

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 22 JULY 2020
REPORT OF: HEAD OF PROTECTION AND ORGANISATIONAL
PERFORMANCE
AUTHOR: ANTHONY JONES

SUBJECT: PERFORMANCE – QUARTER 4, 2019-20

Purpose of Report

1. To present the 2019-20 Quarter 4 and year end review of performance for each of the Service's Key Performance Indicators (KPIs).

Recommended that:

- [1] Members review and consider the information presented in this report.

Background

2. The report forms part of the Authority's performance reporting cycle and provides a summary of the Service's performance against the KPIs for Q4 and year end 2019-20.

Information

3. The Service's Performance and Programme Board (members of the Service Management Team) receives a quarterly review of performance against KPIs. The Board is responsible for monitoring and reviewing progress against performance targets and ensuring that action is taken wherever possible if targets are not being met. The performance reviews are in turn presented to the Performance and Overview Committee.
4. The Corporate Performance Scorecard is attached to this report. It reflects the Q4 and year end position against targets set and the year-on-year direction of travel for the Service's KPIs.
5. A more detailed description of each KPI including a summary of current performance and any actions required to improve performance is set out in the Performance Health Report.

Financial implications

6. There are no financial implications arising from this report.

Legal implications

7. There are no issues to report at the end of Q4 and year end that should impact upon the Service's ability to meet its statutory or other legal obligations.

Equality and Diversity implications

8. The Service has for a number of years collected and reported equality monitoring data across a number of indicators. This is reported quarterly to the Equality Steering Group and annually to this committee so that trends can be identified and addressed.

Environmental implications

9. There are no specific environmental implications. Environmental performance targets are reviewed and monitored as part of the delivery of the Authority's Environmental Strategy.

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BACKGROUND PAPERS: NONE

Appendix 1 - Safety Central Infographic

Appendix 2 – Safe & Well Infographic

Appendix 3 – On-call Availability

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Year to Date 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	Q4 Year on Year	Q4 2018-19
Deaths in Primary Fires	6	0	↑	1
Injuries in Primary Fires	39	51	↓	57
Accidental dwelling fires	318	371	↓	363
- % starting in kitchens	179 (56%)		↓	190 (52%)
- % in homes with residents over pensionable age	60 (19%)		↓	63 (17%)
Deliberate fires (Primary and Secondary)	928	1,084	↓	1,083
Fires in Non Domestic Premises	163	166	↓	166
AFAs in Non Domestic Premises	514	465	↑	434

	Actual	Target	Q4 Year on Year	Q4 2018-19
HSAs Delivered to Heightened Risk	31,758	30,000	↓	41,067
Platinum address success rate	61%	65%	↓	70%
Thematic Inspections Completed	2,013	2,004	↑	1,986
NDP Fire Safety Audits Completed	1,584	1,755	↑	1,319

Responding to Emergencies

	Actual	Target	Q4 Year on Year	Q4 2018-19
10 Minute Standard	83%	80%	↓	85%
On Call Availability	66%	85%	↑	63%
Nucleus OC pumps	97%			
Primary OC pumps	67%			
Secondary OC pumps	45%			

Developing the organisation

	Actual	Target	Q4 Year on Year	Q4 2018-19
Average Days/Shifts Lost to sickness	4.39	5.50	↑	4.84
Working Days Lost To Injury	17	30	↑	37

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%

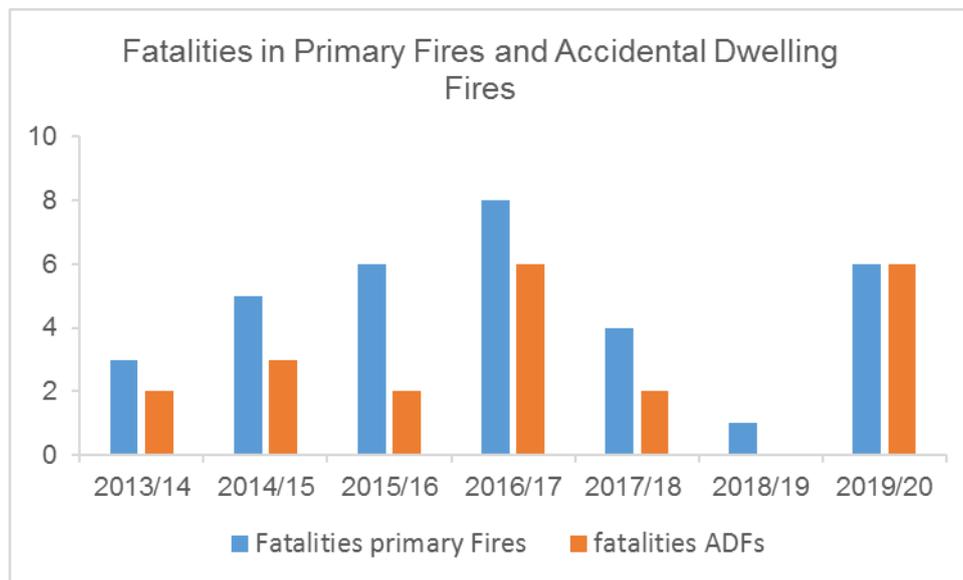
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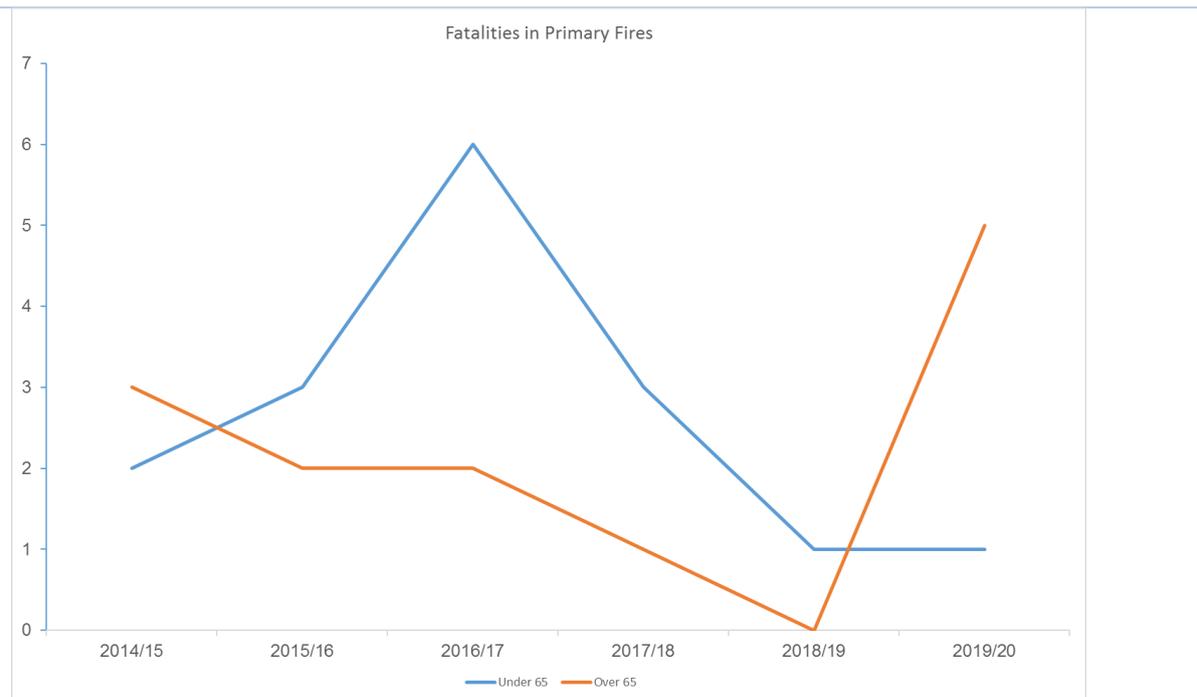
Indicator: [Number of Deaths in Primary Fires]

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 Q4		01/04/2019 To 31/03/2020	
Q1 Target	0	Q1 Actual	0
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	2
Q4 Target	0	Q4 Actual	4
YTD Cumulative Target	0	YTD Cumulative Actual	6
Previous Status	Current Status		
			

Summary of Current Performance





At the end of 2019/20, there have been 6 fatalities recorded of which 4 occurred in quarter 4. All of the fatalities occurred in accidental dwelling fires.

