

CHESHIRE FIRE AUTHORITY

MEETING OF: PERFORMANCE AND OVERVIEW COMMITTEE
DATE: 24 NOVEMBER 2021
REPORT OF: DEPUTY CHIEF FIRE OFFICER
AUTHOR: MIKE CLARK

SUBJECT: PERFORMANCE REPORT - QUARTER 2, 2021-22

Purpose of Report

1. To present the 2021-22 Quarter 2 review of performance for each of the Service's Key Performance Indicators (KPIs).

Recommended:

- [1] That Members review the information presented in the report, seeking clarification wherever necessary.

Background

2. This report forms part of the Authority's performance reporting cycle and provides a summary of the Service's performance against the KPIs for Quarter 2, 2021-22.

Information

3. The Service's Performance and Programme Board (officers) receives a quarterly report about performance against the 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. This culminates in this report and the attached Performance Health Report.
4. The Corporate Performance Scorecard is attached as Appendix 1 to this report. It reflects the Quarter 2 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, which is attached as Appendix 2 to this report.

Financial implications

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

Legal implications

7. There are no issues to report at the end of Quarter 2 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 and Climate Change Strategy.

Appendix 1 – Corporate Performance Scorecard

Appendix 2 – Performance Health Report

Annex 1 – RTC Performance Report

Annex 2 – False alarms Performance Report

Annex 3 – Safety Central Infographic

Annex 4 – COVID-19 Infographic

Annex 5 – On-call Availability

THIS PAGE IS INTENTIONALLY LEFT BLANK

Agenda Item 4, Appendix 1

Year to Date 2021/22 Performance

Performance and Programmes Board - Performance Report

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

Vision

IRMP Theme

Outcomes

Outputs

Protecting Local Communities

	Actual	Target	Q2 Year on Year	Q2 2020-21
Deaths in Primary Fires	0	0	↓	2
Injuries in Primary Fires	13	21	↓	19
Accidental dwelling fires	158	181	↓	183
- % starting in kitchens	85 (54%)		↓	91 (50%)
- % in homes with residents over pensionable age	24 (15%)		↓	37 (20%)
Deliberate fires (Primary and Secondary)	479	595	↑	438
Fires in Non Domestic Premises	82	85	↑	67
AFA's in Non Domestic Premises	262	261	↑	246

	Actual	Target	Q2 Year on Year	Q2 2020-21
SaWs Delivered to Heightened Risk	4,012	5,000	↓	4,333
Platinum address success rate	79%	65%	↓	88%
Thematic Inspections Completed	974	1,002		N/App
NDP Fire Safety Audits Completed	896	858		N/App
Percentage of Risk Based Programme Completed	95%	100%		N/App

Responding to Emergencies

	Actual	Target	Q2 Year on Year	Q2 2020-21
10 Minute Standard	86%	80%	↔	86%
On Call Availability	61%	85%	↓	78%
Nucleus OC pumps	95%			
Primary OC pumps	61%			
Secondary OC pumps	43%			

Developing the organisation

	Actual	Target	Q2 Year on Year	Q2 2020-21
Average Days/Shifts Lost to sickness	3.42	2.75	↑	1.8
Working Days Lost To Injury	55	20	↓	56

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%	

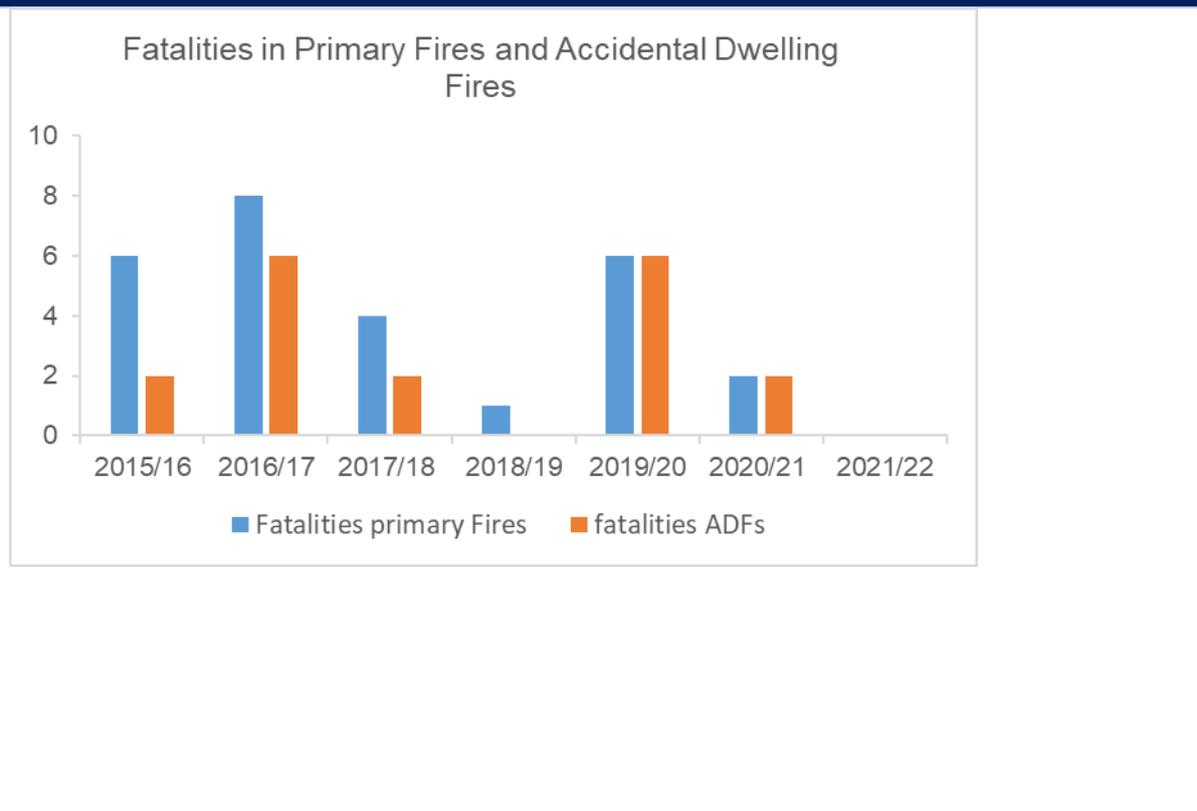
Performance and Programme Board – Performance Report

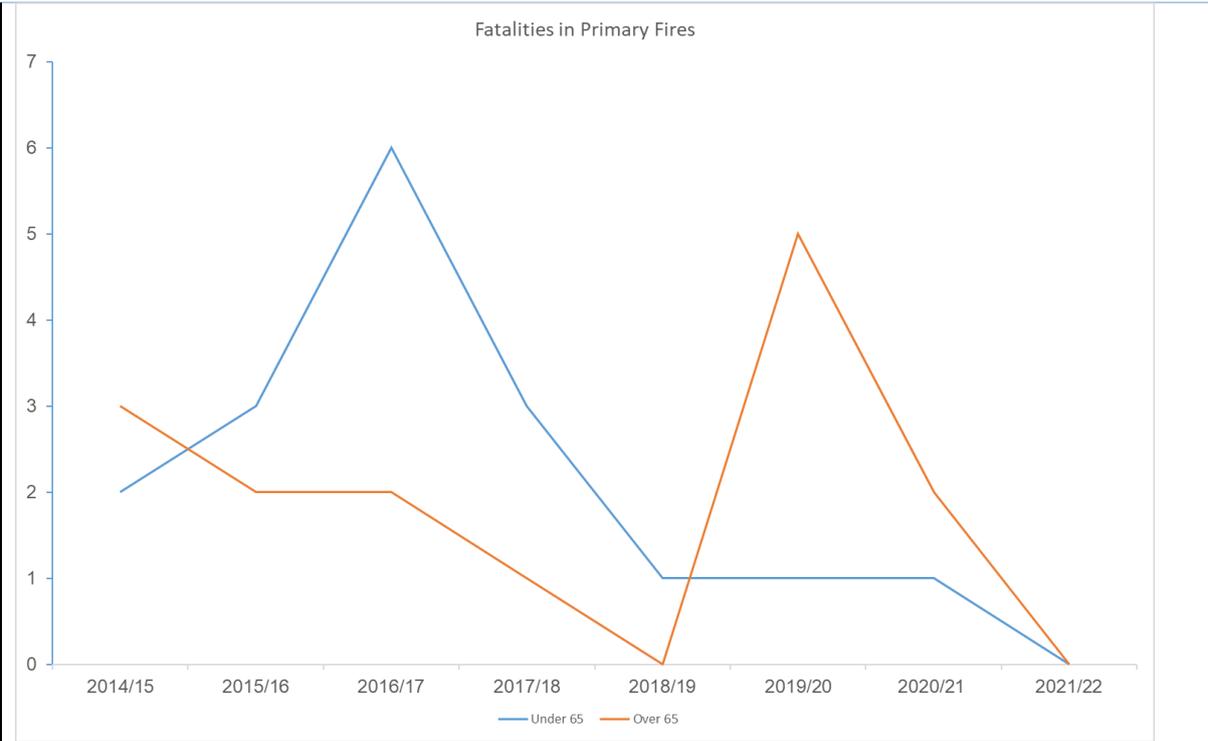
Indicator: [Number of Deaths in Primary Fires]

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 Q2		01/04/2021 To 30/09/2021	
Q1 Target	0	Q1 Actual	0
Q2 Target	0	Q2 Actual	0
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	0	YTD Cumulative Actual	0
Previous Status	Current Status		
			

Summary of Current Performance





Action taken to improve performance

At the end of Quarter 2, there have been no fatalities recorded. The new Safe and Well targeting methodology was signed off by the Service Management Team in August 2021 and will see the Service adopt a dual approach to prevention. Prevention teams will deliver Safe and Well interventions to occupiers aged 65 and over, and Service Delivery teams will utilise the existing Exeter data, high-risk addresses, and new Cheshire data to deliver Safe and Well interventions to occupiers under 65.

All crews have now received SAFFIRE training and 'make every contact count' training from Service Delivery Station Manager's. All watches have also been briefed and are ready to recommence Safe and Well delivery when instructed by Prevention.

