
Measuring Progress



2017-18 Quarter 1

Combined Fire Authority
14th September 2017

Lancashire Fire and Rescue Service

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Introduction

The following pages set out Lancashire Fire and Rescue Service's Performance Framework, an explanation of how our Key Performance Indicator's (KPI) are measured and how we are performing.

This is followed, where appropriate, by an analysis of the KPI's which are classified as being in exception, along with an analysis of the cause and actions being taken to improve performance. The remainder of the document illustrates our performance across all other KPI's.

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Performance Framework

The below graphic illustrates the Services four priorities and how their respective KPI's fit within the overall performance framework.



Explanation of Performance Measures

KPI's are monitored either by using an XmR chart (explained on the following page), comparing current performance against that achieved in the previous cumulative years activity, or against a pre-determined standard, for example, the response standard KPI's are measured against a range of set times.

The response standards are measured against a set range of times dependent upon the risk rating given to each Super Output Area (SOA), which is presented as a percentage of occasions where the standard is met. A two percent tolerance has been added to create a buffer so that a positive/negative exception report is not produced each quarter where only slight variations from the standard occur.

It is worth noting that there can be positive as well as negative exception reports. Positive exceptions are where performance levels meet set rules, as detailed on the following page.

The above graphic illustrates a change for the 2017/18 reporting year. The two performance measures relating to 'call handling' have now been incorporated into the 3 response indicators of 2.1.1, 2.1.2 and 2.2.1. This is to best represent the time taken from receiving a call to the fire engine arriving at scene.

An additional KPI of 2.4.1 has been created to show the availability of RDS crewed fire engines without wholtime crew imports to supplement when RDS staff are unavailable.

Explanation of Performance Measures

XmR chart explanation (Value [X] over a moving [m] range [R])

An XmR chart is a control chart used to highlight any significant changes in activity so that interventions can be made before an issue arises. It can also highlight where activity has decreased, potentially as a result of preventative action which could be replicated elsewhere.

Activity is deemed to be within standard if it remains within set upper and lower limits. These limits are set using a standard deviation calculation based upon the previous three years activity.

An exception report is generated if the XmR rules are breached. Note that a 'positive' exception could also be generated.

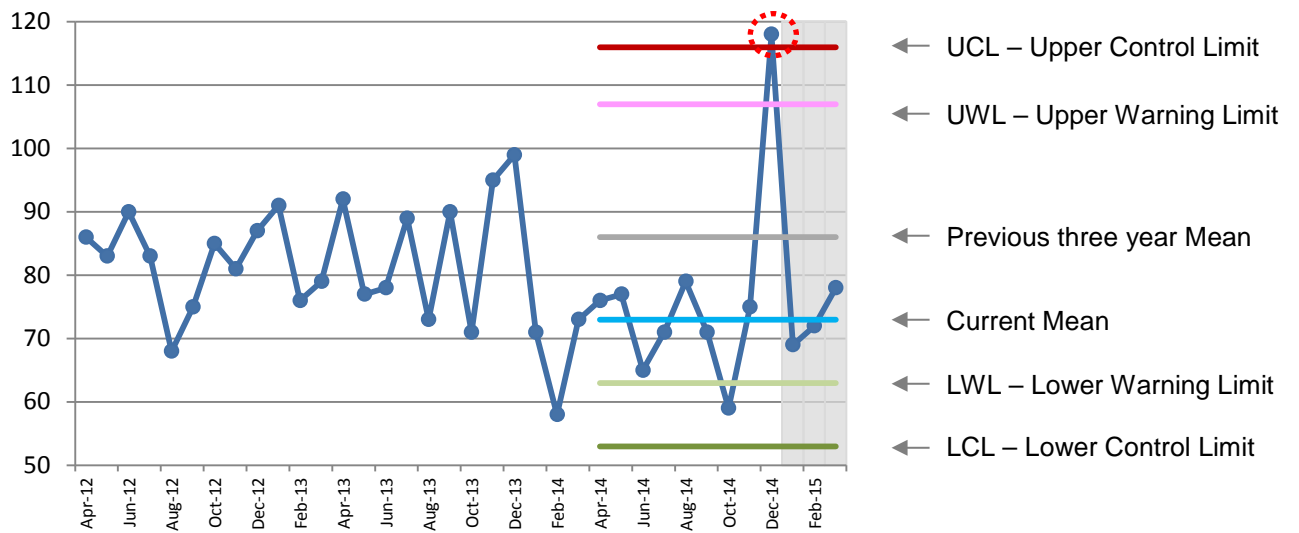
The following rules are applicable to the XmR charts and define when an exception has occurred:

1. A single point beyond the control limit
2. Two out of three consecutive points near the control limits
3. A trend of six consecutive points either up or down
4. A shift of eight or more consecutive points above or below the mean line

XMR chart key definitions:

						
Incidents	UCL	UWL	Current Mean	Mean	LWL	LCL

Example XmR chart: In the example below, KPI 1.3 would produce a negative exception for meeting rule 1, as the activity, represented as a dark blue line, for December 2014 (⊙) is above the Upper Control Limit (UCL).



KPI Exception Overview

The KPI Exception Overview highlights those KPI's that are classified as being in exception. Each KPI is shown with an indicator to illustrate whether performance is: Improving (↑), indicating a positive exception or, Declining (↓), which would produce a negative exception. This is followed by any relevant exception reports, which detail the reasons for the exception, analysis of the issue, and actions being taken to improve performance.

For the period April 2017 – June 2017 two KPI's are classified as being in negative exception.

KPI	Description	Progress	Exception Positive / Negative	Page (s)
2 - Responding to Emergencies				
2.4	Fire Engine Availability - Retained Duty System	↓	–	9
2.4.1	Fire Engine Availability - Retained Duty System (without wholetime detachments)	Subset of KPI 2.4 and provided for information only		11
4 - Engaging with our Staff				
4.2.1	Staff Absence - Excluding Retained Duty System	↓	–	12

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Exception report: 2.4 Fire Engine Availability - Retained Duty System

Performance indicator: 2.4 Fire Engine Availability – Retained Duty System

This indicator measures the availability of fire engines that are crewed by the retained duty system (RDS). It is measured by calculating the percentage of time a fire engine is available to respond compared to the total time in the period.

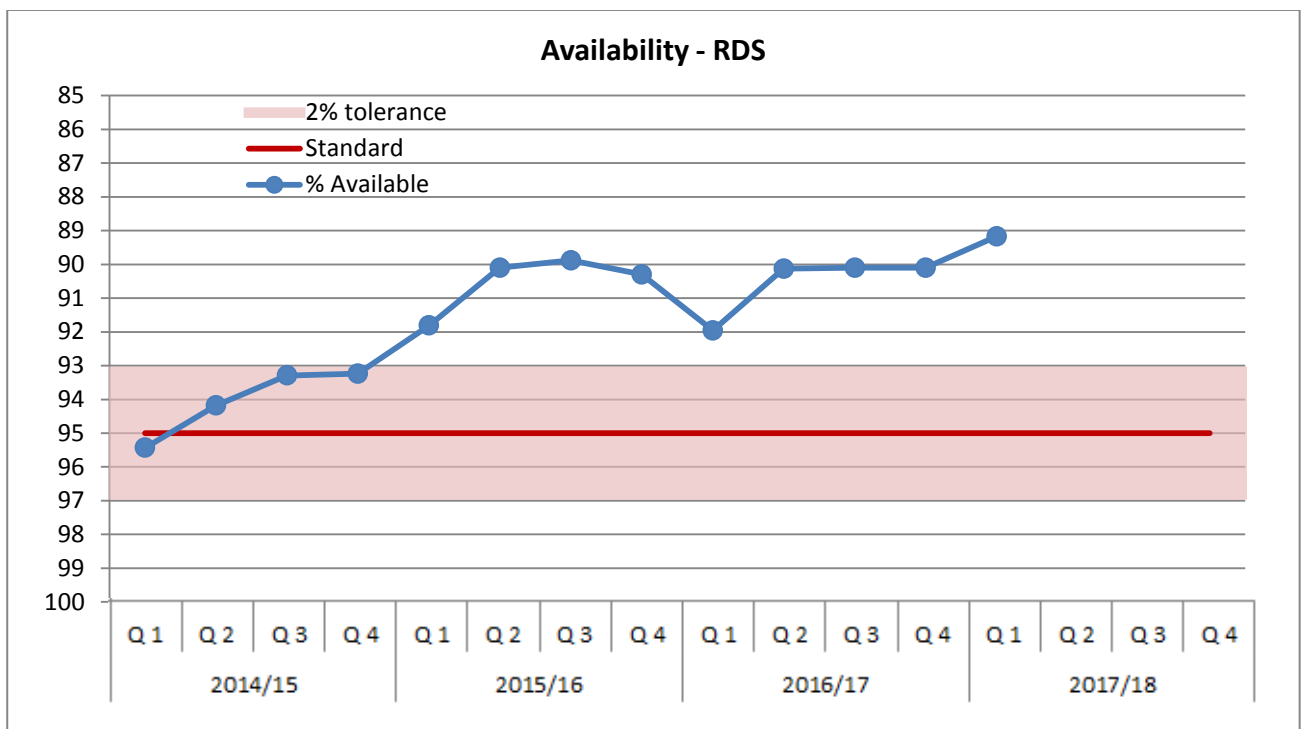
Fire engines are designated as unavailable (off-the-run) for the following reasons:

- *Manager deficient*
- *Crew deficient*
- *Not enough BA wearers*
- *No driver*

The percentage of time that RDS crewed engines are available for quarter one was 89.17%, previous year quarter one 91.96%, a worsening of 2.79%. The previous quarter (January to March 2017) recorded 90.10%.