The fatalities occurred in 5 different incidents with 1 smoking related, 1 started in a fridge/freezer, 1 involved a gas cooker accidentally being left on and 2 involved electric heaters. In one of the incidents involving a heater the occupier was also smoking even though this was not the cause of the fire. 4 out of the 6 victims were aged over 65, with the other aged between 40 and 50.

Action taken to improve performance

- The fatal fires and injuries reporting policy enables us to consider fatalities in fires and a thorough internal review will take place to make sure any information from the Fatal Fire Review Reports is scrutinised by Heads of Department and that actions and learning points are monitored and communicated effectively.
- 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 to ensure the Service continually improves and learns from these incidents to prevent further fires occurring.
- The new set of data identifying potential additional vulnerabilities outside of the over 65 demographic continues to be used. This is to further ensure our prevention work minimises the risks of fire to a broad section of groups.

- The four fatalities that occurred in quarter 4 were in Nantwich, Crewe and Neston. Two fatalities occurred at the incident in Nantwich. Fire Investigations are ongoing to establish causes for the incidents and Fatal Fire/Serious Injury Review reports are being undertaken.
- Prior to the COVID-19 Lockdown staff from Powey Lane Fire Station were looking to conduct an initiative in the Neston area on people living alone in response to a number of incidents involving this type of occupier. Due to the current climate social media engagement is being considered.

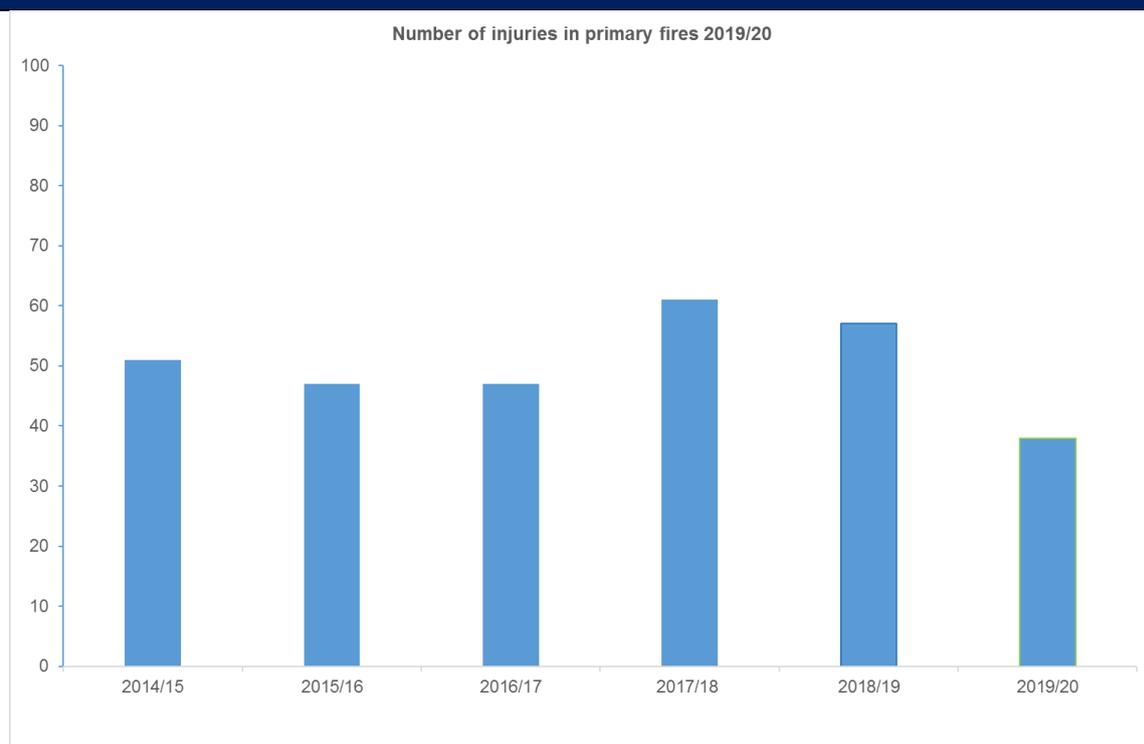
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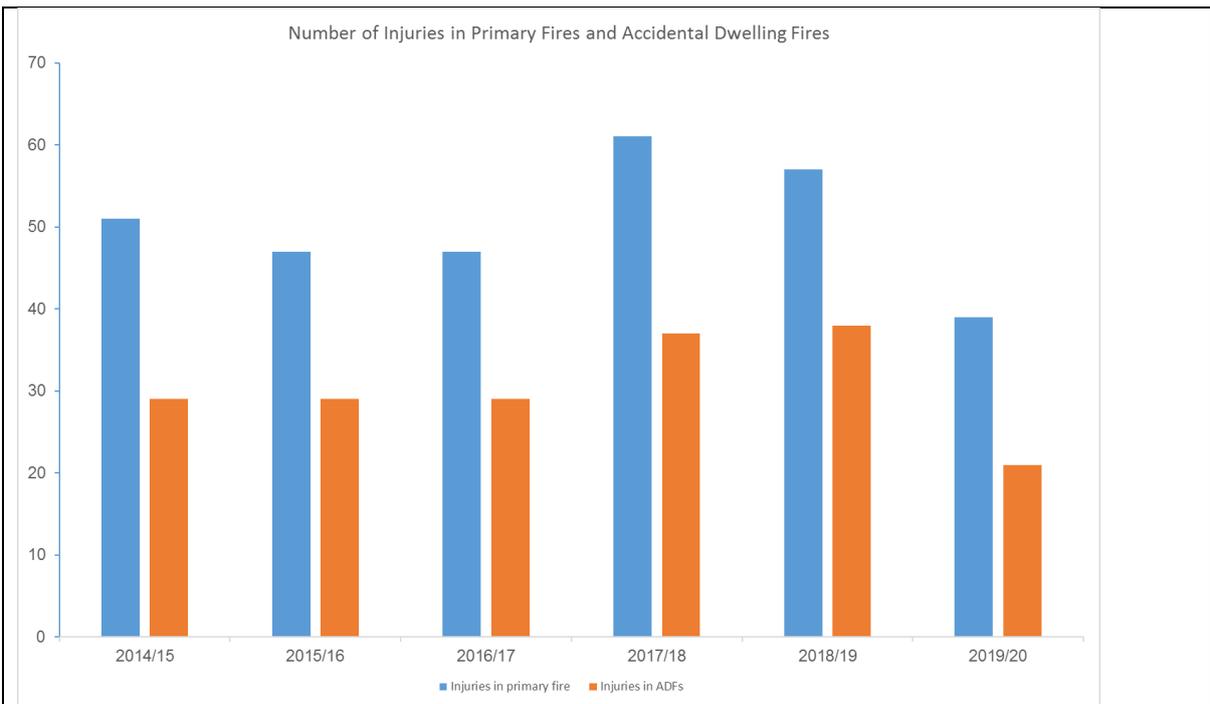
Indicator: [Injuries in Primary Fires]

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 Q4		01/04/2019 To 31/03/2020	
Q1 Target	11	Q1 Actual	10
Q2 Target	13	Q2 Actual	6
Q3 Target	14	Q3 Actual	14
Q4 Target	13	Q4 Actual	9
YTD Cumulative Target	51	YTD Cumulative Actual	39
Previous Status	Current Status		
			

Summary of Current Performance





The target for the number of injuries in primary fires during 2019/20 has been achieved with 39 occurring against a target of 51. As shown in the chart above this is also the lowest number over the last 6 years.

- 21 of the 39 injuries took place in accidental dwelling fires.
- 8 injuries involved victims aged 65 or over.
- 6 injuries were classified as a serious of which 1 was in an accidental dwelling fire
- No serious injuries occurred in Q4.

Unitary Authority	Number of Injuries (year to date)
Cheshire East	10
Cheshire West and Chester	14
Halton	9
Warrington	6
Total	39

Cause	Number of Injuries
Fuel/Chemical	6
Smoking	5
Cooking	6
Naked flame	6
Other appliance or equipment	4
Candles	4
Electrical Supply	3
Industrial Equipment	2
Heating Equipment	1
Vehicles only – Electrical fault	1
Matches	1
Total	39

Age Group	Number of Injuries Serious	Number of Injuries Slight
0-9	0	2
10-19	0	3
20-29	0	2
30-39	1	6
40-49	2	8
50-59	0	2
60-69	2	6
70-79	0	2
80-89	1	2
90+	0	0
Total	6	33

Injury Description	Number of Injuries Serious	Number of Injuries Slight
Burns - severe	4	0
Burns - slight	0	14
Combination of burns and overcome by gas/smoke	1	0
Overcome by gas, smoke or toxic fumes; asphyxiation	1	18
Fracture	0	1
Total	6	33

Cheshire East

There have been 10 injuries in Cheshire East of which 5 occurred in accidental dwelling fires. All injuries were classified as slight.

