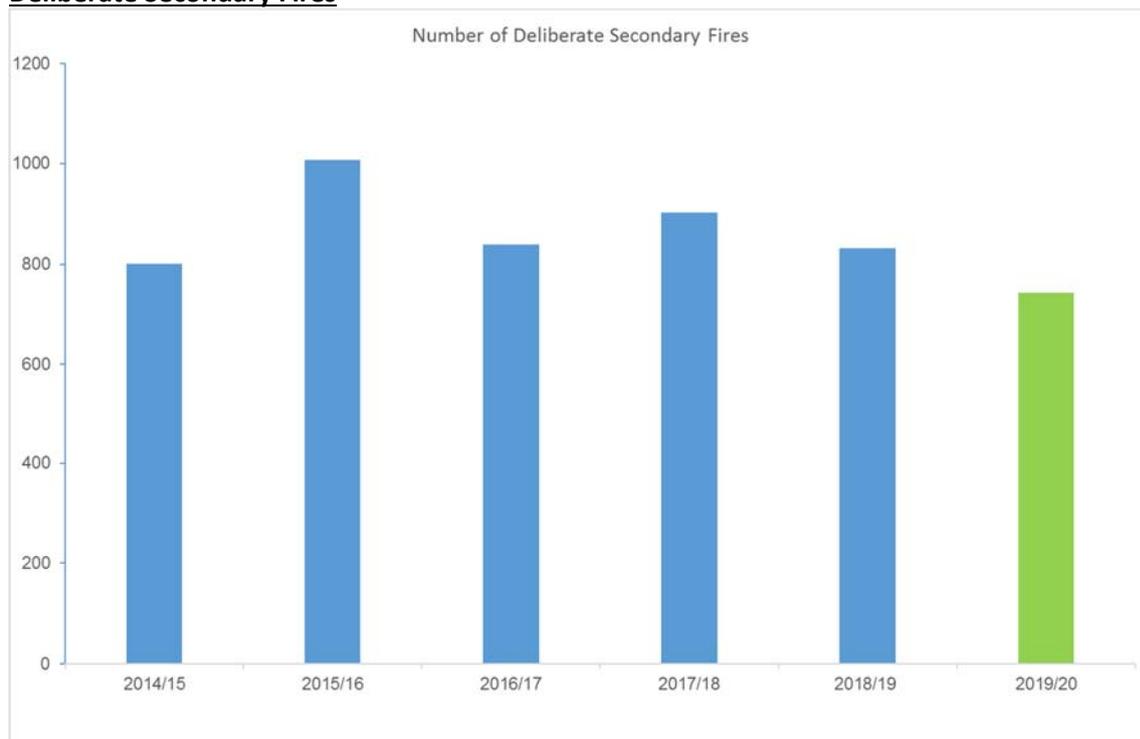


Overall 124 deliberate primary fires were recorded at the end of Q2, against a target of 136. Overall the station areas with the highest number of incidents are Runcorn(17), Warrington(13) and Widnes(12)

Across Cheshire, 62 incidents (50%) involved the deliberate ignition of a road vehicle. Of these, 33 were cars and 15 motorcycles. 13 out of 15 incidents involving the deliberate ignition of motorcycles occurred in Ellesmere Port, Runcorn and Warrington.

Unitary area	Number of Deliberate Primary Fires
Cheshire East	34
Cheshire West and Chester	33
Halton	29
Warrington	28
Total	124

Deliberate Secondary Fires



The number of deliberate secondary fires recorded in Q2 was 414 which is 84 under target. The highest number of incidents have been in the following station areas - Warrington (81), Runcorn (64) and Widnes (45). These three station areas account for 46% of all incidents.

The main property types are loose refuse (115) and Small refuse/rubbish/recycling container and wheelie bins (107). 20 of the /34 deliberate secondary fires in Widnes involved a wheelie bin or recycling container, particularly around Ditton and Crow Wood Park.

Unitary area	Number of Deliberate Secondary Fires
Cheshire East	79
Cheshire West and Chester	83
Halton	129
Warrington	123
Total	414

What actions will be required to improve performance?