The thematic review of the fire related deaths in Cheshire East during the previous year has now concluded. The review was presented and agreed at the Safer Cheshire East Partnership (SCEP) board meeting in July 2021. The Cheshire East Service Delivery Manager is working with the Prevention Department to complete actions for CFRS.

Routine press releases continue to be sent out by the Corporate Communications team and Station Social Media pages in line with community action plans and corporate campaigns. Virtual open days have also taken place across the Service in Quarter 2, with themed messages and advice being given to members of the public. Further virtual open days are scheduled to follow in Quarter 3 and routine prevention engagement activities have begun to recommence in a controlled, risk-assessed manner and on a case-by-case basis following the easing of lockdown restrictions.

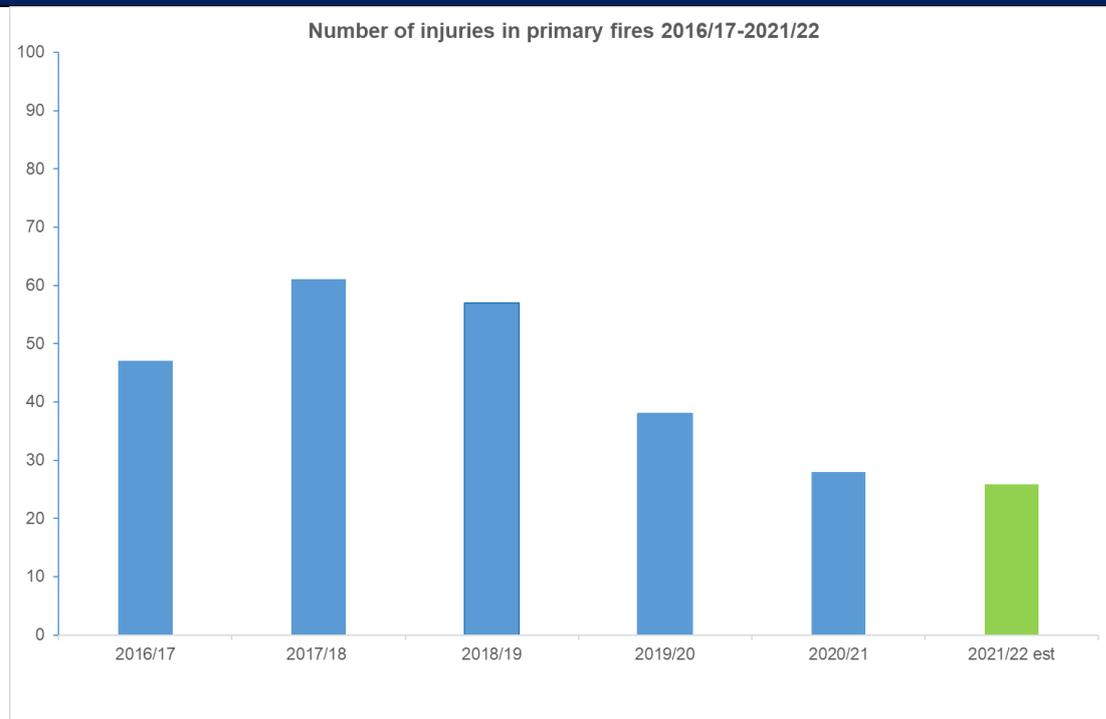
Performance and Programme Board – Performance Report

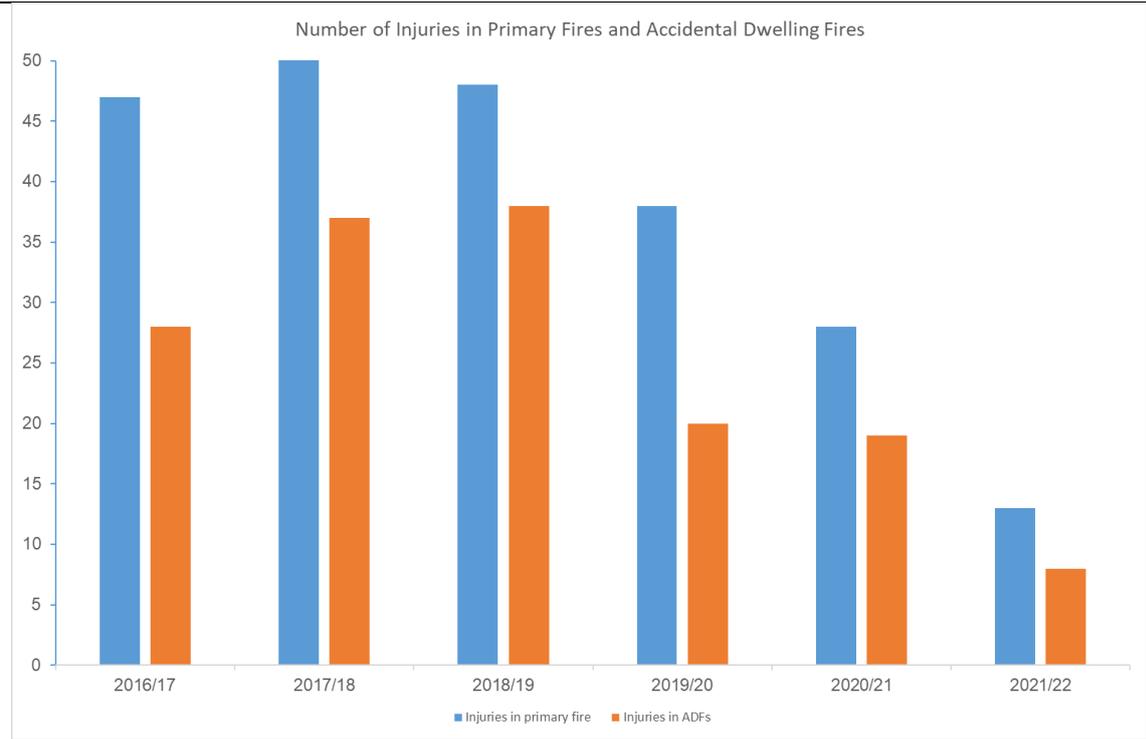
Indicator: [Injuries in Primary Fires]

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 Q2		01/04/2021 To 30/09/2021	
Q1 Target	11	Q1 Actual	4
Q2 Target	10	Q2 Actual	9
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	21	YTD Cumulative Actual	13
Previous Status	Current Status		
			

Summary of Current Performance





13 injuries occurred in the year to date against a target of 21.

- 8 of the 13 injuries occurred in accidental dwelling fires.
- 5 incidents involved people aged 40-49
- 3 injuries were classified as serious, two of which were in accidental dwelling fires

Unitary Authority	Number of Injuries (year to date)
Cheshire East	1
Cheshire West & Chester	8
Halton	3
Warrington	1
Total	13

Cause	Number of Injuries
Cooking	2
Matches and Candles	1
Naked Flame	4
Other domestic appliance	2
Batteries/generators	4
Total	13

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

Injury Description	Number of Injuries Serious	Number of Injuries Slight
Burns - severe	1	0
Burns - slight	0	3
Breathing difficulties	0	1
Overcome by gas, smoke or toxic fumes; asphyxiation	1	6
Other	1	0
Total	3	10

Quarter 2 data:

Cheshire East

There were no injuries in Cheshire East in Quarter 2.

Halton

There were three injuries in Halton, one of which was classified as serious. This incident involved the deliberate use of flammable liquids and accounted for two of the injuries. The other incident was caused by the use of a blowlamp.

Cheshire West & Chester

There were five injuries in Cheshire West and Chester, four of which occurred in one incident. One incident was a deliberate fire from lighting paper and card, the resulting injury was classified as slight, whilst the incident with 4 injuries resulted from faulty leads on a generator

Warrington

There was one injury in Warrington caused by cooking, and the injury was slight.

Action taken to improve performance

The Corporate Communications team has sent out press releases and Station social media pages have been regularly updated to help prevent fires by highlighting specific dangers. Virtual open days

have also taken place to disseminate themed safety messages and advice to the public. Further virtual open days are scheduled to take place in Quarter 3.

Incidents are followed up by the Prevention Department to help prevent fires re-occurring. Some prevention engagement activities have now recommenced on a case-by-case basis, in a controlled, risk-assessed manner.

Incidents are also scrutinised by the Officer in Charge and Station Managers, and hot spotting takes place post fire. Community Action Plans are monitored by Station and Group Managers.

Halton:

Halton had one serious arson incident in which one female broke her back jumping from the window to escape the fire. A Safe and Well visit has not been completed as the family have been relocated following the fire, and the property is empty. Information has been passed to the On the Streets Team as the area has high reports of anti-social behaviour.

Cheshire West & Chester

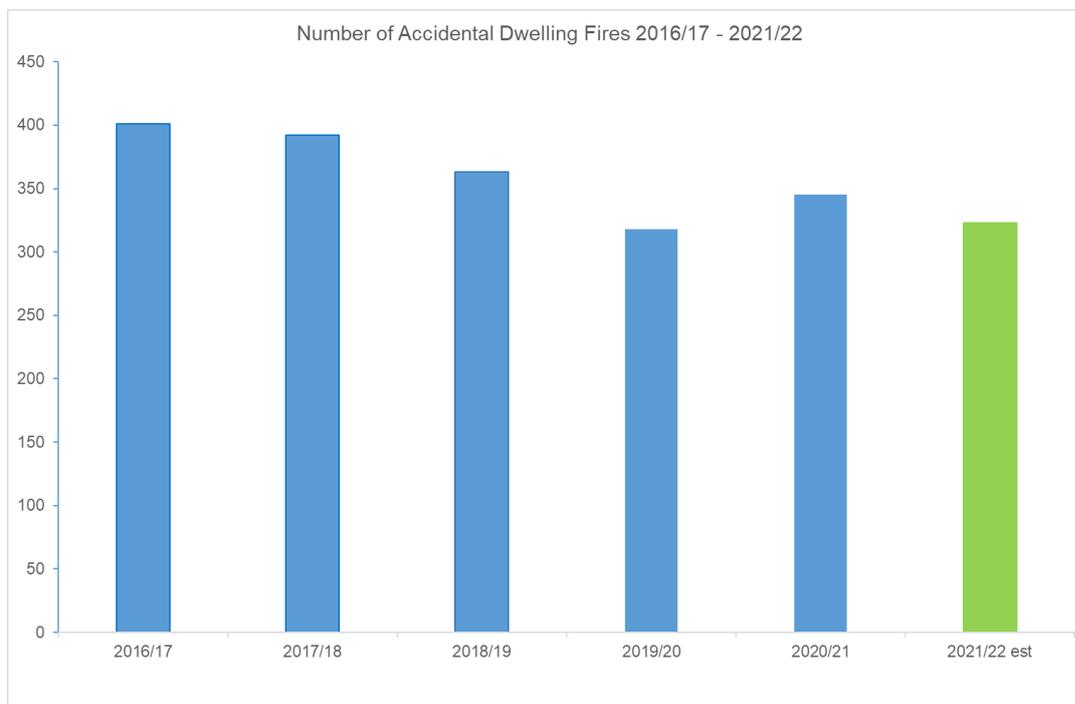
An accidental house fire caused 4 of the 5 injuries. A serious injury triage form is being completed for this incident due to the severity of the fire, but the injuries themselves have been classed as slight. Prevention have visited the family and neighbouring property to deliver fire safety advice and fit alarms, and will arrange visits to any properties along the same road.

