

# CHESHIRE FIRE AUTHORITY

**MEETING OF:** PERFORMANCE AND OVERVIEW COMMITTEE  
**DATE:** 21 JULY 2021  
**REPORT OF:** DEPUTY CHIEF FIRE OFFICER  
**AUTHOR:** MIKE CLARK

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**SUBJECT:** PERFORMANCE REPORT, QUARTER 4, 2020-21

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## Purpose of Report

1. To present the 2020-21 Quarter 4 review of performance for each of the Service's Key Performance Indicators.

## 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 Quarter 4 and year-end 2020-21.

## Information

3. The Service's Performance and Programme Board receives a quarterly review of performance against Key Performance Indicators (KPIs). The Board is responsible for monitoring and reviewing progress against performance targets and ensuring that action to improve performance is taken wherever possible if targets are not being met. The performance reviews are in turn presented to the Performance and Overview Committee as the Performance Health Report.
4. The continuing Covid-19 Pandemic has meant that many of our normal activities did not begin at the start of April 2020. Some activities have either still not restarted or not returned to pre-Pandemic levels. Therefore, a number of targets remain suspended until normal activity levels can resume.
5. The Corporate Performance Scorecard appears immediately after this report. It reflects the Quarter 4 and year-end position against targets set and the year-on-year direction of travel for the Service's KPIs.
6. 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 which begins immediately after the Corporate Performance Scorecard

## **Financial implications**

7. There are no financial implications associated with the information in this report.

## **Legal implications**

8. There are no issues to report at the end of Quarter 4 and year-end that should impact upon the Service's ability to meet its statutory or other legal obligations.

## **Equality and Diversity implications**

9. 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**

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

- Appendix 1 – RTC Performance Report**
- Appendix 2 – False Alarms Performance Report**
- Appendix 3 – Safety Central Infographic**
- Appendix 4 – Business Safety Infographic**
- Appendix 5 – COVID-19 Infographic**
- Appendix 6 – On-call Availability**

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Year to Date 2020/21 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 2019-20
Deaths in Primary Fires	3	0	↓	6
Injuries in Primary Fires	28	47	↓	39
Accidental dwelling fires	344	363	↑	318
- % starting in kitchens	172 (50%)		↓	179 (56%)
- % in homes with residents over pensionable age	70 (20%)		↑	60 (19%)
Deliberate fires (Primary and Secondary)	794	1,079	↓	928
Fires in Non Domestic Premises	119	163	↓	163
AFAs in Non Domestic Premises	454	485	↓	514

Responding to Emergencies

	Actual	Target	Q4 Year on Year	Q4 2019-20
10 Minute Standard	86%	80%	↔	83%
On Call Availability	75%	85%	↑	66%
Nucleus OC pumps	99%			
Primary OC pumps	74%			
Secondary OC pumps	62%			

Developing the organisation

	Actual	Target	Q4 Year on Year	Q4 2019-20
Average Days/Shifts Lost to sickness	4.05	5.50	↓	4.4
Working Days Lost To Injury	130	30	↑	17

	Actual	Target	Q4 Year on Year	Q4 2019-20
SaWs Delivered to Heightened Risk	9,055	9,000	↓	31,758
Platinum address success rate	83%	65%	↑	61%
Thematic Inspections Completed	0	N/A	↓	2,013
NDP Fire Safety Audits Completed	1,431	N/A	↓	1,584
Percentage of Risk Based Programme Completed	33.45%	N/A		

Performance Key		Year on year direction key	
Meeting target	↑	↓	Improved direction of travel year on year
Within 10% of target		↔	No change in direction of travel
Failing against target by at least 10%	↑	↓	Negative direction of travel year on year by up to 10%
Target suspended	↑	↓	Negative direction of travel year on year by at least 10%

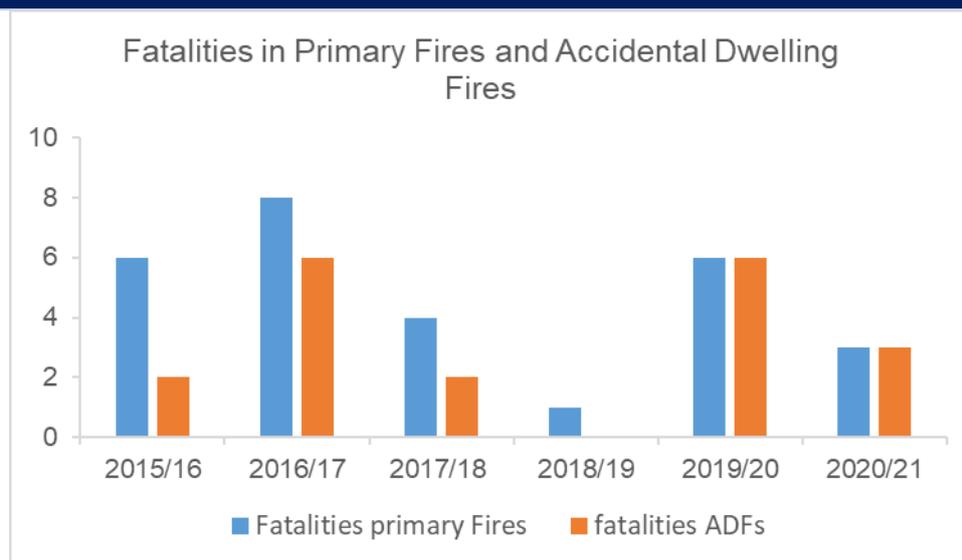
## Performance and Programme Board – Performance Report

### 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

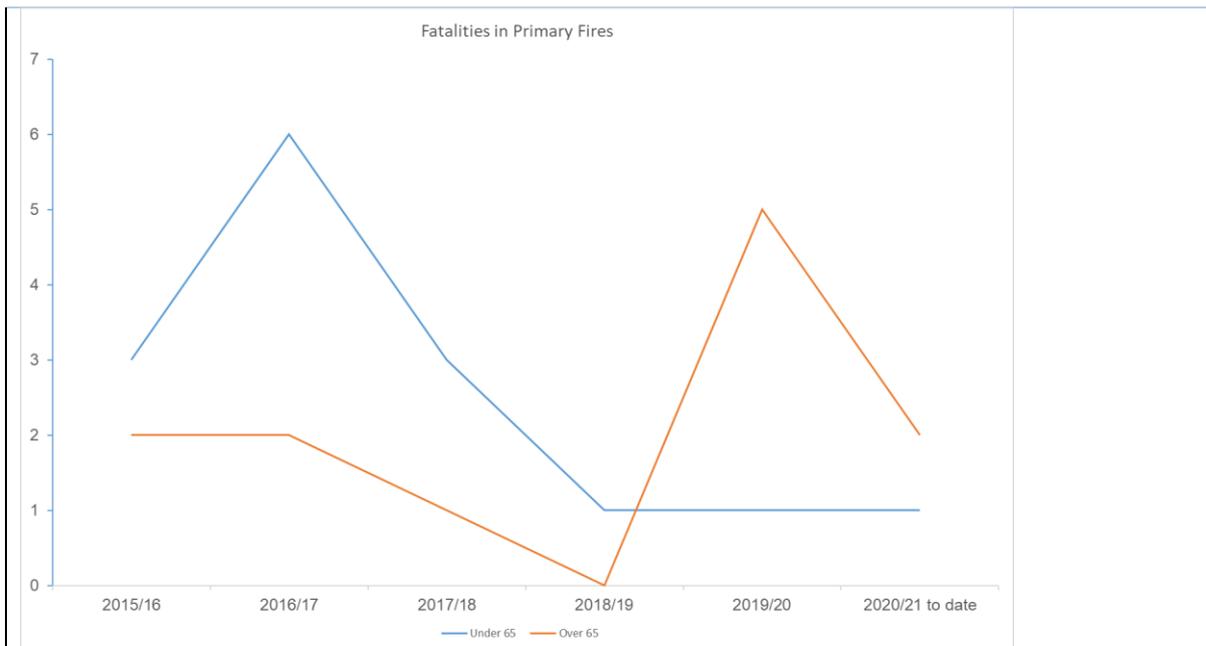
Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	0	Q1 Actual	2
Q2 Target	0	Q2 Actual	0
Q3 Target	0	Q3 Actual	0
Q4 Target	0	Q4 Actual	1
<b>YTD Cumulative Target</b>	<b>0</b>	<b>YTD Cumulative Actual</b>	<b>3</b>
Previous Status	Current Status		
			

### Summary of Current Performance



At the end of 2020/21, there have been three fatalities recorded, all of which occurred in accidental dwelling fires.

Two fatalities occurred in one incident with the cause involving smoking material with both victims aged over 65. The cause of the other incident was a chip pan with the victim being under 65 and living alone.



### Action taken to improve performance

During the performance year 2020-21, the prevention department commissioned an evaluation of its Safe and Well programme (SAW). The purpose of this was to evaluate its effectiveness and identify the most vulnerable groups within the community based on CFRS historical incident data analyses and wider societal trends. The findings of this evaluation are due to be published imminently and will be presented to the Service Management Team (SMT) to determine future SAW targeting methodologies. Following the easing of lockdown restrictions safe and well activity in the community will increase which will also include service delivery staff.

Following the Quarter 4 incident in Macclesfield, fatal fire review meetings have taken place and a draft report has been compiled. Immediately following the incident, the Prevention Team (Advocates) engaged with 33 addresses in the vicinity of the fire, including the flats where the fire occurred, to offer and provide safe and well advice to support the local community.

The Service Delivery Manager (SDM) is working with Local Authority partners and the Prevention department as part of the Safer Cheshire East Partnership (SCEP) to complete a thematic review of fire related deaths in the area during the previous year. The aim of this review is to learn lessons collectively and implement actions to reduce similar incidents in the future.

The Quarter 4 incident in Macclesfield will be included within the review.

In addition to the actions above further actions include the following, press releases are routinely sent out by Corporate Comms utilising varying media in addition to Station social media accounts being updated regularly with key safety messages to help prevent fires including serious injuries and deaths.

Virtual Station Open Days have taken place across the period with themed safety messages and advice given out to members of the public. Further routine prevention engagement activities will be reviewed as part of the ongoing lockdown restriction easing and roadmap to recovery.