Cheshire East (CE)

- Station Managers currently attend Multi Agency Action Group (MAAG) meetings where fire performance is discussed. CE Protection Dept. attend Vacant & Void meetings.
- Operational crews continue to complete Police Notification Reports (PNR) as per the policy and Police log numbers noted.
- Operational crews distributed arson leaflets to local schools before breaking up for the school holidays. Discussions around hoax calls also took place and will continue.
- Fire Investigations are requested where necessary.
- HD Mobile CCTV units available in local authority area in hotspot areas when required.
- Station Managers liaised with crews to monitor during school holidays any incidents occurring and any patterns in order to inform future action and campaigns.
- Crews continue to drive some particular arson routes where there are problems.
- The Super Intendant for local policing in Crewe and Macclesfield is going to take the deliberate fire data to his TTCG (Tactical Tasking and Coordination Group) meetings going forward. This coupled with the arson routes seems to have made a difference in Q2 than Q1 e.g. Electricity Street, this has seen an effect in Q2 incidents.

Warrington

- On going liaison with local Police to follow up on enquiries
- Wheelie bin stickers have been distributed
- CFRS officer is chair of the Partnership tasking and co-ordination group putting CFRS at the forefront of co-ordinated activity.
- Also officer representation on anti social behaviour panels with social services and police enables demonstration of both severity and gravity of behaviour
- PCSO's being based at Birchwood is an opportunity to share intel in terms of arson and anti social behaviour

Halton

- Work has been carried out in conjunction with the police where perpetrators are too young for conventional interventions. Apprehended youths have been referred to prevention fire setter interventions
- Ongoing activities and social media campaigns continue as part of the fire prevention and education activity.

Cheshire West & Chester

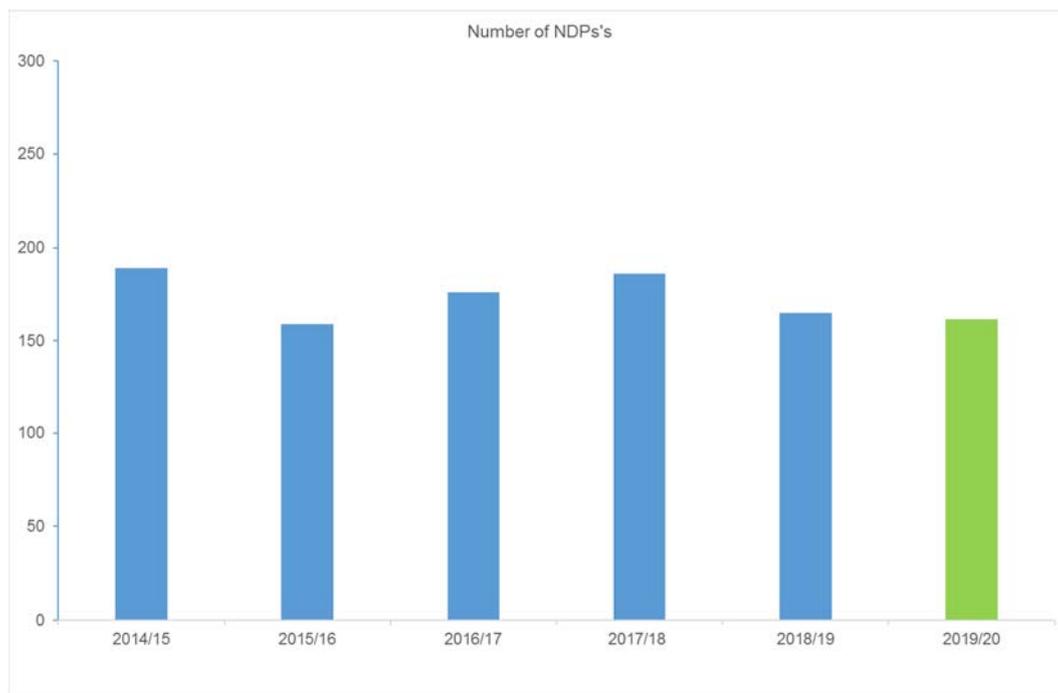
- The Unitary is well under its target of 160 deliberate secondary fires at 83 and 33 actual deliberate primary fires compared to a target of 39. However local crews and management teams have been closely liaising with Cheshire Police and the local authority to tackle some significant Anti Social Behaviour in the Bunbury Green area of Ellesmere Port.
- Attacks on fire crews is being investigated and ongoing, including significant Police resources being allocated in the area to counter the increase in activity. Two police operations have taken place targeting off road bikes and anti social behaviour activity. Residents are supportive of the increased patrols and a residents meeting will take place during October. Diversionary events were held by fire crews throughout the summer which is evident within the statistics recorded above.