Performance and Programme Board – Performance Report

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

Reporting period Q2		01/04/2021 To 30/09/2021	
Q1 Target	96	Q1 Actual	91
Q2 Target	85	Q2 Actual	65
Q3 Target		Q3 Actual	
Q4 Target		Q3 Actual	
YTD Cumulative Target	181	YTD Cumulative Actual	158
Previous Status	Current Status		
			

Summary of Current Performance



At the end of Quarter 2 there were 158 Accidental Dwelling Fires compared to a target of 181. There was no firefighting action required at 26.9% (43) of incidents.

Looking at the key risk areas, there has been an increase in the number of fires involving lone parents with children (8-21), 13 of the incidents started in the kitchen.

Unitary Authority	Total
Cheshire East	54
Cheshire West & Chester	62
Halton	18
Warrington	24
Total	158

Fire Location	Total
Kitchen	85
Bedroom	15
Living Room	14
External Structures	8
Garage	4
External Fittings	5
Other	27
Total	158

Cause of Fire	Number of Incidents
Cooking	61
Electrical Supply	27
Domestic Appliance	24
Smoking Materials/Cigarette Lighter	13
Other	33

Fire Spread	Number of incidents
None	24
Confined to item first ignited	57
Limited to Room of Origin	50
Other	27

Occupancy Type	Was a smoke alarm present? Yes
Lone person over pensionable age	91.67%
Lone Person under pensionable age	82.76%
Lone parent with dependant children	100%
Couple one or more over pensionable age, no children	76.92%
Couple with dependant children	90.32%
Couple both under pensionable age with no children	77.27%
Other	75%
Total	85.63%

Location	Was an alarm present and did it operate
Kitchen	77.6%
Bedroom	73.3%
Living Room	50%

Occupancy Type	No of Incidents	Dwellings	Indexed Score
Lone person over pensionable age	24	56533	280
Lone person under pensionable age	28	73421	260
Lone parent with dependant children	21	82396	168
Couple one or more over pensionable age, no children	13	80559	106
Other	20	209308	44
Couple both under pensionable age with no children	21	167332	87
Couple with dependant children	31	347436	59

The indexed score is a risk score that 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

We have delivered extensive social media messaging regarding home fire safety, and this has supported more local issues at Station levels. These messages have had a positive impact on the number and severity of fires attended, and we are seeing a high proportion of fires attended in the home that have minimal damage to the occupier and their property.

The independent research we undertook highlights a greater need for other forms of interaction with more elderly residents, who may not be frequent users of social media platforms. Work will commence on how and when we do this to maximise the impact, in the form of a communications strategy with our communications team.

One of the proposals is to look at a 6 monthly/annual publication, specifically aimed at Prevention related topics. This publication could be circulated amongst the care sector, housing providers, and wider community groups to deliver key messages to the most vulnerable and those who may not access social media. This idea will be shared with colleagues in the Local Authority to obtain support.

As part of the quarterly Incidents of Interest group, Chaired by the Head of Prevention and Protection, we review the outcomes and recommendations of Coroners findings (Reg 28) from fire related incidents. Recent reports have highlighted certain areas for us to explore, including more joined up training with colleagues from the Protection team. Training events are

programmed in within Quarter 3 and Quarter 4 of this year, to make Prevention and Protection colleagues more aware of issues that we as a service can influence.

Work has also commenced to replace our existing stock of Portable Fire Suppression Units (PFSU's) that are installed in the properties of those who may be immobile/bed bound, but are at significant risk from fire death or serious injury. This work stream involves a significant number of people from across Prevention, Procurement, Health and Safety, Finance and Estates, to ensure the equipment we procure is fit for purpose and that those who most require them are able to receive them.

Cheshire East

All incidents for Quarter 2 have been scrutinised and post-incident visits have been completed after each incident. Hot spotting has been carried out post fire, with follow-ups from the Prevention department. Leaflets and social media posts have been sent out regarding cooking safety for all areas.

Corporate Communications have also sent out press releases, and Station social media platforms have been updated as and when by stations to help prevent fires and highlight dangers to the public. Stations in Cheshire East have utilised Social media during Quarter 2 for a variety of messages such as to promote chimney fire safety, smoking and e-cigarette safety, bedtime safety/routines, electrical safety, and the fitting of smoke alarms. These messages have been in line with corporate themes and the campaigns calendar.

Virtual Open days have also taken place at Nantwich (31/07/21), Wilmslow (21/08/21), and Congleton (25/09/21).

Cheshire West and Chester

Watches are due to recommence Safe and Well visits from October, following the easing of restrictions and the publishing of a risk assessment. These visits will utilise the 'New Cheshire Data' and target groups such as 'lone person' and 'lone parent', as these groups made up 9 of the 21 incidents which occurred from the period of July-Sept.

Watches continue to publish safety messages via social media platforms and posts target the themes/trends of incidents within the local station areas as well as those in conjunction with the campaigns calendar.

On Call Support Crew Managers will aid in upskilling and supporting On Call station personnel in the use of social media. This will ensure that key safety messages are placed on social media pages following attendance at accidental dwelling fires.

Virtual Open days have been utilised by a number of stations to distribute important safety messages such as Barbeque Safety and Escape Plans.

An Officer will be making contact with persons responsible for a rented dwelling on the Grosvenor Estate as, following a fire, it was discovered that no smoke alarms were fitted. The responsibilities of landlords, and the importance of having working smoke alarms fitted, will be reiterated to the individual(s).

Warrington

In Quarter 2, there were 14 accidental dwelling fires. 9 of these incidents started in the kitchen with various causes. The top two reasons were due to unattended cooking, and items being left

on the hob. Post Incident HSAs have been completed following all incidents either by the attending crews or the Prevention department.

Social media has been utilised to promote various safety messages and campaigns.

Halton

Of the 9 accidental dwelling fires, one property did not have a smoke alarm fitted and this was occupied by a lone person under pensionable age.

5 of the incidents occurred in the kitchen due to unattended cooking and items left on the hob. Either the attending crews or the Prevention department have completed Post Incident HSAs on all incidents.

Crews have issued relevant social media messages.

Performance and Programme Board – Performance Report

Indicator: [Number of Deliberate Fires]

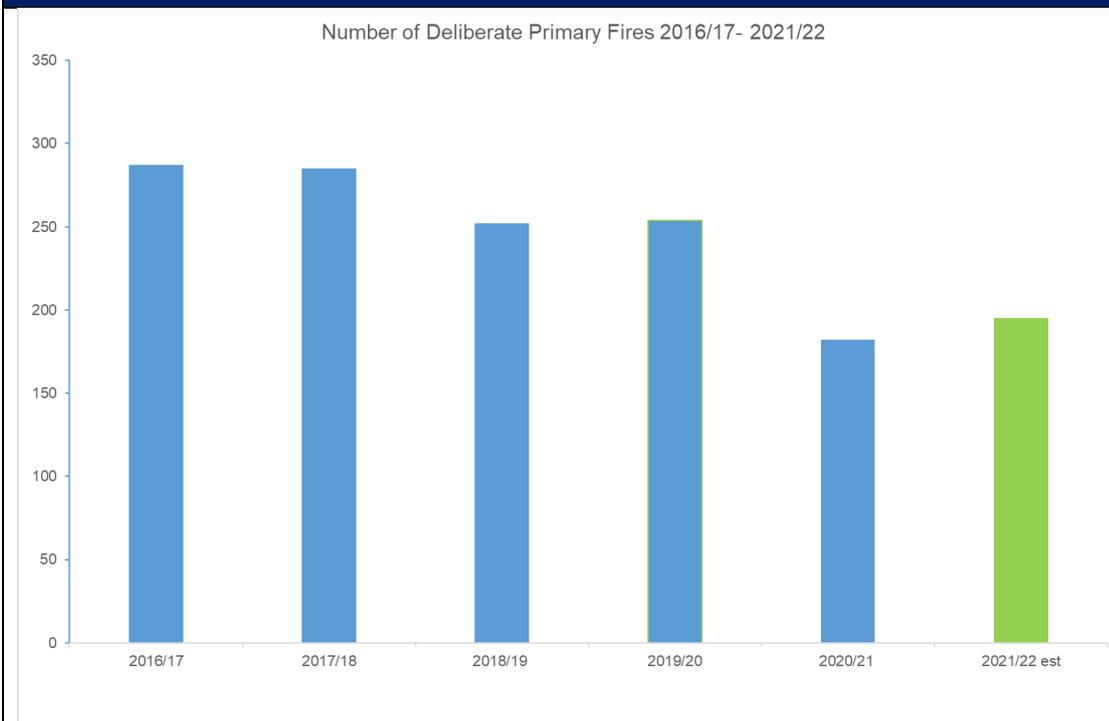
Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target (Primary)	65	Q1 Actual (Primary)	58
(Secondary)	245	(Secondary)	227
Q2 Target (Primary)	67	Q2 Actual (Primary)	45
(Secondary)	218	(Secondary)	149
Q3 Target (Primary)		Q3 Actual (Primary)	
(Secondary)		(Secondary)	
Q4 Target (Primary)		Q4 Actual (Primary)	
(Secondary)		(Secondary)	
YTD Cumulative Target (Primary)	132	YTD Cumulative Actual (Primary)	103
(Secondary)	463	(Secondary)	376