Standard: Above 95%.

A negative exception report has been produced due to percentage availability being below the standard.



What are the reasons for an Exception Report

This is a negative exception report due to the cumulative RDS availability for the three months of quarter one being below the standard and outside of the two per cent tolerance.

Analysis

Quarter 1 recorded the lowest level of availability for any quarter period over the past 5 years. To aid local level monitoring, additional analysis is now supplied at pump level, along with a new KPI 2.4.1 which measures RDS availability without wholetime staff imports to supplement RDS staff.

The number of RDS personnel who were successful in obtaining a wholetime position has had an impact on available RDS hours. This is due to leaving the RDS service, being able to commit fewer hours due to W/T commitment or being unavailable due to development (W/T recruit course).

With an ageing workforce, the loss of staff due to retirement also has an impact on the ability to fully crew an appliance, and a number of retirements have occurred over the last three quarters, along with a number of resignations, albeit, some temporarily which has also reduced coverage.

Continuing work by the Retained Duty System Recruitment and Improvement Group (RIG) will be responsible for progressing areas for improvement. This isn't being viewed as a project with start and finish dates but as a number of ongoing pieces of work which will strive to deliver incremental improvements in order to strengthen and support the Retained Duty System.

Actions being taken to improve performance

The new recruits, which started in May this year, will begin to show an improvements in RDS crew availability when the respective qualifications of BA and BA Team Leader have been completed, and have gained experience to start acting up to cover the OIC role.

There is a minimum of 6 months before a Firefighter is BA qualified, and a further 6 month period of BA experience before acquiring further BA Team Leader skills. As such, results in availability may only start to be realised during quarter 3.

Similarly, some stations which have suffered from a lack of available driver will start to show improvements when staff members continue to build driving hours in preparation for their Emergency Fire Appliance Driving course (EFAD).

There are stations where staff on dual contracts makeup half of the RDS crew, with the inevitable impact on RDS availability.

The Retained Support Officer (RSO) role will assist in some of these areas, particularly around recruitment and firefighter/officer development, and in conjunction with the various Strengthening and Improving work streams, the service should see a positive effect on availability over time.

The forthcoming Wholetime (WT) recruitment campaign is also being used as an opportunity to promote RDS vacancies. RSO's are supporting the 'Have a Go' days and will collate information from potential applicants.

2.4.1 Fire Engine Availability - Retained Duty System (without whole-time detachments).

Performance indicator: 2.4.1 Fire Engine Availability – Retained Duty System (without whole-time detachments).

Subset of KPI 2.4 and provided for information only.

This indicator measures the availability of fire engines that are crewed by the retained duty system (RDS) when whole-time detachments are not used to support availability. It is measured by calculating the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable (off-the-run) for the following reasons:

- *Manager deficient*
- *Crew deficient*
- *Not enough BA wearers*
- *No driver*

The percentage of time that RDS crewed engines are available for quarter one was 80.45%. This excludes the whole-time detachments shown in KPI 2.4

Standard: As a subset of KPI 2.4 there is no standard attributable to this KPI.

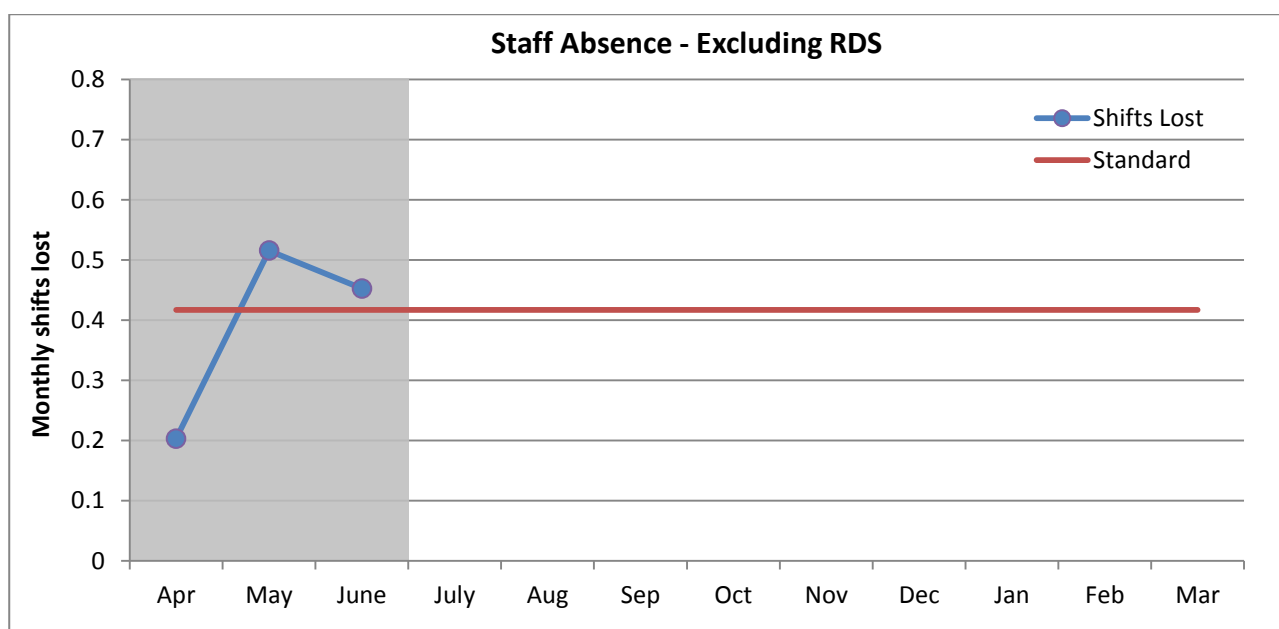
Exception report: 4.2.1 Staff Absence - Excluding Retained Duty System

4.2.1 Staff Absence - Excluding Retained Duty System

The cumulative number of shifts (days) lost due to sickness for all wholetime, DCP, DC and support staff divided by the total number of staff.

Annual Standard: Not more than 5 shifts lost.

(Represented on the chart as annual shifts lost ÷ 12 months)



Cumulative total number of monthly shifts lost	1.171
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What are the reasons for an Exception Report

This is a negative exception report due to the number of shifts lost through absence per employee being above the Service target two months during quarter one.

Analysis

During quarter one April 2017 - June 2017, absence statistics shows below target within each month, which is due to a number of employees returning from long term sick (over 3 months) and ill health retirements. Shifts lost showed a steady monthly increase from April through to June both non-uniformed and uniformed, however still remaining within the Service target.

At the end of March the cumulative totals show that non-uniformed staff absence was below target at 1.18 shifts lost per employee, for whole-time staff absence was 1.17 shifts per employee.

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Overall absence for all staff (except Retained Duty System) was 1.17 shifts lost which is below the Service target for this quarter of 1.25 lost shifts.

Actions being taken to improve performance

To maintain this, the Service aims to continue with:

- Early intervention by the Occupational Health Unit (OHU) doctor/nurse/physiotherapist,
- HR supporting managers in following the Attendance Policy managing individual long term cases, addressing review periods/triggers in a timely manner and dealing with capability off staff due to health issues.
- Absence management presentations and question and answer session on the ILM course.
- To be included again within the leadership conference to assist future managers understanding and interpretation of the policy.
- Encouraging employees to make use of our Employee Assistance Programme provider Health Assured and The Firefighters Charity.

And commence new actions of:

- HR to be in attendance at Stress Risk assessment meetings, to support managers and to offer appropriate support to the employee along with signposting.
- OHU to organise health checks for individuals on a voluntary basis.

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Key Performance Indicators

This section gives an overview of the performance direction of the KPI's which are not in exception. Each KPI is shown within its priority with an indicator to illustrate whether performance is: Improving (↑), Maintaining (↔) or Declining (↓), followed by a summary of the current position.