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Indicator: [Fires in Non-Domestic Premises]

Reporting Period Q2		01/04/2019 to 30/09/2019	
Q1 Target	45	Q1 Actual	42
Q2 Target	42	Q2 Actual	43
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	87	Cumulative Actual	85
Previous Status	Current Status		
			

Summary of Current Performance



There have been 85 Non-Domestic Premises fires in the first 6 months compared to 93 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 8 occurrences:

- Prison 10
- Pub/wine bar 9

The main causes for fires in Non-Domestic Premises:

- 33 electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.
- 11 industrial equipment including kilns and dryers.

- 11 cooking related incidents - including cookers, deep fat fryers and microwaves. 65% of the 85 fires (55 incidents) were either confined to the item first ignited (45) or involved smoke and heat damage only (10). Whilst a further 16 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	7	20	6	0
Industrial Equipment	0	6	3	2
Cooking	0	8	2	1

Unitary Area	Accidental	Deliberate
Cheshire East	18	3
Cheshire West & Chester	27	3
Halton	10	3
Warrington	12	9
Grand Total*	67	18

What actions will be required to improve performance?

- The department will continue to use a risk-based inspection strategy to improve our targeting of higher risk premises and reduce the risk of fire in non-domestic premises such as care homes, hotels and other sleeping risks.
- Protection officers supported by the Business Safety Team will continue to campaign and focus on giving information and advice to businesses in building types such as pubs and restaurants with a view to reducing the recent main causes of fire. A 'Business Information Pack' is provided during every visit made to both new and existing businesses, this includes all relevant fire safety messages. In addition, free fire-risk assessment templates are available on the Service's website to assist businesses to improve fire safety on their own premises.
- The department will 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 as a means of deterrent. The Protection department currently has 10 prosecution case files in the process of being prepared, this includes premises types such as care homes, restaurants and hotels. Investigations are being undertaken following the timber framed building fire at Beechmere in Crewe on 11th August 2019
- The Business Safety team has joint access with the Corporate Communications team to the Service's Facebook account and the Cheshire Fire Alert system, meaning that relevant fire safety and campaigns messages can be communicated to our business community quickly. The team has also taken over the Service's LinkedIn business account with a view to improving our engagement with businesses and other key sectors and partners.

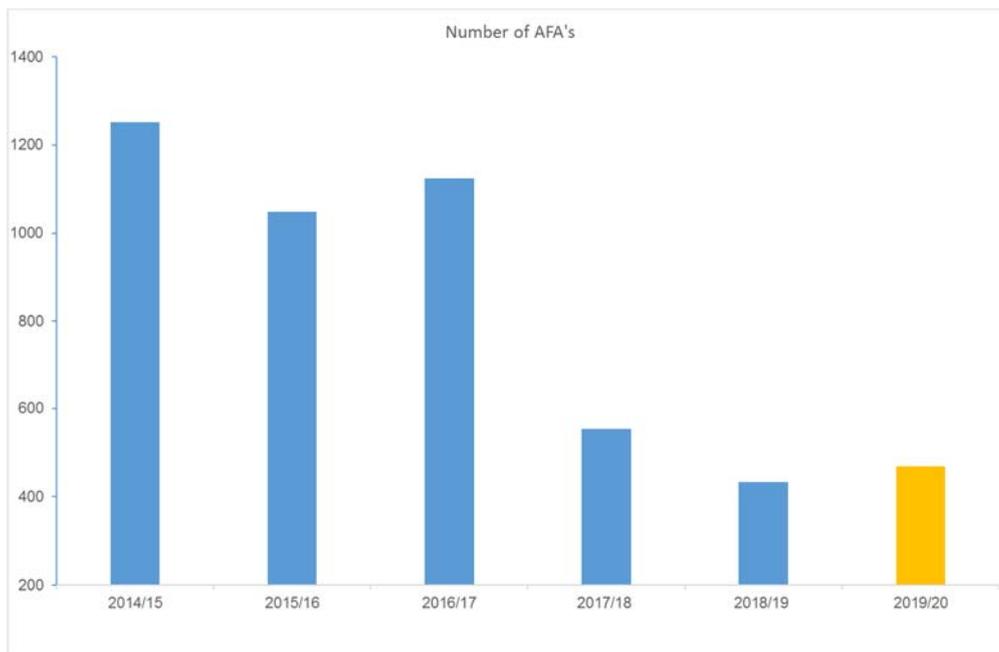
- In response to enquiries relating to the hire of school/church/community rooms to groups such as scouts, guides, fitness classes free workshops are delivered for those who volunteer or make decisions about fire safety. The team also deliver workshops to businesses, schools and local authority partners to educate and inform those responsible for fire safety.
- The Business Safety Team have completed 583 visits to premises in Q2.
- The Protection team will continue to work with social landlords across the Service Area to promote the benefits of fire sprinkler systems. There is ongoing sprinkler work by Sanctuary Housing in Cheshire West and Chester where 9 high rise blocks are to be fitted with sprinklers. There are 3 high-rise tower blocks in Wilmslow owned by Onward Homes being fitted with sprinklers and the Guinness Trust have confirmed they will install sprinklers in Waverly Court (Crewe).
- Fire safety inspectors are continuing to audit COMAH sites in accordance with our five year plan, helping to reduce risk and also contribute to site specific risk information for the benefit of operational crews.
- Deliberate fires will continue to be investigated with our colleagues in the police and where possible provide evidence to bring offenders to justice. Fire investigation data will be reviewed to determine learning outcomes and trends so that we are able to further focus our campaigns and activities.