Deliberate Primary Fires

Deliberate Secondary Fires

Previous Status	Current Status	Previous Status	Current Status
			

Summary of Current Performance



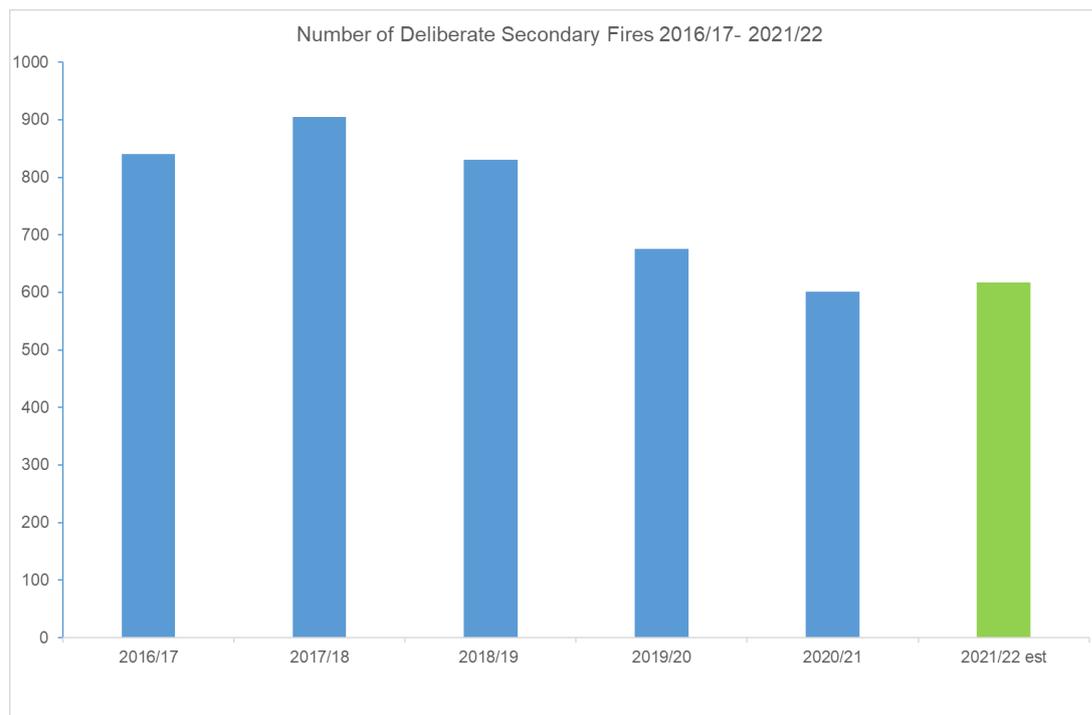
Deliberate Primary Fires

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, 103 deliberate primary fires were recorded at the end of Quarter two, against a target of 132. Individually both Quarter 1 and 2 were both on target. Overall, the station areas with the highest number of incidents are Widnes (18) and Warrington (15).

Across Cheshire, 54 incidents (44.8%) involved the deliberate ignition of a road vehicle. Of these, 24 involved cars. 18 incidents involved the deliberate ignition of motorcycles of which 9 occurred in Widnes.

Unitary area	Number of Deliberate Primary Fires
Cheshire East	18
Cheshire West and Chester	36
Halton	27
Warrington	22
Total	103



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 Two was 376, which is 87 incidents under target. The highest number of incidents have been in the following station areas -

Warrington (65), Ellesmere Port (45) and Winsford (43). These three station areas account for 40.8% of all incidents.

Unitary area	Number of Deliberate Secondary Fires
Cheshire East	63
Cheshire West and Chester	129
Halton	87
Warrington	97
Total	376

Action taken to improve performance

Deliberate Fire Reduction

The number of Deliberate Primary and Secondary fires remain below the target figures.

Stations have received bespoke intelligence from the Service's Deliberate Fire Reduction Officer that details key areas to focus efforts to reduce deliberate fires.

The Deliberate Fire Reduction Officer in Prevention receives regular update reports 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 platforms which are all quality assured by the Deliberate Fire Reduction Officer.

The 'On the Streets' team leader is now receiving all Police Notification Reports to support an increase in awareness of emerging trends to then attempt to interact with the public. They are also now in possession of Anti Social Behaviour (ASB) data. Whilst ASB is not a Key Performance Indicator for Cheshire Fire and Rescue Service, it should be noted that ASB and deliberate secondary fires are often occurring in close proximity.

Cheshire East

Station Managers attend the Multi Agency Action Group to discuss incidents of interest and the Cheshire East Protection Department attend Vacant & Void meetings.

Operational crews continue to complete Police Notification Record notifications as per the policy, and Police log numbers are noted. All incidents are scrutinised monthly by the Service Delivery Managers and Protection Department. Fire Investigators are requested where necessary.

In Wilmslow, crews have been involved with a number of campaigns in relation to deliberate fire activity. In July, crews attended Carrs Park, along with colleagues from the Police, to take part in an action day to target deliberate fire activity, anti-social behaviour and disseminate other safety messages.

In Alsager, crews attended a rubbish bin well alight, which was believed to have been ignited deliberately. A Police notification report was completed and the police were not required to attend. Arson SPOC and the local Beat team were updated directly as this is a continuation of a trend of bin fires in close vicinity during the last few months.

In Crewe, there has been a re-emergence of deliberate fires at a derelict site in Electricity Street. The Station Manager is taking the details of these incidents to the next Multi Agency Action Group meeting. The Station Manager is liaising with the Cheshire East Protection Manager to raise the issue again at the local authority Vacant and Voids meeting.

In Macclesfield, deliberate fire activity has been scrutinised and no trends were identified following on from those seen in Quarter 1.

Cheshire West and Cheshire

Following a rubbish fire in the rear yard of a building on The Rows, the Heritage Officer and Locality Officers from Cheshire West and Cheshire worked in partnership to ensure the safety of everyone involved and mitigate the risk of a repeat fire. The fire was suspected to have been started by a carelessly discarded cigarette being dropped onto bin bags. The fire was extinguished due to the swift action of staff members. Following the incident the Heritage Officer attended a joint inspection and was able to audit both premises with access to this yard. The common parts of the sleeping accommodation above the shops were also audited, and Safe and Well visits were offered to residents to advise on domestic fire safety issues. Locality Officers sent letters to residents advising them on the correct disposal of waste and reminding them not to litter with cigarettes. They also issued notices to the property owner and residents to ensure any remaining waste was removed.

A deliberate dwelling fire occurred in Winsford in an external, unsecured meter cupboard, in an area with a history of vandalism and anti-social behaviour. The occupiers had removed the hardwired alarms. A fireproof letterbox has been fitted at the property along with replacement smoke alarms. Prevention staff have been working the family and the watch has liaised with Muir Housing to ensure meter cupboards are kept secure. These will be checked on an estate visit and a mail drop to residents by the Housing association.

Operation Treacle is a programme aimed at young people aged between 8 and 16 who are at risk of becoming involved in Anti-Social behaviour in the Winsford area. The Operation Treacle meeting has taken place and a strategy has been set for the period leading up to and during the bonfire period. Activities include ward walks, diversionary activities, school visits, and a bonfire display at Barton stadium. Enquiries are being conducted with the event organisers about obtaining free family passes, which have previously been given to vulnerable families.

Halton

Police Notification Records are completed for all incidents and the Community Action Plan (CAP) holders for 'reducing deliberate fires' are in regular contact with their SPOC at Cheshire Police. CAP holders highlight any areas of concern and work with their SPOC to reduce incidents.

Crews have been active on social media to highlight issues for the community. For example, Blue watch ran a motorbike safety message that highlighted how to safely lock up bikes and be aware of theft.

There has been a small increase in the number of incidents involving wheelie bin fires in Victoria Park. Police were informed via Police Notification Record and a bin safety message was generated on Twitter to inform residents to be vigilant of theft and fire.

The Station Manager reported that a new outreach provider – VIBE – are now working in partnership with Halton Borough Council to provide outreach services across Widnes and Runcorn. Youth workers from Vibe will work with young people in public spaces, and CAP holders from Widnes and Runcorn will liaise with them.