Halton & Warrington

There were 15 injuries in Halton and Warrington one of which was serious and involved the deliberate ignition of a property. 9 injuries occurred in accidental dwelling fires.

Cheshire West and Chester

There were 14 injuries of which five were classified as serious. In addition 7 injuries occurred in accidental dwelling fires.

Action taken to improve performance

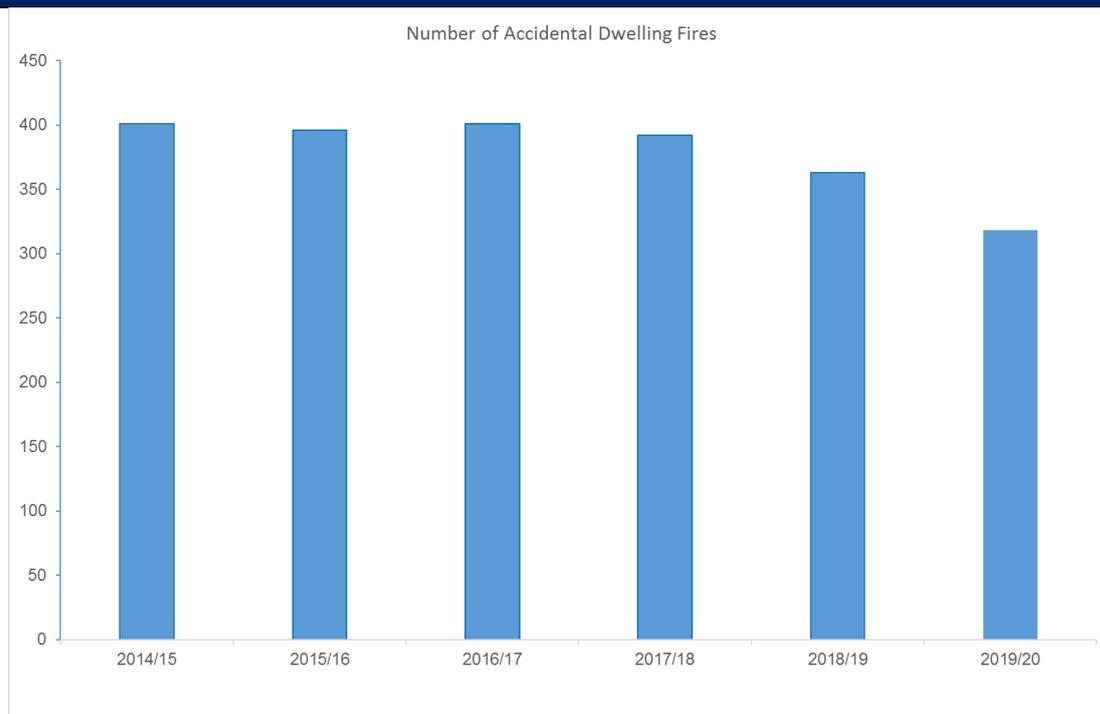
- Social Media campaigns in relation to candle usage, safe cooking, the use of barbecues and setting fires within the curtilage of the home.
- Injuries are monitored and where possible validated and any follow up/referrals to partner agencies is carried out by the Prevention Department.
- Serious injuries are subject to a detailed investigation and a serious injury report is created.
- It was identified on a number of occasions that the source of ignition involved electrical appliances, mainly cabling and multi sockets. Cheshire West and Chester UPG authorised a procurement of extension leads with circuit breakers to be distributed where identified within the unitary. Due to COVID-19 this is yet to come to fruition.
- Incidents continue to be scrutinised by the prevention and station staff.
- Throughout Q4 we continued to use the MOSAIC profiling data to target people with additional vulnerabilities, this is now being evaluated by the Business Intelligence Team as to its effectiveness, in identifying those with additional vulnerability.
- The Prevention department also started to approach the Local Authorities regarding the implementation of a formal data sharing agreement, similar to the national Exeter Data agreement, that would provide us with accurate occupancy data of those with additional vulnerabilities identified. This was suspended, due to the COVID-19 pandemic, but will be re-instigated as a priority once the pandemic has lifted.

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

Reporting period Q4		01/04/2019 To 31/03/2020	
Q1 Target	95	Q1 Actual	89
Q2 Target	84	Q2 Actual	74
Q3 Target	98	Q3 Actual	78
Q4 Target	94	Q4 Actual	77
YTD Cumulative Target	371	YTD Cumulative Actual	318
Previous Status	Current Status		
			

Summary of Current Performance



At the end of 2019/20 there were 318 Accidental Dwelling Fires compared to a target of 371, this is also a reduction of 43 incidents compared to 2018/19. Looking at the key risk areas, there has been a reduction in the number of kitchen fires of 5.8% from 190 to 179. In addition there has been a decrease in the number of fires involving single occupancy households from 88 to 80. The reduction is split across both single occupancy household types.

In reviewing all occupancy types no fire-fighting action was required at 135 incidents (42.2%) and there was no fire spread beyond the room of origin in 284 (88.4%) of Accidental Dwelling Fires.

Unitary Authority	Total
Cheshire East	111
Cheshire West and Chester	109
Halton	37
Warrington	61
Total	318

Fire Location	Total
Kitchen	179
Bedroom	29
External Fittings	16
Living Room	22
External Structures	10
Utility Room	8
Bathroom/toilet	11
Other	43
Total	318

Occupancy Type	Was a smoke alarm present? Yes
Lone person over pensionable age	91.8%
Lone Person under pensionable age	94.3%
Lone parent with dependant children	94.4%
Couple one or more over pensionable age, no children	93.4%
Couple with dependant children	87.7%
Couple both under pensionable age with no children	86.1%
Other	75%
Total	89.4%

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	61	56533	342
Lone person under pensionable age	53	73421	229
Couple one or more over pensionable age, no children	48	80559	189
Couple both under pensionable age with no children	43	167332	81
Lone parent with dependant children	18	82396	69
Couple with dependant children	65	347436	59
Other	32	209308	48

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.

Action taken to improve performance

- A prevalence of kitchen related fires in the Chester area led local crews to engage with the public, through John Lewis Chester, focusing on home safety and kitchen practices.
- A number of the incidents in Halton relate to occupiers leaving items on cooker hobs and as a result of this the following continues to be instigated:
 - A press release publicising the dangers of leaving things on your hob via station's social media platforms.
 - Corporate Communications promoted the press releases and safety messages on social media.
 - Business Intelligence continue to work with the communications teams in relation to case studies.
- Runcorn crews also arranged to visit residents at the YMCA following two incidents to talk about fire safety.
- In Warrington incidents continue to be followed up and linked in with the Police through PTAC (Partnership Task and Coordinating) Meetings.
- All incidents in Warrington related to an attack on a property have a full arson threat HSA completed including the fitting of letterbox covers. Work also continues with HMP Risley.
- There have been a number of station specific activities within the Warrington area and these will continue within the parameters of COVID-19 and government guidelines – these include:
 - Identification of “arson routes” – where the local authority is informed and requested to move waste.
 - An increase in the number of social media posts to coincide with the increase in anti social behaviour.

Safety Central

Since 1st April 2019 has welcomed 8,773 visitors: including 3,434 pupils and 452 adults from 72 mainstream schools; 481 young people and 176 adults from 31 non – mainstream schools and colleges; 1,598 people and 211 helpers from 83 community groups and 2,421 stakeholders attending training or meetings.