KPI	Description	Progress	Page (s)
1 - Preventing and Protecting			
1.1	Risk Map Score	↑	16
1.2	Overall Activity	↓	17
1.3	Accidental Dwelling Fires	↓	18
1.3.1	ADF - Extent of Damage	↔	19
1.3.2	ADF - Number of Incidents Where Occupants have Received a HFSC	↑	19
1.4	Accidental Dwelling Fire Casualties	↓	20
1.5	Accidental Building Fires (Non Dwellings)	↓	21
1.5.1	ABF (Non Dwellings) - Extent of Damage	↔	22
1.6	Deliberate Fires	↓	23
1.7	Home Fire Safety Checks	↓	24
1.8	Road Safety Education Evaluation	↓	25
1.9.1	Fire Safety Enforcement - Known Risk	↔	26
1.9.2	Fire Safety Enforcement - Risk Reduction	↓	26
2 - Responding to Emergencies			
2.1.1	Critical Fire Response - 1st Fire Engine Attendance	↑	27
2.1.2	Critical Fire Response - 2nd Fire Engine Attendance	↑	28
2.2.1	Critical Special Service Response - 1st Fire Engine Attendance	↑	29
2.3	Fire Engine Availability - Wholetime, Day Crewing & Day Crewing Plus	↓	30
2.5	Staff Accidents	↓	31
3 - Delivering Value for Money			
3.1	Progress Against Savings Programme	↑	32
3.2	Overall User Satisfaction	↑	33
4 - Engaging with our Staff			
4.1	Overall Staff Engagement	n/a	34
4.2.2	Staff Absence - Retained Duty System	↑	35

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1.1 Risk Map

This indicator measures the fire risk in each SOA. Risk is determined using fire activity over the previous three fiscal years along with a range of demographic data, such as population and deprivation. Specifically, the risk score for each SOA is calculated using the following formula:






$$\frac{\text{Dwelling fires}}{\text{Total dwellings}} + \left[\frac{\text{Dwelling fire casualties}}{\text{Resident population}} \times 4 \right] + \text{Building fire count} + \left[\text{IMD} \times 2 \right] = \text{Risk Score}$$

Once an SOA has been assigned a score, it is then categorised by risk grade.

Standard: To reduce the risk in Lancashire - an annual reduction in the County risk map score.

The County risk map score is updated annually, before the end of the first quarter. An improvement is shown by a year on year decreasing 'score' value. Current score 32398, previous year score 32990.

Score Category	Grade	Score (12-15)	SOA Count (12-15)	Score (13-16)	SOA Count (13-16)	Score (14-17)	SOA Count (14-17)
Less than 36	L	12366	533	11944	519	11980	521
Between 36 & 55	M	12130	281	13578	314	13722	321
Between 56 & 75	H	5440	86	4890	76	4654	74
Greater than 75	VH	3332	41	2578	32	2042	25
Grand Total		33268	941	32990	941	32398	941

Risk Grade	Very High	High	Medium	Low	Overall Risk Score
2016 count	32	76	314	519	32990
2017 count	25	74	321	521	32398
Change	 -22% Overall reduction in Very High risk SOA's	 -3% Overall reduction in High risk SOA's	 2% Overall increase in Medium risk SOA's	 0% Overall reduction in Low risk SOA's	 -2% Overall reduction in fire risk

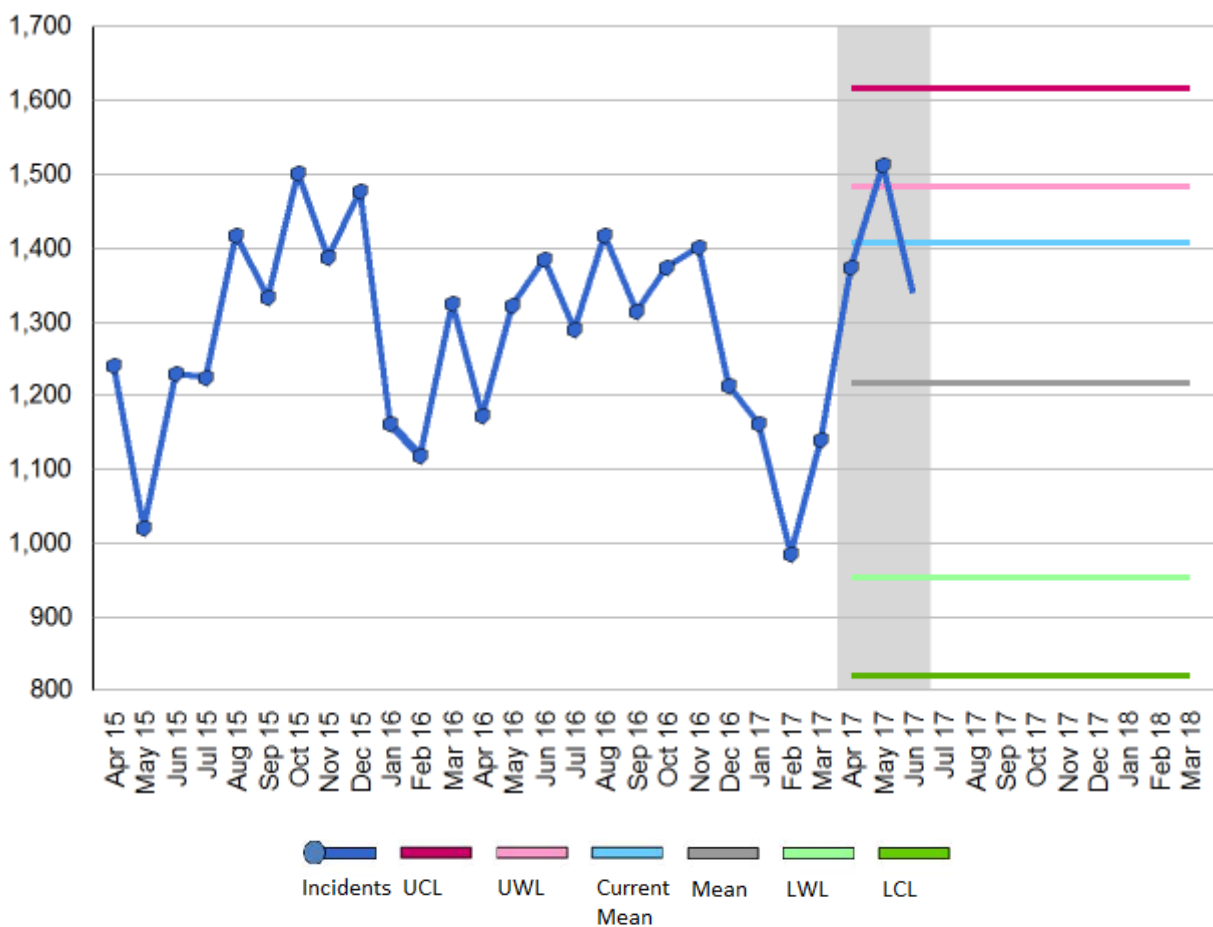
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1.2 Overall Activity

The number of incidents that LFRS attend with one or more pumping appliances. Includes fires, special service calls and false alarms.

Quarter one activity 4219, previous year quarter one activity 3874, an increase of 8.91%.

Included within this KPI is a new incident type of 'Gaining Entry'. This is where we have attended on behalf of the North West Ambulance Service. During quarter one we attended on 129 occasions.



1.2 Number of attended incidents	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
	4219	4219	3874	3874

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2016/17	2015/16	2014/15
1406	1217	1263	1286	1102

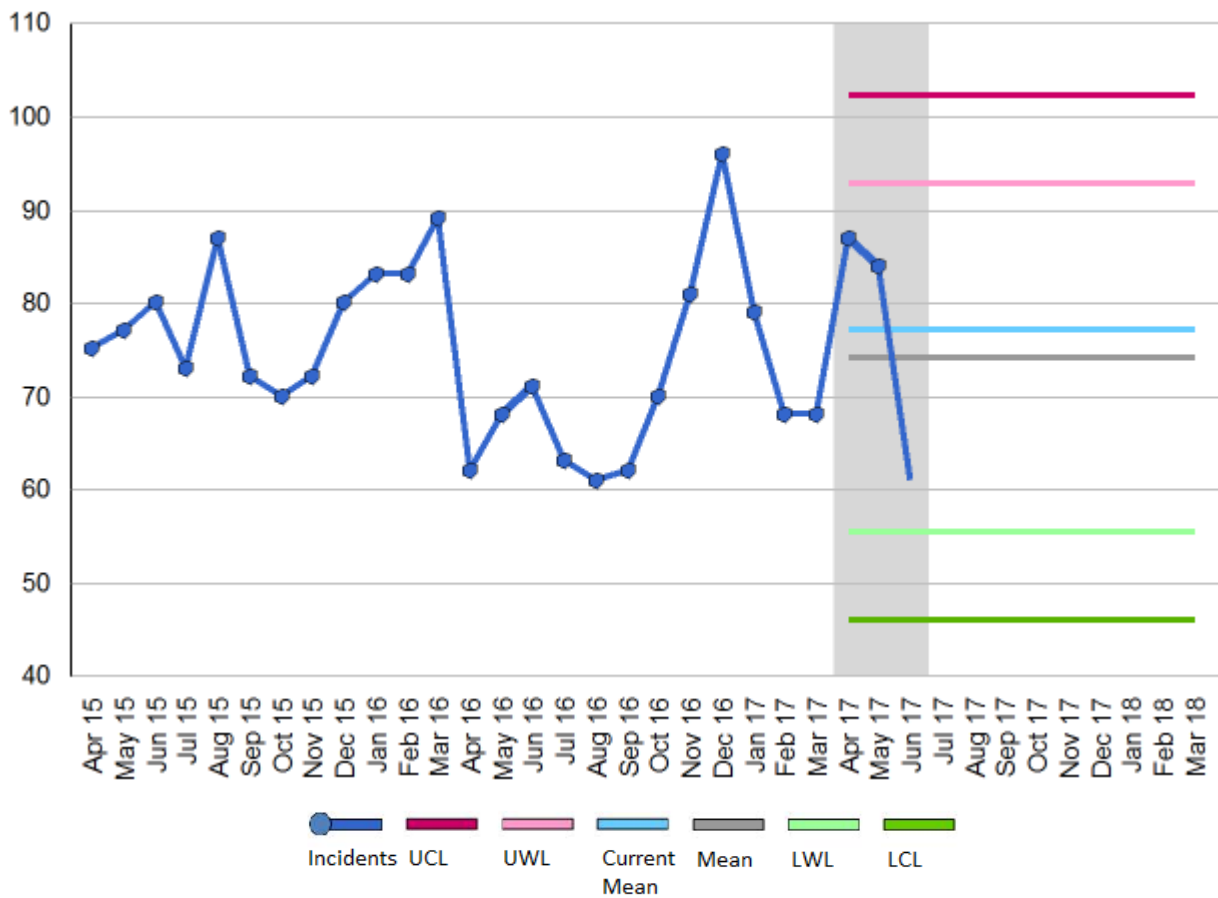
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1.3 Accidental Dwelling Fires

The number of primary fires where a dwelling has been affected and the cause of fire has been recorded as 'Accidental' or 'Not known'.

