

**Status of Report: Public**

**Meeting: Combined Fire Authority Meeting**

**Date: 19 June 2019**

**Subject: Service Delivery Update**

**Report by: Rick Taylor - The Chief Fire and Rescue Officer**

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**For: Information Only**

### **Purpose**

1. The purpose of the report is to update Combined Fire Authority (CFA) on key service delivery matters since the previous CFA meeting on 6 February 2019.

### **Recommendation**

2. The CFA is requested to note the update provided on key service delivery matters since 6 February 2019, particularly the performance improvements and the work in prevention, including the work undertaken with the deaf community.

### **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 current operational position since the CFA meeting in February 2019. The subject matter areas that are covered in this report include:
  - Prevention
  - Protection
  - Response
  - Performance
  - Incidents of note
4. The report identifies that performance in service delivery has improved since the last reporting period, in particular mobilising times and the upward trend of On-Call availability. Members should also note an increased exposure of crews to the number of fatalities either through fire related incidents or in support of assisting other agencies. The welfare of crews is being managed through active interventions and engagement with Occupational Health.

### **Background**

#### Prevention

5. The Service has delivered the maximising capacity training to all of its whole time staff which seeks to better balance the time and resource spent on Prevention,

## Protection, Response and Resilience.

6. The work our community safety team has undertaken in partnership with members of the community who are deaf has received considerable media attention, with 2 members of the team appearing on national television. This work involves staff, including operational personnel now being able to use sign language to communicate.
7. Our work in virtual reality is progressing well with the introduction of 90 second life saver films, highlighting the issues associated with road safety such as pedestrian safety, cyclist safety, and motorcyclist safety. This area of work continues to attract international attention with requests for attendance at events worldwide to demonstrate our virtual reality work.

### Protection

8. There are currently 5 fire safety prosecutions under way for breaches to the Fire Safety Regulatory Reform Order. These prosecutions are being progressed through the County Council's Legal Team and further updates will be included within the next Service Delivery update.

### Response

9. A blended approach to recruitment since January has now seen an increased workforce. Nine new recruits are currently completing their basic training and will be available to stations from July 2019.

### Performance

10. Emergency Call Handling

Emergency calls are dealt with by our control centre at Southern. Between April 2018 – March 2019 fire control dealt with 8,667 incidents. There have been improvements over the last three years with emergency calls now answered, on average within 4.9 seconds.

11. Mobilising times

Mobilising times for 2018-19 have for whole-time stations averaged 2 minutes 12 seconds and whilst this is above the target of 2 minutes the introduction of status messaging in March 2019 has seen this time drop to 1 minute 42 seconds. Likewise, the on-call mobilising times have averaged 6 minutes 51 seconds up until March 2019 when we have seen times reduce to 6 minutes 25 seconds.

12. Attendance Times

For 2018-19 we met our attendance standards of 95%, which is in line with the performance target.

13. Appliance Availability

Whole-time appliance availability for 2018-19 was 98.8% and this is reflective of previous years. On-call availability averaged 56.7%, whilst this is below the previous year's availability of 60.6% there has been a significant improvement

since July when availability averaged 49%. Further improvements are anticipated for 2019-20 through the on-call project and the on-going recruitment campaigns, along with the introduction of two further Tactical Response Vehicles to be stationed at two of our on-call stations.

Incidents of note since the February 2019 CFA meeting

14. Since the last report there have been a number of fire related fatalities within the Service, these include:

27<sup>th</sup> March 2019

House Fire  
Leicester  
1 female casualty aged 55  
Fire caused by carelessly discarded cigarette

5<sup>th</sup> April 2019

House Fire  
Kirby Muxloe  
1 male casualty aged 89  
1 female casualty aged 86  
Fire caused by electrical fault

16<sup>th</sup> April 2019

House Fire  
Thringstone  
1 male casualty aged 70  
Fire caused by careless use of smoking materials

27<sup>th</sup> April 2019

House Fire  
Wigston  
1 male casualty aged 69  
Fire caused by unattended chip pan

6<sup>th</sup> May 2019

Sheltered Accommodation  
Glen Parva  
1 male casualty aged 73  
Fire caused by carelessly discarded cigarette

15. It is worth noting LFRS are receiving an increased number of requests to gain entry to premises on behalf of other agencies. This is resulting in crews having to deal with an increased number of fatalities. Managers, in conjunction with occupational health are monitoring the mental health of those individuals dealing with this type of incident.

## **Report Implications/Impact**

16. Legal (including crime and disorder)

None identified at this time.

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

There are financial implications relating to the fire safety prosecutions but the service will look to recover costs through the judicial system.

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

There is a potential risk of a rise in sickness absence linked to mental health issues relating to increased exposure to fatalities. This is currently being managed through Occupational Health and the counselling service Amica.

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

There are no other staff issues noted other than those highlighted within paragraph 18 above.

20. Environmental

None identified at this time.

21. Impact upon Our Plan

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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