

Status of Report: Public

Meeting: Combined Fire Authority

Date: 2 December 2021

Subject: Service Delivery Update

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For: Information

Purpose

1. The purpose of the report is to update Combined Fire Authority (CFA) on key service delivery performance for the period 1 July - 30 September 2021 (second quarter).

Recommendation

2. The CFA is requested to note the update provided on the key service delivery matters for the second quarter of 2021 (July - September), particularly:
 - a) The increase in the number of fire safety checks (in residential homes) and fire protection visits (in commercial premises) carried out;
 - b) The introduction of a questionnaire to seek community feedback following Home Safety Checks and the positive impact the visits are having behavioural change.
 - c) The high number of smoke and carbon monoxide alarms being installed in homes to ensure the safety of residents within the local community.

Executive Summary

3. This report sets out the progress or otherwise that has been achieved in relation to service delivery for the second quarter 2021/22 The subject matter areas that are covered in this report include:
 - Prevention;
 - Protection;
 - Response;
 - Performance;
 - Incidents of note.
4. The report also highlights the continued positive increase within Community Safety and Fire Protection activities along with the increased number of smoke and carbon monoxide alarms fitted by the Service.
5. Also detailed in the report is the decrease in appliance availability for the second quarter of 2021/22 which was adversely impacted by the Covid-19

'ping-demic'. The Service experienced increased staff absence in July due to the national requirement for staff to self-isolate.

Background

Prevention

6. Following the lifting of Covid restrictions, the Service now adopts a blended approach to undertaking Home Safety Checks (HSCs). This reporting period has seen the delivery of 3,161 HSCs, compared to 2,336 the previous year. This takes the total on HSCs for 2021-22 to 7,083 compared to 3,581 in 2020-21.
7. The increase in Home Safety Checks has also seen an increase in the number of alarms being installed. This quarter, a total of 951 alarms have been fitted compared to 247 the previous year. The 951 alarms include 855 smoke alarms, 54 carbon monoxide alarms and 42 smoke alarms for those hard of hearing. By ensuring that activities target those most vulnerable; the aim of safer people, safer places is supported.
8. The Service has also started to analyse the success of the Home Safety Check visit. The resident completes a short questionnaire at the end of the visit to ascertain if it was beneficial, i.e. have they learnt something new or will they change their habits. During the second quarter, 424 people responded, of which:
 - i. 94% felt safer after the visit, and;
 - ii. 81% would change their current habits following the visit.

Protection

9. The Fire Protection team is successfully working through the risk-based inspection program and have completed 162 fire safety audits of commercial premises in the second quarter, compared to 126 in the same period 2020/21.
10. As a result of the fire safety audits this quarter, 18 Action Plans and 2 enforcement notices have been issued to premises that require improvement. Fire Protection Officers will continue to work with the building owners to ensure compliance.
11. The Service is currently still working with the responsible persons of 12 premises identified through the Premises Risk Reduction Group (PRRG). The group was established to review tall buildings as part of the outcomes of the Grenfell inquiry. The PRRG analyses data from fire protection inspections, existing fire service data along with community safety data to ensure the safety of the residents within those buildings.

Response

12. The Service attended 2,108 incidents in the second quarter of 2021/22 compared to 1,994 for the same period last year. Of the 2,108, 808 (38%) were non-fire incidents, 790 (37%) were fire false alarms and 510 (25%) were fire incidents.
13. It should be borne in mind that the number of incidents last year was significantly impacted by the national lockdown restrictions. Compared to the three-yearly benchmark, so far this year for the first two quarters, there has been a reduction in incidents of 3%.
14. During the second quarter of 2021/22 the Service has responded to 13 incidents involving fatalities, which includes:
 - i. 1 x Road Traffic Collision;
 - ii. 12 x Special Services.
15. The total number of fatalities attended has risen slightly from 31 the previous year to 32 in 2021/22. Given the nature of these incidents, the Service continues to support crews exposed to fatalities through the Trauma Risk Incident Management (TRiM) and support from the Occupational Health department.
16. In line with the Integrated Risk Management Plan 2020-2024 (IRMP), the Service is utilising the flexibility of the fire appliances to maintain the aim of attending life threatening incidents within an average of 10 minutes. An example of this includes the re-deployment of the tactical response vehicle from Coalville Station to Hinckley Station where current crewing levels have resulted in the difficulty of maintaining a crew of four.
17. The Service has replaced the tactical response vehicle at Coalville Station with a standard fire appliance due to the increased On-Call availability at that station following a number of successful On-Call recruitment campaigns.

Performance

18. On-Call availability for the second quarter of 2021/22 is 61% compared to 69% in the previous quarter of the same year. This decrease is due in part to the summer leave period and the 'ping-demic' that occurred in July where availability dropped to 57%.
19. Whole-time availability fell to 96% for the second quarter, again this is linked to the 'ping-demic' in July where availability fell to 94%. The average for the year to date is 98%, which is 0.7% below the three-yearly benchmark.
20. Turnout times for Whole-time appliances for this reporting period remains consistent at 1 minute 26 seconds.

21. Turnout times for On-Call appliances again remain comparable with the previous quarter and three-yearly average at 6 minutes 10 seconds.
22. Attendance times to life critical incidents was slightly above the aim of a 10-minute attendance time at 10 minutes 13 seconds.
23. The Service received 116 public responses within the second quarter to the After the Incident Survey, of which:
 - i. 98% of respondents were happy with how their call was initially dealt with;
 - ii. 98% of respondents were happy with how they were dealt with at the incident; and,
 - 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.
24. Feedback comments include:
 - i. *"They were all brilliant and couldn't have been more helpful they went over and above to solve the situation"*
 - ii. *"They arrived within 5 minutes of making the call and were absolutely amazing. They made me feel at ease straight away and managed to get my baby out really quickly without damaging my car. Although I was extremely on edge and quite panicky they made me feel so much better, I can't thank them enough".*
 - iii. *"Could not have been more helpful. 10/10. Put me at ease. Quickly assessed the situation and dealt with it professionally and kindly".*
 - iv. *"I found the whole team to be extremely courteous and professional. They managed to move my husband to the ambulance with no issues".*
 - v. *"Very quick response and resolved the issue with minimal risk to the crews' safety. Very grateful for their assistance".*

Incidents of Note

25. The following are incidents of note during July 2021 – September 2021:

July 2021

Industrial fire (underground), Ketton – 6 appliances, including neighbouring Services

Cause – believed to be accidental due to overheated bearing.

September 2021

Building fire, Leicester - 7 Appliances plus specials
Cause – Believed to be accidental due to an electrical fault.

Building fire, Leicester - 6 Appliances, Ariel ladder platform plus specials
Cause – Believed to be accidental due to an electrical fault.

Report Implications/Impact26. Legal (including crime and disorder)

There are no legal implications arising from this report.

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

There are no direct financial implications arising from this report.

28. 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.

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

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

30. Environmental

There are no environmental implications arising from this report.

31. 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”.

Background Papers

Integrated Risk Management Plan 2020-2024:

<https://leics-fire.gov.uk/wp-content/uploads/2019/09/integrated-risk-management-plan-2020-2024-proposals-consultation.pdf>

Officers to Contact

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