A primary fire is one involving property (excluding derelict property) or any fires involving casualties, rescues, or any fire attended by five or more appliances. An appliance is counted if either the appliance, equipment from it or personnel riding on it, were used to fight the fire.

Quarter one activity 231, previous year quarter one activity 201, an increase of 15%.



1.3 Accidental Dwelling Fires	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
	231	231	201	201

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2016/17	2015/16	2014/15
77	74	70	78	74

1.3.1 ADF - Extent of Damage

ADF criteria as 1.3. Extent of fire and heat damage is limited to: Item ignited first, Limited to room of origin, Limited to floor of origin and Spread beyond floor of origin.

*The ADF activity count is limited to only those ADF's which had an extent of damage shown above.

An improvement is shown if the total percentage of 'Item first ignited' and 'Room of origin' is greater than the comparable quarter of the previous year.

Percentage of accidental dwelling fires limited to item 1st ignited in quarter one 23%, quarter one of previous year 19%. Percentage limited to room of origin in quarter one 59%, quarter one previous year 63%, limited to floor of origin in quarter one 11%, quarter one previous year 13% and spread beyond floor 7%, previous year 6%.

	2017/18					↑/↓	2016/17			
	*ADF activity	Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin	Progress	Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Quarter 1	176	23%	59%	11%	7%	↔	19%	63%	13%	6%
Quarter 2							22%	65%	10%	3%
Quarter 3							23%	67%	8%	3%
Quarter 4							25%	59%	9%	7%

1.3.2 ADF - Number of Incidents Where Occupants have Received a HFSC

ADF criteria as 1.3. The HFSC must be a completed job (i.e. not a refusal) carried out by LFRS personnel or partner agency. The HFSC must have been carried out within 12 months prior of the fire occurring.

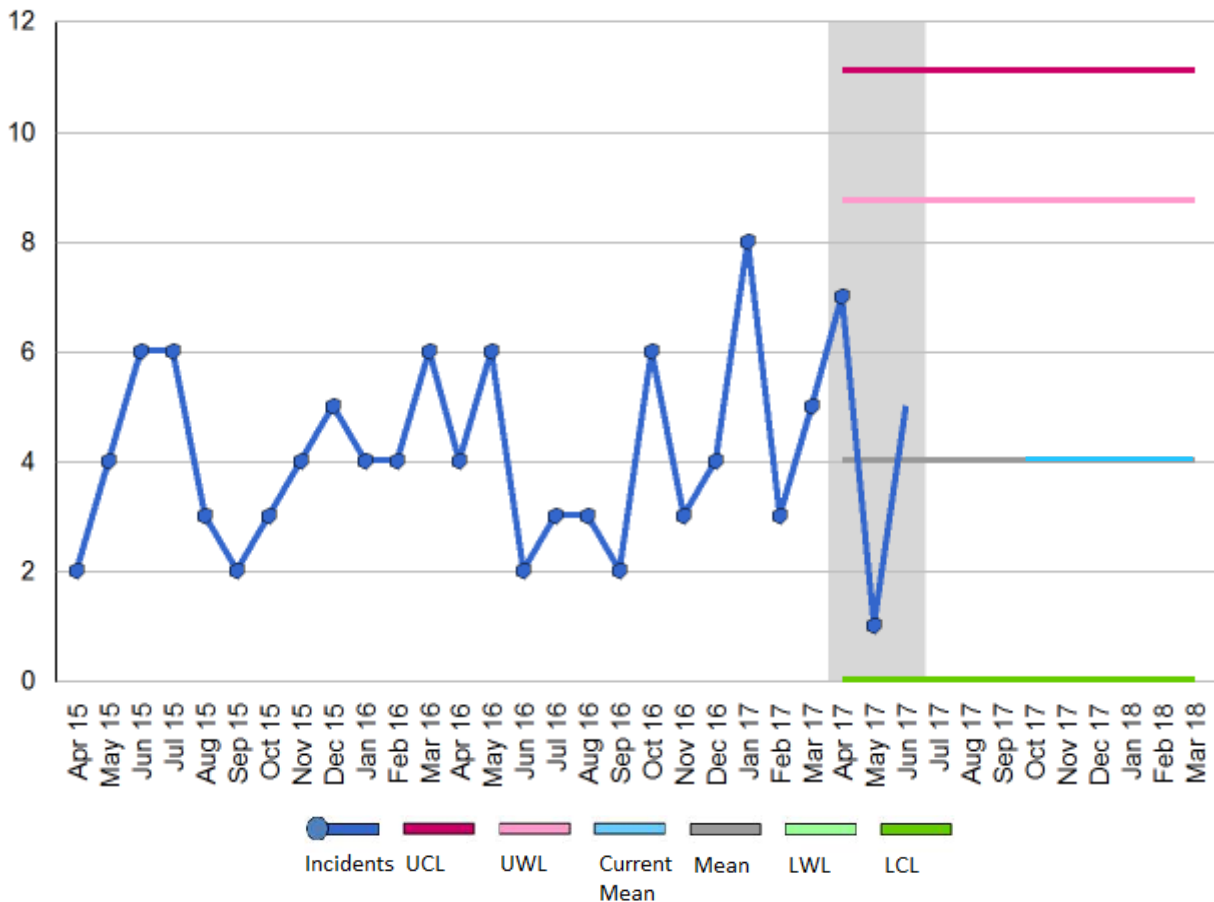
	2017/18		2016/17	
	ADF's with previous HFSC	% of ADF's with previous HFSC	ADF's with previous HFSC	% of ADF's with previous HFSC
Quarter 1	18	8%	15	7%
Quarter 2			13	7%
Quarter 3			20	8%
Quarter 4			21	10%

Analysis: Of the eighteen accidental dwelling fire incidents that had received a HFSC within the previous 12 months, six had 'Heat and smoke damage only', six resulted in damage 'Limited to item first ignited' and six 'limited to room of origin'.

1.4 Accidental Dwelling Fire Casualties

ADF criteria as 1.3. The number of fire related fatalities, slight and serious injuries. A slight injury is defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury is defined as; at least an overnight stay in hospital as an in-patient.

During quarter one there have been 2 fatalities. Three casualties are recorded as serious and 8 with slight injuries. Quarter one of the previous year recorded no fatalities, 6 serious and 6 slight.



Casualty Status	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
Fatal	2	2	0	0
Victim went to hospital, injuries appear Serious	3	3	6	6
Victim went to hospital, injuries appear Slight	8	8	6	6
Total	13	13	12	12