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

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	115	Q1 Actual	112
Q2 Target	143	Q2 Actual	158
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	0
Cumulative Target	258	Cumulative Actual	270
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 Q2 there were 270 attendances to Automatic Fire Alarms in Non-Domestic Premises against a target of 258.

The station areas with the highest number of calls are Chester, Macclesfield and Warrington which together account for 46% (124) of the overall total.

The main property types for Automatic Fire Alarms are hospitals (76) and nursing, retirement or care homes (73).

The most common reason for the alarm to go off was a fault (106), followed by accidentally/carelessly set off (50).

This indicator was on target in quarter 1 and was off target for quarter 2. There has been an increase in quarter 2 compared to last year however there are no core trends as the increases are small increases across a number of station areas. The main property types eg care homes and hospitals have seen a decrease in Q2 , however there has been an increase in the number of property types with 1 incident.

However during Q2 there has not been an increase in the number of incidents that are outside of the AFA policy.

Unitary area	Number of AFA's
Cheshire East	104
Cheshire West and Chester	104
Halton	16
Warrington	46
Total	270

What actions will be required to improve performance?

- Our 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.
- The Countess of Chester Health Park has a number of health premises and Trusts on the site. Work is underway to separate the Trusts and premises to identify the worst offenders and focus resources from the Protection team in these areas.
- A review of our Unwanted Fire Signal policy is underway to ensure that it takes into account modern technology and that premises outside of our attendance policy are scrutinised.

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

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	10,000	Q1 Actual	8,145
Q2 Target	10,000	Q2 Actual	9,738
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	20,000	Cumulative Total	17,883
Previous Status	Current Status		
			

Summary of Current Performance

Number of Safe and Well Visits

In Q2 17,883 heightened risk visits have been completed by Prevention and operational staff. Since 1st April 2019. 2.8% of visits have resulted in referrals to partner health agencies – see Infographic attached at Appendix 2.

Indicator: [B) Platinum Address Success Rate

Reporting Period Q2		01/07/2019 To 30/09/2019	
Q1 Target	65%	Q1 Actual	78%
Q2 Target	65%	Q2 Actual	70%
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	65%	Cumulative Total	70%
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 70% which is above our target of 65% and an improvement on the same period last year.

What actions will be required to improve performance?

- The third phase of training for Operational Crews and Prevention staff was completed in May. As a consequence additional high level screening has now gone live and will continue – this includes blood pressure monitoring, loneliness and social isolation and Atrial Fibrillation screening.
- The national issue with Exeter Data being delayed is still valid, despite the Chief Fire Officer signing a new national data sharing agreement. In the interim, the “New Cheshire Data” trial has been developed and will be ready to implement from the 1st October. The outcomes of this trial will be reviewed throughout the trial period and evaluated as to their success at the end of Q 4.
- Safe and Well (SaW) targets are under review with the SaW working group. The intention is to reduce the overall target for 2019-20 by 25% to 30,000 as a consequence of the delay in accessing the Exeter Data. This new target will be nearly three times more the national average which is 10,400 per year across all other fire and rescue services.

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Indicator: [Thematic Inspections Completed by Operational Crews]

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	501	Q1 Actual	475
Q2 Target	501	Q2 Actual	563
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	1002 (50%)	Cumulative Total	1038 (52%)
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 Q2 a total of 1,038 thematic inspections were completed against a target of 1,002.

Unitary	Number
Cheshire East	192
Cheshire West & Chester	322
Halton and Warrington	524
TOTAL	1038

What actions will be required to improve performance?