There is on average a 68% improvement in test of key life-skills subject knowledge. 100% of 137 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]

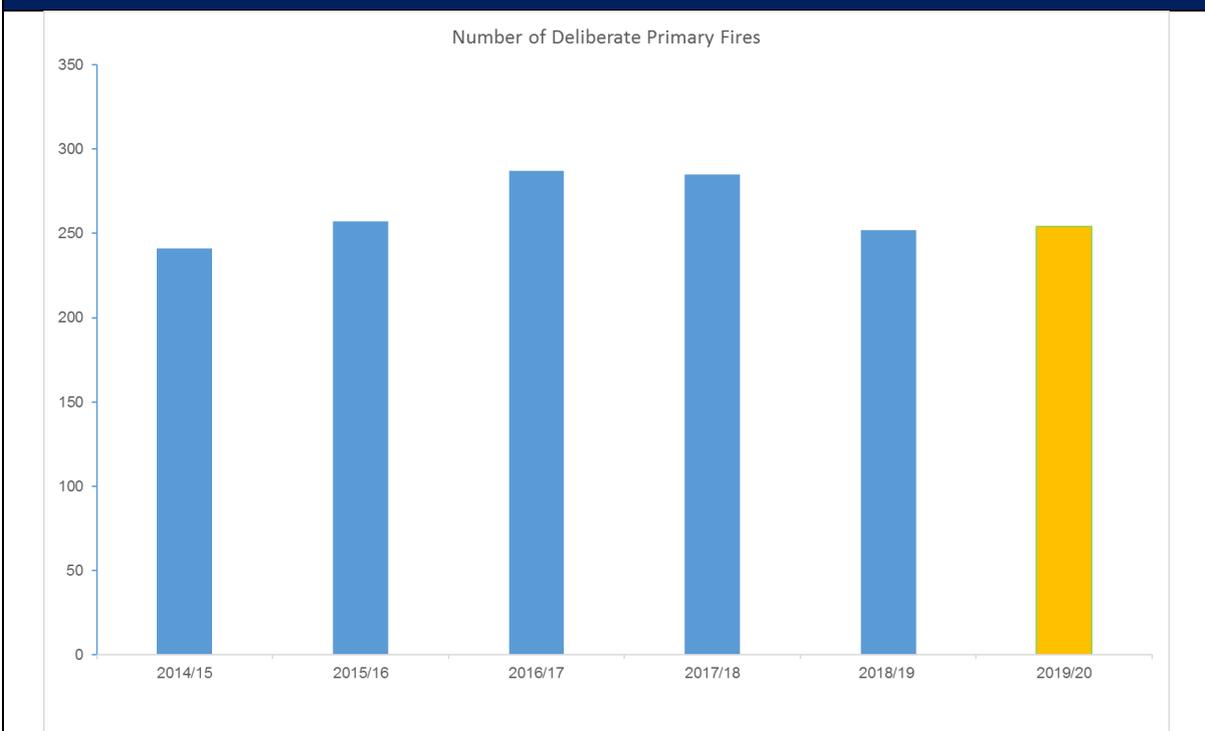
Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target (Primary)	67	Q1 Actual (Primary)	55
(Secondary)	252	(Secondary)	265
Q2 Target (Primary)	69	Q2 Actual (Primary)	68
(Secondary)	247	(Secondary)	149
Q3 Target (Primary)	61	Q3 Actual (Primary)	59
(Secondary)	214	(Secondary)	128
Q4 Target (Primary)	54	Q4 Actual (Primary)	72
(Secondary)	120	(Secondary)	132
YTD Cumulative Target (Primary)	251	YTD Cumulative Actual (Primary)	254
(Secondary)	833	(Secondary)	674

Deliberate Primary Fires

Deliberate Secondary Fires

Previous Status	Current Status	Previous Status	Current Status
			

Summary of Current Performance

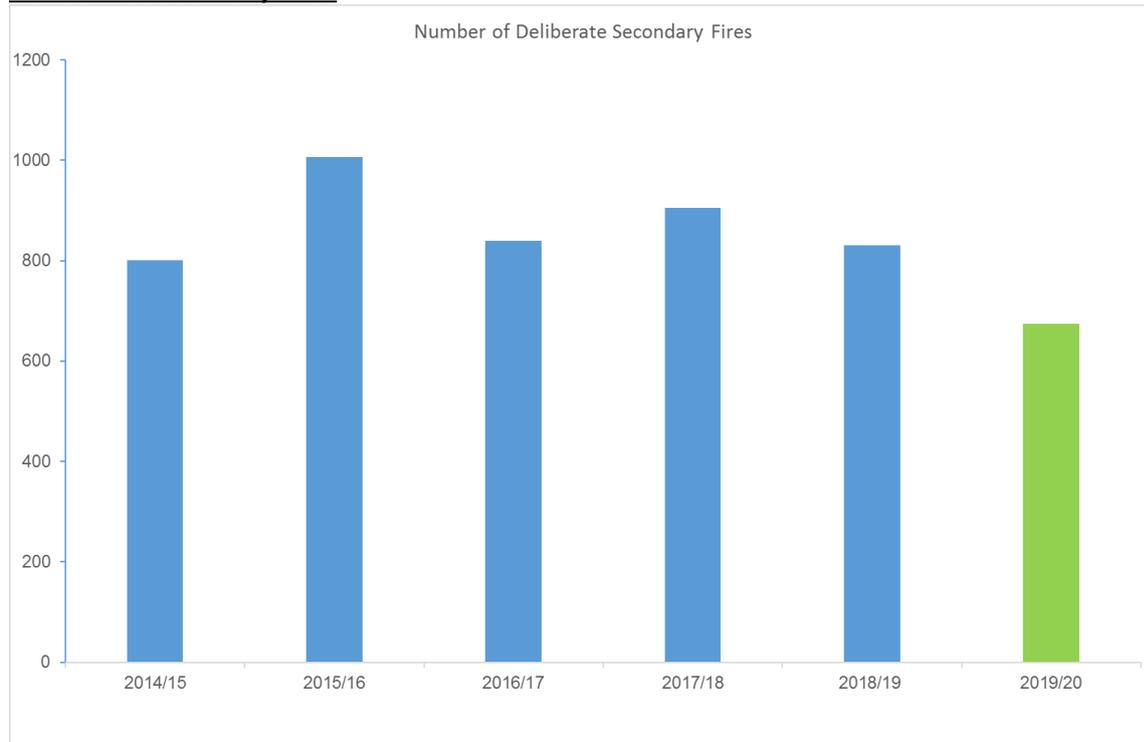


Overall 254 deliberate primary fires were recorded at the end of Q4, against a target of 251. Overall the station areas with the highest number of incidents are Warrington(36), Runcorn(30) and Widnes(27).

Across Cheshire, 125 incidents (50%) involved the deliberate ignition of a road vehicle. Of these, 75 were cars and 25 motorcycles. 20 out of 25 incidents involving the deliberate ignition of motorcycles occurred in Ellesmere Port, Runcorn and Warrington.

Unitary area	Number of Deliberate Primary Fires
Cheshire East	61
Cheshire West and Chester	70
Halton	57
Warrington	66
Total	254

Deliberate Secondary Fires



The number of deliberate secondary fires recorded at the end of Q4 was 674 which is 159 under target. The highest number of incidents have been in the following station areas - Warrington (157), Runcorn (94) and Widnes (82). These three station areas account for 49% of all incidents.

The main property types are loose refuse (189) and small refuse/rubbish/recycling container and wheelie bins (218). The main issue in Warrington and Widnes related to the number of fires in wheelie bins and small refuse containers.

Unitary area	Number of Deliberate Secondary Fires
Cheshire East	103
Cheshire West and Chester	144
Halton	201
Warrington	226
Total	674

Action taken to improve performance

Cheshire West and Chester

- There were a number of drug related arson incidents in Quarter 4 and Station Managers reaffirmed strong links with Police to ensure arising issues can be tackled effectively.

Halton

- In Halton the crews continue to work with the Police where there are potential and actual arson threats with perpetrators being charged.

Warrington

- All incidents (primary & secondary) are followed up by the local leads with their specific points of contact at Cheshire Police. The local Station Manager also has strong links and contacts within Cheshire Police as Chair of the Partnership Task and Coordinating Meetings.
- A local Watch Manager is now the Prison Liaison point of contact with regards to incidents at HMP Risley. It is envisaged he will work with them to reduce deliberate fires.
- Warrington have now assigned a PCSO with the specific reference of the reduction of deliberate fires and associated anti-social behaviour.

