

**Status of Report:** Public

**Meeting:** Combined Fire Authority Meeting

**Date:** 12 February 2020

**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 the key service delivery matters since the CFA meeting on 27 September 2019.

### **Recommendation**

2. The Combined Fire Authority are requested to note:
  - a. the update provided on the key service delivery matters since 27 September 2019;
  - b. the continued positive increase in On-Call availability following the introduction of Tactical Response Vehicles (TRV's);
  - c. the award received for positive action from the Asian Fire Service's Association (AFSA);
  - d. the high level of effective response in a period of increased demand.

### **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 September 2019. The subject matter areas that are covered in this report include:
  - Prevention
  - Protection
  - Response
  - Performance
  - Incidents of note

### **Prevention**

4. Prevention activity continues cross the service. All areas of activity are increasing both in terms of quantity and quality. The areas of activity include: Home Fire Safety Checks, Road Safety, School education visits and pop up fire stations. For example:

- i. Pop-Up Fire Stations in conjunction with partner agencies at Harby and Bottesford saw the fire service interact with 8,000 people giving safety advice and education to areas of the county that don't have established fire stations.
  - ii. Attendance at a Polish Community Safety day which delivered fire safety advice to 315 people;
  - iii. Visits to temples as part of the Celebrate Safely campaign to deliver Diva's safety advice to over 600 people;
  - iv. Somalian Development days which attracted in the region of 200 people, focusing advice and education with a community we have not previously been able to fully engage.
  - v. Welcoming event for Syrian Families which engaged with 510 people;
  - vi. In excess of 12 Food Bank visits which has involved vulnerable families across the county;
  - vii. Dementia Awareness days which attracted over 180 people.
5. Staff remain committed and passionate in delivering community safety. To support this, since the 1 May 2019 over 185 occasions where staff have "gone the extra mile" have been recorded. These are events where staff didn't just do their job, they went over and above their duties to bring positive and better outcomes to the community.
  6. One example of the extra mile activities includes an incident where an elderly person had a fire that destroyed their washing machine. Crews utilised their social media account to obtain a replacement from the local community, which they then installed and arranged the collection and disposal of the old one.
  7. A number of stations proactively promoted the Celebrate Safety campaign via social media during December. One example included Southern Station's Christmas message that focussed on areas such as dangers of overloading sockets, checking smoke alarms and drink driving. This video attracted over 23,000 views alone.
  8. The prevention team has now introduced an evaluation tool for activities, utilising the "snap survey tool". This will enable the effectiveness and efficiency of activities delivered to be better understood to ensure the best impact as possible is achieved. The outcomes of this will be presented to the CFA in a future meeting.

## **Protection**

9. Members were previously advised that there were two fire safety prosecutions under way for breaches to the Fire Safety Regulatory Reform Order. Both of these cases have now been heard and resulted in successful prosecutions. One is still awaiting sentencing, however the other has resulted in a conviction and the award of £15,000 costs for the service.
10. The protection team are midway through a training delivery programme with all operational crews. This training is to give crews key fire safety skills to aid them in identifying fire protection issues in properties and signpost them to the

correct course of action. This then further supports the development of operational crews to better identify and create risk information and plans operational tactics for properties (used in the event of an emergency incident).

11. The Risk Based Inspection Programme (RBIP), which is the periodic inspection regime based on known high risk properties within the Leicester, Leicestershire and Rutland (LLR) area, is currently on track to deliver for 2019/20. This was previously identified as an area of improvement for the service by Her Majesty's Inspector of Constabulary and Fire and Rescue Services. This is a positive improvement and will continue to remain an area of focus for the protection team moving forward. The Service continue to explore solutions to increase the number of inspections across the LLR area.

## **Response**

12. The service ran a successful whole-time recruitment campaign between September and November 2019. This has led to unconditional offers being made to 14 individuals who will commence their initial training course in May 2020. This course will be delivered by the Fire Service College utilising their apprenticeship scheme, delivering a high-quality product whilst also offering a significant saving to the service.
13. A further eight firefighters were successful in the On-Call migration (staff migrating from the On-Call across to the whole-time), including two female firefighters who commenced employment in January 2020. These individuals are immediately available to stations due to them already being safe to ride through their On-Call contract.
14. The recruitment campaign also built on previous experience and skills in the use of positive action. Positive action is undertaken to encourage underrepresented groups to apply to the fire service. The positive action campaign team was recognised and presented with an award by the Asian Fire Services Association (AFSA), This is a great achievement and accolade for those involved and for the service.
15. The service has seen a significant increase in demand to water-related incidents due to the long and sustained period of rain and flooding. Crews have been deployed across the county to reports of floodings, vehicles in water and associated incidents. A number of these incidents also required a multi-agency response and included a Tactical Co-ordination Group or silver command being established.