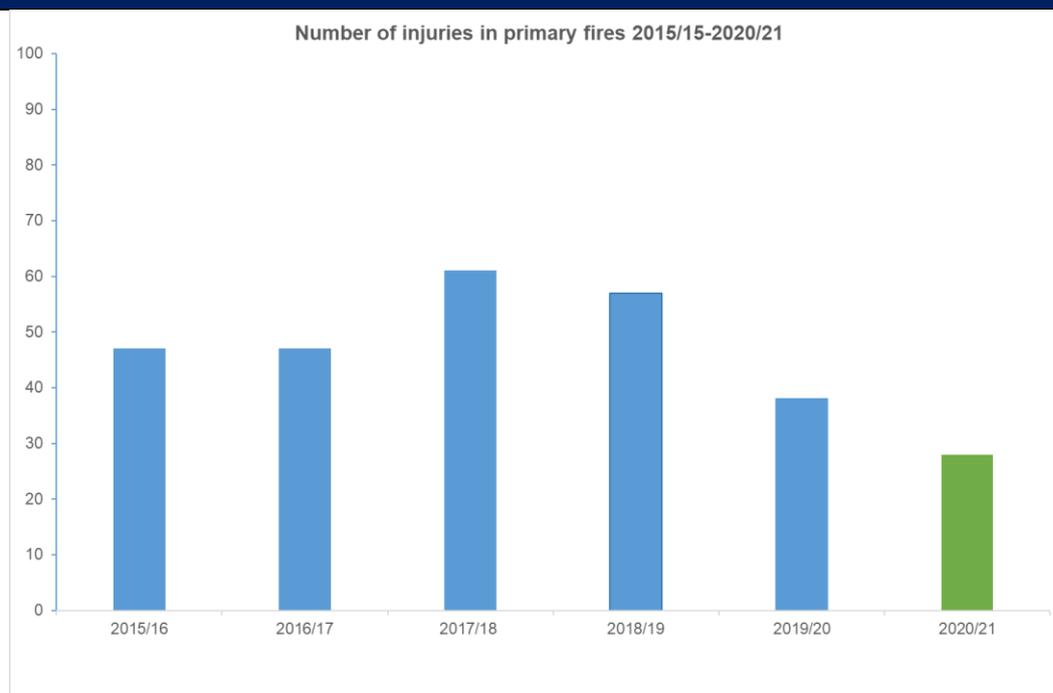
## Performance and Programme Board – Performance Report

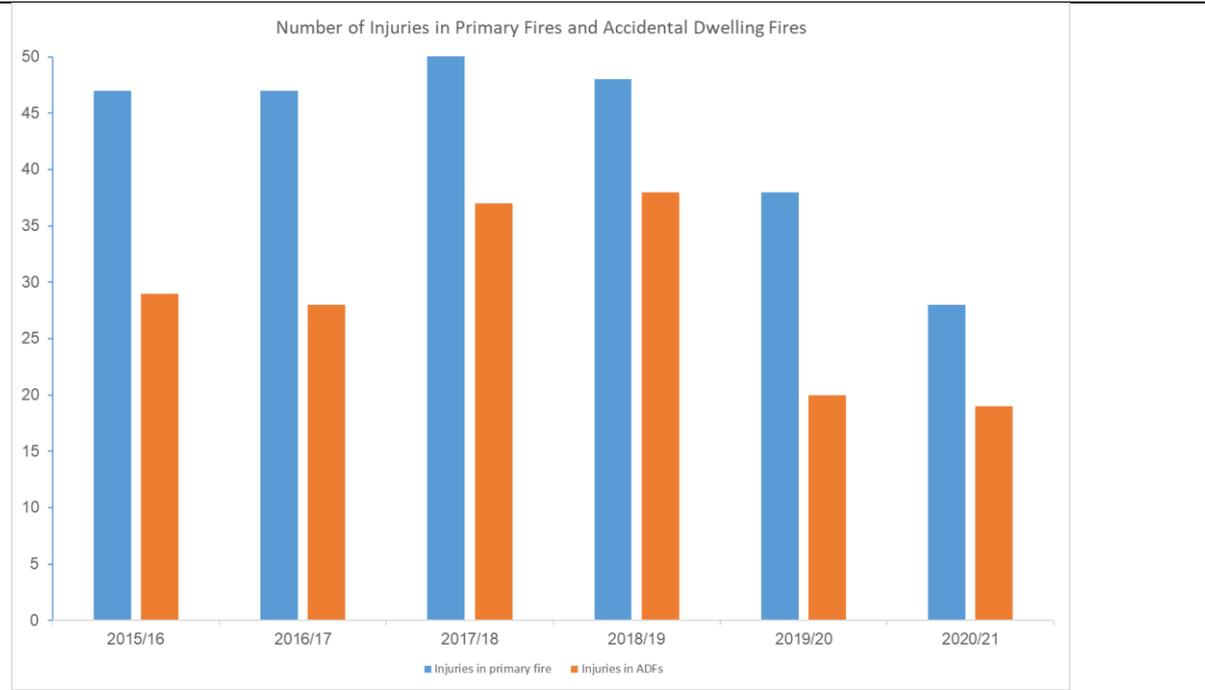
### Indicator: [Injuries in Primary Fires]

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		01/04/2020 To 31/03/2021	
Q1 Target	11	Q1 Actual	13
Q2 Target	13	Q2 Actual	6
Q3 Target	13	Q3 Actual	2
Q4 Target	10	Q4 Actual	7
<b>YTD Cumulative Target</b>	<b>47</b>	<b>YTD Cumulative Actual</b>	<b>28</b>
Previous Status	Current Status		
			

### Summary of Current Performance





28 injuries occurred in the year to date against a target of 47.

- 19 of the 28 injuries occurred in accidental dwelling fires.
- Eight injuries involved people aged 65 or over.
- 11 injuries were classified as serious, of which nine were in accidental dwelling fires, which is an increase from 2019/20. This due to an increase in the number of incidents involving smoking, candles and cooking.

Unitary Authority	Number of Injuries (year to date)
Cheshire East	4
Cheshire West & Chester	12
Halton	7
Warrington	5
<b>Total</b>	<b>28</b>

Cause	Number of Injuries
Cooking	10
Smoking	5
Matches and Candles	4
Fuel and Chemical related	3
Naked Flame	2
Other domestic appliance	2
Electrical supply	1
Chimney	1
<b>Total</b>	<b>28</b>

Age Group	Number of Injuries Serious	Number of Injuries Slight
0-9	1	1
10-19	0	1
20-29	0	2
30-39	1	3
40-49	3	2
50-59	1	3
60-69	1	3
70-79	2	1
80-89	2	1
90+	0	0
<b>Total</b>	<b>11</b>	<b>17</b>

Injury Description	Number of Injuries Serious	Number of Injuries Slight
Burns - severe	8	0
Burns - slight	0	4
Back/neck injury (spinal)	1	0
Overcome by gas, smoke or toxic fumes; asphyxiation	2	12
Other	0	1
<b>Total</b>	<b>11</b>	<b>17</b>

**Quarter 4 data:**

**Cheshire East**

There was no injuries in Cheshire East.

**Halton**

There was one injury in Halton.

**Cheshire West & Chester**

There was one injury which was classified as a serious injury

**Warrington**

There were five injuries in Warrington. Three fires started with a cooking appliance of which one resulted in a serious injury. Two individuals were aged over 65.

**Action taken to improve performance**

**Cheshire West & Chester (CWAC)**

CWAC saw one serious injury in the Ellesmere Port area, which was attributed to an incorrectly fitted log burning stove. The Prevention team have carried out hot spotting and reassurance in the area whilst the comms team are undertaking a specific social media campaign. Our Protection team is investigating the fitting of the stove with the potential for follow up enforcement. A Serious Injury Review is underway and will provide further recommendations.

CWAC are one over target for the year. The first 'Lockdown' resulted in several incidents caused by homeowners burning off green waste in their gardens due to waste recycling site closures. A number of social media campaigns took place warning people of the dangers of carrying out controlled burning and the use of flammable liquids. It is recognised that social media may not be seen by the older generation, therefore a targeted leaflet drop was carried out to 5500 homes in the Neston area following a number of injuries.

### **Halton**

In 2020/21 there have been seven injuries with a Unitary target of nine.

The single injury in Quarter 4 was a result of the occupier manufacturing CBD oil and growing cannabis plants in a domestic property. Smoke detectors were fitted but the batteries had been removed.

Due to current Covid restrictions crews relayed fire safety messages via social media.

### **Warrington**

In 2020/21 there have been five injuries with a Unitary target of nine.

The five incidents within the Warrington area included:-

1 x HMP Risley

1 x Occupier involved in the growing of cannabis

1 x Unsupervised 9 year old – safeguarding protocol instigated.

1 x Various items left on top of a cooker and accidentally turned on, occupier entered the property to rescue their pets.

1 x Unattended cooker. The serious injury fire policy has been instigated and the Station Manager is currently completing the action plan and making further enquiries.

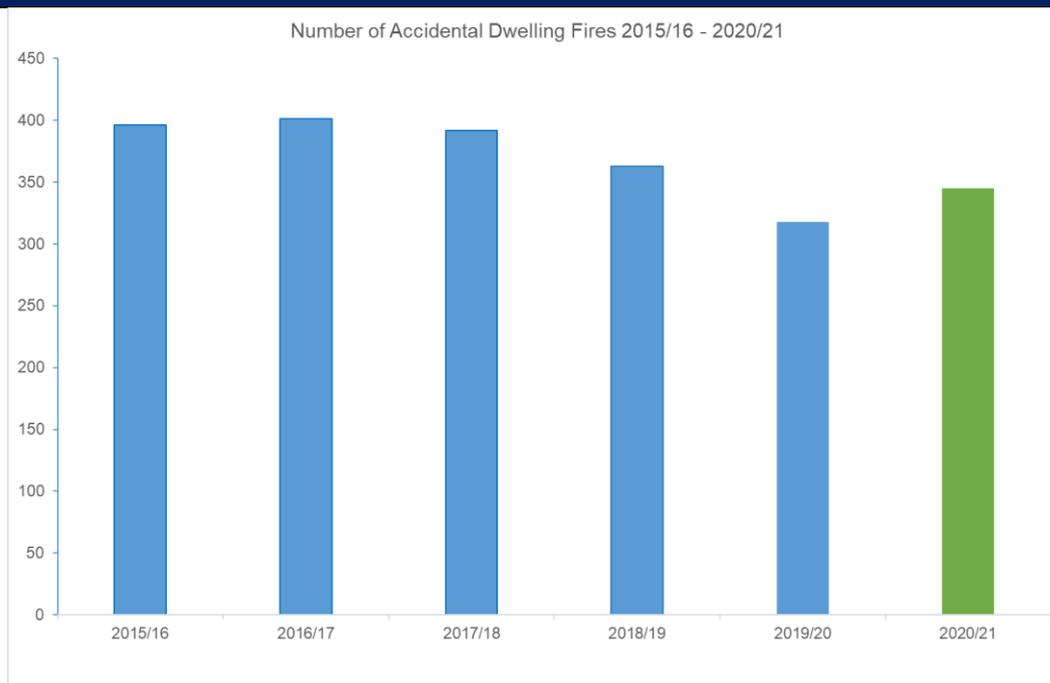
Due to current Covid restrictions, crews relayed various fire safety messages via social media.

