

**Status of Report:** Public  
**Meeting:** Combined Fire Authority  
**Date:** 28 July 2021  
**Subject:** Service Delivery Update  
**Report by:** Callum Faint – Chief Fire and Rescue Officer  
**Author:** Paul Weston – Assistant Chief Fire and Rescue Officer  
**For:** Information

### **Purpose**

1. The purpose of the report is to update the Combined Fire Authority (CFA) on the key Service Delivery performance for the period 1 April – 30 June 2021.

### **Recommendation**

2. The CFA is requested to note the update provided on the key service delivery matters for the period April – June 2021, particularly:
  - a) The positive increase in both fire safety and fire protection activities;
  - b) The establishment of the Premises Risk Reduction Group;
  - c) The flexible use of appliances to meet the 10-minute attendance time to life critical incidents.

### **Executive Summary**

3. This report sets out the progress; or otherwise, that has been achieved in relation to Service Delivery for the first 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 positive increase within Community Safety and Fire Protection activities with an increased number of inspections in both areas for the first quarter along with the number of alarms fitted by the Service. Also detailed in the report is the increased number of non-fire related incidents attended involving fatalities.

### **Background**

#### Prevention

5. The Service is still working with a number of restrictions due to the Covid-19 pandemic, however, it has successfully completed 3,793 home safety checks for the first quarter of 2021/22 compared to 1,245 checks for the same period

the previous year. Whilst the Service has adapted to new and innovative ways of working, over two-thirds of this year's visits have involved face-to-face interaction with the community.

6. A total of 1,048 alarms have been fitted, including 935 smoke alarms, 58 carbon monoxide alarms and 55 smoke alarms for those hard of hearing. This is a significant increase from the 133 during the same period last year and supports the Service's aim of safer people, safer places.

### Protection

7. The Fire Protection team has completed 175 fire safety audits in the first quarter against the risk-based inspection program compared to 17 in 2020/21 and 87 in 2019/20 for the same period. It should be noted that 2020/21 was detrimentally impacted by Covid-19 lockdown restrictions.
8. As a result of the fire safety audits, 12 action plans and two enforcement notices have been issued to premises that require improvement. Fire Protection Officers will work with the building owners to ensure compliance.
9. As a result of the Grenfell inquiry, the Service has established a Premises Risk Reduction Group dedicated to reviewing tall buildings. The group analyses data from fire protection inspections, existing fire service data along with community safety data. This ensures that any premises of concern are addressed directly with the building owner and/or the responsible person to ensure mitigation measures are put in place to safeguard the safety of the residents. There are currently 12 such buildings of concern that the Service is addressing with owners directly.

### Response

10. The Service attended 2,010 incidents in the first quarter of 2021/22 compared to 1,965 for the same period last year. Of the 2,010, 769 (38%) were non-fire incidents, 688 (34%) were fire false alarms and 553 (28%) were fire incidents.
11. It should be bore in mind that the number of incidents last year was significantly impacted by the national lockdown restrictions. Compared to the 3-yearly benchmark, this year has seen a reduction in incidents of 3%.
12. The Service respond to 19 incidents involving fatalities, which includes:
  - i. 1 x Fire related;
  - ii. 4 x Road Traffic Collisions;
  - iii. 14 x Special Services.
13. There was one fire fatality in fires which is five less than the same period last year and four below the 3-year average of five.
14. There were 18 fatal casualties in non-fire incidents, which is an increase of two from the same period last year and six over the 3-yearly benchmark of 12.

15. 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 fire appliances to maintain the aim of attending life threatening incidents within an average of 10 minutes.
17. In this case, the Service has chosen to relocate the tactical response vehicle from Coalville Station to Hinckley Station on a temporary basis due to lower than expected On-Call crewing levels and the difficulty in maintaining a crew of four.
18. The Service has replaced the tactical response vehicle at Coalville Station with a standard fire appliance due to the increased On-Call availability there following a number of successful On-Call recruitment campaigns for the Station.
19. The outputs of this temporary move are being reviewed on a monthly basis to ensure any impacts can be addressed at an early stage without detrimentally impacting the response to operational incidents.

### Performance

20. On-Call availability for the first quarter of 2021/22 is 69% compared to 76% for the same period the previous year This decrease is due to the lifting of lockdown restrictions and the ending of furlough with staff now returning to their primary employment.
21. When bench marked to pre-Covid times, the On-Call availability has increased by 13% from 2019/20. Whole-time availability is consistent at 99.2%, above the previous year's average of 99.1%.
22. Turnout times for Whole-time appliances remain consistent with the previous year at 1 minute 33 seconds.
23. Turnout times for On-Call appliances again remain consistent at 6 minutes 5 seconds.
24. Attendance times to life critical incidents was slightly above the 10-minute attendance time at 10 minutes 9 seconds.
25. In the first quarter of 2021/22, 168 public responses have been received to the After the Incident Survey, of which 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:  
  
*'Very professional team, reassuring and helpful. I thought they were very efficient too. Provided fire safety advice and installed two smoke alarms and a carbon monoxide detector. Great service and very unexpected. I feel safe'.*

*'The firefighters who came to the incident were amazing. Really helpful and kind, who arrived quickly and released my toddler from the radiator. I couldn't fault them at all. I am very very happy with the service I received from each one of them'.*

*'Calming, reassuring, caring and mostly very quick to respond'*

*'Having had to force entry to gain access to the elderly occupant, the Firefighters made every effort to repair the door to ensure the security of the property for the occupant. This was done willingly and with good humour at the same time as fire safety checks and advice was being given'.*

### Incidents of Note

27. The following are incidents of note during April 2021 – June 2021:

#### May 2021

Building fire, Lutterworth - 6 Appliances, Ariel Ladder Platform plus specials  
Cause – Believed to be deliberate ignition

#### May 2021

Building fire, Long Clawson - 6 Appliances, Ariel Ladder Platform plus specials  
Cause – Believed to be deliberate ignition

#### May 2021

Public Protest, Leicester - Support to Leicestershire Police over a 5-day period to protesters demonstrating on a roof top.

#### June 2021

Flat fire (3-storey), Loughborough - 1 fatality – male aged 41  
Cause – Believed to be discarded smoking material

### **Report Implications/Impact**

28. Legal (including crime and disorder)

There are no legal implications arising from this report.

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

There are no direct financial implications from this report.

30. 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.

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

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

32. Environmental

There are no environmental implications arising from this report.

33. 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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