## **Performance**

### Call Handling

16. Fire Control have handled 12,423 emergency calls between April – December 2019. On average calls were answered within 4.41 seconds, this is comparative to the previous reporting period. 92.6% of calls are now answered within 7 seconds compared to 83.39% in 2018/19.

17. On average the call handling time for April – December 2019 within Fire Control is 2 minutes. This is from when the call is answered to the point the stations are alerted. This is in line with the previous reporting period.

#### Attendance Times

18. Between April and December 2019 attendance standards were met on 94.74% of occasions, which is below target of 95%. In terms of actual numbers, this equates to 513 life risk incidents within that period; of which 25 were outside of the 10-minute standard.
19. Analysis of this data shows that this is mainly due to incidents at two prison properties, HMP Stocken and HMP Gartree. It should be bore in mind however, these type of premises have excellent fire protection measures; including misting systems which prevent fire escalation and limit damage.
20. If the incidents at HMP Stocken are removed from the figures then the overall attendance at life risk incidents would increase to 96.36%, likewise if the 2 incidents at HMP Gartree are removed then attendance would be at 96.72%; both above the target of 95%.
21. A dual approach is being undertaken to resolve this, with local managers engaging with the Prison Governors to discuss how the fire service can assist in reducing the number of calls being received, whilst the fire protection team are consulting across the country to identify any successful initiatives that have reduced prison fires.

#### Appliance Availability

22. Overall appliance availability for the service between April – December 2019 is currently at 81.89%, this is a slight increase from the previous reporting period and an increase from the 2018/19 figure of 78.49%.
23. On Call availability from April – December 2019 has increased to 64.55%; an increase from the previous reporting period and an increase compared to the average availability in 2018/19 of 56.70%.
24. Since the introduction of Tactical Response Vehicles in July 2019 at Billesdon and Uppingham, On-Call availability has increased from 26.73% to 44.40% and 56.29% to 69.70% respectively.
25. Whole-time appliance availability from April – December 2019 is 98.12%; this is slightly lower than the previous year (98.88%).
26. Availability on Loughborough's TRV has averaged 82.60% for the year to date, with the lowest month being 66% in October. This was due to the fact that the vehicle was away having mechanical alterations which exceeded the plan timeframe.

### Meet our community's expectations in resolving emergencies

27. Following feedback from the Community from April – December 2019, the Service we currently meeting the community's expectations on 100% of occasions.
28. From the 145 responses received, 69% of the community who completed the 'After the Incident' survey thought the appliance arrived quicker than expected, with the remaining 41% stating they believed it arrived within the time frame they expected.

### **Incidents of Note**

29. Since the last reporting period, the Service has seen an increase in its operational activity predominantly related to the weather. The heavy and sustained rain resulted in a high number of flood related incidents which has including the rescue of 62 individuals between October and November 2019 compared the seven for the same period in 2018.
30. There has been 3 significant fire related incidents since the last report, these include:

#### October

Workshop and Barn Fire in Harborough District  
7 appliances plus the Hose Layer and Water Carrier  
Cause: Accidental

#### November

Workshop fire, Leicester  
9 appliances plus an Aerial Ladder Platform, Command Support Vehicle and Water Carrier.  
Cause: Accidental

#### December

Industrial unit fire, Leicester  
7 fire engines and 2 Aerial Ladder Platforms  
Cause: Under Investigation

31. As reported within previous CFA reports, the Service is attending an increased number of incidents that are exposing staff to an increased number of fatalities; these are broken down as follows (figures are year to date):

<b>Incident Type</b>	<b>Number of Fatalities</b>
Fire	8
Road Traffic Collisions	11
Medical Incidents	5
Assisting other agencies	18
Effecting Entry / Exit	9
Suicide	6
Other	4
<b>TOTAL</b>	<b>61</b>

32. The monitoring of the crews' mental health and wellbeing after dealing with this type of incident is being undertaken by Occupational Health, supported by a number of managers from across the service and will be complemented with the introduction of Trauma Risk Incident Management (TRiM).
33. TRiM is a trauma-focused peer support system designed to help people who have experienced a traumatic, or potentially traumatic, events. The training for this is now taking place and will "go live" soon, although TRiM principles are now established and staff will receive appropriate support.

### **Report Implications/Impact**

34. Legal (including crime and disorder)

None identified within this report.

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

None identified within this report.

36. 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 levels linked to mental health issues relating to increased exposure to fatalities. This is currently being managed through Occupational Health along with the counselling service Amica. This potential risk will be reduced further by the introduction of TRiM.

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

Any increase in sickness absence that can be linked to exposure to dealing with fatalities may require that the service gives consideration to resilience screening as part of future recruitment processes.

38. Environmental

None identified within this report.

39. Impact upon Our Plan Objective

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**

None.

**Officers to Contact**

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