## Performance and Programme Board – Performance Report

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

Reporting period Q4		01/04/2020 To 31/03/2021	
Q1 Target	96	Q1 Actual	92
Q2 Target	82	Q2 Actual	91
Q3 Target	94	Q3 Actual	89
Q4 Target	91	Q3 Actual	72
<b>YTD Cumulative Target</b>	<b>363</b>	<b>YTD Cumulative Actual</b>	<b>344</b>
Previous Status	Current Status		
			

### Summary of Current Performance



At the end of Quarter 4 there were 344 Accidental Dwelling Fires compared to a target of 363. Looking at the key risk areas, there has been an increase in the number of fires starting in the bedroom (29 to 35) and living room (22 to 30). There has been an increase in the number of fires involving single occupancy households from 113 to 133.

The increase is split across single occupancy under pensionable age and single occupancy over pensionable age. The increases have occurred in seven station areas - Warrington, Chester, Widnes, Crewe, Congleton, Ellesmere Port and Wilmslow – with the number of incidents rising

from 57 to 82. The biggest increases involve fires in the living room, particularly involving smoking.

There was no firefighting action required at 38.5% (133) of incidents

Unitary Authority	Total
Cheshire East	115
Cheshire West & Chester	123
Halton	43
Warrington	63
<b>Total</b>	<b>344</b>

Fire Location	Total
Kitchen	172
Bedroom	30
Living Room	35
External fittings	13
Garage	13
External Structures	10
Other	71
<b>Total</b>	<b>344</b>

Occupancy Type	Was a smoke alarm present? Yes
Lone person over pensionable age	94.29%
Lone Person under pensionable age	85.71%
Lone parent with dependant children	100%
Couple one or more over pensionable age, no children	88.24%
Couple with dependant children	82.09%
Couple both under pensionable age with no children	82.93%
Other	94.5%
<b>Total</b>	<b>88.1%</b>

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	70	56533	306
Lone person under pensionable age	63	73421	212
Couple one or more over pensionable age, no children	34	80559	104
Lone parent with dependant children	24	82396	75
Couple both under pensionable age with no children	41	167332	60
Other	111	209308	131

<b>Couple with dependant children</b>	67	347436	47
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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

#### **Prevention**

Safe and Well delivery has been significantly impacted due to Covid restrictions. Despite this, 9000 were completed in 2020-21, and were targeted at the most vulnerable occupants, identified via self-referral, agency referrals and Exeter data information. In all cases of ADF, both local and station level social media messages were circulated alongside service wide messages from the communications team, to highlight the dangers and actions occupiers could take, to reduce the risk of accidental dwelling fires .

As part of the evaluation work undertaken to identify the effectiveness of our Safe and Well work, part of the research focussed on the means in which we communicate with the over 65 demographic. Particular emphasis was given to what methods the over 65's most frequently use. The research utilised a focus group to understand the practicalities and limitations of our current methods. The evaluation results, will be used to formulate our communication strategies going forward, to ensure we "reach" the widest audience possible with our safety campaigns and messages.

Following the huge success of the national vaccination program and the very high level of uptake in Cheshire, Prevention staff alongside the comms team are in the process of creating banners that will be displayed outside of the vaccination centres where CFRS staff are currently working. These include the mass vaccination site at Chester Race Course and the Primary Care Network (PCN) sites at Orford Jubilee Hub Warrington and Widnes Rugby Ground in Halton. The banners have been created to include key home fire safety and road safety messages, most relevant in those specific areas. These are intended to be visible to all attendees for vaccination and provide them with details of how to contact us for further advice and support.

Furthermore, the Safe and Well policy is currently being updated, to detail how Safe and Well delivery will be undertaken as we move out of Covid restrictions.

#### **Cheshire East**

Incidents are followed up with the Prevention Dept. During the pandemic, Virtual Station Open Days have taken place and safety advice given out to members of the public. Press releases are published by Corporate Comms and Station Twitter pages updated as and when by Stations. Crews continue to identify themes and send info out via Social Media.

Following an incident involving a multi occupancy building in Crewe, the crew followed up with Cheshire East protection department who in turn passed information onto the local authority housing team to ensure that they are registered and safety standards maintained. The protection team routinely follow up incidents in these property types as part of a memorandum of understanding with the local authority housing teams.

### **Cheshire West and Chester**

The recent lockdown period has restricted the ability of crews to directly engage with the local community through Safe and Well visits. However, Social media campaigns have been undertaken regarding home safety following trends linked to cooking and electrical safety. Ellesmere Port received it's first set of data from Primary Care Networks for the hard to reach members of our community and commenced doorstep Safe and Well Visits in early April enabling direct engagement on both kitchen and electrical safety.

CWAC are nine ADFs over target for the year. A significant number of these incidents started outside of the house and spread to dwellings, attributed to an increase in people carrying out controlled burning, closely followed by several unattended cooking fires and smoking materials and candles. A number of social media campaigns have been carried out covering all types alongside the commencement of the 'Doorstep Safe and Well visit pilot' during March '21.

### **Halton**

In 2020/21 the Unitary is above target with 43 ADFs against a target of 39.

On reviewing ADFs in Halton, the analysis shows that 8 out of the 10 properties are not in our current target demographic, however all properties had smoke detectors fitted.

Although there were no patterns or trends to the ADFs, crews have been very active on social media to promote the various fire safety messages.

### **Warrington**

In 2020/21 the Unitary is under target with 63 ADFs against a target of 78.

On review of ADFs in Warrington, the analysis shows that 12 out of the 16 properties are not in our current target demographic, however 13 out of the 16 properties had smoke detectors fitted.

Eight out of the 16 incidents started in the kitchen with various reasons for the causes and crews have been very active on social media to promote the various fire safety messages and campaigns.

## Performance and Programme Board – Performance Report

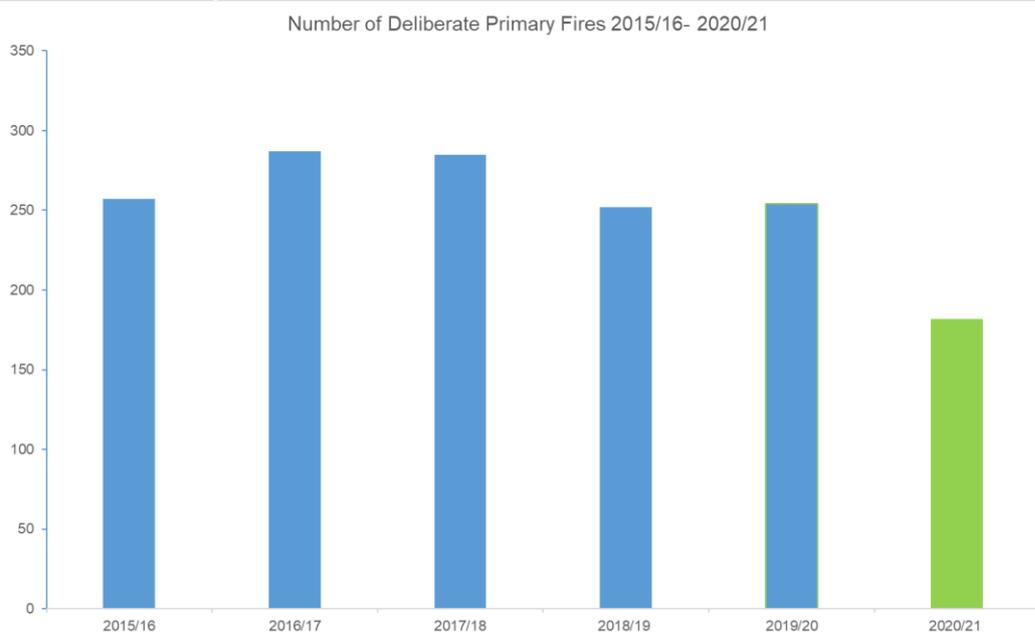
### Indicator: [Number of Deliberate Fires]

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target (Primary)	66	Q1 Actual (Primary)	60
(Secondary)	264	(Secondary)	163
Q2 Target (Primary)	68	Q2 Actual (Primary)	54
(Secondary)	233	(Secondary)	161
Q3 Target (Primary)	59	Q3 Actual (Primary)	46
(Secondary)	204	(Secondary)	164
Q4 Target (Primary)	61	Q4 Actual (Primary)	29
(Secondary)	124	(Secondary)	118
YTD Cumulative Target (Primary)	254	YTD Cumulative Actual (Primary)	188
(Secondary)	825	(Secondary)	606

Deliberate Primary Fires		Deliberate Secondary Fires	
Previous Status	Current Status	Previous Status	Current Status
			

### Summary of Current Performance

#### Deliberate Primary Fires



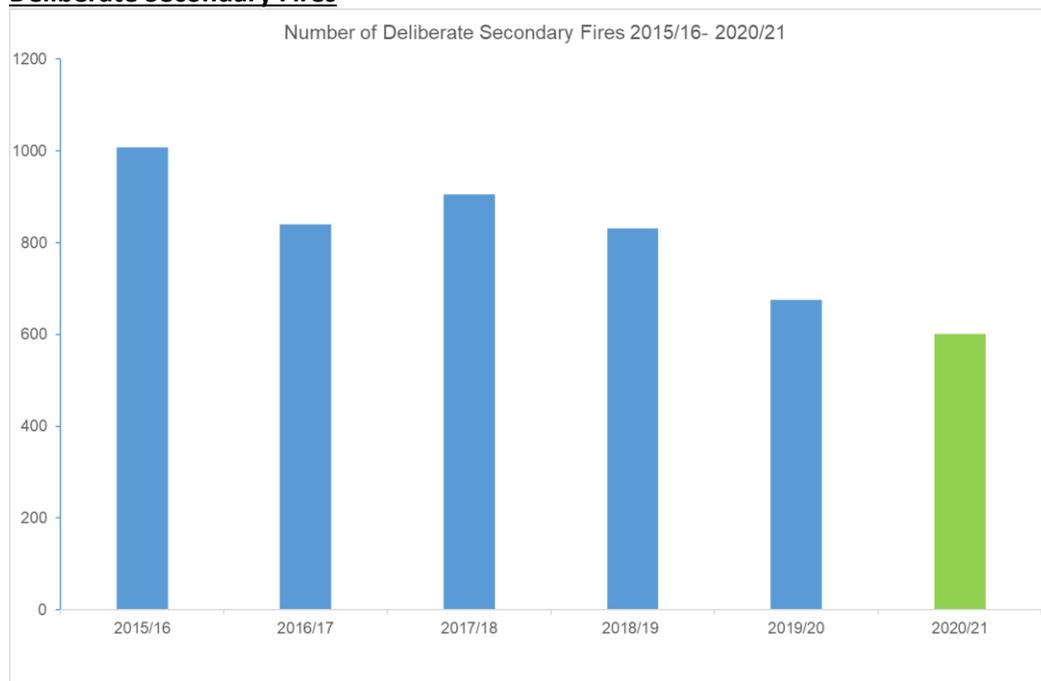
As defined in the Incident Recording System (IRS) primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances.