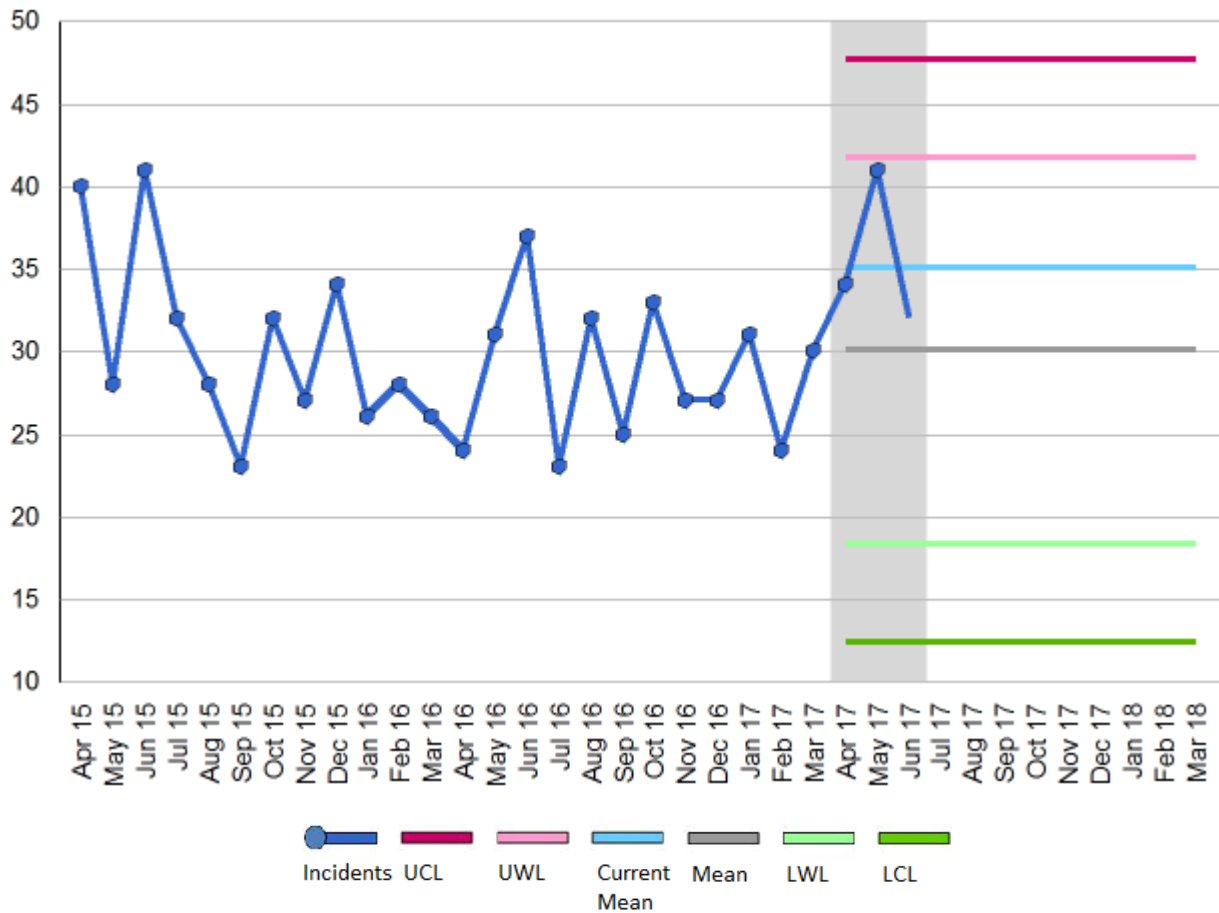
The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2016/17	2015/16	2014/15
4	4	4	4	5

1.5 Accidental Building Fires (Non Dwellings)

Primary fire criteria as 1.3. The number of primary fires where; the property type is 'Building' and the property sub type does not equal 'Dwelling' and the cause of fire has been recorded as 'Accidental' or 'Not known'.

Number of accidental building fires quarter one activity 107, previous year quarter one activity 92.



1.5 Accidental Building Fires	Year to Date	2017/18 Quarter 1	<i>Previous year to Date</i>	<i>2017/18 Quarter 1</i>
		107	92	92

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.

Current Mean	3 year Mean	Monthly Mean		
		2016/17	2015/16	2014/15
35	30	28	30	32

1.5.1 ABF (Non Dwellings) - Extent of Damage

ABF criteria as 1.5. Extent of fire and heat damage is limited to: Item ignited first, Limited to room of origin, Limited to floor of origin and Spread beyond floor of origin.

*The ABF activity count is limited to only those ABF's which had an extent of damage shown above.

An improvement is shown if the total percentage of 'Item first ignited' and 'Room of origin' is greater than the comparable quarter of the previous year.

Percentage of accidental building fires limited to item 1st ignited in quarter one 21%, quarter one of previous year 11%. Percentage limited to room of origin in quarter one 31%, quarter one previous year 41%, limited to floor of origin in quarter one 16%, quarter one previous year 17% and spread beyond floor 33%, previous year 31%.

	*ABF activity	2017/18				↑/↓ Progress	2016/17			
		Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin		Item 1st ignited	Room of origin	Floor of origin	Spread beyond floor of origin
Quarter 1	95	21%	31%	16%	33%	↔	11%	41%	17%	31%
Quarter 2							6%	52%	13%	29%
Quarter 3							14%	51%	15%	21%
Quarter 4							23%	36%	15%	26%

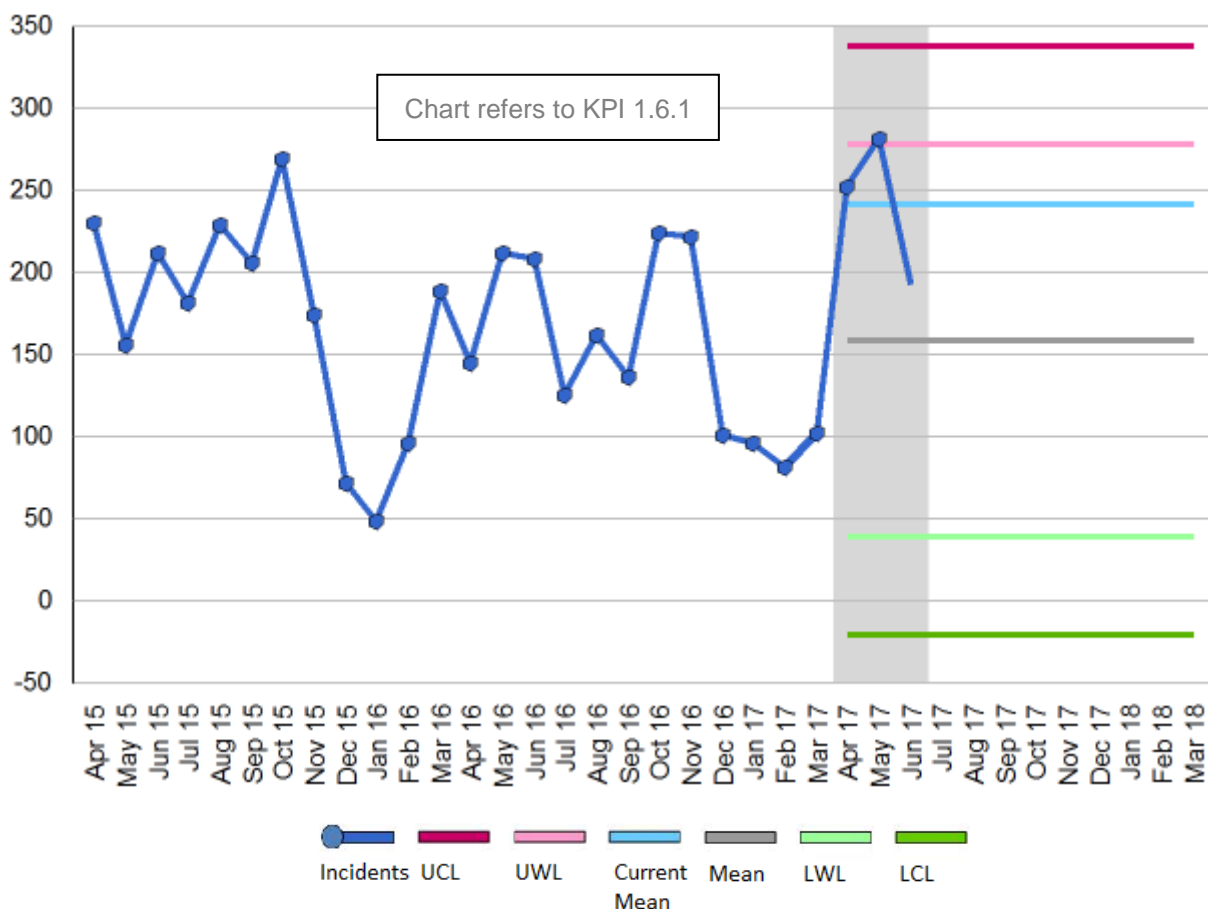
1.6 Deliberate Fires

The number of primary and secondary fires where; the cause of fire has been recorded as 'Deliberate'. Secondary fires are the majority of outdoor fires including grassland and refuse fires unless they involve casualties or rescues, property loss or 5 or more appliances attend. Includes fires in single derelict buildings.

1.6.1 Deliberate fires (ASB) quarter one activity 725, previous year quarter one activity 564.

1.6.2 Deliberate fires (Dwellings) quarter one activity 18, previous year quarter one activity 19.

1.6.3 Deliberate fires (Non dwellings) quarter one activity 49, previous year quarter one activity 42.



Deliberate Fire Type	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
1.6.1 Deliberate Fires - ASB	725	725	564	564
1.6.2 Deliberate Fires - Dwellings	18	18	19	19
1.6.3 Deliberate Fires - Non Dwellings	49	49	42	42

The grey line on the XmR chart denotes the mean monthly activity over the previous 3 years and the pale blue line the current mean.	Current Mean	3 year Mean	Monthly Mean		
			2016/17	2015/16	2014/15
	241	157	150	171	152

1.7 Home Fire Safety Checks

The percentage of completed HFSC's, excluding refusals, carried out by LFRS personnel or partner agencies where the risk score has been determined to be high.