Warrington

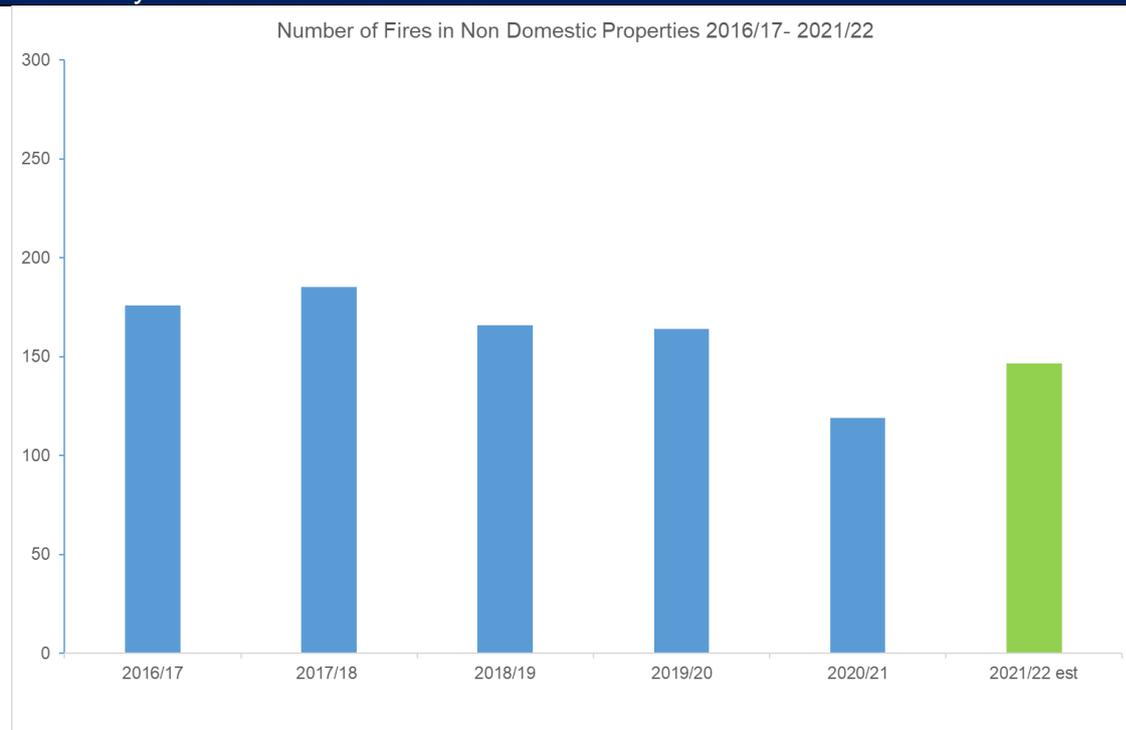
Police Notification Records are completed for all incidents and the CAP holders for 'reducing deliberate fires' are in regular contact with their SPOC at Cheshire Police. CAP holders highlight any areas of concern and work with their SPOC to reduce incidents. Crews have made use of social media to highlight any issues within the community.

Performance and Programme Board – Performance Report

Indicator: [Fires in Non-Domestic Premises]

Reporting Period Q2		01/04/2021 to 30/09/2021	
Q1 Target	45	Q1 Actual	38
Q2 Target	40	Q2 Actual	44
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	85	YTD Cumulative Actual	82
Previous Status	Current Status		
			

Summary of Current Performance



There have been 82 Non-Domestic Premises fires up to the end of Quarter 2, which is 3 below target.

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

Type	Number of occurrences
Barn	10
Pub/wine bar	4
Retirement/Elderly Homes	4

The barn fires occurred through the use of welding/cutting equipment or wet hay.

The main causes for fires in Non-Domestic Premises:

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

45% of the 38 fires (17 incidents) were either confined to the item first ignited (48) or involved smoke and heat damage only (11). Whilst a further 14 (37%) fires were confined to the room of origin.

Unitary Area	Accidental	Deliberate
Cheshire East	19	2
Cheshire West & Chester	30	7
Halton	9	1
Warrington	6	8
Grand Total*	64	18

Property Type	Number of Properties	Number of Incidents	Index Score
Prison	3	4	58349
Hospital / Hospice	40	1	1094
Factory/Manufacturing	438	16	1598
Care / Nursing Home	220	6	1193
Fast Food Outlet / Takeaway (Hot / Cold)	518	2	168
Farm / Non-Residential Associated Building	1077	10	406
Restaurant / Cafeteria	703	3	186
Public House / Bar / Nightclub	805	3	163

The indexed score is a risk score that 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

Following each fire in a Regulated building there is a fire safety audit/ post fire inspection that is completed by a qualified inspector. The purpose of this visit is to ascertain if fire safety law was being complied with before the fire and potentially retrospective action may be taken against the building management. In addition, when fire crews are at the scene of a fire in a Regulated building, should they have any concerns for the safety of occupants, an on duty fire Protection inspector is available to assist.

A comparison between Quarter 1 and Quarter 2 has identified that the number of deliberate fires (in or affecting commercial buildings) has reduced from 13 to 5 incidents. Specifically there has been a reduction from two prison fires at Risley prison down to none in Quarter 2. This in part will

be due to the initiative set up between the Service and the Crown Premises Inspection Group (CPIG) to forge closer working between the two organisations. The initiative is two-fold; firstly, the aim of reducing fires at the Prisons in Cheshire and therefore reducing the risk to occupants, and secondly, as the Service has no jurisdiction in these premises, the aim is to support the CPIG to ensure standards of fire protection within secure accommodation.

There have been increases in certain ignition types comparing Quarter 1 and Quarter 2. These are batteries, wiring (cables and plugs), smoking materials and wet hay within barns. In addition, there has been an increase in accidental fires, suggesting that the increase is due in part to the fact that far more buildings are being occupied due to reduced effects of COVID. The occupancy of buildings leads to increased use of equipment. Only 6 incidents out of the 43 in Quarter 2 involved buildings.

One prosecution of a takeaway premises in Crewe was concluded with the owner receiving a custodial sentence. The premises and its fire safety issues had become known as a result of a fire in the kitchen area, which was attended by local firefighters. The Service's social media platforms were used to highlight the successful prosecution and these media messages were used to serve as a warning to other business owners.

The business safety team has its own media accounts, which are used to publicise incidents of note and for regular topical updates to tie in with National Fire Chief Council themes. Fire safety in houses in multiple occupation, on going fire safety in schools and the promotion of sprinklers have been regular topics. In addition, this month has seen a farm related web chat, which proved particularly successful with 12 questions being posed by individuals on both operational and fire protection matters. This is particularly relevant given that this quarter has seen three incidents involving barns/ hay and, generally, the number of resources required to deal with these incidents is large over a protected time period. This Facebook event reached 2,900 people, and was viewed by 423 people.

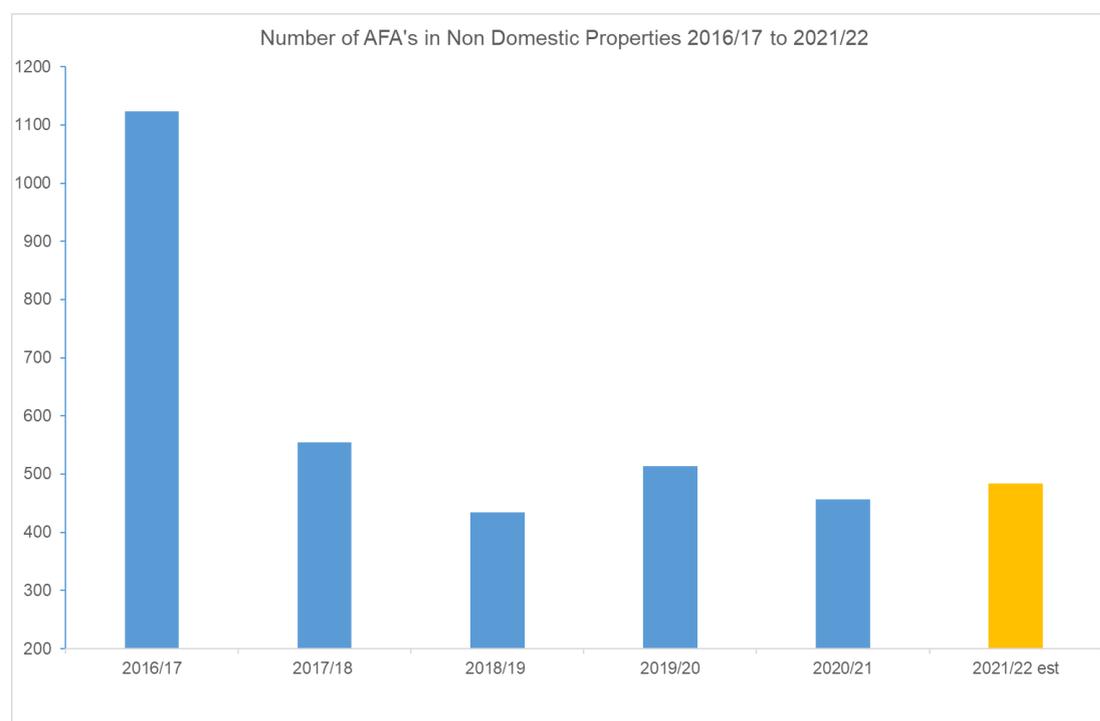
The Chester Heritage Officer is continuing with the audits in Chester heritage buildings. The aim of this two-year initiative is to work on improving fire safety standards across the Chester rows. 120 audits per year are planned to be completed and in addition, Safe and Well inspections are being completed where domestic accommodation is encompassed within the Rows. This joint initiative involves close working and regular joint inspections with partners from across the Chester area. The Heritage Officer is working closely with the Chester fire station crews to support them to build accurate Site Specific Risk Inspection plans which would be used should there be an incident within the historic Rows.

Performance and Programme Board – Performance Report

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

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	116	Q1 Actual	104
Q2 Target	145	Q2 Actual	158
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	261	YTD Cumulative Actual	262
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 2, there were 262 attendances to Automatic Fire Alarms in Non-Domestic Premises against a target of 261.

The station areas with the highest number of calls are Chester, Warrington and Macclesfield which together account for 52% (136) of the overall total.

The main property types for Automatic Fire Alarms are hospitals (88) and nursing, retirement or care homes (61), whilst the most common reason for the alarm to go off was a fault (101), followed by accidentally/carelessly set off (48) and cooking/burnt toast.

Unitary area	Number of AFAs
Cheshire East	86
Cheshire West and Chester	109
Halton	22
Warrington	45
Total	262

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 that 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

Additional support measures have been introduced across the 3 protection offices. These include a single point of contact that will challenge the application of the mobilization policy through NWFC should any be outside of policy. There have been some good examples across the quarter where this has been used, such as:

- A golf course in Congleton which was incorrectly recorded as a sleeping risk and therefore attracted an automatic emergency attendance (this resulted in 8 call outs)
- A former boarding school in Warrington where close liaison ensured false alarms were minimised and
- A hospital in Chester where additional support was provided to the manager to keep false alarms as low as possible.

Liaison with fire stations & NWFC, fire protection inspectors undertaking visits, and business safety information will all have a positive impact on reducing numbers.

Performance and Programme Board – Performance Report

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

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	2500	Q1 Actual	2295
Q2 Target	2500	Q2 Actual	1717
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	5000	YTD Cumulative Total	4012
Previous Status	Current Status		
			

Summary of Current Performance

Number of Safe and Well Visits

Up to the end of quarter two 4012 heightened risk visits have been completed by Prevention and operational staff.

