

**Status of Report: Public**

**Meeting: Combined Fire Authority**

**Date: 4 October 2023**

**Subject: Service Delivery Update**

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**For: Information**

### **Purpose**

1. The purpose of the report is to present the Service Delivery Performance Report for the first quarter of the fiscal year 2023/24, covering the period from April to June.

### **Recommendation**

2. The CFA is requested to note the contents of this report.

### **Executive Summary**

3. This report sets out the progress, or otherwise, that has been achieved in relation to Service Delivery and provides an overview of the previous year April 2023 – June 2023 inclusive. The subject matter areas that are covered in this report include:
  - Prevention;
  - Protection;
  - Response;
  - Performance;
  - Incidents of note.

### **Background**

#### Prevention

4. Between April and June, a total of 4,034 successful home safety checks were completed, this is compared to 3,515 the previous year and 1,141 more than the 3-yearly average for the same period.
5. During the first quarter, the Service also installed 1,426 alarms, comprising of 1,354 standard smoke alarms, 29 Carbon Monoxide alarms and 43 smoke alarms for those individuals with hearing impairments.
6. The intent of the Home Safety Check (HSC) is to identify potential hazards, educate homeowners or occupants about fire safety measures, and provide recommendations to minimise the risk of fires and enhance overall fire safety.

7. The Service utilises a risk matrix to identify those who are at a greater risk of fire as well as working with partner agencies to ensure that the most vulnerable members of the community are targeted prioritised.
8. Of the 4,034 successful home safety checks, 1,006 visits were made via partner referrals including:
  - East Midlands Ambulance Service;
  - Leicestershire Police;
  - Adult Social Services;
  - First Contact Plus.

### Protection

9. Leicestershire Fire and Rescue Service is responsible for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005 within Leicester, Leicestershire and Rutland.
10. The order applies to all non-domestic premises, including common areas of residential buildings and aims to simplify and consolidate fire safety regulations into a single piece of legislation. It places the responsibility for fire safety on the "responsible person," who is typically the employer, owner, or occupier of the premises. This person is required to carry out a fire risk assessment, implement appropriate fire safety measures, and maintain them.
11. In order to fulfil its duty to manage risk within the communities it serves, Fire Protection Team staff will carry out fire safety audits on premises that the legislation applies to as part of a risk-based inspection program (RBIP).
12. Fire Safety Inspectors completed 339 Fire Safety Audits (FSAs), of which 293 were within the risk-based inspection program for the first quarter. This is compared to 314 the previous year.
13. Audit Outcomes: Among the 339 Fire Safety Audits that were carried out, findings have indicated that 52 of these audits have brought to light various fire safety concerns that require attention. In response to these concerns, prohibition notices have been served in two instances to ensure compliance with fire safety regulations.
14. Fire Safety Planning and Consultation: Fire protection teams assisted in developing and reviewing 146 building regulations. They have provided guidance on emergency evacuation procedures, fire safety protocols, and the design and placement of fire safety equipment.
15. Fire Safety Enquiries: Fire Protection teams have also provided consultation services to businesses, organisations, and individuals seeking advice on fire safety measures. In the first quarter of 2023/24, Fire Safety advisors have addressed 94 fire safety concerns raised.

### Response

16. The Service attended 2,320 incidents within the first quarter, of which, 902 (38%) were non-fire incidents, 781 (34%) were fire false alarms and 637 (28%)

were fire incidents. This is an increase of 221 more incidents than the 3-yearly average of 2,099.

17. Between April and June inclusive, Leicestershire Fire and Rescue has attended twelve fatalities at a variety of incidents, to include:
  - a) 1 x Fire related;
  - b) 2 x Road Traffic Collisions;
  - c) 9 x Special Services (*assisting partner agencies/gaining entry/suicide*).
  
18. In order to guarantee that the Service is well-equipped to handle the diverse range of incidents it responds to, both Whole-time and On-Call personnel engage in training drills and exercises throughout the year. These exercises encompass:
  - Service exercises for high-rise and basement fires;
  - Over the border exercises with neighbouring Fire and Rescue Services;
  - Multi-agency exercises;
  - District Exercises testing the risk plans of the building.

### Performance

19. Due to an issue within the Systel database, the Service is currently facing challenges in generating reports related to the availability status of both full-time and on-call appliances. However, it is important to note that this database issue does not affect the Service's ability to mobilise appliances promptly when needed. The Service is actively working to resolve this problem to ensure seamless reporting as it moves forward.
  
20. Attendance times to life critical incidents was above the 10-minute attendance time at 11 minutes 25 seconds. This is broken down into three distinct areas; call handling time (2 minutes 17 seconds), appliance mobilising time (1 minute 28 seconds) and drive time (7 minutes 40 seconds).
  
21. By analysing incident data for those occasions where the Service falls outside its 10-minute target, it is apparent that response times for attending road traffic collision incidents are being adversely affected, particularly in Rutland, Melton, and Harborough Districts. This is mainly due to the rural nature of these areas and the extended travel distances involved.

### Incidents of Note

22. The following are incidents of note during the first quarter 2023/24:

#### **April**

Building Fire, Leicester – 6 appliances plus specials  
Cause – Accidental ignition

Building Fire, Leicester – 6 appliances plus specials  
Cause – Accidental ignition

**May**

Fire Fatality, Wigston – 2 appliances  
Cause – Suicide by deliberate ignition

High Rise Fire, Leicester – 5 appliances  
Cause – Accidental ignition

**June**

Boat Fire, Loughborough – 5 appliances plus specials  
Cause – Accidental ignition

Recycling Factory, Leicester – 8 appliances plus specials  
Cause – Accidental Ignition

**Report Implications/Impact**23. Legal (including crime and disorder)

None identified at this time.

24. Financial (including value for money, benefits and efficiencies)

There are no direct financial implications from this report.

25. Risk (including corporate and operational, health and safety and any impact on the continuity of Service delivery)

None arising from this report.

26. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

None identified at this time.

27. Environmental

None identified at this time.

28. Impact upon “Our Plan” Objectives

This report sets out relevant developments and performance achieved by the Service Delivery Directorate in pursuance of the objectives set out in Our Plan.

**Officers to Contact**

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