An improvement is shown if:

- 1) *the total number of HFSC's completed is greater than the comparable quarter of the previous year and,*
- 2) *the percentage of high HFSC outcomes is greater than the comparable quarter of the previous year.*

**Count of HFSC's in quarter one 3101, percentage of high risk HFSC outcomes in quarter one 68%.
 Count of HFSC's in quarter one of the previous year 1929, percentage high risk 79%.**

	2017/18		↑/↓	2016/17	
	<i>HFSC completed</i>	<i>% of High HFSC outcomes</i>	Progress	<i>HFSC completed</i>	<i>% of High HFSC outcomes</i>
Quarter 1	3101	68%	↓	1929	79%
Quarter 2				2555	75%
Quarter 3				2956	74%
Quarter 4				2930	72%

1.8 Road Safety Education Evaluation

The percentage of participants of the Wasted Lives and Childsafe Plus education packages that show a positive change to less risky behaviour following the programme. This is based on comparing the overall responses to an evaluation question pre and post-delivery of the course.

An improvement is shown if the percentage positive influence on participants behaviour is greater than the comparable quarter of the previous year.

The 'Safe Drive Stay Alive' programme has not been delivered to any students during quarter 1. The 'Crashed cars' shown at events, have been seen by approximately 2,500 people to date.

Total number of participants 1441, with a percentage of positive influence^[1] on participant's behaviour for the current year to date of 85%.

	2017/18 (Cumulative)		↑/↓	2016/17 (Cumulative)	
	Total participants	% positive influence on participants behaviour	Progress	Total participants	% positive influence on participants behaviour
Quarter 1	1441	85%	↓	1832	87%
Quarter 2				2847	85%
Quarter 3				6398	85%
Quarter 4				8733	85%

^[1] From a sample

1.9.1 Fire Safety Enforcement - Known Risk

The percentage of premises that have had a Fire Safety Audit (as recorded in the CFRMIS system to date), as a percentage of the number of all known premises (as recorded in the Address Base Premium Gazetteer) in Lancashire to which The Regulatory Reform (Fire Safety) Order 2005 applies.

Total number of premises within system 31296, number of premises audited to date 17421 (56%).

Number of premises	Number of premises audited to date	% of all premises audited to date: 2017/18	% of all premises audited Year end: 2016/17
31296	17421	56%	56%

1.9.2 Fire Safety Enforcement - Risk Reduction

The percentage of Fire Safety Audits carried out within the period resulting in enforcement action. Enforcement action is defined as one or more of the following; notification of deficiencies, action plan, enforcement notice, alterations notice or prohibition notice.

An improvement is shown if the 'Satisfactory Audits' percentage is greater than the comparable quarter of the previous year.

Satisfactory audits in quarter one 25%, previous year quarter one 27%

Requiring formal activity in quarter one 7%, previous year quarter one 9%

Requiring informal activity in quarter one 66%, previous year quarter one 59%

	2017/18			↑/↓	2016/17		
	Satisfactory audits	Requiring formal activity	Requiring informal activity	Progress	Satisfactory audits	Requiring formal activity	Requiring informal activity
Quarter 1	25%	7%	66%	↓	27%	9%	59%
Quarter 2					31%	9%	60%
Quarter 3					26%	9%	63%
Quarter 4					29%	8%	61%

2.1.1 Lancashire Emergency Response Standards - Critical Fires - 1st Fire Engine Attendance

Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

The response standards include call handling and fire engine response time for the first fire engine attending a critical fire, and are as follows:

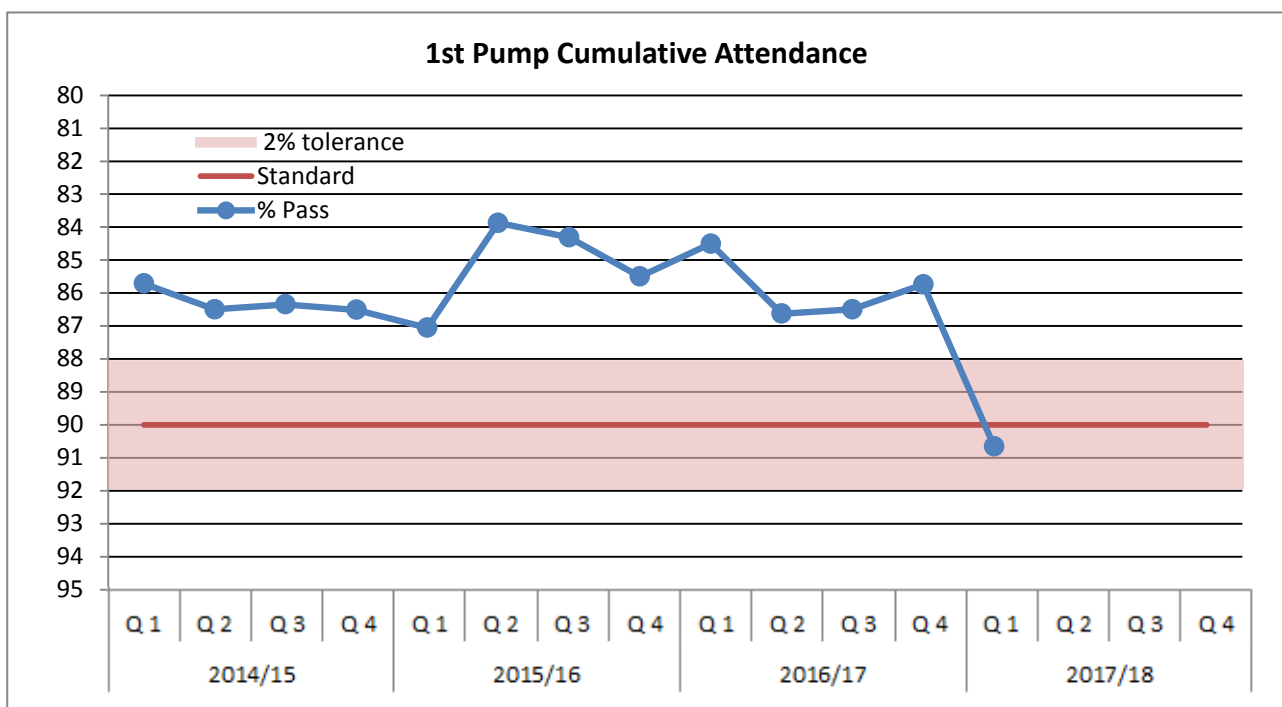
- Very high risk area = 6 minutes
- High risk area = 8 minutes
- Medium risk area = 10 minutes
- Low risk area = 12 minutes

We have achieved our standard when the time between the 'Time of Call' (TOC) and 'Time in Attendance' (TIA) of the first fire engine arriving at the incident is less than the relevant response standard.

Standard: 90% of occasions.

Quarter one 1st pump response 90.66%, previous year quarter one 84.50%.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	90.66%	90.66%	84.50%	84.50%



2.1.2 Lancashire Emergency Response Standards - Critical Fires - 2nd Fire Engine Attendance

Critical fire incidents are defined as incidents that are likely to involve a significant threat to life, structures or the environment. Our response standards, in respect of critical fires, are variable and are determined by the risk map (KPI 1.1) and subsequent risk grade of the Super Output Area (SOA) in which the fire occurred.

The response standards include call handling and fire engine response time for the second fire engine attending a critical fire, and are as follows:

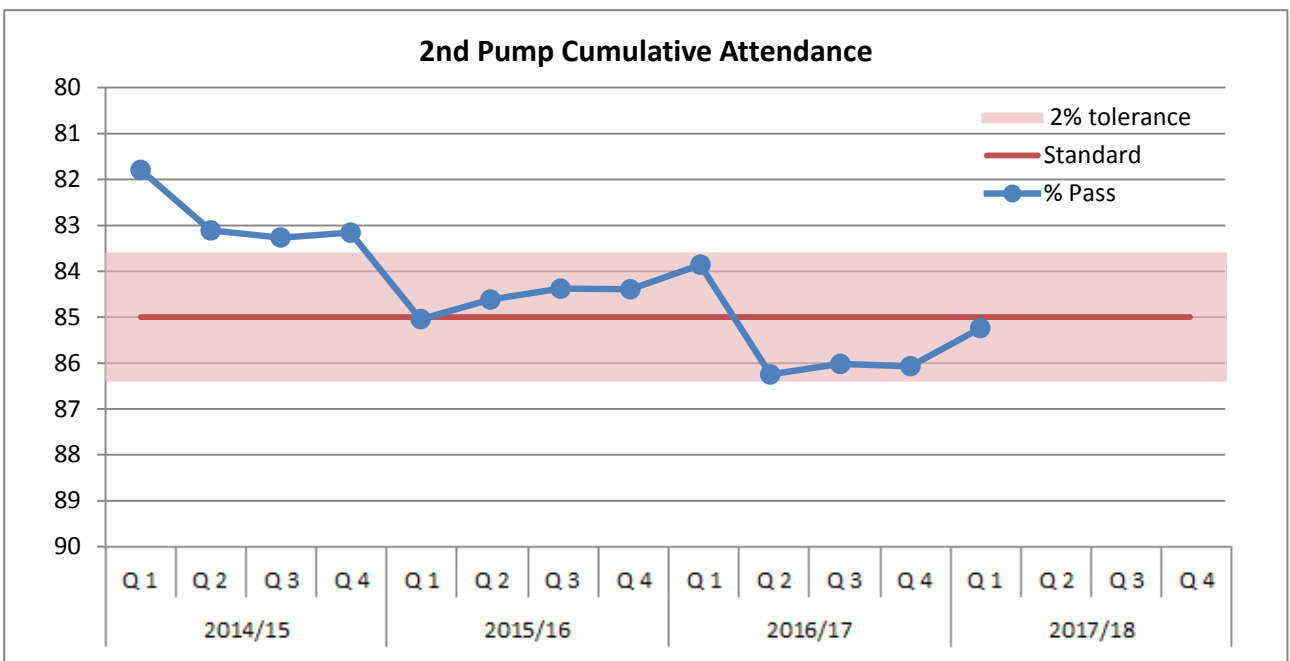
- Very high risk area = 9 minutes
- High risk area = 11 minutes
- Medium risk area = 13 minutes
- Low risk area = 15 minutes

We have achieved our standard when the time between the 'Time of Call' and 'Time in Attendance' of second fire engine arriving at the incident is less than the relevant response standard.