Cheshire East

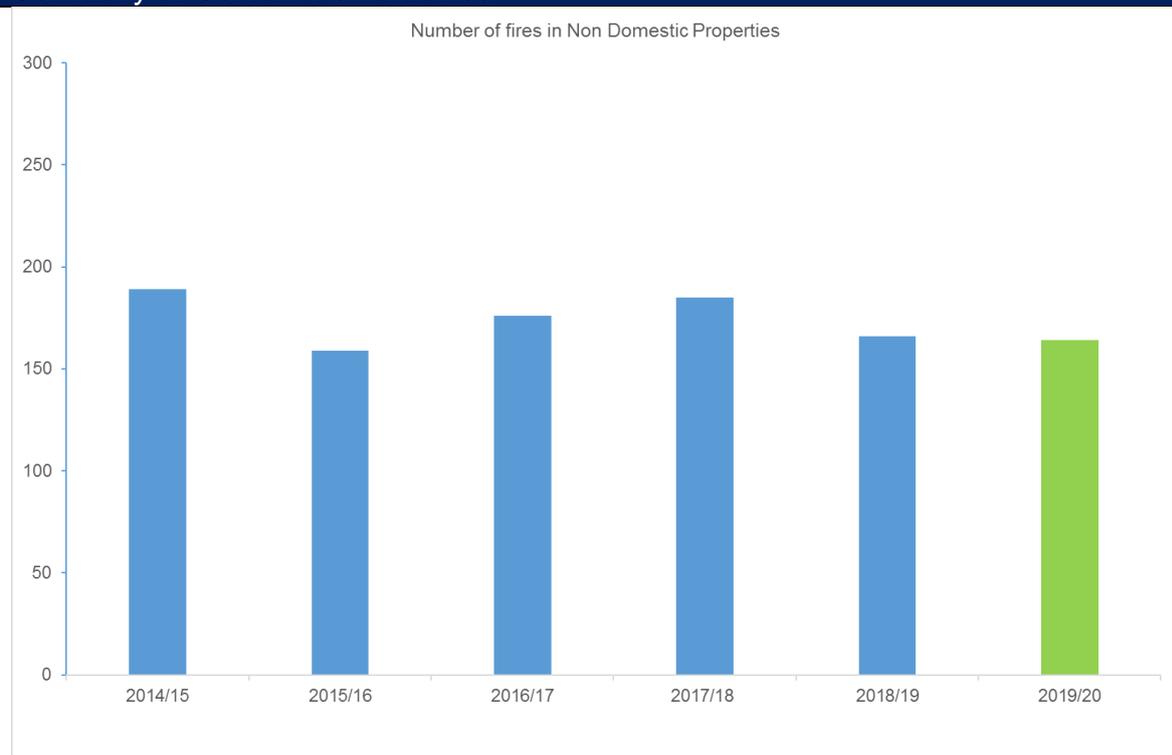
- Three perpetrators of deliberate fires have been identified and duly charged. This was achieved by us working in partnership with the Police.
- We continue to work with Police to reduce anti social behaviour and the associated links to arson.
- In light of the recent increase in the number of deliberate car fires we have liaised with Police and crews have targeted arson risk assessments/referrals, as a result fire retardant letterboxes have been fitted to some properties.
- Crews continue to update social media platforms asking members of the public to report anything suspicious to Crimestoppers.

Performance and Programme Board – Performance Report

Indicator: [Fires in Non-Domestic Premises]

Reporting Period Q4		01/04/2019 to 31/03/2020	
Q1 Target	45	Q1 Actual	42
Q2 Target	42	Q2 Actual	43
Q3 Target	36	Q3 Actual	36
Q4 Target	43	Q4 Actual	42
YTD Cumulative Target	166	YTD Cumulative Actual	163
Previous Status	Current Status		
			

Summary of Current Performance



There have been 163 Non-Domestic Premises fires in 2019/20 which is 3 below target.

The most significant numbers of fires have been identified in the following building types – with other categories having less than 8 occurrences:

- Prison 20
- Single Shop 13

The main causes for fires in Non-Domestic Premises:

- 54 electrical causes - including fluorescent lights, other lights, batteries, wires and cabling.

- 26 industrial equipment including kilns and dryers.
- 20 cooking related incidents - including cookers, deep fat fryers and microwaves.

63% of the 102 fires (163 incidents) were either confined to the item first ignited (81) or involved smoke and heat damage only (21). Whilst a further 38 (23%) fires were confined to the room of origin.

13 out of 18 deliberate fires in Warrington occurred in Risley Prison.

Cause	Heat or smoke damage only	Confined to item 1st ignited	Confined to Room of origin	Other
Electrical	11	28	13	2
Industrial Equipment	2	13	5	6
Cooking	0	14	5	2

Unitary Area	Accidental	Deliberate
Cheshire East	40	10
Cheshire West and Chester	46	9
Halton	16	4
Warrington	20	18
Grand Total*	122	41

*For two incidents the cause is unknown

Action taken to improve performance

- The review of our risk-based inspection strategy to improve our targeting methodology is ongoing.
- Offices continue to follow up fires within non domestic premises with a specific post fire inspections (SPIF), in order to identify any deficiencies in fire safety management that lead to the occurrence. These inspections are followed up with audits to ensure compliance and action is taken as required. Towards the end of Q4, due to changes in working practices as a result of COVID-19, only the more serious commercial building fires received a physical post fire inspection. Those lesser incidents will receive an audit when normal conditions resume.
- 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 as a means of deterrent.
- The Business Safety team continues to utilise the ability to deliver key fire safety messages through six communication channels. These include - face to face visits with the aim of educating and informing; impact events following spates of commercial fires, education through the CFRS website; delivery of workshops/seminars to businesses, schools and local authority partners to educate and inform those responsible for fire safety; attendance at Business Chamber of commerce and networking groups to link directly into businesses; and finally social media continues to be an excellent resource to deliver information and connect with the business community.
- Specifically over the last quarter work has taken place with Risley Prison and Birchwood crews in order to firstly correctly report incidents and then aim for a gradual reduction in incidents at

the Prison. Similar work will be taking place regarding Styal prison and the same Crown Premises Inspection Group (CPIG) inspector is responsible for both premises.

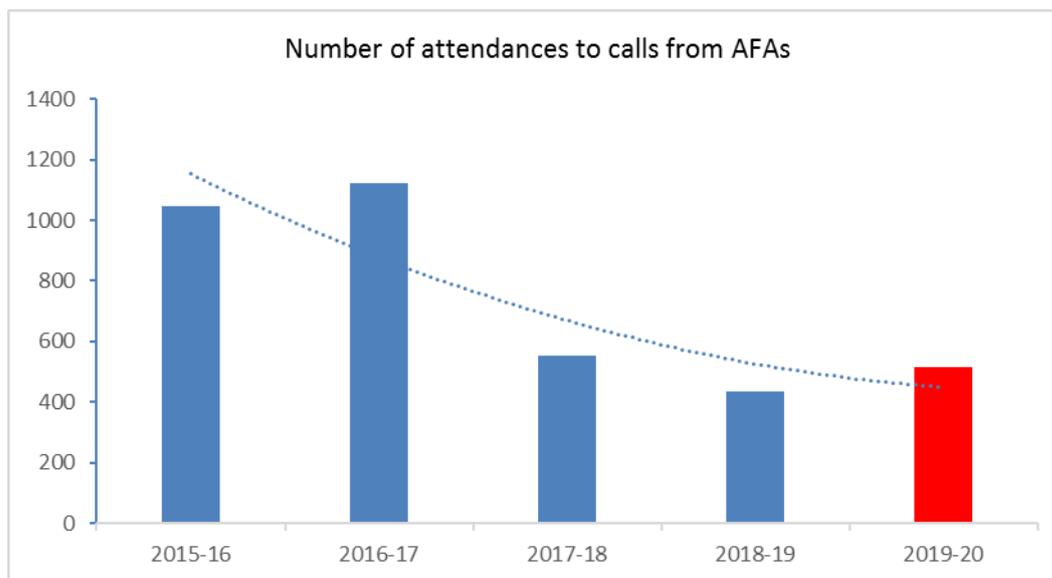
- Two incidents have taken place at a recycling facility and inspectors are now working closely with the management of the facility.
- A prohibition notice was issued at a Warrington site due to a lack of adequate fire separation to escape routes and poor warning and detection in case of fire; inspectors are currently working closely with the site management to ensure standards are raised.

Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target	116	Q1 Actual	115
Q2 Target	142	Q2 Actual	154
Q3 Target	100	Q3 Actual	135
Q4 Target	107	Q4 Actual	109
YTD Cumulative Target	465	YTD Cumulative Actual	514
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 is classed as an Unwanted Fire Signal.

At the end of Q4 there were 514 attendances to Automatic Fire Alarms in Non-Domestic Premises against a target of 465.

The station areas with the highest number of calls are Chester, Macclesfield and Warrington which together account for 45% (233) of the overall total.

The main property types for Automatic Fire Alarms are hospitals (160) and nursing, retirement or care homes (138).

The most common reason for the alarm to go off was a fault (176), followed by accidentally/carelessly set off (94).

This indicator was on target in Quarter 1 but has been off target since. There has been an increase 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 the number of attendances. However there has been an increase in the number of property types with a single attendance, so there is little in terms of trends within the data.

Unitary area	Number of AFA's
Cheshire East	196
Cheshire West and Chester	195
Halton	36
Warrington	87
Total	514

Since the introduction of the revised policy in 2017/18, UWFS have reduced by over 50%. Whilst some activations can still be challenged it is unlikely that additional reductions can be achieved without a further change to policy which would result in non-attendance to all UWFS without a confirmatory phone call. Members have previously indicated a reluctance to progress this approach.

Action taken 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. Visits are carried out by our inspecting officers to those companies that are regular offenders and they have been invited to contact the department or attend events/seminars to be provided with further information on the policy.
- The scope and delivery of UWFS messages has increased over the last quarter using various communication channels to ensure businesses are aware of the correct response for their business. The Business Safety Manager regularly presents facts through the business networking groups on the UWFS policy and signposts individuals to the section on the website. During the last 12 months the department have worked with schools and Local Authorities to ensure the UWFS policy is understood and measures are put in place to reduce them.
- Protection department to liaise with North West Fire Control to ensure that flowcharts contained in the UWFS policy are followed robustly to reduce the number of UWFS that are attended outside of policy.

Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target	7,500	Q1 Actual	8,145
Q2 Target	7,500	Q2 Actual	9,738
Q3 Target	7,500	Q3 Actual	7,861
Q4 Target	7500	Q4 Actual	6,014
YTD Cumulative Target	30000	YTD Cumulative Total	31758
Previous Status	Current Status		
			

Summary of Current Performance

Number of Safe and Well Visits

Up to the end of Q4 31758 heightened risk visits have been completed by Prevention and operational staff. Since 1st April 2019. 2.6% of visits have resulted in referrals to partner health agencies – see Infographic attached at Appendix 2.

Unitary area	Number of Safe and Well visits
Cheshire East	8824
Cheshire West and Chester	10756
Halton	5172
Warrington	7006
Total	31758 *

* The number of visits in the infographic at Appendix 2 also includes additional visits carried out with vulnerable people.

Indicator: [B] Platinum Address Success Rate

Reporting Period Q4		01/07/2019 To 31/03/2020	
Q1 Target	65%	Q1 Actual	78%
Q2 Target	65%	Q2 Actual	70%
Q3 Target	65%	Q3 Actual	66%
Q4 Target	65%	Q4 Actual	42%
YTD Cumulative Target	65%	YTD Cumulative Total	61%
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 where we have completed a Safe and Well visit is 61% which is below our target of 65%.

By nature of the work undertaken visits were unable to continue toward the end of the quarter due to the COVID-19 pandemic. A further impact on the ability to meet the target was the need to close down our CFRMIS system whilst we transferred data to our new software solution - SAFFIRE

Action taken to improve performance

- Cheshire West and Chester Unitary (Prevention and Service Delivery teams) met their 2019/20 target with 101%. Restrictions were in place prior to the end of the year which led some localised teams fall short by small percentages.
- The early indications from the half yearly review identified that MOSAIC was highly accurate in some areas, although it did not provide 100% accuracy, due to its predictive basis. This is why it is essential we pursue and implement data sharing agreements, with other key stakeholders.
- Whilst the prevention department will continue to scope and develop consent based data sharing agreements across Cheshire in 2020/21; during Q1 the department will be focusing on Community Support in partnership with each local authority during the COVID-19 Pandemic.
- The number of Safe and Well visits completed has again exceeded the annual target. The IRMP proposals include broadening the scope of those targeted for Safe and Well visits, to include other “at risk” groups based on local fire data analysis. The Prevention department have developed a new method of delivering the visits, on a risk based method as opposed to a team allocated method, which will ensure that those most at need will be prioritised.

Performance and Programme Board – Performance Report

Indicator: [Thematic Inspections Completed by Operational Crews]

Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target	501	Q1 Actual	475
Q2 Target	501	Q2 Actual	563
Q3 Target	501	Q3 Actual	499
Q4 Target	501	Q4 Actual	476
YTD Cumulative Target	2004	YTD Cumulative Total	2013
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 Q4 a total of 2,013 thematic inspections were completed against a target of 2,004.

Unitary	Number
Cheshire East	636
Cheshire West and Chester	424
Halton and Warrington	953
TOTAL	2,013

Action taken to improve performance

Performance against target has been strong despite losing the last part of Q4 due to COVID-19 working conditions. The Protection department will continue to work with Service Delivery to identify suitable commercial premises for crews to undertake audits. This will utilise both incident statistics and Protection training that the fire crews receive each year. The complexity of buildings inspected will be in line with the level of training received.

Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target	450	Q1 Actual	395
Q2 Target	450	Q2 Actual	345
Q3 Target	345	Q3 Actual	424
Q4 Target	510	Q4 Actual	420
YTD Cumulative Target	1755	YTD Cumulative Total	1584
Previous Status	Current Status		
			

Summary of Current Performance

From quarter 3 we have shown the number of audits achieved against the number we have capacity to undertake. Each of our qualified inspectors are targeted to carry out 30 audits per quarter. For quarter 4 we had capacity to achieve 510 and actually achieved 420.

Area	Performance		
	Qualified Staff *	Q4 Capacity	Q4 Total
Cheshire East	5.5	165	116
Cheshire West and Chester	4.5	135	93
Halton & Warrington	7	210	211
Total	17	510	420

* Includes Level 3 qualified Technical Fire Safety Officer auditing simple premises

Action taken to improve performance

- Individual and team targets have been adjusted and performance continues to be monitored robustly by Protection managers.
- The number of staff qualified and competent to carry out audits is increasing. Staff continue to move through the development process which is having a positive impact on performance against target, but this does mean that some staff can only audit less complex premises.

- Additional courses have been secured to ensure staff are being developed at an appropriate speed to become competent. However due to the COVID-19 Pandemic the training of Protection staff has been delayed as a result of external providers pausing their delivery but distance learning options are being developed and considered.
- A number of qualified inspectors have been absent due to sickness; in addition to three key staff that left the organisation/department. These vacancies have been filled and only one now remains.
- The final two weeks of March were directly affected by the COVID-19 pandemic and no physical audits took place during most of this period.
- A number of Prohibitions have been issued which has resulted in significant work for officers diverting them from audits.
- Resources have been diverted away from audits to focus on investigation and enforcement in a number of high profile premises, we currently have 9 prosecutions live with 3 sitting with solicitors waiting for court summons to be drafted. It takes around 90 hours to produce prosecution files. Often the time required to produce prosecution files can be significantly longer. This has been a particularly busy year for investigations.

Performance and Programme Board – Performance Report

Indicator: [10 Minute Standard]

Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target	80%	Q1 Actual	86%
Q2 Target	80%	Q2 Actual	85%
Q3 Target	80%	Q3 Actual	83%
Q4 Target	80%	Q4 Actual	78%
YTD Cumulative Target	80%	YTD Cumulative Total	83%
Previous Status	Current Status		
			

Summary of Current Performance

Overall 83% 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 22 seconds.

Dwellings

88% of dwelling fires were attended within 10 minutes.

There were 39 attendances to dwelling fires year to date which failed the standard, of which 16 occurred during quarter 4. The average attendance time for a first pump to a dwelling fire inclusive was 7 minutes and 33 seconds.

Incidents during Q4:

Cheshire East – There were 8 failures due to:

- Heavy traffic - 3
- Distance to incident - 2
- Delay due to an error by the OIC with directions.
- MDT failure which would not allow the crew to book in attendance.
- Address confusion and OIC forgot to click in attendance on the MDT.