- In Q3 2019 / 2020 the focus of thematic inspections for operational crews will continue to be small shops, which have been identified as premises with the highest incidence of fire. This allows the Protection officers to focus on fire safety audits of higher risk premises. 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.
- In Chester crews will focus thematic visits in the city centre with a focus on fire safety considerations in heritage buildings.
- At Operational fire safety training sessions we remind crews of the importance of referring any issues found during their thematic inspections to the Protection team. The Protection team will continue to follow-up on any of these issues and take enforcement action where appropriate.
- Policy amendments have been made to further improve the capturing of information in a more timely manner.

Performance and Programme Board – Performance Report

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

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	450	Q1 Actual	395
Q2 Target	450	Q2 Actual	345
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	900 (50%)	Cumulative Total	740 (41%)
Previous Status	Current Status		
			

Summary of Current Performance

At the end of Q2 a total of 740 Non-Domestic Premises fire safety audits have been completed against a target of 900 (41%). Whilst the service has not achieved the target, this is set locally and when compared to the national average Cheshire Fire and Rescue Service carries out over 60% more audits per 100 known premises.

Area	Performance		Complex	Simple	Development	Total FTE
	Yearly Target	Q2 Actual				
Cheshire East	600	311 (52%)	4.5	2	0	6.5
CW&C	600	169 (28%)	4	1	2	7
Halton & Warrington	600	260 (43%)	5	1	1	7

What actions will be required to improve performance?

- 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, but this does mean that some staff can only audit less complex premises as outlined above.
- The Protection team are now working across the service to ensure the target of 600 audits per office is achieved. The Cheshire East team have the most qualified staff and these staff

are supporting the other areas with the more complex audits, fire engineering submissions and developing new starters.

- A number of Prohibitions have been issued which has resulted in significant work for officers and in addition on-going potential prosecution cases have taken a considerable amount of time to produce. There were nine prohibitions in Q1 and a further five in Q2
- In the aftermath of the Beechmere Residential Home fire considerable time has been spent investigating the incident.
- In Cheshire East at the end of August, the Protection team along with Prevention and various partners held an impact day in Congleton Town Centre. The team engaged with over 370 business. The kitchen safety unit, virtual reality road safety, fire bikes, Police and a number of local charities attended all sharing their messages.

Performance and Programme Board – Performance Report

Indicator: [10 Minute Standard]

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	80%	Q1 Actual	86%
Q2 Target	80%	Q2 Actual	86%
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative Target	80%	Cumulative Actual	86%
Previous Status	Current Status		
			

Summary of Current Performance

Overall 86% 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 12 seconds.

Dwellings

91% of dwelling fires were attended within 10 minutes.

There were 15 attendances to dwelling fires which exceeded 10 minutes. The average attendance time for a first pump to a dwelling fire between April 2019 and September 2019 inclusive was 7 minutes and 09 seconds.

The reasons for exceeding 10 minutes are as follows:

Cheshire East – 3 occurrences

- One due to unavoidable road closure and diversion
- The second due to the travel distance to the incident
- The third due to limited and slow access down the road of the incident

Halton – None

Warrington – 1 occurrence

- The travel distance to the incident

Cheshire West & Chester – 3 occurrences

- The travel distance to the incident

Road Traffic Collisions

80% of Road Traffic Collisions were attended within 10 minutes. Overall there were 25 incidents year to date which failed the standard. The average time from alert to in attendance was 09 minutes 14 seconds.

Incidents during Q2:**Cheshire East** – There were seven failures due to:

- Distance from the incident - four
- Incorrect location / address provided – two
- One due to traffic build up because of the incident

Halton – None**Warrington** – There have been three failures due to:

- The distance of the incident being outside of the 10 minute standard
- The location of the actual incident within Tatton Park outside of the standard
- Poor weather conditions and visibility on the M56 and driver unfamiliar with the area

Cheshire East – There were five failures in total:

- Three related to distance from the incident being outside the 10 minute standard
- One resulting from a poor address given to the Police
- One due to traffic

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”
- “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	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
Cheshire	104 seconds	105 seconds	105 seconds	102 seconds

What actions will be required to improve performance?

- CAP holders scrutinise failures and validate these at the local scrutiny meeting. Where possible, appropriate action is taken to prevent future failures.

