

**Status of Report: Public**

**Meeting: Combined Fire Authority**

**Date: 10 February 2021**

**Subject: Service Delivery Update**

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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 matters since the CFA meeting on 16 December 2020.

### **Recommendation**

2. The CFA is requested to note the update provided on the key service delivery matters for the period October – December 2020, particularly:
  - a) The innovative ways the Service is addressing Community Safety during the Covid-19 pandemic which is leading to increased Home Safety Checks and the additional work with the Fire Safety department;
  - b) The additional work being completed by the Fire Protection team as part of the National building risk review; and
  - c) The significant increase in On-Call appliance availability compared to previous years.

### **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 from October to December inclusive. The subject matter areas that are covered in this report include:
  - Prevention;
  - Protection;
  - Response;
  - Performance;
  - Covid-19 Update;
  - Incidents of note.
4. The report highlights the innovative ways the Service is addressing Community Safety during the Covid-19 pandemic which is leading to increased Home Safety Checks and the additional work with the Fire Safety department.

## **Background**

### Prevention

5. National Covid-19 restrictions continue to hamper the Service's ability to deliver Community Safety activities, in particular Home Safety Checks. That said however, the Service continues to find innovative ways to deliver Community Safety to those most vulnerable in the community and this is demonstrated within the performance figures.
6. One such initiative was the 'shoebox' campaign ran in Melton and Oakham during December. The initiative encouraged members of the community and local businesses to make donations of small items that could then be gifted to those less fortunate and who may otherwise have gone without.
7. Members of the public could also nominate someone to receive a Christmas shoebox, or request one themselves. Fire crews then delivered the gifts in a Covid-compliant way and utilised the opportunity to offer fire safety advice and encourage a home safety self-referral.
8. Between October and December inclusive, a total of 1,934 successful safety checks were completed compared to 1,396 in the same period last year.

### Protection

9. The Fire Safety team is continuing to deliver Fire Safety Audits during the National lockdown having revised their program to target those premises that are remaining open during this period, as well as those where Fire Safety concerns are raised.
10. The Fire Safety work generated from the Grenfell fire is still progressing well with the Fire Safety team gathering information on evacuation strategies, external wall systems and fire-fighting systems on 109 High-rise premises as part of the building risk review. This has led to a number of Fire Safety concerns being raised which is being addressed by working with the property owners.

### Response

11. Between October and December inclusive, Leicestershire Fire and Rescue have attended 26 fatalities at a variety of incidents, to include:
  - i. 3 x Fire related;
  - ii. 6 x Road Traffic Collisions;
  - iii. 17 x Special Services.
12. As mentioned in previous reports, the monitoring of the crews' mental health and wellbeing after dealing with these type of incidents is being managed by the Trauma Risk Incident Management (TRiM) process and supported by the Occupational Health department.

## Performance

13. On-Call availability is currently 72% which is a significant increase from the previous year's figure of 66%. This is in part due to the number of On-Call staff either working from home or absent from their primary employment due to being furloughed. Wholetime availability is consistent at 98.99%, above the previous year's average of 98.18%.
14. Mobilising times for Wholetime remains in line with the previous year's performance of 1 minute 36 seconds. On-Call mobilising times have seen a slight improvement from 5 minutes 52 seconds to 5 minutes 48 seconds.
15. The Service has attended 238 life critical incidents during October – December 2020, with the average attendance time being 10 minutes 21 seconds, slightly above the target of 10 minutes.
16. Further analysis highlights Rutland as adversely affecting the Service target, with their attendance time to 13 incidents being 16 minutes 44 seconds. 5 of those calls were to deliberate fires at HMP Stocken where it is recognised travel distance is greater than the Service target of 10 minutes.
17. As highlighted within previous reports, these premises have excellent fire protection measures; including misting systems which prevent fire escalation and limit spread and damage. That said however, the District Manager is liaising with the Prison Governor to ascertain if further work by the Fire Service can be undertaken to reduce calls to this location.

## Covid-19 Response

18. The Service continues to support partner agencies in the response to the Covid-19 pandemic including:
  - i. Face-fit testing for Health Care staff;
  - ii. Support to East Midlands Ambulance Service;
  - iii. Covid compliance inspections on behalf of Charnwood District Council and Leicester City Council.

## Incidents of note

19. The following are incidents of note during October – December 2020:

### October 2020

House Fire, Loughborough, 1 male casualty aged 46. Cause of fire is under investigation.

House Fire, Shepshed, 1 male casualty aged 46. Cause of fire due to unattended cooking.

December 2020

Flat Fire, Leicester, 1 male casualty aged 52. Cause of fire due to discarded smoking material

Large Factory Fire, Leicester, no casualties. 10 Appliances plus support vehicles. Cause of fire due to electrical fault

### **Report Implications/Impact**

20. Legal (including crime and disorder)

None identified at this time.

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

There are no direct financial implications from this report.

22. 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.

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

There are no Staff, Service User or Stakeholder implications arising from this report.

24. Environmental

There are no environmental implications arising from this report.

25. 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**

Report to the Combined Fire Authority 16 December 2020 – Service Delivery Update  
<https://leics-fire.gov.uk/your-fire-service/decision-making/cfa-meetings/>

## **Officers to Contact**

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