

Status of Report: Public

Meeting: Combined Fire Authority Meeting

Date: 6 February 2019

Subject: Service Delivery Update

Report by: Rick Taylor - The Chief Fire and Rescue Officer

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For: Information Only

Purpose

1. The purpose of the report is to update the Combined Fire Authority (CFA) on the key service delivery matters since the previous CFA meeting on 12 December 2018.

Recommendation

2. The CFA is requested to note the contents of this report.

Executive Summary

3. This report updates the CFA on matters in relation to service delivery and provides an overview of the current operational position since the CFA meeting in December 2018. The subject matter areas that are covered in this report include:
 - Prevention
 - Protection
 - Response
 - Performance
 - Incidents of note
4. The report identifies that performance in service delivery has improved. On-call availability has increased and attendance time targets have been met. It also provides members with an overview of activities being undertaken within the directorate.

Background

Prevention

5. A refreshed approach is being taken to service delivery. A local initiative entitled maximising capacity has been introduced and seeks to better balance the time and resource spent on Prevention, Protection, Response and Resilience. This is also in line with Her Majesty's Inspectorate review of effectiveness and efficiency within services.

6. The programme will launch formally on 1 April 2019. It is based on the three principles of Accountability and Responsibility, Freedom and Flexibility, and Measurement and Monitoring. These principles will be applied within a framework of seven service delivery tools: Prevention, Protection, Response, Resilience, Planning, Partnership, and Performance Monitoring.
7. Developing people to better deliver the seven tools will take place over a long time period. The personal development this year covers the overall ethos of the approach with a clear focus on Prevention and Partnership. This is timely following the initial feedback from Her Majesty's Inspectors, who noted the limited development previously provided to station based staff on Prevention.

Protection

8. Successful Prosecution

The last Service Delivery update described a successful prosecution against a managing agent who failed to properly provide or maintain fire precautions at a property he rented out. CFA members were advised the judge had implemented the 'slip rule', requiring an investigation into the financial affairs of the guilty party. The case returned to court on 17th December 2018 and the evidence presented. The judge did not increase the sanction of an 8 month suspended custodial sentence, costs, 240 hours' community service and a ten-week curfew.

Response

9. Hinckley Road Explosion, Court Case

The court case for the Hinckley Road explosion in which five people died continued throughout December, the jury starting their deliberations shortly before Christmas. They reconvened on 27 December and returned guilty verdicts against all three defendants on both charges of murder and insurance fraud. They were committed to a prison sentence accumulating to a minimum of 109 years.

Performance

10. Emergency Call Handling

Emergencies calls are dealt with by our control centre at Southern Fire and Rescue station. From April – December 2018 fire control dealt with 14,906 emergency calls. Improvements have been made over the last 3 years with 84% of calls emergency calls now answered with 7 seconds and all calls answered on average within 5.2 seconds.

11. Mobilising times

Mobilising times for April – December 2018 have seen an improvement, with the whole-time stations averaging 2 minutes 18 seconds and the on-call stations averaging 7 minute 10 seconds. It is envisaged that the implementation of status messaging on mobile data terminals will improve the time taken for

appliances to respond to an incident. Status messaging is where crews electronically indicate their response to an incident rather than over the radio scheme.

12. Attendance Times

We are currently meeting our attendance standards of reaching critical incidents in 10 minutes on 95% of occasions during April – December 2018, which is in line with the performance target.

13. Appliance Availability

Whole-time appliance availability is currently at 98.7% and this is reflective of previous years. On-Call availability is currently averaging 55%, whilst this is below the previous year's availability there has been a 6.5% increase since July 2018. Further improvements are anticipated through the On-Call project which will be looking to improve the following:

- Appliance Availability – How can we maximise appliance availability and can we look at alternative mobilising methods for our On-Call staff.
- On-Call Recruitment – What are the current barriers and how can we make the On-Call duty system more appealing to the community.
- On-Call Retention – Once we have recruited On-Call staff, how can we ensure that we make the role appealing and maximise their skills.

Incidents of note since the CFA meeting on 12 December 2018

14. Belgrave Business Centre

Ten appliances, an Aerial Ladder Platform, support vehicles and officers were sent to a significant fire at the Belgrave Business Centre in Leicester in January 2019. Five businesses were directly affected and the building is being demolished. The fire was set deliberately and police have released CCTV of an individual they wish to speak to in relation to the incident.

Report Implications/Impact

15. Legal (including crime and disorder)

None identified at this time.

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

There are no direct financial implications from this report.

17. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

None arising from this report.

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

None identified at this time.

19. Environmental

None identified at this time.

20. Impact upon Our Plan

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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