Unitary area	Year to date target	Number of Safe and Well visits (year to date)
Cheshire East	1361	1051
Cheshire West and Chester	1714	1379
Halton	672	828
Warrington	1260	754
Total	5007	4012

* 537 additional Safe and Well visits have been completed but not yet assigned to a Unitary Area. Work is ongoing to assign the visits in the new Saffire system.

Indicator: [B] Platinum Address Success Rate]

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	65% *	Q1 Actual	84%
Q2 Target	65%	Q2 Actual	76%
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	65%	YTD Cumulative Total	79%
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 79%.

Unitary area	Platinum address success rate
Cheshire East	92%
Cheshire West and Chester	68%
Halton	92%
Warrington	87%
Total	79%

Action taken to improve performance

There have been a number of challenges over the first two quarters of the year, that may impact on our Safe and Well delivery for the remainder of this financial year. There are currently a number of vacancies to fill within the Prevention team, that, as a result of the Covid restrictions and the impact on training of new staff, has meant a delay in the recruitment process for these posts. This will be addressed as we move into Quarter 3 and we are already working with HR colleagues to run the required processes for these posts.

The issues around allocating of completed visits to the correct teams, has been explained within the SAFFIRE training provided to all staff.

Furthermore, we are aware of a national shortage from our smoke alarm supplier, Fire Angel, who are unable to fulfil the orders of a large number of FRS at a national level. We are working extensively, in the background to identify new suppliers who can fulfil our requirements, whilst minimising the disruption to the community. At the moment we are prioritising the most vulnerable from the over 65 community, whilst we understand the impact this national shortage will cause. An options paper will be presented once the impact is known.

Service Delivery and Prevention staff will be kept informed as to what this means for them. We are hopeful that the supply issues can be rectified and will allow us to reach our end of year target.

Performance and Programme Board – Performance Report

Indicator: [Thematic Inspections Completed by Operational Crews]

Reporting Period Q2		01/04/2020 To 30/09/2021	
Q1 Target	501	Q1 Actual	472
Q2 Target	501	Q2 Actual	502
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	1002	YTD Cumulative Total	974
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.

Unitary	Q2 Target	No. completed during Q2
Cheshire East	101	101
Cheshire West and Chester	158	149
Halton	88	99
Warrington	154	153
TOTAL	501	502

Action taken to improve performance

Thematic inspections have resumed in full. Protection offices (Warrington, Crewe and Chester) have provided the premises addresses to the local full time stations for them to complete visits. The Protection teams support the crews with any requests and there have been some good examples whereby stations have highlighted dangerous situations, which are then followed up by inspectors.

Crews will be given a slightly larger allocation of Thematic inspections to complete in Quarter 3 and Quarter 4 to make up for the cumulative deficit for this indicator. It is expected that the cumulative target will be met by the end of Quarter 3.

Performance and Programme Board – Performance Report

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

Reporting Period Q2		01/04/2020 To 30/09/2021	
Q1 Target	450	Q1 Actual	504
Q2 Target	408	Q2 Actual	392
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	858	YTD Cumulative Total	896
Previous Status	Current Status		
			

Summary of Current Performance

Six enforcement notices and two prohibition notices have been issued during the quarter. A particularly busy period for building regulations consultations (187) is likely due to post COVID increase in proposed buildings works. There have been 32 post fire inspections of commercial buildings with a high percentage of these receiving an audit from a fire safety inspector. 25 fire safety complaints, where concerns have been raised regarding commercial premises, have resulted in visits for each one. The Department has also seen its workforce drop due to staff moving on to other employment, this often has the result of additional work needing to be taken on by the rest of the team.

A particularly busy leave period and courses for the Warrington/ Halton office means that the 22 audits from Quarter 2 will be caught up in Quarter 3.

Unitary area	Q2 Target	Number of Fire Safety Audits Completed in Q2
Cheshire East	135	136
Cheshire West and Chester	120	125
Halton	75	75
Warrington	78	56
Total	408	392

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

Reporting Period Q2		01/04/2020 To 30/09/2021	
Q1 Target	100% (81 audits)	Q1 Actual	98.8% (80 audits)
Q2 Target	100% (89 audits)	Q2 Actual (cumulative)	94.5% (84 audits)
Q3 Target	100%	Q3 Actual (cumulative)	
Q4 Target	100%	Q4 Actual (cumulative)	
YTD Cumulative Target	100%	YTD Cumulative Actual	96.5%
Previous Status	Current Status		
			

Summary of Current Performance

Physical audits are now in place across the offices with slightly amended working practices, which should help streamline audits moving forward. A common sense approach is applied by inspectors following the COVID risk assessments to ensure the correct measures are in place and to build in enough resilience. For example, should there be COVID issues at a care homes, then a rescheduled appointment can always be made.

Unitary area	% RBIP Completed
Cheshire East	100% (38 audits)
Cheshire West and Chester	84% (21 audits)
Halton	89% (8 audits)
Warrington	100% (17 audits)
Total	94.5% (84 audits)

Action taken to improve performance

The one outstanding RBIP audit from Quarter 1 for Cheshire West and Chester was visited and ultimately removed, as it was found to have been converted to a domestic dwelling and therefore would not have received an audit.

For Quarter 2 there are five RBIP premises that have not been audited. There are four in Cheshire West and Chester (one of which has had to be rescheduled due to a COVID outbreak at the premises and another due to an inspector leaving the Service). There was one premises in the Warrington/Halton office area. All five are scheduled for an audit within the first month of Quarter 3. The Cheshire East office had a 100% completion.

Performance and Programme Board – Performance Report

Indicator: [10 Minute Standard]

Reporting Period Q2		01/04/2021 To 30/09/2021	
Q1 Target	80%	Q1 Actual	82%
Q2 Target	80%	Q2 Actual	91%
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	80%	YTD Cumulative Total	86%
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 11 seconds.

Unitary area	Cheshire Standard
Cheshire East	83%
Cheshire West and Chester	84%
Halton	94%
Warrington	94%
Total	86%

When scrutinising the 10 Minute Standard Life risk incidents are broken down into two categories Dwelling Fires and Road Traffic Collisions. The tables below capture the incidents that have failed to make the 10 minute standard with the common causes.

Dwellings							
	Appliance over 10 mins from incident	Traffic problems impeding appliance	Incorrect Address	Delay in On Call turnout - compared to target	Delay in Wholetime turnout - working in community	Other Explanation	Totals
Cheshire East	2						2
CWAC						1*	1
Halton							0
Warrington	1						1
Totals	3					1	4

*Currently being investigated by the local SM

Road Traffic Collisions							
	Appliance over 10 mins from incident	Traffic problems impeding appliance	Incorrect Address	Delay in On Call turnout - compared to target	Delay in Wholetime turnout - working in community	Other Explanation	Totals
Cheshire East	5	1		1			7
CWAC			1			1*	2
Halton							0
Warrington			1				1
Totals	5	1	2	1		1	10

*Incident is being looked into by the local SM

Action taken to improve performance

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

Members of the Organisational Performance team and OPA are working together to provide a solution to calculate attendance time for those incidents where the Incident Commander has failed to book in attendance on the Mobile Data Terminal (MDT). It is important to remove these incidents from the data as they have a detrimental affect on CFRS' average attendance time performance, which is reported to the Home Office.

To further assist, Service Delivery Managers have re-iterated the importance of booking in attendance to their operational teams.

Performance and Programme Board – Performance Report

Indicator: [On-call Availability]

Reporting Period Q2		01/04/2021 To 30/09/2021			
Q1 Target	85%	Q1 Actual	64%		
Q2 Target	85%	Q2 Actual	58%		
Q3 Target	85%	Q3 Actual			
Q4 Target	85%	Q4 Actual			
YTD Cumulative Target	85%	YTD Cumulative Actual	61%		
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 Quarter 2 was 61% (crew of four) and 67% (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 95%
- Primary on-call appliance (e.g. Malpas, Poynton etc.) availability was 61%
- Secondary on-call appliance (e.g. Winsford second appliance etc.) availability was 43%

Action taken to improve performance

On Call availability during Quarter 2 has decreased from 64% in Quarter 1 to 58%. One contributory factor is the fact that this period accounts for the summer months and the easing of lockdown restrictions. Therefore, a greater proportion of On-Call staff have taken annual leave in this period, which has impacted on availability.

The On Call Support Crew Managers (OCSCM) who support On Call availability during the week have also operated at a reduced capacity due to sickness and a vacancy, which has since been filled. This has resulted in four instead of the full complement of six OCSCM's being available during this quarter.

A number of COVID outbreaks at some of our On Call stations this quarter resulted in a number of the watch having to isolate. This has had an impact on availability. Middlewich, Malpas and Sandbach were affected particularly but all stations have experienced the impact to some degree.

The On Call Programme Team has developed and introduced two methods of utilising existing, qualified staff, employed in other departments to provide cover at On Call fire stations. Departmental (DLR) and Wholetime Latent resource (WLR) maximises the opportunities to place surplus staff at On Call fire stations during the typically difficult to cover weekday periods.

DLR provided a total of 801 hours during Quarter 2 against a total of 964 in Quarter 1. The impact of staff taking annual leave and a relaxation of COVID measures has reduced this number in Quarter 2. As a result, WLR was largely unavailable during the main summer months as the majority of staff take annual leave in this period. However, in September there was an improvement with a total of 146 hours provided. This improvement is expected to continue outside of the main holiday period.

Recruitment remains a priority and social media campaigns for all of our On Call stations take place across platforms such as Facebook, Instagram and Twitter. However, we have seen a number of experienced and competent supervisory On Call managers leave their positions across a number of stations in the past year. As well as the immediate and negative impact on availability, this situation will take a significant period of time to rectify as individuals build experience and prepare for Incident Command Assured assessments. This skillset deficiency is evident as the crew of three (Small Incident Unit) average is significantly higher (67%) than the crew of four (61%).