Performance and Programme Board – Performance Report

Indicator: [On-call Availability]

Reporting Period Q2		01/04/2019 To 30/09/2019			
Q1 Target	85%	Q1 Actual	63%		
Q2 Target	85%	Q2 Actual	62%		
Q3 Target		Q3 Actual			
Q4 Target		Q4 Actual			
Q4 Cumulative Target	85%	Q4 Cumulative Actual	62%		
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 YTD global availability is currently 62.25% (crew of 4) and 69.61% (crew of 3, available as a Small Incident Unit *)

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

- On-call pump is part of nucleus crewing (e.g. Birchwood)
- On-call pump is the primary pump (e.g. Malpas, Poynton).
- On-call pump is the second pump (e.g. Winsford)

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, six On-Call Support Crew Managers (OCSCM) started on 23rd April 2019. This team has been in place for almost six months now and it is important to note that, whilst improving availability is a long term target, recruitment and development of firefighters is also a key aspect of the role in these early stages.

At the end of Q2, the team have:

- Provided an additional 4,384 hrs availability for On Call stations
- Attended over 138 incidents as part of an On-call team that would not ordinarily have been available
- Provided over 415 hours of development activities to support new and development firefighters
- Attended a number of recruitment events totalling 205 hours.

As a direct result of this work, there are now more firefighters joining the Service and entering into development programmes to become competent firefighters. As these firefighters become operational, this will directly positively impact On Call station availability.

Additionally, more incidents have been attended by the nearest On Call station due to the fact that an OCSCM is enabling the pump to be available when crewing has been deficient.

The Service is running a continual On Call recruitment campaign 'Need More' through the use of banners, posters and leaflets available at all On-Call stations and placed in prominent locations within the local community. Social media posts including Twitter and Facebook Boost are being used to great effect to promote awareness and target specific demographics within close proximity to fire stations with the intention of recruiting more firefighters.

Our aim is to recruit over 70 new firefighters in 2019 and we are on target to achieve this with additional training courses being arranged through the Operational Training Group (OTG) team. The table below illustrates the current and past position with recruitment and already demonstrates a significant improvement in numbers during the current year in comparison to previous years.

<u>Calendar year</u>	<u>Number of On-call starters</u>	<u>Number that were already Wholetime</u>
2016	54	16
2017	58	19
2018	27	10
2019	51 (at end of September 2019)	11

Currently, there are 26 additional individuals in the On Call recruitment system and this is monitored by the team every two weeks to ensure individuals progress through to starting training as soon as possible.

The On Call Support Crew Managers (OCSCM) are starting to improve pump availability during the weekday periods 08:00 – 18:00. It is important to note the results of their efforts in increasing recruitment and training of development firefighters will eventually produce an increase in availability. A number of On Call stations continue to negatively impact on the overall availability of On Call pumps and these are being prioritised by the On Call Programme Team in terms of recruitment advertising.

The On Call Programme Team (OCPT) is developing a range of workstreams in order to effectively project manage the improvements to our On Call Duty system. Members of the team are also actively engaged in a number of work packages which are aimed at delivering improvements in the retention of On Call firefighters.

Performance and Programme Board – Performance Report

Indicator: [Average Days/Shifts Lost to Sickness]

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	1.38	Q1 Actual	0.84
Q2 Target	2.75	Q2 Actual	1.84
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Q4 Cumulative Target		Q4 Cumulative Actual	
Previous Status	Current Status		
			

Summary of Current Performance

Performance for Fire Staff (2.66) shows a significant reduction when compared with Q2 last year (3.87). The performance of Operational Staff is strong at 1.63, which is well below the target of 2.75, although is a slight increase on the Q2 figure from last year (1.32).

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

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person
Whole-time	656.5	437	1.50
On-call	504	277	1.82
Uniform Total	1160.5	714	1.63
Fire Staff	505	190	2.66
Q2 Total	1665.5	904	1.84

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.
- Following a significant increase in sickness absence for Fire Staff in 2018/2019 a number of initiatives have been put in place to try and increase the support given to staff to assist with maintaining good attendance. These include promoting Health Screening appointments at OHU, highlighting hand hygiene across the Service to prevent infection, and targeting health interventions at Fire Staff who have previously had operational careers.

Performance and Programme Board – Performance Report

Indicator: [Working Days Lost to Injury]

Reporting Period Q2		01/04/2019 To 30/09/2019	
Q1 Target	10	Q1 Actual	0
Q2 Target	10	Q2 Actual	6
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
Cumulative	20	Actual	6
Previous Status	Current Status		
			

Summary of Current Performance

In Q2 two incidents have resulted in six duty days being lost. This is below target for the quarter. The yearly total to date is also below the target.

Both cases were twisted ankles, one of two days and the other four. The investigations did not identify any actions to be taken by CFRS as they were both caused by uneven ground.

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.