

Status of Report: Public
Meeting: Combined Fire Authority
Date: 15 June 2022
Subject: Service Delivery Update
Report by: Callum Faint – Chief Fire and Rescue Officer
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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 performance for the year April 2021 to March 2022.

Recommendation

2. The CFA is requested to note the update provided on the key service delivery matters for the period April 2021 – March 2022, in particular the positive increase in performance and productivity in Prevention and Protection.

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 previous year April 2021 – March 2022 inclusive. An update on performance from April – June 2022 will be presented to the next meeting of the CFA. The subject matter areas that are covered in this report include:
 - Prevention
 - Protection
 - Response
 - Performance
 - Incidents of note.
4. The report highlights further positive increases in the number of domestic Home Safety Checks and Fire Safety Audits undertaken within commercial premises.

Background

Prevention

5. Between April 2021 and March 2022, a total of 12,938 successful safety checks were completed, this is compared to 8,879 the previous year.

Protection

6. Fire Safety Inspectors completed 871 Fire Safety Audits (FSAs), of which 731 were within the risk-based inspection program for 2021/22. This is a significant improvement from the previous years, where 381 premises were audited in 2019/20 and 703 in 2020/21.
7. In addition to the FSAs, following the Grenfell fire, an initial national building risk review required the inspection of 109 High-rise premises. This has now increased to include a total of 156 High-rise premises. All have received inspection to gathering information on evacuation strategies, external wall systems and fire-fighting systems. This review has resulted in a number of Fire Safety concerns being raised which is being addressed by working with the property owners.

Response

8. The Service attended 8,255 incidents between April 2021 to March 2022, of which, 3,388 (41%) were non-fire incidents, 2,900 (35%) were fire false alarms and 1,967 (24%) were fire incidents. The total is ten more incidents than the three-yearly average of 8,245.
9. Between April 2021 and March 2022 inclusive, Leicestershire Fire and Rescue attended 79 fatalities at a variety of incidents, including four which were fire related and 75 which were non-fire related.
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10. There were four fire fatalities in fires April 2021 to March 2022 which is five less than the three-year average of nine. Of the four fatalities in fires, one occurred in Charnwood District, one within Leicester City and two within the Hinckley and Bosworth District.
11. There have been 75 fatal casualties in non-fire incidents between April 2021 to March 2022. This is five more than the three-year average of 70.
12. Wellbeing support is now embedded within the Service to monitor crews' mental health and wellbeing after dealing with these types of incidents through the Trauma Risk Incident Management (TRiM) training and support from the Occupational Health department. The Service has also recently employed a Health and Wellbeing lead to develop new ways of supporting staff.
13. To ensure crews are prepared for the variety of incidents the Service attends, both Whole-time and On-Call staff have participated in a large number of exercises over the year. These scenarios ensure that staff are able to maintain their competence along with feeding in any learning to the operational learning board to allow the development of the whole workforce. Exercises include:
 - National Urban Search and Rescue at the Fire Service College;
 - Real fire exercising focused on basement scenarios;
 - Service exercises for high-rise buildings;
 - Over the border exercises with neighbouring Fire and Rescue Services;
 - Multi-agency exercises (including a number at East Midlands Airport);

- District Exercises testing the risk plans.

Performance

14. On-Call availability for 2021/22 has seen a 10% decrease from 76.9% to 66.17%. This decrease is in part due to staff returning to “normal working” following being furloughed from their primary employment and returning to work places after working from home. Whole-time availability is at 98%, a slight decrease on the previous year’s average of 99%.
15. Turnout times for Whole-time appliances remain consistent with the previous year at 1 minute 32 seconds; this is a marked improvement from 2018 where the time taken for a Whole-time appliance to mobilise was 2 minutes 43 seconds.
16. Turnout times for On-Call appliances has slightly decreased to 6 minutes 15 seconds. This is a drop from last years’ time of 5 minutes 46 seconds and is partly due to recruitment of new on-call staff that live slightly further from the Station.
17. Attendance times to life critical incidents was slightly above the ten-minute attendance time at 10 minutes 23 seconds. Attendance at incidents in remote areas of the county are having a negative impact in this area due to the rurality and travel distance in these areas. Incidents in Charnwood and Harborough Districts particularly affect this time.
18. 490 public responses have been received to the After the Incident Survey April 2021 to March 2022. 99% of people responding to the survey stated that they were ‘satisfied or very satisfied’ with the overall service they received from Leicestershire Fire and Rescue Service. 1% stated they were neither ‘satisfied’ nor ‘dissatisfied’ with the overall service. Other areas covered in the survey;
 - 98% were satisfied with the initial contact
 - 99% said the Service arrived on time or quicker than expected
 - 99% said the effects of the incident were kept to a minimum
 - 100% said they felt informed during the incident

Incidents of Note

19. The following are incidents of note which occurred during April 2021 – March 2022:

June 2021

Underground conveyor Fire- Hanson Cement, Pit Lane, Ketton.
Eight Appliances plus special appliances and crews from Lincolnshire and Cambridgeshire.

November 2021

Industrial Building - Unit 4, Oak & Ash Business Park, Leicester.
Five Appliances plus special appliances and Officers.

Industrial Building - Syston Mill, Mill Lane, Syston.
Five Appliances plus special appliances and Officers.

December 2021

Waste and Recycling Centre - ENVA WasteCycle, Wesley Street, Leicester.
Eight Appliances plus special appliances and Officers.

January 2022

Domestic Building Fire - The Lodge, Gaddesby Lane, Ashby Foalville.
Five Appliances plus special appliances and Officers

March 2022

Waste and Recycling Centre - Casepack, Sunningdale Road, Leicester
Large fire in the recycling building
14 Appliances plus multiple special appliances and Officers.

Industrial Building - Bruntingthorpe, Leicestershire.
Six Appliances plus special appliances and Officers.

Report Implications/Impact

20. Legal (including crime and disorder)
Fire and Rescue Services Act 1974.
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 users 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.

Officers to Contact

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