Standard: 85% of occasions.

Quarter one 2nd pump response 85.24%, previous year quarter one 83.86%.

2 nd pump cumulative attendance standard	Year to Date	2017/18 Quarter 1	Previous year to Date	2016/17 Quarter 1
	85.24%	85.24%	83.86%	83.86%



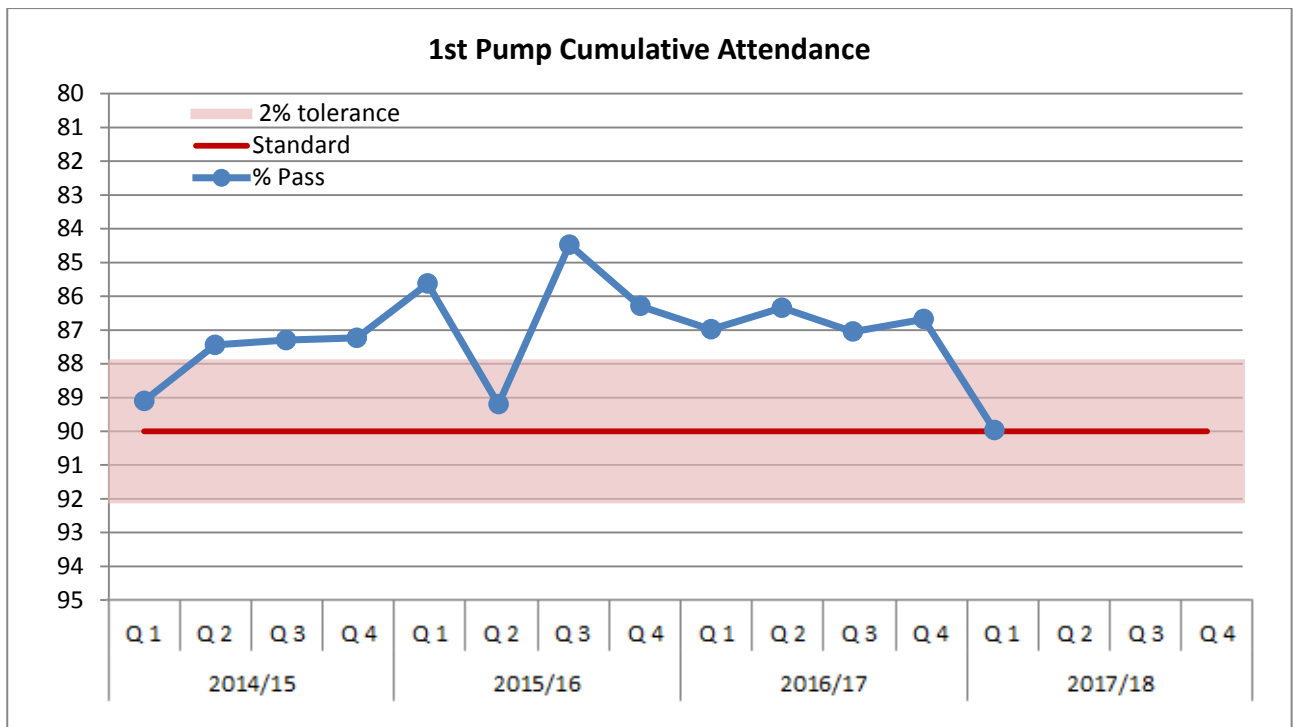
2.2.1 Lancashire Emergency Response Standard - Critical Special Service - 1st Fire Engine Attendance

Critical special service incidents are non-fire incidents where there is a risk to life, for example, road traffic collisions, rescues and hazardous materials incidents. For these incidents there is a single response standard which measures call handling time and fire engine response time. The response standard for the first fire engine attending a critical special service call is 13 minutes.

Standard: 90% of occasions.

Quarter one response percentage pass rate 90%, previous year quarter one 86.98%, an improvement of 3.02%.

1 st pump cumulative attendance standard	Year to Date	2016/17 Quarter 1	Previous year to Date	2015/16 Quarter 1
	90%	90%	86.98%	86.98%



2.3 Fire Engine Availability - Wholetime, Day Crewing and Day Crewing Plus

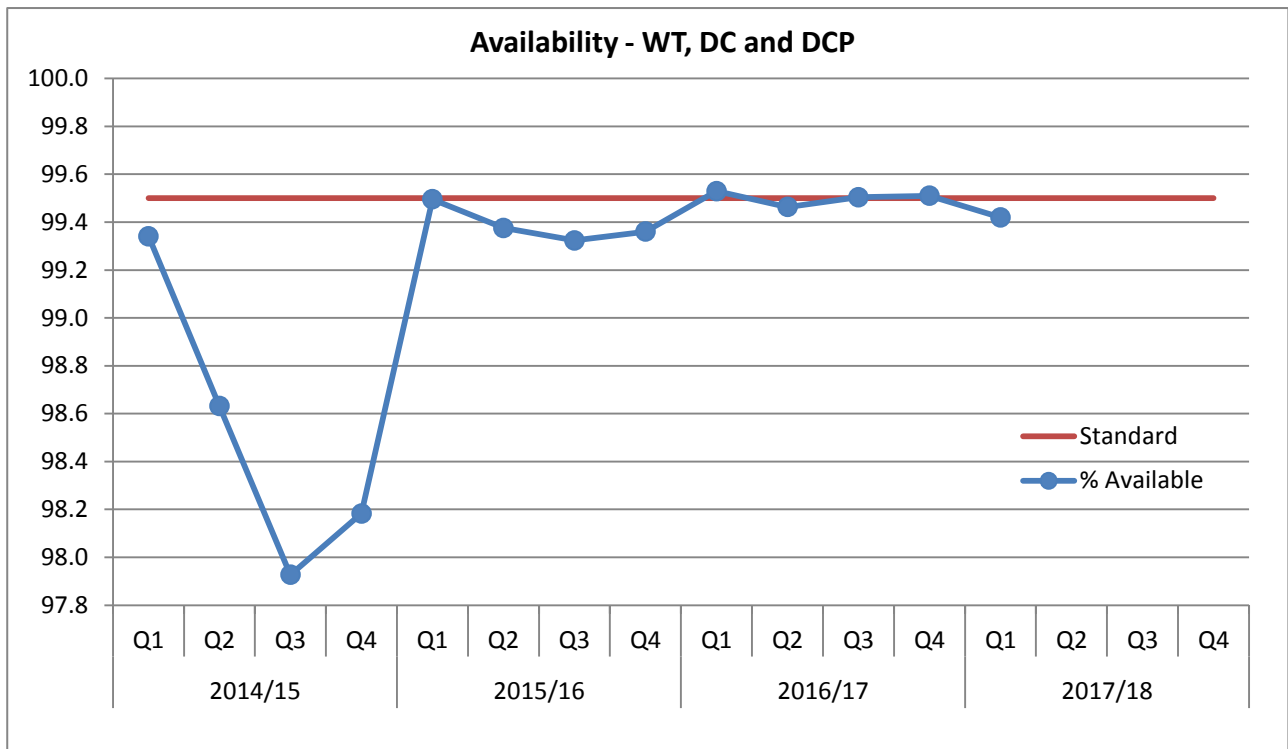
This indicator measures the availability of fire engines that are crewed by wholetime, day crewing and day crewing plus shifts. It is measured as the percentage of time a fire engine is available to respond compared to the total time in the period.

