

**Status of Report: Public**

**Meeting: Combined Fire Authority**

**Date: 9 February 2022**

**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) members on key Service Delivery performance for the third quarter - 1 October – 31 December 2021.

### **Recommendation**

2. The CFA is requested to note the update provided on the key service delivery matters for the third quarter (1 October – 31 December 2021), in particular:
  - a) The continued increase of both fire safety and fire protection visits;
  - b) The number of alarms being installed to ensure the safety of residents within the local community;
  - c) The positive feedback from the community in relation to the incidents attended by the Service.

### **Executive Summary**

3. This report sets out the progress, or otherwise, that has been achieved in relation to Service Delivery for the third quarter of 2021/22. The subject matter areas covered in this report include:
  - Prevention;
  - Protection;
  - Response;
  - Performance;
  - Incidents of note.
4. The continued positive increase within Community Safety and Fire Protection activities should also be noted, along with the increased number of alarms fitted by the Service.
5. Also detailed in the report is the increase in response times to life risk operational incidents in several districts. This is related to the location of incidents and the increased travel distances in these areas.

## Background

### Prevention

6. The intent of the Home Safety Check (HSC) is to identify hazards and provide advice and guidance to the homeowner or tenant on how to reduce the hazard and lower the risk of a fire occurring.
7. The Service utilises a risk matrix to identify those who are at a greater risk of fire and this enables HSCs to be prioritised, ensuring that the most vulnerable members of the community are targeted.
8. This reporting period has seen the delivery of 2,752 HSCs, compared to 2,466 the previous year. This takes the total number of HSCs for 2021-22 to 9,879 compared to 6,046 in the same period last year (2020-21).
9. The increase in HSCs has also seen a rise in the number of alarms being installed. During quarter three, a total of 860 alarms have been fitted compared to 346 the previous year. This includes 766 smoke alarms, 65 carbon monoxide alarms and 29 smoke alarms for those hard of hearing. By ensuring that the service targets those most vulnerable, it is able to support the aim of safer people, safer places.
10. The Service has also started to analyse the success of the Home Safety Check visits. During the third quarter, 520 people responded, of which:
  - i. 98% felt safer after the visit, and;
  - ii. 91% would change their current habits following the visit.

### Protection

11. The Fire Protection team is successfully working through the risk-based inspection program and has completed 170 fire safety audits in the third quarter, compared to 183 in the same period 2020/21. This takes the overall number of premises audited this year to 507 compared with 326 for the same period on 2020/21.
12. As a result of the fire safety audits undertaken this quarter, 14 Action Plans and four enforcement notices have been issued to premises that require improvement. Fire Protection Officers will continue to work with the building owners to ensure compliance.
13. Work continues with the Building Risk Review group, which was established following the Grenfell fire inquiry to consider the fire protection measures in buildings over 18 metres in height. A total of 154 buildings fell into this category within the Service area, all of which required a fire safety audit. The Service continues to work with the responsible persons of 17 buildings where fire safety concerns were raised.
14. The Building Risk Review group highlighted several premises with Aluminium Cladding Material (ACM) and through working closely with the responsible

person, work has started on the final building in Leicester to remove the cladding and replace it with a suitable alternative.

### Response

15. The Service attended 2144 incidents in the third quarter of 2021/22 compared to 1942 for the same period last year. Of the 2144, 854 (41%) were non-fire incidents, 843 (39%) were fire false alarms and 447 (20%) were fire incidents.
16. Compared to the three-yearly benchmark, so far this year the Service has seen a reduction of 0.5% in the number of incidents it has attended. It should be borne in mind that the benchmark figure is detrimentally affected by the Covid-19 pandemic national lockdown restrictions in 2019/20.
17. During the third quarter of 2021/22 the Service has responded to 23 incidents involving fatalities, including one fire fatality, three road traffic collisions and 16 special services.
18. Year to date, the total number of fatalities attended is 53, which is in line with the previous year (2020/21). 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.
19. The Service continues to utilise the flexibility of its fire appliances, with the aim of attending life threatening incidents within an average of ten minutes, in accordance with the 2020-2024 Integrated Risk Management Plan (IRMP). 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.
20. The Service has replaced the tactical response vehicle at Coalville Station with a standard fire appliance due to the increased On Call availability there and following a number of successful On Call recruitment campaigns for the Station.
21. Further information on the IRMP 2020-2024 can be located at:  
<https://leics-fire.gov.uk/wp-content/uploads/2019/09/integrated-risk-management-plan-2020-2024-proposals-consultation.pdf>