Performance and Programme Board – Performance Report

Indicator: [Average Days/Shifts Lost to Sickness]

Reporting Period Q1		01/04/2021 To 30/09/2021	
Q1 Target	1.38	Q1 Actual	1.76
Q2 Target (cumulative)	2.75	Q2 Actual (cumulative)	3.42
Q3 Target (cumulative)	4.13	Q3 Actual (cumulative)	
Q4 Target (cumulative)	5.5	Q4 Actual (cumulative)	
YTD Cumulative Target	2.75	YTD Cumulative Actual	3.42
Previous Status	Current Status		
			

Summary of Current Performance

Staff Category	# of sickness days/shifts	Headcount	Average working days lost to sickness per person	20/21 Q2 Comparative Figures
Whole-time	1255	432	2.91	1.87
On-call	1078	292	3.69	1.47
Uniform Total	2333	724	3.22	1.71
Fire Staff	731.5	173	4.23	1.77
Q2 Total	3064.5	897	3.42	1.7

As can be seen in the table above, the Quarter 2 figures show an increase in the figures from the same Quarter of last year. In terms of total days lost, the cumulative Quarter 2 figure for 21/22 is 3064.5 and is a 90% increase from the 1,613 days for 20/21. This is, therefore, above the 21/22 target of 2.75 average working days lost to sickness per person.

Comparing the 20/21 cumulative Quarter 2 figures with the same period last year, whilst days lost to short-term absence have increased by 71.7%, days lost to long-term absence have increased by just over 100%. However, there has been a 3.8% reduction in actual days lost since last Quarter, as the actual number lost in Quarter 1 was 1562 compared to Quarter 2's 1502.5.

There were 21 episodes of sickness absence in Quarter 2 due to Covid-19, which is an increase on the 6 episodes from Quarter 1. This amounted to around 168 working days lost but does not include absences due to self isolation or shielding. If Covid-19 is discounted, the Quarter 2 cumulative figure of 3.42 days lost would reduce to 3.21.

What actions will be required to improve performance?

- A further review of the Quarter 2 figures will be undertaken to ascertain trends and underlying causes.
- 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.
- Quarterly contract meetings/calls with the Occupational Health Unit are ongoing to monitor service delivery and performance.
- 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.
- HR is providing daily information 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 1. This shows that CFRS has the 11th lowest Wholetime absence rate of all services. For Fire Staff absence the Service's average days lost figure was the 8th highest across all Services. For On Call staff the Service had the 10th lowest sickness absence rate of all services.

Performance and Programme Board – Performance Report

Indicator: [Working Days Lost to Injury]

Reporting Period Q2		01/07/2021 To 30/09/2021	
Q1 Target	10	Q1 Actual	48
Q2 Target	10	Q2 Actual	7
Q3 Target		Q3 Actual	
Q4 Target		Q4 Actual	
YTD Cumulative Target	20	YTD Cumulative Actual	55
Previous Status	Current Status		
			

Summary of Current Performance

Originally, it was reported in Quarter 1, there were 72 days lost as a result of three incidents.

One of the accidents in Quarter 1 involved an On Call firefighter sustaining an injury during training on station. He was provided with a sick note, as he is On Call all of the time was counted as lost time, this resulted in 49 days being recorded as lost time. However, following a meeting, it was agreed for reporting purposes to create parity with Wholetime firefighters, only 50% of the calendar days lost will be recorded as duty days lost for On Call firefighters. Therefore, only 25 days will be recorded as lost time.

In Quarter 2 a further six days were lost as a result of accidents.

In one accident, a firefighter felt faint and went off duty for 2 days, as the firefighter was On Call as well as Optimum Crewing the On Call days were also counted as lost.

The second incident involved a LGV tyre that exploded in a fire part of the tyre hit the fire fighters knee.

Action taken to improve performance

Quarter 1 Update:

The incident resulting in the most days lost occurred during training when a relatively inexperienced crew were pitching a 13.5m ladder, which they did not foot correctly. The firefighter was injured trying to control the ladder when it moved. The poor technique was addressed at the time with the crew concerned.

The second incident is still being investigated and is awaiting the outcome of a management process.

The third accident happened when an on-call firefighter slipped on poorly lit pavement when responding to a call. Cheshire East council have been made aware of the problem.

Quarter 2:

The incident involving the fire fighter who felt faint was one of several similar events that occurred in hot weather. We issued advice about hydration and cooling for firefighters at incidents.

Performance and Programme Board – Performance Report

Indicator: [Road Traffic Collisions Attended]

Reporting Period Q1	01/04/2021 To 30/06/2021	Q1 Actual Q2 Actual Q3 Actual Q4 Actual YTD Cumulative Actual	72 109 183
---------------------	--------------------------------	--	---------------------------------

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.

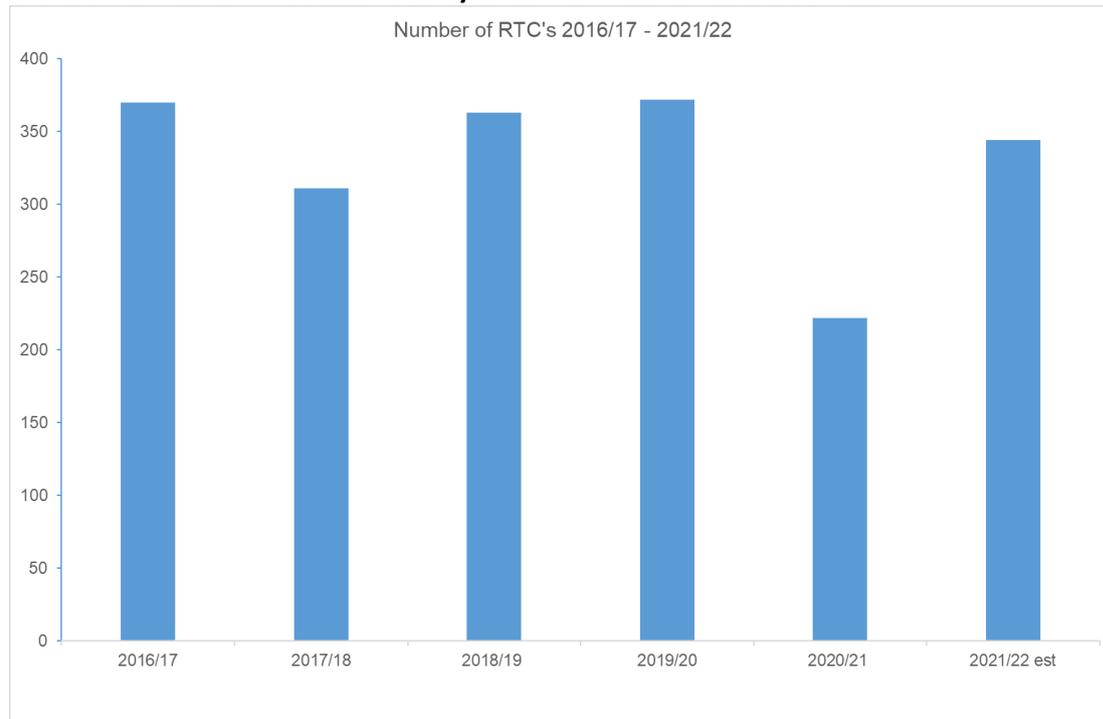
As a consequence, the Service has taken a decision to monitor and report the number of road traffic collisions (RTCs) that we attend.

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

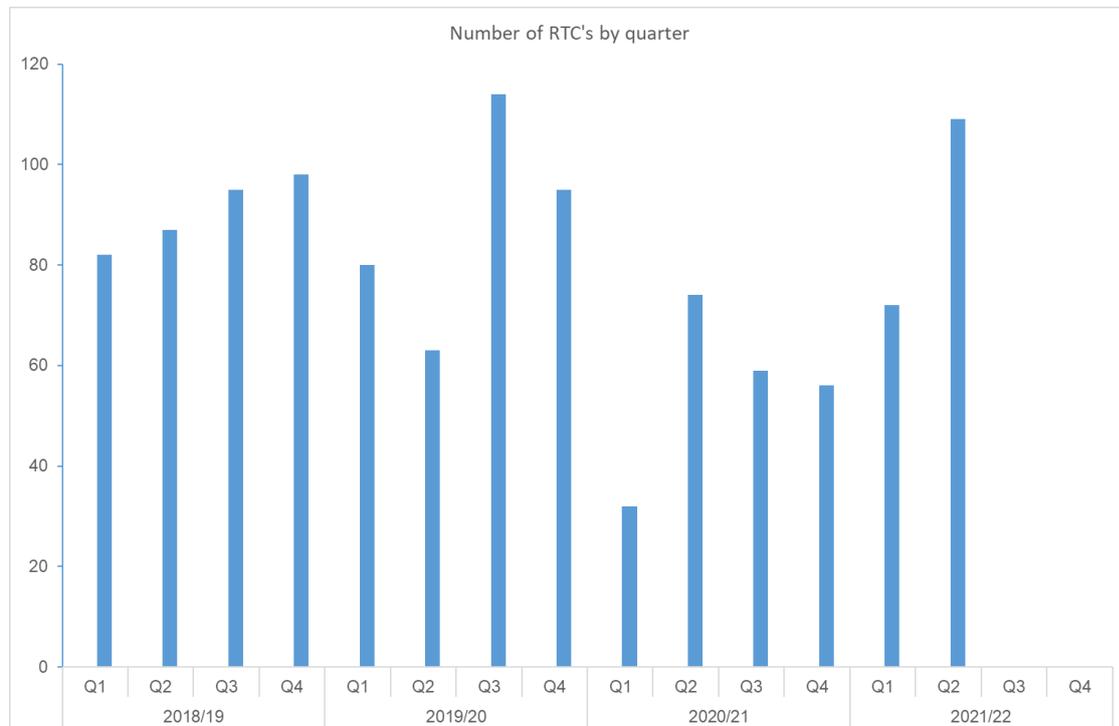
Please note, the following information is collated from data owned by Cheshire Constabulary and relates to the calendar year.