Halton & Warrington – None

Cheshire West and Chester - There were 8 failures due to:

- Issues locating the incident- 1
- Distance to incident – 4
- Failed to book in attendance -3

Road Traffic Collisions

78% of Road Traffic Collisions were attended within 10 minutes. Overall there were 62 incidents year to date which failed the standard, of which 18 occurred during quarter 4. The average time from alert to in attendance was 09 minutes 09 seconds.

Incidents during Q4:

Cheshire East – There were 7 failures due to:

- Heavy traffic - 4
- Distance to incident - 3

Halton – None

Warrington – There was 5 failures due to:

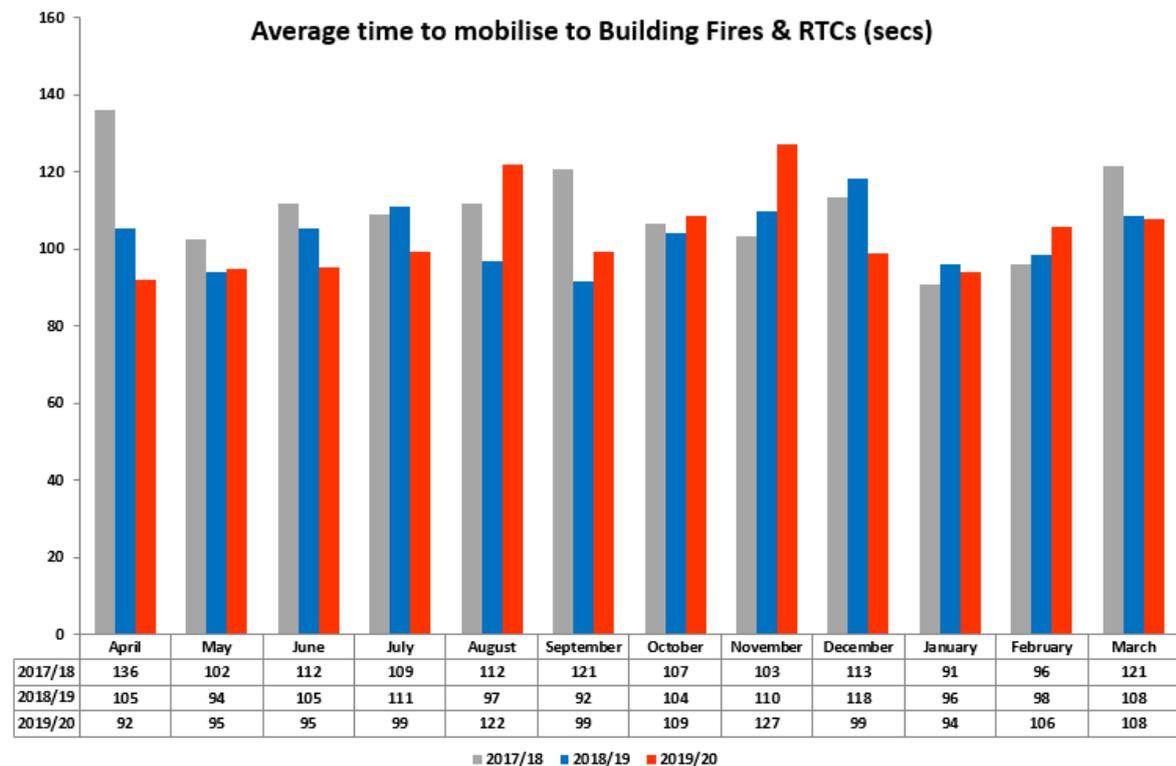
- Traffic congestion – 3
- Poor driving conditions – 1
- Difficulty with location – 1

Cheshire West and Chester - There were 6 failures due to:

- Distance to incident- 4
- Difficulty with location
- Delay in mobilisation

Call Handling data

The data below looks at the call handling time (time of call to time of alert) for all building fire incidents and road traffic collisions. This is provided for information only and is not part of the Cheshire Standard.



Action taken to improve performance

The Service is conscious that the Cheshire ten minute standard exists to provide assurance that we are able to ensure crews respond to life risk incidents in a timely fashion. Management scrutiny is applied to those incidents that do not meet this target to establish the reasons why, and assess whether this can be addressed by changing processes or procedures.

This is the first quarter that the standard has not been achieved and we will need to monitor closely over the coming weeks and months to establish if this trend is an anomaly or becoming a new norm.

There are a few examples where the Officer failed to book in attendance. In those circumstances we will continue to reiterate to our Crew and Watch Managers the importance of ensuring we book in attendance, via the Mobile Data Terminals (MDT), to accurately reflect the Service's attendance within the Cheshire Standard.

For the situations involving heavy traffic and excessive distance, we are operating within an infrastructure that now encompasses SMART motorway networks and traffic congestion. This is a reality and will need to be continually assessed as we move forward to ensure our responding crews are able to travel in the safest and most efficient way to ensure our timely attendance.

Performance and Programme Board – Performance Report

Indicator: [On-call Availability]

Reporting Period Q4		01/04/2019 To 31/03/2020			
Q1 Target	85%	Q1 Actual	63%		
Q2 Target	85%	Q2 Actual	62%		
Q3 Target	85%	Q3 Actual	66%		
Q4 Target	85%	Q4 Actual	74%		
YTD Cumulative Target	85%	YTD Cumulative Actual	66%		
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 66% (crew of 4) and 73% (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 etc.).
- On-call pump is the second pump (e.g. Winsford etc.)

Action taken to improve performance

The On Call Programme was created to support and enhance the On Call duty system and, as Quarter 4 draws to a conclusion, the Programme has been in existence for 12 months. Extensive work has been undertaken within this first year which has been summarised in previous Performance and Overview reports. The recruitment of a team of On Call Support Crew Managers, revised recruitment processes, improved reward and recognition, dedicated On Call events and access to a national network of On Call practitioners have all provided increased support to the staff who work our On Call duty system.

Sadly, COVID-19 has blighted our society here in the United Kingdom and across the world. It is highly likely that this has also impacted on the latter weeks of the quarter as the virus started to emerge. As primary employers have either closed or furloughed their staff, we have seen an increase in the availability of our On Call Fire appliances in the last weeks of March. Full

suspension of On Call Training took place on the 23rd March following national guidance and discussions with staff groups.

However, it should be noted that in Quarter 4 there has been a second consecutive quarterly increase of 8% from the previous Quarter taking the overall availability from 66% to 74%. This represents a total 11% increase from the end of the first Quarter until the end of Quarter 4.

Clearly much of the efforts of the cross departmental On Call Programme Team this year has been focussed on the Recruitment, Training and Retention of our On Call Firefighters. This work has been paused temporarily whilst the COVID-19 lockdown period is in place. Therefore the impetus that the On Call Programme Team created that has seen more firefighters joining than leaving has been temporarily lost. This will be regained once a return to normality begins. Those candidates, recruits and trainee firefighters at various stages of the recruitment and development process are being contacted regularly to make sure they are supported and ready to resume where they left off.

New National Fire Chiefs Council guidance has been issued, specifically designed to support our On Call firefighters to maintain competency and not suffer financial hardship throughout the COVID-19 crisis. The On Call Programme Team are utilising this guidance in order to ensure our On Call colleagues remain supported and preparing them for the other side of the lockdown.

At this point we aim to continue the work that has started to pay dividends over the past two quarters.

Year to date On Call availability breakdown

Shift	With a crew of 4	With a crew of 3 *(SIU)
Nucleus On Call	97%	N/A
Primary On Call	67%	75%
Secondary On Call	45%	51%

Performance and Programme Board – Performance Report

Indicator: [Average Days/Shifts Lost to Sickness]

Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target	1.38	Q1 Actual	0.84
Q2 Target (cumulative)	2.75	Q2 Actual (cumulative)	1.79
Q3 Target (cumulative)	4.13	Q3 Actual (cumulative)	3.08
Q4 Target (cumulative)	5.5	Q4 Target (cumulative)	4.39
YTD Cumulative Target	5.5	YTD Cumulative Actual	4.39
Previous Status	Current Status		
			

Summary of Current Performance

Performance for Fire Staff (7.45) shows significantly higher average days lost than for Operational Staff (3.57) and is above the annual target. However the figure for Fire Staff as at end of Q4 this year (7.45) is lower than end of Q4 last year which was 7.51. The performance of Operational Staff is strong at 3.57 for the year, which is well below the target of 5.5, although it is a slight increase on the 18/19 figure (3.35).

