

Status of Report: Public
Meeting: Combined Fire Authority
Date: 8 February 2023
Subject: Service Delivery Update
Report by: Callum Faint – Chief Fire and Rescue Officer
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For: Information

Purpose

1. The purpose of the report is to update the Combined Fire Authority (CFA) on key Service Delivery performance for the third quarter – 1 October – 31 December 2022.

Recommendation

2. The CFA is requested to note the update provided on the key service delivery matters for the third quarter (1 October – 31 December 2022), in particular the continued improvement within prevention and protection over the three-yearly average.

Executive Summary

3. This report sets out the progress, or otherwise, that has been achieved in relation to Service Delivery for the third quarter of 2022/23. The subject matter areas covered in this report include:
 - Prevention;
 - Protection;
 - Response;
 - Performance;
 - Incidents of note.
4. There is a continued improvement on the three-yearly baseline in the delivery of Home Safety Checks which contributes to the Service's aim of safer people, safer places.
5. The number of fire safety audits being completed remains on a continued upward trajectory in line with the risk-based inspection program.
6. There has been positive feedback from the community in relation to Home Safety Checks and following the Service's attendance at operational incidents.

Background

Prevention

7. As part of the prevention strategy, and with the aim of safer people, safer places, the Service undertakes the delivery of Home Safety Checks (HSCs). The intent of a HSC is to identify hazards and provide advice and guidance to

the homeowner or tenant on how to reduce the hazard and lower the risk of a fire occurring.

8. By the utilisation of a risk matrix, the Service is able to identify those who are at a greater risk of fire. This enables HSCs to be prioritised, ensuring that the most vulnerable members of the community are targeted.
9. This reporting period has seen the delivery of 3,202 HSCs, compared to 2,944 the previous quarter. This takes the total successful HSCs, year to date, to 9,652. This is 2,684 higher than the three-yearly average baseline figure of 6,968.
10. The third quarter has seen the installation of 1,239 alarms. This includes 1,157 smoke alarms, 44 carbon monoxide alarms and 38 smoke alarms for those hard of hearing. A total of 3,296 smoke alarms have been installed year to date compared to the three-yearly baseline of 3,172.
11. The Service also analyses the success of the Home Safety Check visits. During the third quarter, 378 people responded, of which:
 - i. 99% felt safer after the visit;
 - ii. 80% of respondents were very satisfied with the visit, and 20% satisfied; and,
 - iii. 93% would change their current habits following the visit.
12. Feedback comments include:

“Feel safer now I know I have 2 working smoke alarms”.

“Good advice from crew”

“More fire safety aware. Pleased my deaf alarm has been checked”.

“Another more aware of fire safety and feel happier I have got 2 working smoke alarms in my property”.

“Feel safer knowing my property has adequate smoke alarms and now have more fire safety knowledge”.

Protection

13. The Fire Protection team is successfully working through the risk-based inspection program and has completed 212 fire safety audits during the third quarter, compared to 170 for the same period 2021/22. This takes the total audits for 2022/23 to 674.
14. In addition to the risk-based inspection program, the Fire Protection team has completed an additional 77 officer generated fire safety audits. This type of inspection arises through complaints or concerns from either operational crews or members of the public and are in addition to the planned risk-based inspection program.
15. As a result of the fire safety audits undertaken this quarter, 27 Action Plans and 11 enforcement notices have been issued to premises that require

improvement. Fire Protection Officers will continue to work with the building owners to ensure compliance.

16. The Service continues to pro-actively engage with both business owners and the responsible person(s); holding fire safety workshops to promote fire safety awareness and legislative responsibilities. This quarter, fire protection officers have provided additional advice to 87 businesses.

Response

17. The Service attended 2,351 incidents in the third quarter of 2022/23 compared to 2,702 in the previous quarter. Of the 2,351, 947 (40%) were non-fire incidents, 968 (41%) were fire false alarms and 436 (19%) were fire incidents.
18. Compared to the three-yearly benchmark, so far this year the Service has seen an increase of 16% in the number of incidents it has attended. This increase is in part due to the weather conditions experienced during the summer period.
19. During the third quarter of 2022/23 the Service has responded to 20 incidents involving fatalities, including two fire fatalities, six road traffic collisions, two suicides and ten special services. This is an increase of five from the previous quarter.
20. Given the nature of these incidents, the Service continues to support crews exposed to fatalities through the Trauma Risk Incident Management (TRiM) and the Occupational Health department.

Performance

21. On-Call availability for the third quarter has increased slightly to 63% compared to 57.6% for the previous one. This takes the overall availability for the year to date to 60%. This is 6% lower than the previous year.
22. Whole-time availability remains constant for the quarter at 98.2% which is in line with the three-yearly benchmark.
23. Attendance times to life critical incidents is currently 10 minutes 28 seconds, which is slightly above the 10-minute response target time; however, there are a number of districts that are impacting the target. Those districts outside the ten-minute target include:
 - Blaby;
 - Charnwood;
 - Harborough;
 - Hinckley and Bosworth;
 - Melton;
 - Northwest Leicestershire;
 - Rutland.
24. Further analysis of the attendance times indicates that the rurality of these districts requires a longer drive time, thus negatively impacting the response.
25. The Service received 84 public responses within the quarter to the After the Incident Survey, of which:

- i. 94.1% of respondents were happy with how their call was initially dealt with;
- ii. 98.7% of respondents said the Service arrived on time or quicker than expected;
- iii. 100% of people responding to the survey stated that they are 'satisfied or very satisfied' with the overall service they received from Leicestershire Fire and Rescue Service.

26. Feedback comments include:

"The people from fire and rescue that attended the scene of the accident were brilliant. They took over, made sure I was ok and made the car safe. I was very grateful that they were there".

"All members were professional, polite and helpful, cannot fault them in any way".

"Great communication throughout. Very pragmatic approach that allowed the business to continue as soon as it was safe to do so".

"Absolutely amazing team and explained everything to us, nothing was too much trouble. They were friendly, polite and very professional".

"Arrived within minutes. Knew exactly what to do. Were kind and considerate at all times. Checked observations and dressed the wound. All in all an excellent response".

27. The Service also asks the community on how it could improve, along with any areas where they were dis-satisfied. The only comment for the third quarter related to a wait for an ambulance. However, this is an area beyond the control of the Service.

Incidents of Note

28. The following are incidents of note during October - December:

October 2022

Building Fire – Leicester. Seven appliances plus specials. Cause undetermined believed due to the extent of damage and structural integrity of the building.

Car Fire – Melton Mowbray. Two appliances. One casualty. Cause believed to be deliberate.

Building Fire (High Rise) – Leicestershire. Five appliances plus specials. Cause believed to be accidental due to unattended cooking.

November 2022

House Fire – Loughborough. Four appliances. One casualty. Cause believed to be accidental due to electrical fault within the freezer.

Chemical Incident within a Hospital – Leicester. Seven appliances plus specials.

Building Fire (High Rise) – Leicester. Eight appliances plus specials. Cause believed to be accidental due to fault on storage heater.

December 2022

Building Fire (High Rise) – Leicester. Six appliances plus specials. Cause believed to be accidental due to cooking.

Building Fire (Commercial) – Leicester. Six appliances plus specials. Cause believed to be accidental due to electrical fault.

Report Implications/Impact

29. Legal (including crime and disorder)

There are no legal implications arising from this report.

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

There are no direct financial implications from this report.

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

There are no risks arising from this report.

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

There are no staff, service users or stakeholder implications arising from this report.

33. Environmental

There are no environmental implications arising from this report.

34. 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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