### Performance

22. On-Call availability for the third quarter of 2021/22 is 65% compared to 61% the previous quarter. Overall, for 2021/22 On Call availability is 65.3%, a reduction of 10% from the previous year, although this figure was positively impacted by the national lockdown and staff being able to provide additional availability either through working from home or being subject to furlough.
23. Whole-time availability increased for the third quarter to 97.3% from 96% with the year to date availability at 97.7%, 1% below the three yearly benchmark. The impact of Covid-19 is still having an impact on availability with an increased

number of staff contracting the virus and the requirement of un-vaccinated staff having to self-isolate.

24. Turnout times for Whole-time appliances for this reporting period remains consistent at 1 minute 32 seconds.
25. Turnout times for On-Call appliances again remain comparable with the previous quarter and three yearly average at 6 minutes 13 seconds.
26. Attendance times to life critical incidents was slightly above the aim of a ten-minute attendance time at 10 minutes 18 seconds. This is an increase of five seconds from the previous reporting period. Those districts outside the ten-minute target include:
  - Rutland;
  - Harborough;
  - Hinckley and Bosworth;
  - Blaby;
  - Northwest Leicestershire.
27. Further analysis of the attendance times indicates that the rurality of these districts requires a longer drive time, thus negatively impacting the response.
28. The Service received 119 public responses within the third quarter to the After the Incident Survey, of which:
  - i. 96% of respondents were happy with how their call was initially dealt with;
  - ii. 99% of respondents said the Service arrived on time or quicker than expected;
  - iii. 100% of respondents felt they were kept informed during the incident; and,
  - iv. 98% 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.
29. Feedback comments include:

*"The Service attended due to a medical incident. They arrived promptly, assessed the situation and kept us informed every step of the way. They were very polite and helpful and took the time after the situation was resolved to make sure all was ok"*

*"The crew were absolutely fantastic, they helped save my husband's life as he potentially had a heart attack at the scene, and I couldn't help him even though I am medically trained. They dealt with the explosion of my vehicle quickly and kept us informed all the way through the incident. I Really think they did an amazing job and should be recognised for this".*

*"Dealt with everything professional. An excellent service provided. Thank you".*

*“The crew were very efficient and kept me informed throughout about what they were doing and what they felt needed doing to ensure that the chimney fire was fully out. They did their utmost to protect our carpeting etc in the bounds of securing the fire swiftly”.*

### Incidents of Note

30. The following are incidents of note during October – December 2021:

#### October 2021

Building Fire, Leicester – 6 appliances plus specials

Cause – Accidental ignition due to faulty electrical appliance

House Fire with partial collapse, Rutland – 4 appliances plus technical rescue

Cause – Accidental ignition due to electrical fault

#### November 2021

Tall Building Fire, Leicester – 5 appliances plus specials

Cause – Accidental due to unattended cooking

Factory Fire, Leicester – 7 appliances plus specials

Cause – Accidental ignition due to workers utilising hot flames whilst repairing roof

#### December 2021

Building Fire, Leicester – 8 appliances plus specials

Cause – Accidental ignition due to overheated machinery

Emergency Special Service, Leicester – 6 appliances plus specials

Major Incident declared by East Midlands Ambulance Service

21 Casualties

Cause - Chemical Leak

House Fire, Leicester – 4 appliances

1 Fatality – Female aged 61

Cause – Accidental ignition due to naked flame

### **Report Implications/Impact**

31. Legal (including crime and disorder)

There are no legal implications arising from this report.

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

There are no direct financial implications from this report.

33. 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.

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

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

35. Environmental

There are no environmental implications arising from this report.

36. 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.

**Officers to Contact**

Callum Faint – Chief Fire and Rescue Officer

[callum.faint@leics-fire.gov.uk](mailto:callum.faint@leics-fire.gov.uk)

07800 709922

Paul Weston – Assistant Chief Fire and Rescue Officer

[paul.weston@leics-fire.gov.uk](mailto:paul.weston@leics-fire.gov.uk)

07966 111253