Overall, 188 deliberate primary fires were recorded at the end of quarter four, against a target of 254. Overall, the station areas with the highest number of incidents are Warrington (34), Widnes (25) and Ellesmere Port (16).

Across Cheshire, 82 incidents (43.3%) involved the deliberate ignition of a road vehicle. Of these, 52 involved cars.

Unitary area	Number of Deliberate Primary Fires
Cheshire East	53
Cheshire West and Chester	44
Halton	42
Warrington	49
Total	189

### Deliberate Secondary Fires



As defined in the Incident Recording System (IRS) Secondary Fires are fire incidents that did not meet the criteria of a primary fire, did not involve casualties and were attended by four or fewer appliances.

The number of deliberate secondary fires recorded at the end of Quarter four was 606 which is 219 incidents under target. The highest number of incidents have been in the following station areas - Warrington (122), Widnes (94) and Ellesmere Port (90). These three station areas account for 50.5% of all incidents.

Unitary area	Number of Deliberate Secondary Fires
Cheshire East	80
Cheshire West and Chester	179
Halton	187
Warrington	160
Total	606

## Action taken to improve performance

### **Deliberate Fire Reduction**

The number of Deliberate fires continue to move in a positive direction. The recent Covid-19 restrictions will have been a factor and it is recognised that we must be ready to react to any change in activity at the earliest opportunity to prevent any increase in incidents, local leads will closely monitor the situation in each area.

Regular update reports continue to be received by the Deliberate Fire Reduction Officer in Prevention from Cheshire Police. These reports outline the number of arrests and convictions for deliberate fires across Cheshire. This information provides valuable feedback to operational managers and fire investigation officers, highlighting the importance and benefits of robust and detailed fire investigation. This is in addition to reporting through the Incident Recording System (IRS) and Police Notification Report (PNR) platforms.

### **Cheshire East**

Station Managers currently attend Multi Agency Action Group meetings and Cheshire East Protection Department attend Vacant & Void meetings.

Operational crews continue to complete PNR notifications as per the policy and Police log numbers are noted.

Fire Investigations are requested where necessary.

### **Cheshire West and Chester**

Primary Fires:

There is currently an ongoing fire investigation into the Winsford Bingo Hall fire. Fire Investigation teams are supporting Cheshire Police with its ongoing investigation.

Following a deliberate Primary fire in the Ellesmere Port area, one person is in custody charged with several offences.

Secondary Fires:

Partnership work between Cheshire Police and CFRS in Ellesmere Port to address fires around Stanney Lane/Whitby Park has utilised data and mapping intelligence. This has resulted in the Police implementing an operation to identify young people involved in antisocial behaviour or disorder around the area. A dispersal order has been issued and enforced by Police.

Jointly we are working with schools to identify those involved, utilising CCTV, and taking appropriate action as Covid-19 restrictions allow. A reduction in the number of calls suggests that the direct engagement is taking effect.

CWAC are considerably under target both in primary and secondary deliberate fires. Strong partnership work in all areas with Problem Solving Groups and targeting of community support officers has helped see a decrease in deliberate fire activity. Crews continue to provide quality data using the PNR system which is then followed up and fed in to the relevant partners in order to target resources and initiatives, such as dispersal orders or on the street teams. Covid-19 did result in a reduction in anti-social behaviour related activity.

### **Warrington**

In 2020/21 there has been:

49 deliberate primary fires against a target of 67

160 deliberate secondary fires against a target of 246

PNRs are completed for all incidents and the Community Action Plan holders for 'reducing deliberate fires' are in regular contact with Cheshire Police highlighting any areas of concern and working together to reduce incidents. Crews have also been active on social media to highlight any issues with the community.

### **Halton**

In 2020/21 there has been:

42 deliberate primary fires against a target of 53

187 deliberate secondary fires against a target of 194

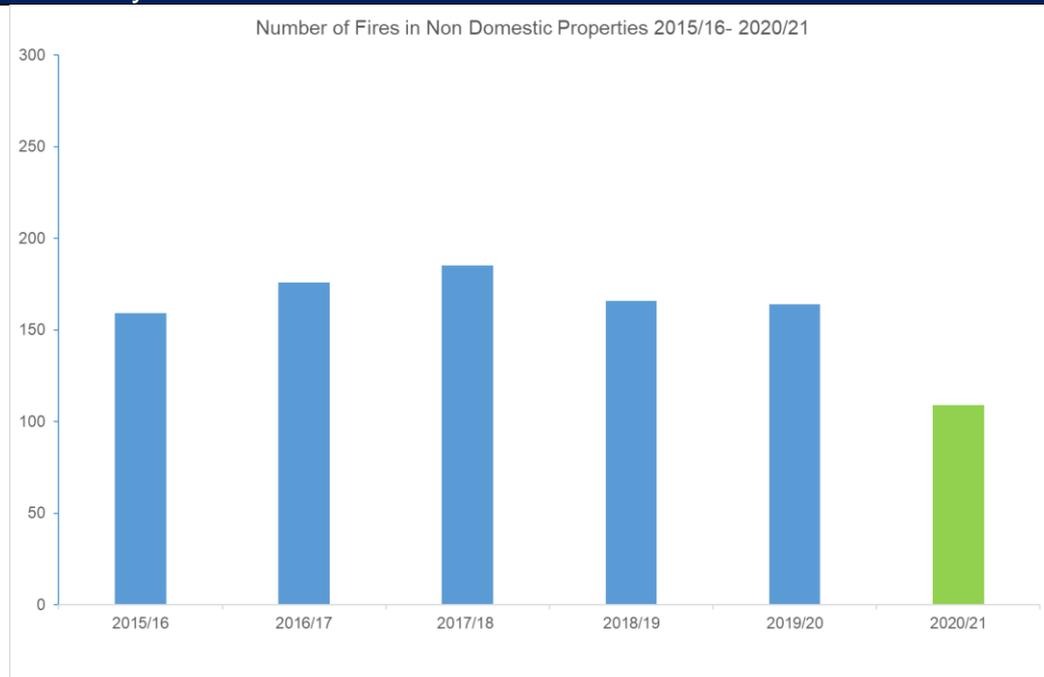
Positive partnership working has been highlighted in the area of Upton Rocks in Widnes. Preventative work including implementing arson routes have been effective at reducing accessible waste storage around Upton Rocks. The partnership work with the police has been helpful and there has been a notable difference at the end of Quarter 4.

## Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2020 to 31/03/2021	
Q1 Target	45	Q1 Actual	35
Q2 Target	42	Q2 Actual	32
Q3 Target	34	Q3 Actual	29
Q4 Target	42	Q4 Actual	23
<b>YTD Cumulative Target</b>	<b>163</b>	<b>YTD Cumulative Actual</b>	<b>119</b>
Previous Status	Current Status		
			

### Summary of Current Performance



There have been 119 Non-Domestic Premises fires up to the end of Quarter four which is 44 below target.

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

Type	Number of occurrences
Barn	11
Prison	9
Takeaway/fast food	8

All of the barn fires occurred in Quarters 1 and 2, whilst three out of the nine prison fires occurred in Quarter 4, two of which were confined to the item first ignited. Seven out of the nine prison fires during 2020/21 occurred at Risley.

The main causes for fires in Non-Domestic Premises:

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

50% of the 119 fires (59 incidents) were either confined to the item first ignited (48) or involved smoke and heat damage only (11). Whilst a further 33 (28%) fires were confined to the room of origin.

Unitary Area	Accidental	Deliberate
Cheshire East	34	11
Cheshire West & Chester	29	5
Halton	11	3
Warrington	18	8
<b>Grand Total*</b>	92	27

Property Type	Number of Properties	Number of Incidents	Index Score
Prison	3	6	123529
Hospital / Hospice	40	4	4117
Factory/Manufacturing	438	13	1222
Care / Nursing Home	220	6	1684
Fast Food Outlet / Takeaway (Hot / Cold)	518	5	635
Farm / Non-Residential Associated Building	1077	10	420
Restaurant / Cafeteria	703	6	351
Public House / Bar / Nightclub	805	4	204

The indexed score is a risk score which compares the rate of incidents for each premises type against the average rate of fire in non-domestic premises 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 the premises type is twice as likely as average to have a fire. The data for the index is over a 12 month period.

### Action taken to improve performance

Social media has been used to great effect over the last quarter and for the year as a whole; this has been following incidents of note and also for regular updates for topical updates and to tie in with National Fire Chief Council themes. Social media followers for the business safety media platforms have increased significantly and this has been a large proportion of the engagement with businesses during lockdown. The sprinkler campaign (launched 1st April 2021) will again further build on this approach.

Electrical and cooking fires were found to be the most common cause of fires in regulated premises. This information is being cascaded to the inspection teams so they can drive the

messages when they meet the premises management as part of their routine inspections. Also this will be used by the business safety team. Quarterly scrutiny meetings identify both common issues and best practice which is shared across the wider inspection teams.

Inspections of regulated buildings have still been taking place during the latest lockdown. The ability to get into the buildings has been affected and some haven't been open. Post fire inspections have taken place to check on compliance with the fire safety order and follow up work is also completed by the business safety team to raise awareness as businesses in the locality tend to be more receptive to the information provided. The business safety team is qualified to Level 3 certification so is able to signpost fire safety issues should they come across any.

The Chester Heritage Officer is now in place and has commenced work on improving fire safety standards across the Chester rows (and is also involved in wider Cheshire heritage sites).

A new initiative is in place with the Crown Premises Inspection Group who regulate fire safety in Prisons. This initiative has started positively with just one deliberate prison fire in the second week of Quarter 4. Regular reporting processes and stronger relationships with the inspection group will ensure that all prison incidents receive more robust scrutiny from all involved. The initiative will mean a specific focus on the Service's three prisons (secure accommodation). This cross departmental work involves the operational staff from those fire stations that attend the incidents, and also the fire investigation teams. Performance is being monitored on a quarterly basis.

Additional information regarding two significant incidents:

Winsford Bingo Hall was a significant fire involving the derelict property. The fire is currently under investigation by Cheshire Police, with a number of youths having been questioned in relation to the cause of the fire. Following the fire, the majority of the site was demolished, leaving the brick façade.