Severity	1 st July 2019 to 30 th June 2020	1 st July 2020 to 30 th June 2021	% of total	Year on year change
Fatal	28	25	1.5%	↓ 11%
Serious	219	274	16.1%	↑ 25%
Slight	1668	1407	82.5%	↓ 16%
Total	1915	1706		↓ 11%

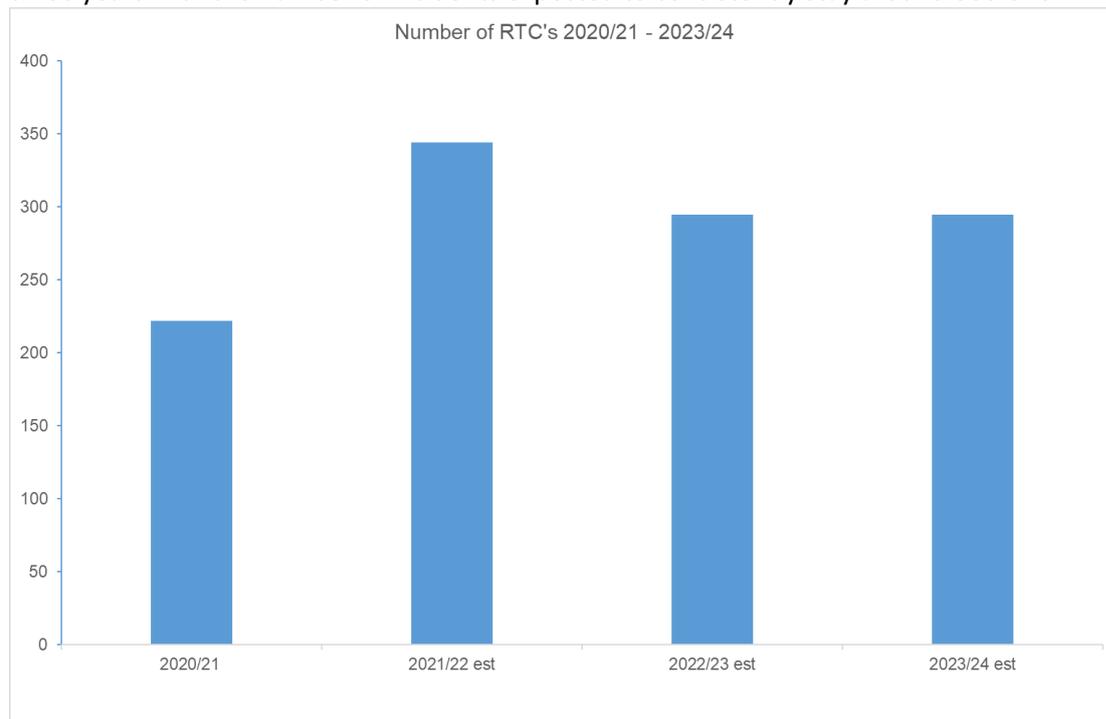
Chart of number of RTC's attended by Cheshire Fire and Rescue Service



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 during 2020/21 is partially due to the travel restrictions placed on households due to Covid-19, since the start of 2021/22 the numbers have increased to expected levels.



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 with Cheshire Road Safety Group (CRSG) and the review of the group continues. The review encompasses the structure, service delivery, governance model and funding arrangements for the existing Cheshire Road Safety Group. A CFRS submission to CRSG has been completed, making recommendations to revise the Group. We are seeing an increase in road use by the public, now comparable to previous normal levels and, as expected, this has seen an increase in the number of accidents.

The Services recent campaign of 'Share the Road' has gained praise from the National Fire Chiefs Council (NFCC). The NFCC have created a bespoke online area for the media and promoted other Fire and Police Service's to utilise the content.

The Road safety team continue to deliver Cheshire Fire and Rescue Services key road safety interventions, with 'Bikerdown' and 'Think Drive Survive' now back in operation. This ensures delivery of road safety education to key at risk vulnerable road user groups.

Operation Close Pass continues to be utilised in partnership with Cheshire Police to respond to the rise in injuries from those utilising pedal cycles for transport and recreation. Further events recently completed and programmed:

- 23rdst August in Warrington town centre
- 8th October at Congleton Fire station
- 11th October Whitegate Horse Pass. This is the first event where a mounted police officer and horse were utilised instead of a bicycle following a rise in accidents with horses.
- Frodsham Fire Station 25th October.

Service Delivery have now also resumed in person events to engage with the public regarding Road Safety and the Service as a whole continues to utilise social media to support key messages.

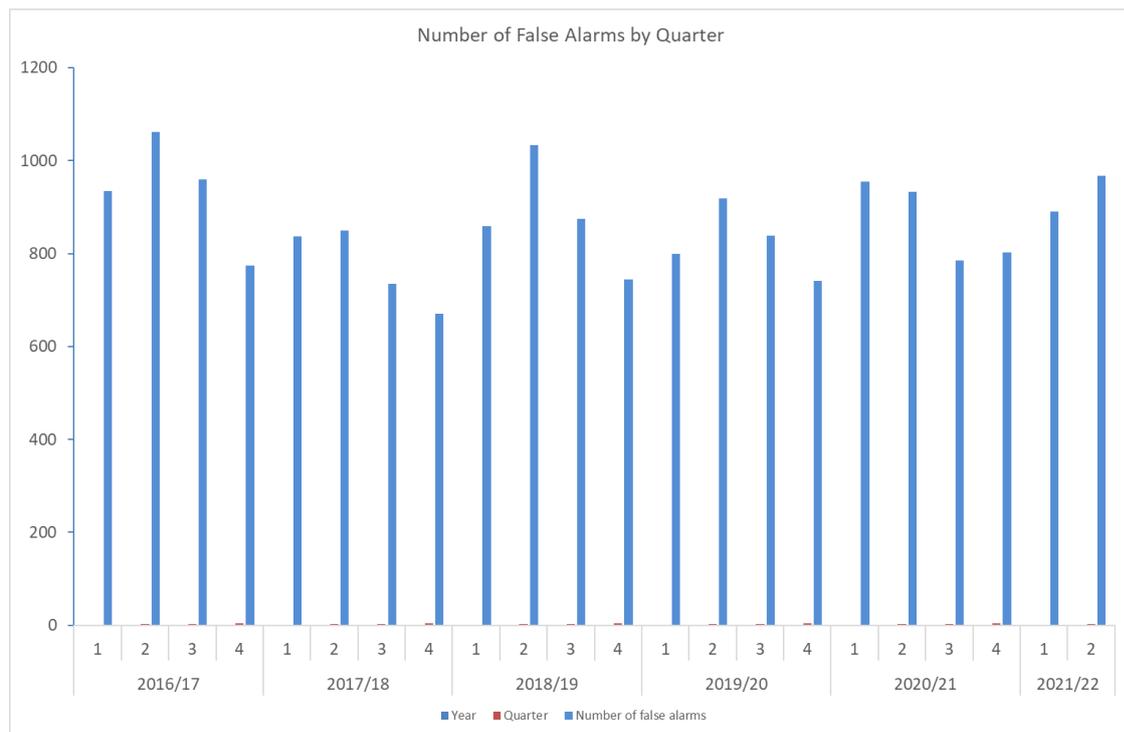
Performance and Programme Board – Performance Report

Indicator: [Total number of False Alarms attended]

Reporting Period Q1	01/04/2021	Q1 Actual	890
	To	Q2 Actual	958
	30/09/2021	Q3 Actual	
		Q4 Actual	
		YTD Cumulative Actual	1848

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 that 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 (October 2020-September 2021), 3435 incidents have been classified as a false alarm. This is a decrease of 23 incidents over the previous year.

57% of false alarms are accounted for by automatic false alarm calls (1959) and 40.6% by false alarm good intent calls (1396). In both categories the highest number of calls relate to dwellings, accounting for 63.8% 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 47.4% 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.

Count by Unitary Area

Unitary Area	Number of False Alarms October 2020-September 2021
Cheshire East	1277
Cheshire West and Chester	1095
Halton	483
Warrington	570

Data October 2020 - September 2021

Count by false alarm type

Type of False Alarm	Number of False Alarms
False alarm due to apparatus	1959
False Alarm Good Intent	1396
False Alarm Malicious	0

Count by false alarm reason and property type

Reason	Dwelling	Non Residential	Other Residential	Outdoor	Outdoor Structure	Road Vehicle	Total
Cooking/burnt toast	565	19	57	0	2	0	643
Faulty	475	114	59	0	0	0	648
Controlled burning	72	9	1	251	27	0	360
Other	131	30	10	14	9	8	202
Accidentally/carelessly set off	125	42	27	0	0	0	171
Not required	158	4	1	11	4	19	202
Fire - Reported Incident/Location not found	95	6	1	69	11	14	196

Count by Station Area

Station Area	Number of False Alarms
Chester	416
Warrington	341
Runcorn	305
Crewe	271
Macclesfield	215



Cheshire
Fire & Rescue Service

Our Performance

Q2 2021/22 update

TOTAL VISITORS SINCE APRIL 2021: 932
(22,893 since July 2017)

KS2 school visits September
8 mainstream
217 children, 37 supporting adults
2 non-mainstream
9 children, 4 supporting adults

"Thank you so much. The children absolutely loved it and learned LOADS. The staff, especially, were all brilliant. Thank you!"



Volunteer information
28 volunteers re-engaged
3 new volunteers recruited
407 volunteer hours completed



Current C19 Recovery Phase

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

Additional visitors:

- 34 colleagues from external agencies
- 5 potential new volunteers
- 6 Fire authority members and Local MP



Cheshire
Fire & Rescue Service

Vaccination Support

15 February - 1 October 2021

COVID-19 Activity for the whole of Cheshire April 2020 - 1 October 2021

- 5,064 Food Deliveries ✓
- 8,180 Prescription Deliveries ✓
- 1,447 Welfare Calls ✓
- 1,374 Shielding Visits ✓
- 95,000 PPE Items delivered ✓
- 3,360 Pre Operation Swab Test Kits delivered ✓
- 234 Education Resource Packs delivered ✓
- 441 Meals for young people ✓
- 95 Bulk food pickup for young people ✓



Up to
10 Oct
2021

148,599 vaccines

administered at sites, of which
87,585 were given
by CFRS personnel



354 ✓
Safe and Well
addresses visited

6 ✓
Vaccine
appointments
booked



14,786
Number of
hours worked



2,117
Number of
shifts worked