Overall, the figure of 4.39 days lost for 19/20 means that the Service is under target for the year. In terms of total days lost, for 19/20 this figure is 4,215 which is a small increase compared with the figure of 4,124 at the end of 18/29. Total headcount for this year is 18 lower than last year's figure of 978.

24 episodes of sickness absence occurred or commenced in March 2020 which were believed to be COVID-19 related (this does not include absences due to self-isolation or social distancing).

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person
Whole-time	1,454	451	3.22
On-call	1,248	306	4.08
Uniform Total	2,702	757	3.57
Fire Staff	1,513	203	7.45
Q4 Total	4,215	960	4.39

Action taken 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. These meetings are temporarily being conducted via Skype in lieu of meeting in person.
- Quarterly contract meetings/calls with Occupational Health Unit are also ongoing to monitor service delivery and performance.
- There has been a lot of promotion of preventative health screening appointments with OHU for Fire Staff following no take up of this offer in 18/19. This led to 21 staff booking an appointment during 19/20.
- An Attendance Management Toolkit has been developed and is ready for launch. This will clarify processes and help to upskill managers to ensure that absence issues are managed appropriately, and staff are adequately supported. This, coupled with a new guidance documents for staff will be rolled out across the Service during the Summer 2020.
- In light of Fire Staff performance being over target this year, further work will be undertaken to identify any significant trends and underlying causes.
- The Quarter 3 data from Cleveland Fire Brigade's quarterly benchmarking exercise showed that CFRS had the lowest percentage of Wholetime shifts lost to sickness in the country (as we did in Quarter 2). The figure for Retained staff was the 3rd lowest in the country (first was GMFRS who have an On Call FTE of 5 staff). The figure for Fire Staff showed that CFRS was in the top half across all services, and the CFRS percentage figure for Fire Staff absence was below the average days lost figure across all services. No data is available yet for Quarter 4 performance from Cleveland Fire Brigade.

Performance and Programme Board – Performance Report

Indicator: [Working Days Lost to Injury]

Reporting Period Q4		01/04/2019 To 31/03/2020	
Q1 Target	10	Q1 Actual	0
Q2 Target	10	Q2 Actual	6
Q3 Target	10	Q3 Actual	1.5
Q4 Target	10	Q4 Actual	9.5
YTD Cumulative Target	30	YTD Cumulative Actual	17.0
Previous Status	Current Status		
			

Summary of Current Performance

In Q4 9.5 days were lost as a result of injuries sustained at work in four separate accidents. One accident occurred when the individual fell whilst dismounting an appliance, two accidents occurred during swift water training one resulted in a stiff back the second in illness after ingesting water. The fourth accident occurred when participating in physical training on station, stepping off a treadmill the injured person suffered a torn Achilles tendon, only two days absence are recorded in this quarter but this accident will result in further lost days in the first quarter of the next reporting year.

The Service is below target for the quarter, the yearly total to date is also below the target.

Action taken 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.

Performance at the end of March 2020



Since April 1st 2019 we have welcomed a total of **8,773** visitors including:

3,434 pupils and **452** adults from **72** mainstream schools and groups

481 young people and **176** adults from **31** non-mainstream schools and colleges

1,598 people and **211** helpers from **83** community groups

2,421 stakeholders attending training, events or meetings

Total number of visitors since we opened in July 2017: **20,193**



37 volunteers are currently active and **5** more have applied or are in training. A total of **3,843** volunteer hours have been logged so far this year.



Pre-visit

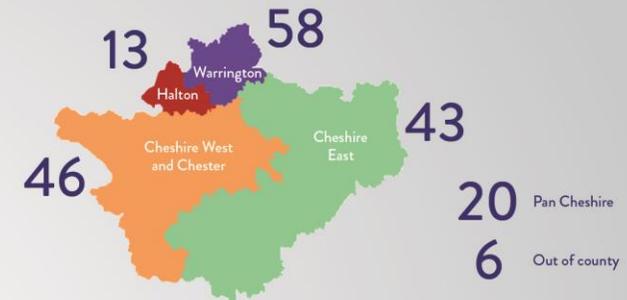


Post-visit

Average **improvement** of **68%** in test of key lifeskills subject knowledge



Cheshire
Fire & Rescue Service



186 schools and groups in total

"Wonderful visit, so hands on and current. Excellent, welcoming leader with wonderful rangers."

"A very interesting and professionally run establishment."

"We really can't believe how much you packed in to the day and how much the children learnt. Parents have already said they haven't stopped talking about it."



Visitor experience

100% of 137 teachers rated their visit as 'very good' or 'excellent' and **100%** would visit again.

94% of 736 pupils and students gave their visit 4 or 5 out of 5.

99% of 420 adult visitors gave their visit 4 or 5 out of 5.





SAFE & WELL

Initiative

1ST APRIL 2019 - 31ST MARCH 2020

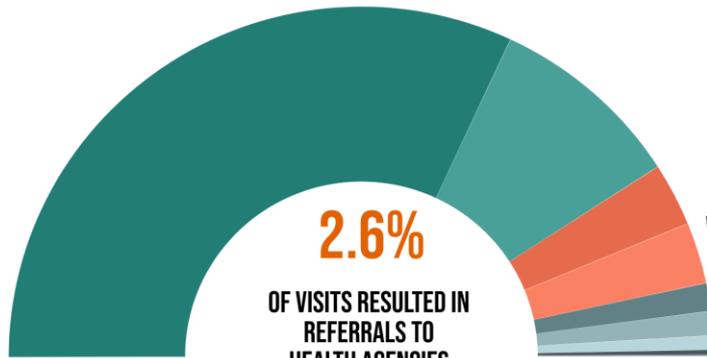
Cheshire Fire and Rescue Service has a proud record of delivering successful fire safety, road safety and youth engagement initiatives. This excellent record is now being extended and expanded to provide help to our health partners for some key local health priorities through Safe and Well visits, which the Service commenced on 1st February 2017.

2,980
ATRIAL FIBRILLATION
SCREENINGS



WITH
120 PEOPLE
BEING
SIGNPOSTED TO
SEE THEIR GP

32,443
VISITS COMPLETED



2.6%
OF VISITS RESULTED IN
REFERRALS TO
HEALTH AGENCIES

3,166
LONELINESS &
ISOLATION
SCREENINGS



WITH **60** PEOPLE
BEING
SIGNPOSTED TO
BRITISH RED
CROSS



273



LOCAL AUTHORITY FALLS
TEAM REFERRALS

6



ALCOHOL REDUCTION TEAM
REFERRALS

832



BLOOD PRESSURE TESTS
TAKEN

WITH **265** PEOPLE
SIGNPOSTED TO
HEALTH FOR
SECOND TEST

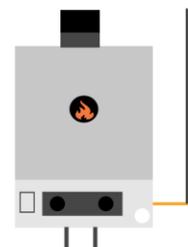


21



SMOKING CESSATION TEAM
REFERRALS

104*



AFFORDABLE WARMTH
REFERRALS

(*1 referral per household)

SAFE & WELL Initiative

1ST APRIL 2019 - 31ST MARCH 2020

Cheshire Fire and Rescue Service has a record of delivering successful fire safety, road safety and youth engagement initiatives. This excellent record is now being extended and expanded to provide help to our health partners for some key local health priorities through Safe and Well visits, which the Service commenced on 1st February 2017.

SAFE & WELL UNITARY OVERVIEW

UNITARY AREA				
FALLS REFERRAL 	105	79	32	57
ATRIAL FIBRILLATION SCREENINGS 	1,522	794	123	541
ATRIAL FIBRILLATION SIGNPOSTS 	60	17	6	37
SMOKING CESSATION REFERRALS 	7	5	0	9
ALCOHOL REDUCTION TEAM REFERRALS 	1	3	1	1
AFFORDABLE WARMTH REFERRALS 	40	35	13	16
BLOOD PRESSURE TESTS TAKEN 	351	171	67	243
BLOOD PRESSURE SIGNPOSTS 	143	65	3	54
LONELINESS & ISOLATION SCREENINGS 	1,319	925	221	701
LONELINESS & ISOLATION REFERRALS 	21	9	11	19
VISITS COMPLETED	10,681	11,756	3,719	6,287
% TO REFERRAL	3.5%	1.8%	1.8%	3.1%