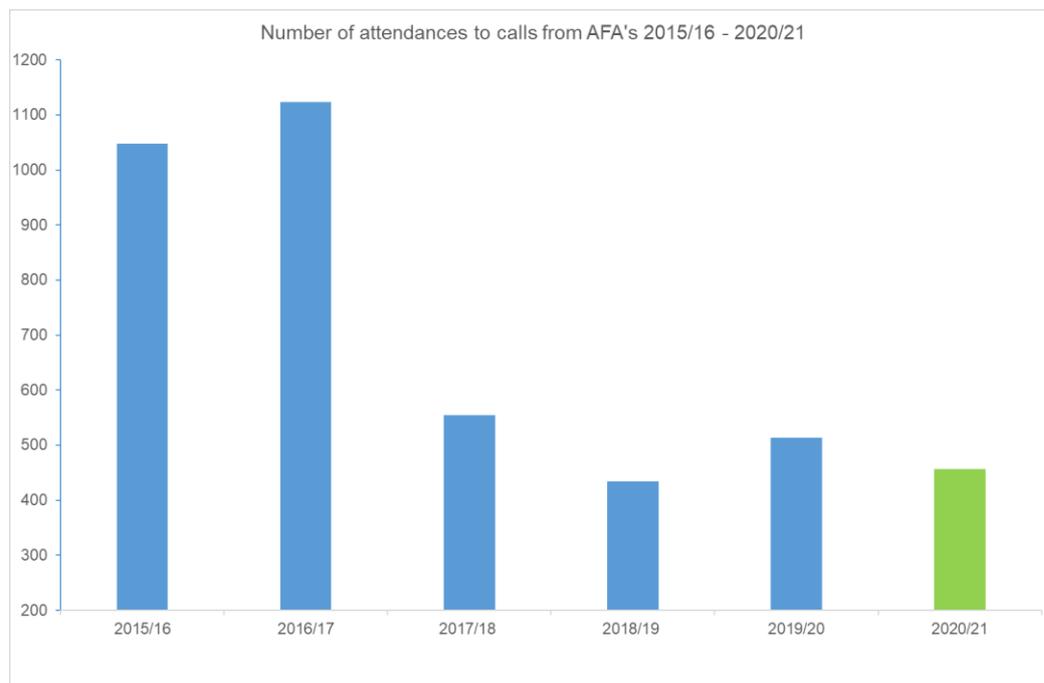
TaTa Chemicals - an electrical surge in electrical cables caused a fire within the Ash Plant. Protection attended the scene and are working with the company to address any issues with a view to avoiding future incidents.

## Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	116	Q1 Actual	112
Q2 Target	147	Q2 Actual	134
Q3 Target	113	Q3 Actual	105
Q4 Target	109	Q4 Actual	103
<b>YTD Cumulative Target</b>	<b>485</b>	<b>YTD Cumulative Actual</b>	<b>454</b>
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 Quarter 4 there were 454 attendances to Automatic Fire Alarms in Non-Domestic Premises against a target of 485.

The station areas with the highest number of calls are Chester, Macclesfield and Warrington which together account for 45% (204) of the overall total.

The main property types for Automatic Fire Alarms are hospitals (151) and nursing, retirement or care homes (132), whilst the most common reason for the alarm to go off was a fault (167), followed by cooking/burnt toast (66) and accidentally/carelessly set off (64).

Unitary area	Number of AFAs
Cheshire East	176
Cheshire West and Chester	168
Halton	44
Warrington	66
Total	454

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

Regular monitoring is continuing across the Protection department with the Unwanted Fire Signals Single Point of Contact in each of the 3 unitary offices. The inspectors ascertain AFA performance (or any resulting UWFS) prior to any audit of a regulated building and will address any issues whilst in attendance.

The hospitals group of the Protection department closely monitor UWFS performance of all healthcare facilities and work with management to reduce where possible.

Whilst the number of UWFS may have been positively impacted as a result of reduced use of commercial buildings during Covid-19, further work is ongoing to identify where additional reductions to UWFS can be made. This will include reconsidering the NWFC methodology for 'call challenge', increased focus on social media to share lessons learnt on UWFS causation and a review of the number of premises where 'testing' is recorded as the cause.

## Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	2250 *	Q1 Actual	1978
Q2 Target	2250	Q2 Actual	2378
Q3 Target	2250	Q3 Actual	2466
Q4 Target	2250	Q4 Actual	2233
<b>YTD Cumulative Target</b>	<b>9000</b>	<b>YTD Cumulative Total</b>	<b>9055</b>
Previous Status	Current Status		
			

### Summary of Current Performance

#### Number of Safe and Well Visits

\* No target has been set for operational crews. It was agreed at SMT that the target for prevention would be 9000. Operational staff conduct urgent out of hours visits and some post fire visits.

Up to the end of quarter four 9055 heightened risk visits have been completed by Prevention and operational staff.

Unitary area	Number of Safe and Well visits
Cheshire East	3134
Cheshire West and Chester	2661
Halton	1992
Warrington	1328
<b>Total</b>	<b>9055</b>

## Indicator: [B] Platinum Address Success Rate]

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	65% *	Q1 Actual	94%
Q2 Target	65%	Q2 Actual	87%
Q3 Target	65%	Q3 Actual	77%
Q4 Target	65%	Q4 Actual	87%
<b>YTD Cumulative Target</b>	65%	<b>YTD Cumulative Total</b>	<b>83%</b>
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 target is based on a proposed target for the year which at the time of lockdown had not been formally agreed.

The percentage of platinum addresses where we have completed a Safe and Well visit is 83%.

Unitary area	Platinum address success rate
Cheshire East	94%
Cheshire West and Chester	75%
Halton	83%
Warrington	95%
Total	83%

### Action taken to improve performance

Throughout Quarter 4 Prevention teams continued to deliver safe and well intervention to the most vulnerable properties within the four Unitary areas. There were a high volume of both self-referrals and partner agency referrals into the local teams. This highlighted the importance of our on line Home Safety Direct application, to allow residents to undertake their own self-assessment of risk and for us to prioritise these once referred.

The new SAFFIRE system allowed for an efficient change to the Safe and Well process, to incorporate a Covid-19 vaccine related health element to the visit. This allowed us to support partners within NHS trusts and Primary Care Networks, to engage with residents that have not yet made contact with them. Through the flexibility in the system, we were able to include questions within the Safe and Well questionnaire to promote the availability of the vaccine and inform residents how they can book an appointment.

This work will now be expanded, to include Service Delivery personnel, where there is a local need. This will ensure we can maximise the impact of the vaccine program and provide fire safety advice to a wider audience.

Discussions are already underway with local managers and teams, regarding the potential increase in Safe and Well delivery, in line with the national road map principles and our own internal processes, if the lockdown measures are eased as proposed.

#### Partner agency referrals

The Covid pandemic saw the temporary cessation of partner agency referrals via Safe and Well engagements, due to the impact the pandemic had on partner agencies, their staffing profiles and their prioritisation of Covid response work, especially in the case of NHS.

We have maintained regular dialogue with these partners, throughout the pandemic, through our Safe and Well project manager and Partnerships Co-ordinator, to ensure these referral pathways can be re-introduced at the most appropriate time.

We have identified that these pathways will be re-introduced on a phased approach, due to the nature of the support that can be provided and the impact on both the occupier and CFRS staff members.

Referrals such as affordable warmth, that require verbal consent only, can be introduced very quickly, whereas, referrals for high blood pressure or Atrial Fibrillation issues, will be introduced later this financial year, due to the fact they rely on the need to undertake testing with monitoring equipment, within the home, by CFRS personnel.

In the lead up to the re-implementation of these referral pathways, the Prevention department will utilise this time to retrain all staff in the process and importance of these pathways and will also provide “making every contact count” training to increase the uptake of these offers.

## Performance and Programme Board – Performance Report

### Indicator: [Thematic Inspections Completed by Operational Crews]

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	Suspended	Q1 Actual	N/A
Q2 Target	Suspended	Q2 Actual	N/A
Q3 Target	Suspended	Q3 Actual	N/A
Q4 Target		Q4 Actual	
<b>YTD Cumulative Target</b>	Suspended	<b>YTD Cumulative Total</b>	N/A
Previous Status	Current Status		
N/A	N/A		

### 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.

Thematic inspections by operational crews are suspended as a result of Covid-19 alternative working arrangement.

Unitary	Number
<b>Cheshire East</b>	0
<b>Cheshire West and Chester</b>	0
<b>Halton and Warrington</b>	0
<b>TOTAL</b>	0

### Action taken to improve performance

At present thematics are not being completed by operational crews.

The completion of thematic inspections will be considered as part of the Service's COVID-19 re-start plans.

## Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	Suspended	Q1 Actual	196
Q2 Target	Suspended	Q2 Actual	471
Q3 Target	Suspended	Q3 Actual	475
Q4 Target		Q4 Actual	289
<b>YTD Cumulative Target</b>	<b>Suspended</b>	<b>YTD Cumulative Total</b>	<b>1431</b>
Previous Status	Current Status		
N/A	N/A		

### Summary of Current Performance

During Quarter 4 the lockdown significantly affected the team's ability to get into premises as many were either closed or there were restrictions due to Covid-19 cases.

During Covid-19 the majority of audits were desktop/telephone based. Many of the telephone audits of higher risk premises could not be fully completed as a physical visit was required or the premises themselves were not open for business. The audits that couldn't be completed will receive a physical visit as early as possible during 2021-22(if premises are open).

11 enforcement notices and one prohibition notice were issued in Quarter four to a range of premises across the three office areas. Compartmentation and external wall systems were the main issues identified across the notices.

Unitary area	Number of Fire Safety Audits
Cheshire East	513
Cheshire West and Chester	457
Halton	126
Warrington	335
<b>Total</b>	<b>1431</b>

## Indicator: [B] Percentage of Risk Based Inspection Programme Completed]

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	Suspended	Q1 Actual	5% (29)
Q2 Target	Suspended	Q2 Actual (cumulative)	22% (76)
Q3 Target	Suspended	Q3 Actual (cumulative)	27% (121)
Q4 Target	Suspended	Q4 Actual (cumulative)	33% (195)
Previous Status	Current Status		
N/A	N/A		

### Summary of Current Performance

There are a number of the RBIP premises that could not be audited during lockdown and therefore this has affected the completion figures significantly.

The unusual circumstances of Covid-19 meant that other work streams, such as training and competence development were completed during this period in order to free up time for RBIP work post lockdown.

Any RBIP premises that couldn't be audited during 2020 will be visited in as early as possible during 2021-22 (if premises are open).

Unitary area	% RBIP Completed
Cheshire East	62.9%
Cheshire West and Chester	16%
Halton	22.6%
Warrington	33%
Total	33%

### Action taken to improve performance

Premises not being open or high COVID-19 cases at the individual premises are the main reasons that physical audits have not been able to be completed.

RBIP visits and audits have now recommenced in line with the lifting of government restrictions. RBIP visits are being prioritised with the aim of addressing the highest risk premises. The majority of regulated premises are now open in some capacity and therefore inspectors are conducting visits in accordance with the COVID risk assessments.