Fire engines are designated as unavailable for the following reasons:

- Mechanical
- Crew deficient
- Engineer working on station
- Alternate crew
- Appliance change over
- Debrief
- Lack of equipment
- Miscellaneous
- Unavailable
- Welfare

Standard: Above 99.5%

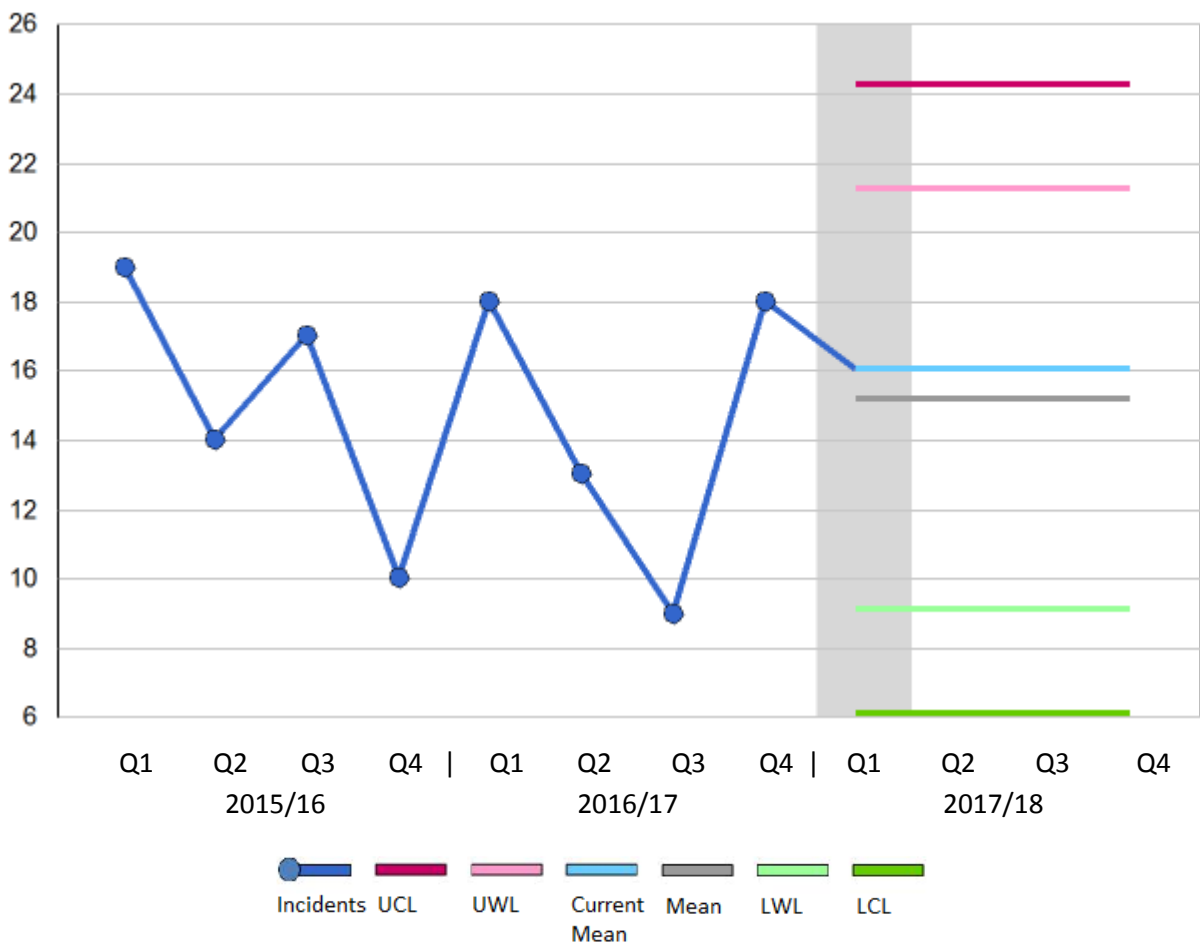
Quarter one availability 99.42%, previous year quarter one 99.53%.



2.5 Staff Accidents

An improvement is shown if the average number of staff accidents per quarter is lower than the mean of the previous three years.

Number of staff accidents in quarter one 16. Previous year quarter one 18.



Total number of staff accidents	Year to Date	2017/18 Quarter 1	Previous year to date	2016/17 Quarter 1
	16	16	18	18

The grey line on the XmR chart denotes the mean quarterly activity over the previous 3 years and the pale blue line the current

Current Mean	3 year Mean	Quarterly Mean		
		2016/17	2015/16	2014/15
16	15	15	15	16

3.1 Progress Against Savings Programme

The total cumulative value of the savings delivered to date compared to the year's standard and the total.

Budget to end of quarter one £14.7 million. The spend for the period is £14.5 million.

As a public service we are committed to providing a value for money service to the community and it is important that once a budget has been agreed and set, our spending remains within this.

The annual budget for 2017/18 is £53.9 million, with a budget to 30 June of £14.7 million. The spend for the same period was £14.5 million. This gives an under spend for the period of £0.2 million.

Variance:

- 0.37%

3.2 Overall User Satisfaction

The percentage of people who were satisfied with the service received as a percentage of the total number of people surveyed.

People surveyed include those who have experienced an accidental dwelling fire, a commercial fire or a special service incident that we attended.

The standard is achieved if the percentage of satisfied responses is greater than the standard.

48 people were surveyed in quarter one, 47 responded that they were very or fairly satisfied.

Question	Total	Number Satisfied	% Satisfied	% Standard	% Variance
Taking everything into account, are you satisfied, dissatisfied, or neither with the service you received from Lancashire Fire and Rescue Service?	1610	1596	99.13%	97.50%	1.67%

There have been 1610 people surveyed since April 2012.

In quarter one of 2017/18 - 48 people were surveyed. 47 responded that they were 'very satisfied' or 'fairly satisfied' with the service they received.

4.1 Overall Staff Engagement

Three times a year all staff are asked the same questions in an online survey covering feelings of pride, advocacy, attachment, inspiration and motivation - factors that are understood to be important features shared by staff who are engaged with the organisation. The survey mirrors the questions asked by the Civil Service People Survey.

From these responses: An index score to show the degree to which the respond group answers positively to a number of questions about their engagement with LFRS.

This is calculated by attributing a weighting to each of the five possible answers ranging from 0% to 100%, in 25% increments. The percentage scores are then totalled and divided by the number of questions (5). This individual person score is then totalled across the service then divided by the number of respondents.

An improvement is shown if the percentage engagement index is greater than the comparable quarter of the previous year.

An engagement index score is derived from the answers given by staff about questions relating to how engaged they feel with the Service.

Period 1 encompasses the period of April to July, with the results reported at the end of quarter 2.

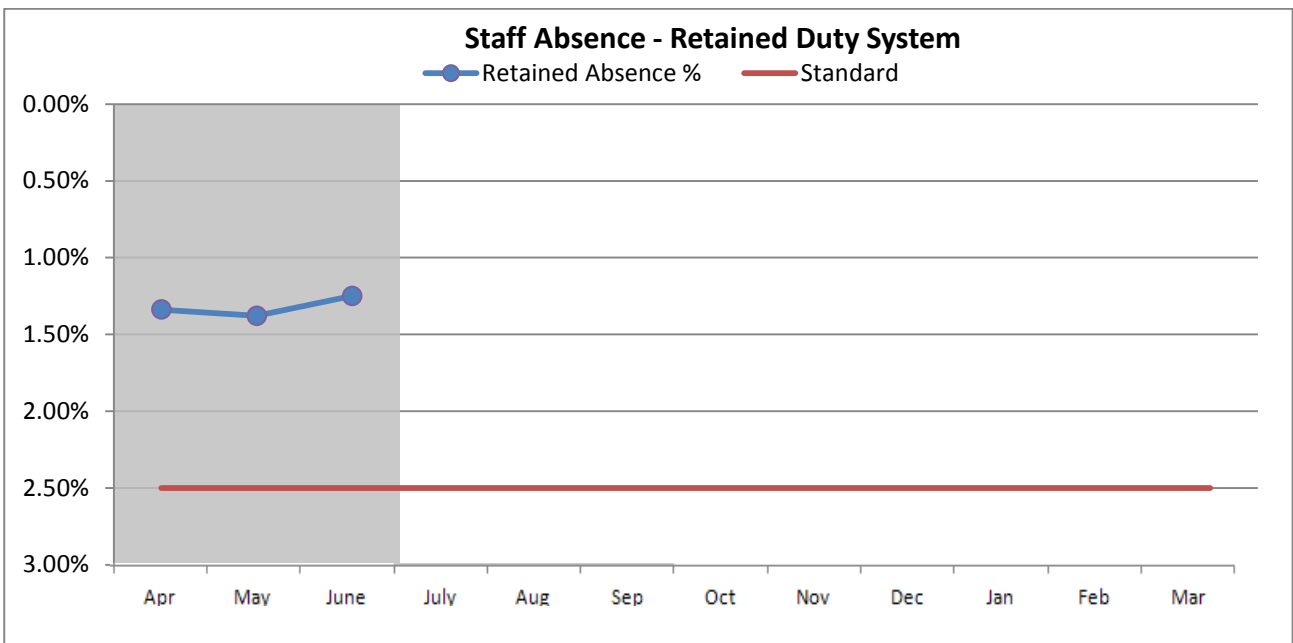
2017/18			2016/17		
Period	Number of replies	Engagement index	Period	Number of replies	Engagement index
1	-	-	1	220	62%
2			2	141	64%
3			3	141	64%

4.2.2 Staff Absence - Retained Duty System

The percentage of contracted hours lost due to sickness for all RDS staff. An individual's sickness hours are only counted as absent where they overlap with their contracted hours.

Cumulative retained absence, as a percentage of available hours of cover at end of quarter one, 1.25%

Annual Standard: Not more than 2.5% lost as % of available hours of cover.



Cumulative retained absence (as % of available hours of cover)	1.25%
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