

Status of Report: Public
Meeting: Combined Fire Authority
Date: 30 November 2022
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) members on key Service Delivery performance for the second quarter – 1 July – 30 September 2022.

Recommendation

2. The CFA is requested to note the update provided on the key service delivery matters for the second quarter (1 July – 30 September 2022), in particular:
 - a. The continued improvement with prevention and protection over the three-yearly average.
 - b. The proactive work being undertaken with businesses in relation to fire safety.
 - c. The positive feedback received from the public when responding to emergency incidents.

Executive Summary

3. This report sets out the progress, or otherwise, that has been achieved in relation to Service Delivery for the second quarter of 2022/23. The subject matter areas covered in this report include:
 - Prevention;
 - Protection;
 - Response;
 - Performance;
 - Incidents of note.
4. The number of fire safety audits being completed remains on a continued upward trajectory in line with the risk-based inspection program.
5. The report highlights the achievement of maintaining the ten-minute response time for life risk incidents, however several districts remain outside the target time of ten minutes. This is related to the location of incidents and the increased travel distances in these areas.

Background

Prevention

6. This reporting period has seen the delivery of 2,886 Home Safety Checks (HSCs), compared to 3,505 the previous quarter. This takes the total year to date of successful HSCs to 6,391. This is 1,720 higher than the three-yearly average baseline figure of 4,671.
7. The second quarter has seen the installation of 1,125 alarms. This includes 1030 smoke alarms, 38 carbon monoxide alarms and 57 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.
8. The Service also analyses the success of the Home Safety Check visits. During the second quarter, 501 people responded, of which:
 - i. 100% felt safer after the visit;
 - ii. 92% of respondents were very satisfied with the visit, and 8% satisfied; and,
 - iii. 95% would change their current habits following the visit.
9. Feedback comments include:

“Feel safer knowing I have hard wired smoke alarms and now know what the battery is for. Pleased the bleeping has stopped”

“Knowing I have working smoke alarms and now know my deaf alarm is working OK”

“I now have more fire safety knowledge and have an alarm upstairs that makes me feel safer”

“I now have some smoke alarms which I didn't have before. The firefighter was most kind and explained in great detail what I should do if I have a fire”.
10. The intent of the 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.

Protection

11. The Fire Protection team is successfully working through the risk-based inspection program and has completed 213 fire safety audits during the second quarter, compared to 161 for the same period 2021/22. This takes the total audits for 2022/23 to 461.
12. In addition to the risk-based inspection program, the Fire Protection team have completed an additional 70 officer generated fire safety audits. This type of inspection arises through complaints or concerns from either operational crews or members of the public and is in addition to the planned risk-based inspection program.

13. As a result of all the fire safety audits undertaken this quarter, 44 Action Plans and 15 enforcement notices have been issued to premises that require improvement. Fire Protection Officers will continue to work with the building owners to ensure compliance.
14. The Service continues to pro-actively engage with both business owners and the responsible person(s); holding fire safety workshops to promote fire safety awareness and legislative responsibilities.
15. These fire safety workshops have been extremely successful during the last quarter with over 137 businesses represented at the July seminar. Further workshops are planned for quarters 3 and 4.

Response

16. The Service attended 2,702 incidents in the second quarter of 2022/23 compared to 2,296 in the previous quarter. Of the 2,702, 824 (30%) were non-fire incidents, 877 (32%) were fire false alarms and 1,001 (38%) were fire incidents.
17. Compared to the three-yearly benchmark, so far this year the Service has seen an increase of 18.5% in the number of incidents it has attended. This increase is in part due to the weather conditions experienced during July and August.
18. During the second quarter of 2022/23 the Service has responded to 15 incidents involving fatalities, including one fire fatality, five road traffic collisions, three suicides and six special services.
19. 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.

Performance

20. On-Call availability for the second quarter has fallen to 57.6% compared to 59.7% for the previous one. The Service is working hard to increase On Call firefighters and will see four recruitment campaigns for 2022/23.
21. Whole-time availability remains constant for the second quarter at 97.4% which is slightly below the three-yearly average of 98.4%.
22. Attendance times to life critical incidents is currently ten minutes, which is in line with the Service's response target time; however, there are a number of districts that are slightly above the target. Those districts outside the ten-minute target include:
 - Blaby;
 - Charnwood;
 - Rutland;
 - Harborough;
 - Hinckley and Bosworth;
 - Melton;
 - Northwest Leicestershire.

23. Further analysis of the attendance times indicates that the rurality of these districts requires a longer drive time, thus negatively impacting the response.
24. The Service received 110 public responses within the second quarter to the After the Incident Survey, of which:
- i. 100% of respondents were happy with how their call was initially dealt with;
 - ii. 96.9% of respondents said the Service arrived on time or quicker than expected;
 - iii. 88% of respondents felt they were kept very well informed during the incident with 12% feeling fairly well informed;
 - iv. 100% 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.
25. Feedback comments include:

"They were very calming and reassuring, they were wonderful, and I can't praise them highly enough"

"Just amazing response, very professional, made sure everything was safe and such a lovely team"

"Great service. Gave us confidence in the fire service".

"I was unsure whether to call as I didn't really know if the incident was significant or not. Both the call handler and the fire service who attended the scene were very reassuring and polite".

"They 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

26. The following are incidents of note during July - September:

July 2022

July saw significant and sustained emergency calls which resulted in the declaration of a major incident on 19 July. Incidents of note include:

Wildfire – Newtown Linford. Eight Appliances plus reliefs and specials
Incident was protracted over 22 days.

Grassland and wooded area involved in fire; accidental ignition caused by discarded BBQ.

Chemical Incident – Leicester. Four Appliances plus specials
Incident involved chemical leak within factory.

Building Fire – Walton on the Wolds. Six Appliances plus specials
Building involved in fire; accidental ignition due to weather.

Barn Fire – Skeffington. Five appliances plus specials
Barn involved in fire with cylinders, accidental ignition due to weather.

August 2022

August saw over 1,000 emergency incidents, which is the highest number for ten years. Incidents of note include:

Building Fire – Leicester. Seven Appliances plus Ariel.
Domestic dwelling involved in fire; building used to cultivate cannabis;
accidental ignition caused by by-pass of electrical circuits.

Building Fire – Shepshed. Eight Appliances plus specials.
Waste recycling fire, accidental ignition.

Building Fire – Leicester. Eight Appliances plus Ariel.
Flat within tall building in fire, evacuation of building; deliberate ignition caused
by persons unknown.

September 2022

Building fire – Leicester. Four Appliances
Flat involved in fire, caused by combustible materials close to ignition source
One male fatality, aged 56

Building Fire – Leicester. Five Appliances plus Ariel.
Flat within tall building in fire, evacuation of building; accidental ignition caused
by proximity of combustible material.

Building collapse – Leicester. Five Appliances plus specials
Partial collapse of building resulting in declaration of a major incident by the
Police due to impact within Leicester City.

Report Implications/Impact

27. Legal (including crime and disorder)

There are no legal implications arising from this report.

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

There are no direct financial implications from this report.

29. 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.

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

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

31. Environmental

There are no environmental implications arising from this report.

32. 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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