## Performance and Programme Board – Performance Report

### Indicator: [10 Minute Standard]

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	80%	Q1 Actual	88%
Q2 Target	80%	Q2 Actual	84%
Q3 Target	80%	Q3 Actual	86%
Q4 Target	80%	Q4 Actual	86%
<b>YTD Cumulative Target</b>	<b>80%</b>	<b>YTD Cumulative Total</b>	<b>86%</b>
Previous Status	Current Status		
			

### Summary of Current Performance

Overall 86% of life risk incidents were attended within ten minutes, which is above the target of 80%. The average attendance time for life risk incidents is eight minutes and 6 seconds.

Unitary area	Cheshire Standard
Cheshire East	86%
Cheshire West and Chester	82%
Halton	93%
Warrington	90%
Total	86%

#### Dwellings

91% of dwelling fires were attended within 10 minutes.

There were five attendances to dwelling fires which failed the standard in Quarter 4. The average attendance time for a first appliance to a dwelling fire was seven minutes and 17 seconds.

#### **Incidents during Quarter Four:**

**Cheshire East** – There were two failures due to:

- Access issues via a restricted route, the appliance had to navigate an extremely narrow track and on several occasions had to stop and have spotters out to navigate corners. This resulted in a delayed arrival at the property.
- The distance from the fire station to the incident.

**Warrington** – There were no failures.

**Halton** – There were no failures.

**Cheshire West and Chester** – There were three dwelling fires identified as not meeting the 10 minute response standard.

- Two failed due to the incidents being further away from the fire stations than could be travelled in 10 minutes.
- One failure probably was not a failure at all. It appears that the OIC did not book in attendance, which is being addressed locally. The estimated time of arrival was 3 minutes and 23 seconds and the first message from the scene was sent 7 minutes and 32 seconds after mobilisation suggesting the team were in attendance well within 10 minutes. Unfortunately however, the AVLS feed was not available for this incident to confirm this.

### **Road Traffic Collisions**

79% of Road Traffic Collisions were attended within ten minutes. Overall there were eight incidents which failed the standard in Quarter 4. The average time from alert to in attendance was nine minutes 31 seconds.

### **Incidents during Quarter Four:**

**Cheshire East** – There were four failures due to:

- The distance to the incident could not be covered in ten minutes.
- The incident occurring during a period of heavy snowfall and ice. This delayed the response of the crew to the fire station delaying the mobilisation and resulting in a longer journey time as a result of the difficult driving conditions.
- NWAS passed the incorrect address to CFRS, so this delayed the arrival of the operational crews.
- Incident located on the M6 motorway which had 4 lanes of standing traffic. The driver had to wait for the traffic to move, thus delaying the crews by at least 2-3 minutes.

**Warrington** – There were no failures.

**Halton** – There were no failures.

**Cheshire West and Chester** – There were four RTCs where the standard was not achieved. Two were as a result of the travel distance from the fire station, with the other two due to difficulty in locating the scene of the accident.

### **Action taken to improve performance**

Service Delivery Managers will re-iterate the importance of booking in attendance as it impacts CFRS's performance which is reported to the Home Office. Efforts are also being made to ensure the Service can accurately calculate attendance times in the instances when the reason for the failure was due to the Incident Commander not booking in attendance on the MDT.

Community Action Plan (CAP) holders scrutinise failures and validate these at the local scrutiny meeting. Appropriate action is taken to prevent future failures wherever possible.

## Performance and Programme Board – Performance Report

### Indicator: [On-call Availability]

Reporting Period Q4		01/04/2020 To 31/03/2021			
Q1 Target	85%	Q1 Actual	87%		
Q2 Target	85%	Q2 Actual	68%		
Q3 Target	85%	Q3 Actual	68%		
Q4 Target	85%	Q4 Actual	77%		
<b>YTD Cumulative Target</b>	<b>85%</b>	<b>YTD Cumulative Actual</b>	<b>75%</b>		
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 at the end of Q4 was 75% (crew of four) and 79% (crew of three, available as a Small Incident Unit).

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

- Nucleus on-call appliance (e.g. Birchwood) availability was 99%
- Primary on-call appliance (e.g. Malpas, Poynton etc.) availability was 74%
- Secondary on-call appliance (e.g. Winsford second appliance etc.) availability was 62%

### Action taken to improve performance

On-Call availability has increased in the final quarter of the year to 77%, resulting in an overall annual performance of 75%, which is still 10% below target.

The reporting period has bridged the global Pandemic and significant temporary arrangements have been implemented throughout the year such as rostered staffing, flexible drill periods and protected pay. The temporary arrangements have been implemented with the intention of protecting the On-Call workforce from contracting Coronavirus through avoiding large numbers of staff being on station or travelling in fire engines at any one time. In turn, this has contributed to fewer than anticipated instances of On-Call firefighters transmitting the virus across their station colleagues. The flexibility of attending drill periods and protection of pay has also contributed to the positive retention of On Call firefighters throughout the pandemic.

The increase in homeworking and furloughed On-Call staff has had a positive impact, in particular during Q1 and Q4. Also, the use of day duty staff working either at home or at an On-Call fire stations has increased the availability of On-Call fire engines at the majority of stations.

## Performance and Programme Board – Performance Report

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

Reporting Period Q4		01/04/2020 To 31/03/2021	
Q1 Target	1.38	Q1 Actual	0.86
Q2 Target (cumulative)	2.75	Q2 Actual (cumulative)	1.77
Q3 Target (cumulative)	4.13	Q3 Actual (cumulative)	2.95
Q4 Target (cumulative)	5.5	Q4 Actual (cumulative)	4.05
<b>YTD Cumulative Target</b>	<b>5.5</b>	<b>YTD Cumulative Actual</b>	<b>4.05</b>
Previous Status	Current Status		
			

### Summary of Current Performance

The Quarter 4 figure for all staff is 4.05, which is a reduction on the Quarter 4 figure for 19/20 of 4.39, and is well within the annual target of 5.5. For operational staff, the figure for wholetime staff is 3.94 which is an increase on the 19/20 figure of 3.22, the On Call figure of 3.68 is a reduction on the previous 19/20 figure of 4.08. Overall, the Quarter 4 figure for operational staff of 3.84 is a small increase on the 19/20 figure of 3.57.

Performance for Fire Staff for the year (4.95) shows higher average days lost than for Operational Staff (3.84). However the figure for Fire Staff for Quarter 4 this year (4.95) is significantly lower than for Quarter 4 last year when it was 7.45.

In terms of total days lost, the cumulative figure for 20/21 is 3852 which is a decrease of 8.7% compared with the figure of 4215 days for 19/20. There were 60 episodes of sickness absence during 2020/21 due to Covid-19 (this does not include absences due to self-isolation or shielding).

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person
<b>Whole-time</b>	1776	450	3.94
<b>On-call</b>	1151	313	3.68
<b>Uniform Total</b>	2927	763	3.84
<b>Fire Staff</b>	925	187	4.95
<b>Q4 Total</b>	<b>3852</b>	<b>950</b>	<b>4.05</b>

## What actions will be required to improve performance?

- Monthly scrutiny at the Attendance Management Board continues to be applied to all absence cases to ensure that the appropriate actions are taken 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 the Occupational Health Unit are also ongoing to monitor service delivery and performance.
- An Attendance Management Toolkit and employee guide was launched in conjunction with a service wide roadshow hosted by the HR team and the Mental Health Advisor. Feedback is currently being sought by means of a survey.
- The Mental Health Advisor engages with staff by means of virtual or face to face visits to raise awareness in respect of mental health and the support available.
- Weekly information is being provided by HR in relation to Covid-19 absences, and HR Business Partners are liaising with Duty Group Managers and Duty Station Managers on a daily basis.
- The latest national benchmarking data available from Cleveland Fire & Rescue Service is a quarter behind this reporting period so relates to Quarter 3. This shows that CFRS has the 3rd lowest Wholetime absence rate of all services. For Fire Staff absence the Service's average days lost figure was the 9<sup>th</sup> lowest and well below the national average for Fire Staff across all Services. For On Call staff the Service had the 5th lowest sickness absence rate of all services.

## Performance and Programme Board – Performance Report

### Indicator: [Working Days Lost to Injury]

Reporting Period Q4		01/04/2020 To 31/12/2020	
Q1 Target	10	Q1 Actual	56
Q2 Target	10	Q2 Actual	0
Q3 Target	10	Q3 Actual	37
Q4 Target	10	Q4 Actual	15
<b>YTD Cumulative Target</b>	<b>40</b>	<b>YTD Cumulative Actual</b>	<b>108</b>
Previous Status	Current Status		
			

### Summary of Current Performance

In Quarter 1 there were 56 days lost as a result of injuries sustained at work in three separate accidents. Two of these had actually occurred late in the final quarter of the previous year.

One accident involved a member of staff training in the gym who tore ligaments in his leg. A second accident involved two firefighters sustaining injuries when a fire hydrant standpipe was pulled off the hydrant causing serious bruising to the back of both legs of one of the firefighters.

The third accident involved a fire fighter slipping on a muddy river bank during a rescue and they sustained a twisted ankle.

This figure for duty days lost due to injury in the first quarter was greater than the number recorded in the whole of the previous year.

Reports show that there were no duty days lost due to accidents in the Quarter 2

In Quarter 3 there were 37 duty days lost due to one accident to an On-call Firefighter. The firefighter fell and dislocated a hip. On-call firefighter sickness may be overstated as it is recorded as calendar days when the person might have been available for duty.

In Quarter 4 there were 15 days which related to an accident in the previous quarter and one further accident involving a firefighter who trapped his fingers in the lid of an anti-terrorist bollard in Chester.

The total number of days lost due to accidents represents the worst performance since 2013/14 despite the total number of injury accidents reported to the Service being the lowest recorded since 2004/05. 29 of the days recorded as lost in the year were as a result of accidents that occurred in the previous year.

## Action taken to improve performance

A full accident investigation takes place for all incidents and the outcomes are actioned to prevent reoccurrences, promoting any learning.

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.

In view of the level of working days lost to injury and the number of occurrences, the Deputy Chief Fire Officer is increasing his involvement in this area. He attends the Health Safety and Wellbeing Committee.

## Performance and Programme Board – Performance Report

### Indicator: [Road Traffic Collisions Attended]

Reporting Period Q4	01/04/2020	Q1 Actual	32
	To	Q2 Actual	74
	31/03/2021	Q3 Actual	59
		Q4 Actual	56
		<b>YTD Cumulative Actual</b>	<b>221</b>

### Summary of Current Performance

Over recent years there has been an increase in the number of fatalities on the road, therefore as part of the IRMP we have committed to expanding the road safety provision in relation to prevention activity and are developing a Strategic Road Safety Plan and expanding operational response.

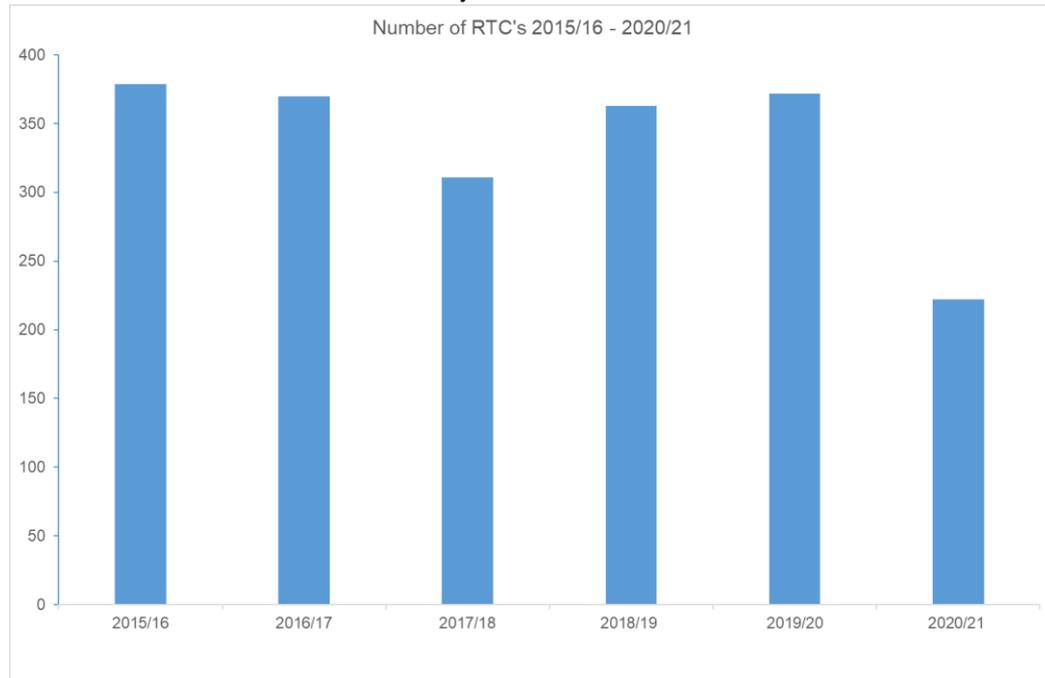
As a consequence the Service has taken a decision to monitor and report the number of road traffic collisions (RTCs) that we attend.

#### Fatalities and injuries occurring as a result of Road Traffic Collisions.

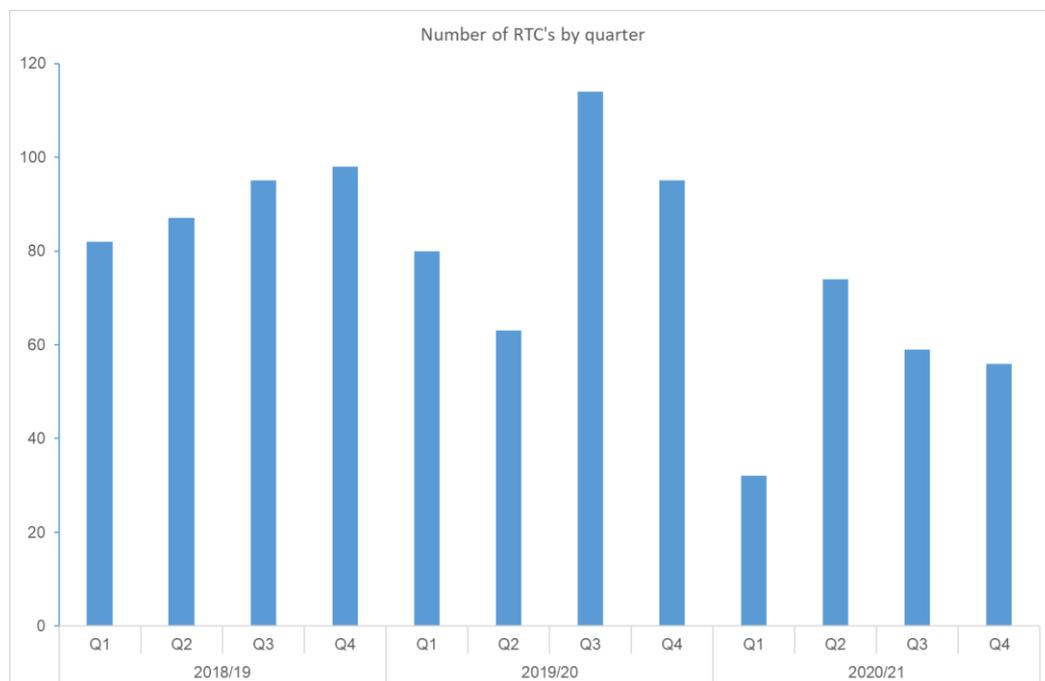
Please note, the following information is collated from data owned by Cheshire Constabulary and relates to the calendar year.

Severity	1 <sup>st</sup> January 2019 to 31 <sup>st</sup> December 2019	1 <sup>st</sup> January 2020 to 31 <sup>st</sup> December 2020	% of total	Year on year change
<b>Fatal</b>	34	29	2.1%	↓ 15%
<b>Serious</b>	211	207	15%	↓ 2%
<b>Slight</b>	1496	1140	82.9%	↓ 24%
<b>Total</b>	1741	1376		↓ 21%

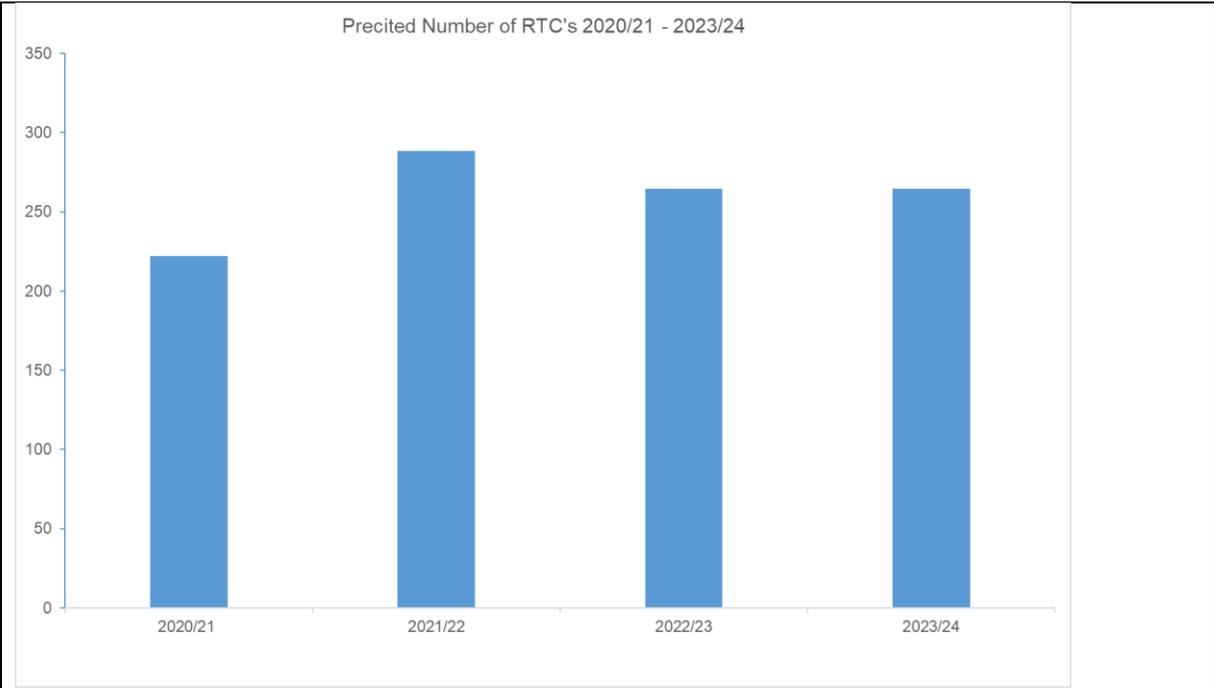
**Chart of number of RTC's attended by Cheshire Fire and Rescue Service**



The chart below shows the number of RTCs attended by Cheshire Fire and Rescue Service per quarter from April 2018. Overall the trend was upwards up to December 2019 with a subsequent decrease following this. The downward trend since Q1 2020/21 is partially due to the travel restrictions placed on households due to Covid-19.



The chart below shows the predicted number of incidents the Service will attend over the next three years with the number of incidents expected to consistently stay around 300-320.



### Action taken to improve performance

Work continues to promote the adoption of a Strategic Road Safety Plan and the review of Cheshire Road Safety Group (CRSG) continues.

Due to the ongoing Pandemic the Service has continued to engage with the public relating to Road Safety via social media, using content created by the Road Safety Manager and the communications team. This has seen a large increase in the use of social media to support key areas contained in the Service's Road Safety Delivery Plan and events that it is promoting.

The figures within this report are positive but it must be recognised that during this period the general public had many restrictions in place due to Covid-19 which would have limited normal travel routines. It is not clear when we will return to pre-Pandemic levels.

To recognise these changes, we are adapting as we see emerging risks, one of which is injuries to cyclists. When restrictions lifted we immediately held a Road Safety event "Operation Close Pass", on the 14th of April – face to face with the public with Cheshire Police. Several further events are in the planning to supplement the Service's current Road Safety Delivery Plan.

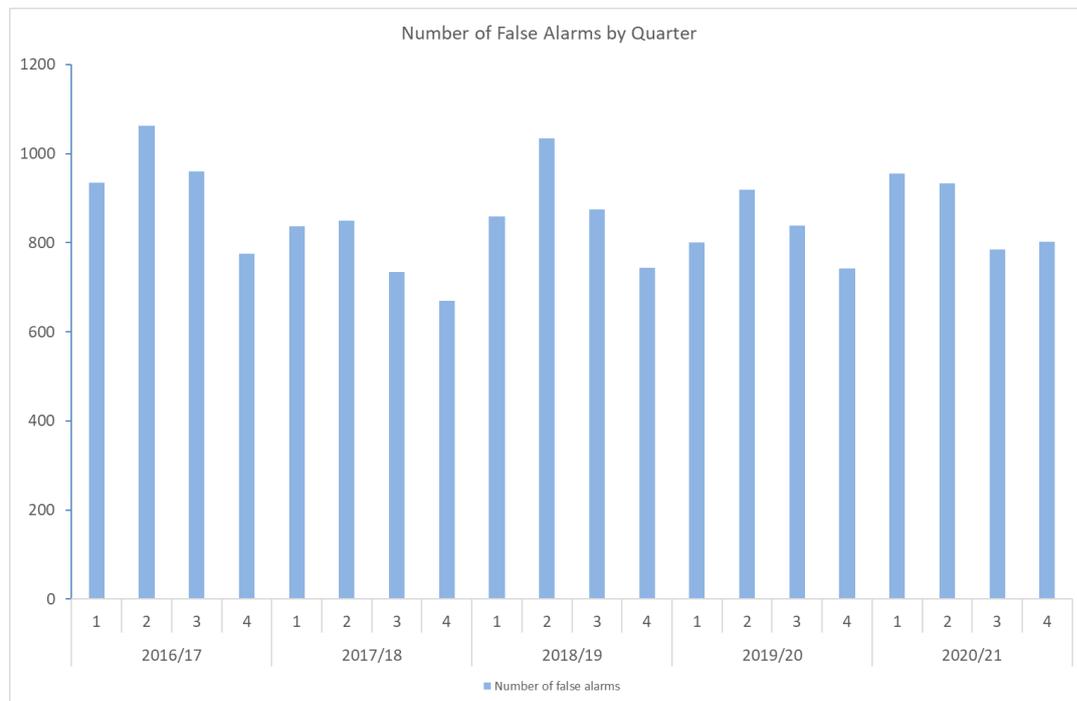
## Performance and Programme Board – Performance Report

### Indicator: [Total number of False Alarms attended]

Reporting Period Q4	01/04/2020	Q1 Actual	955
	To	Q2 Actual	933
	31/03/2021	Q3 Actual	785
		Q4 Actual	802
		<b>YTD Cumulative Actual</b>	<b>3475</b>

### Summary of Current Performance

Approximately 40% of all operational incidents across Cheshire are false alarms. The Service has an existing KPI for automatic fire alarms in non-domestic premises which are actively managed. Therefore from this year the Service will be monitoring all false alarms, both malicious and those of good intent, to review where we can improve performance.



Over the last 12 months (April 2020-March 2021) 3475 incidents have been classified as a false alarm. This is an increase of 176 incidents over the previous year.

54.7% of false alarms are accounted for by automatic false alarm calls (1901) and 43.3% by false alarm good intent calls (1471). In both categories the highest number of calls relate to dwellings, accounting for 62.8% of all false alarms.

The highest number of calls are from dwellings, particularly AFAs linked to “faulty alarms” and “cooking/burnt toast” which account for 46.7% of all calls from dwellings.

Outside of dwellings the individual properties with the highest number of calls are hospitals – Countess of Chester, Warrington and Macclesfield. Calls to hospitals are classed as Unwanted Fire Signals and are scrutinised regularly.

Dwellings account for the highest number of calls and fall outside the scope of the Unwanted Fire Signal policy. Dwellings consist of individual houses, blocks of flats/apartments and sheltered accommodation. The vast majority of false alarms in dwellings are in sheltered accommodation and other multiple occupancy buildings.

#### Data Quarter Four:

##### Count by Unitary Area

Unitary Area	Number of False Alarms Apr-March 2021
Cheshire East	1259
Cheshire West and Chester	1147
Halton	476
Warrington	593

#### Data April 2020-March 2021

##### Count by false alarm type

Type of False Alarm	Number of False Alarms
False alarm due to apparatus	1901
False Alarm Good Intent	1503
False Alarm Malicious	71

##### Count by false alarm reason and property type

Reason	Dwelling	Non Residential	Other Residential	Outdoor	Outdoor Structure	Road Vehicle	Total
Cooking/burnt toast	567	17	49		1		634
Faulty	452	111	57		1	1	622
Controlled burning	116	18	2	313	28		477
Other	167	29	13	27	15	18	269
Accidentally/carelessly set off	104	48	16				168
Not required	135	5	4	12	3	19	179
Fire - Reported Incident/Location not found	57	7	2	37	11	9	125

##### Count by Station Area

Station Area	Number of False Alarms
Chester	475
Warrington	344
Runcorn	297
Crewe	289
Macclesfield	230



**Cheshire**  
Fire & Rescue Service

# Our Performance

Q4 2020/21 update

**TOTAL VISITORS DURING PANDEMIC: 1,040**

(21,341 since July 2017)

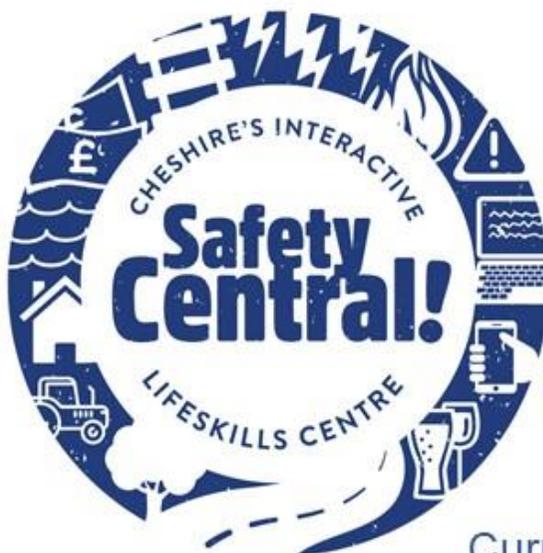
"A great venue and very engaging for all children, thanks."

## School visits:

8 primary schools with

- 229 pupils
- 44 teachers and helpers

"Safety Central is fantastic. So organised and lovely staff and team members."



## Summer family visits

78 families including

- 133 children
- 110 adults

100% of teachers rated steps to keep visitors safe as **very good**



## Additional visitors:

- 50 colleagues
- 351 patients attending Friday community antenatal clinic pilot
- 123 partners and stakeholders

*includes NWS, local authority and NHS colleagues working on Covid-19 response*

## Current C19 Recovery Phase

<b>4</b>	Full programme recommences
<b>3</b>	Primary school groups of 30 only
<b>2</b>	Family groups of up to 6 people only
<b>1</b>	<b>Closed to visitors, workplace only</b>





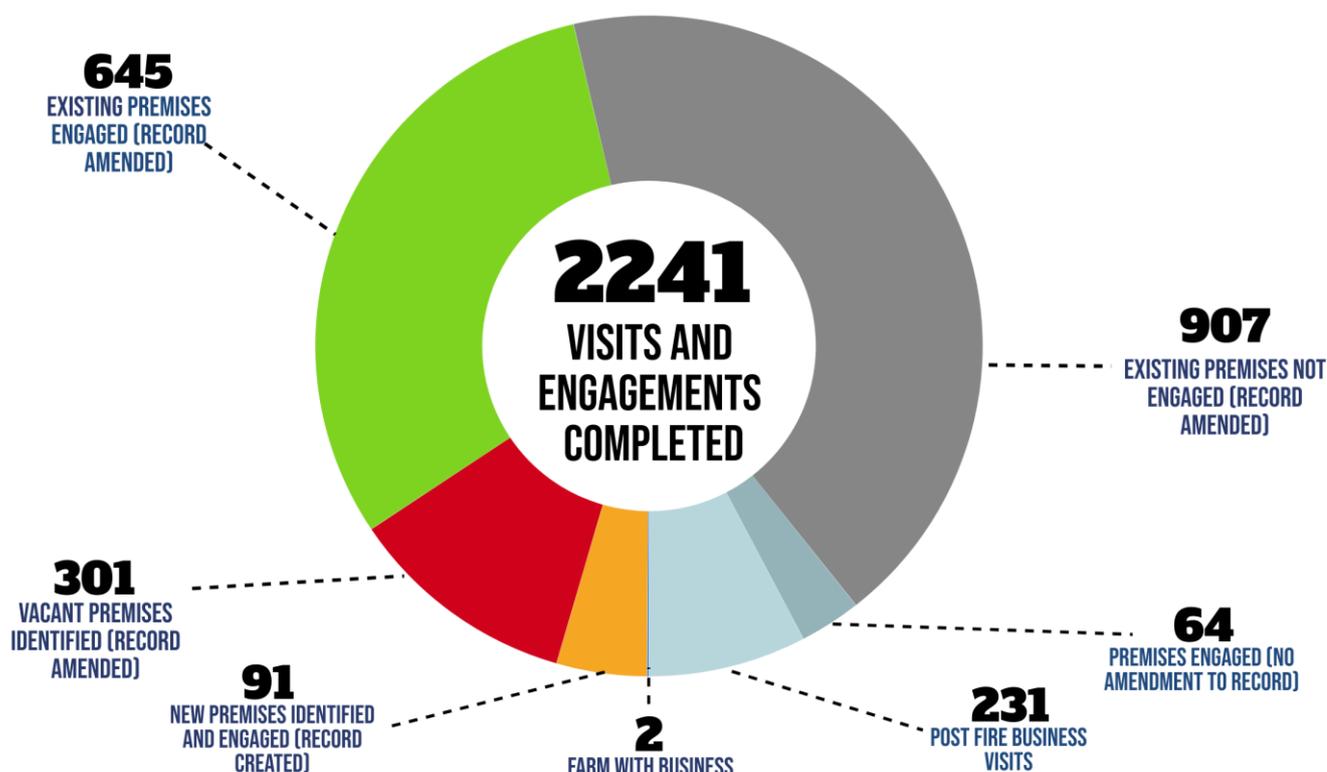
# Cheshire Fire & Rescue Service

## BUSINESS SAFETY TEAM

1ST APRIL 2020 - 31ST MARCH 2021

Cheshire Fire and Rescue Service has a proud record of keeping businesses safe. The team work with businesses through engagement and scheduled audits/inspections to ensure they are compliant with The (Fire safety) order 2005. The initiatives have been rolled out to include working in partnership with local authorities, other fire authorities, business chambers and networking groups

These activities took place during Covid-19 restrictions



JOB TYPE	CHESHIRE EAST	CHESHIRE WEST & CHESTER	HALTON / WARRINGTON	NO LOCATION
POST FIRE BUSINESS VISIT	66	103	62	0
FARM WITH BUSINESS	0	0	2	0
NEW PREMISES IDENTIFIED AND ENGAGED (RECORD CREATED)	17	34	40	0
VACANT PREMISES IDENTIFIED (RECORD AMENDED)	41	73	187	0
EXISTING PREMISES ENGAGED (RECORD AMENDED)	262	222	160	1
EXISTING PREMISES NOT ENGAGED (RECORD AMENDED)	287	353	267	0
PREMISES ENGAGED (NO AMENDMENT TO RECORD)	20	40	4	0
<b>TOTAL</b>	<b>693</b>	<b>825</b>	<b>722</b>	<b>1</b>



**Cheshire**  
Fire & Rescue Service

# Vaccination Support

15 February - 4 April 2021

## COVID-19 Activity for the whole of Cheshire April 2020 - March 2021

- 5,064 Food Deliveries
- 8,180 Prescription Deliveries
- 1,447 Welfare Calls
- 1,374 Shielding Visits
- 95,000 PPE Items delivered
- 2,014 Pre Operation Swab Test Kits delivered
- 234 Education Resource Packs delivered
- 441 Meals for young people
- 61 Bulk food pickup for young people



Up to

**4 April  
2021**

# 48,141 vaccines

supported across Cheshire,  
Halton and Warrington  
with **29,649** given  
by CFRS personnel



**92**   
Safe and Well  
addresses visited

**5**   
Vaccine  
appointments  
booked



**5,600**  
Number of  
hours worked



**797**  
Number of  
shifts worked