

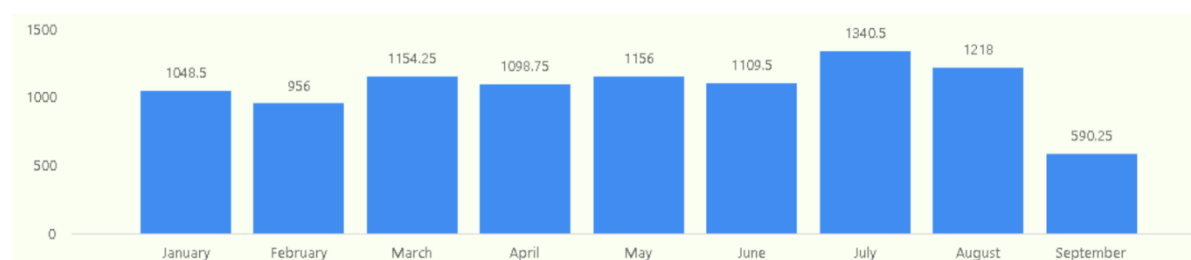
CREWS OF THREE UPDATE

Background

Crews of three (an On-Call crewing model) was implemented within Cambridgeshire Fire and Rescue Service (CFRS) on 1 January 2023. This briefing paper details the data that has been captured and the benefits the organisation has seen since this change was introduced. The data is correct as at 20 September 2023.

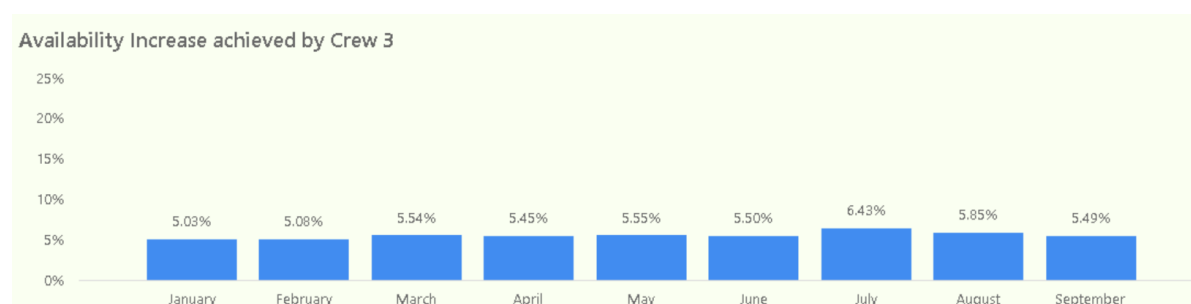
Crews of Three Available Hours Report

On average, we are seeing approximately 1100 hours a month of additional availability (hours) across all On-Call stations per month. These are hours of cover that were previously given by On-Call firefighters but with little benefit. Now they are mobilised with a crew of three, this availability not only becomes beneficial for the organisation but for the individuals giving the cover as they are more likely to be mobilised to an incident and in turn recompensed.



Availability Increase by Station

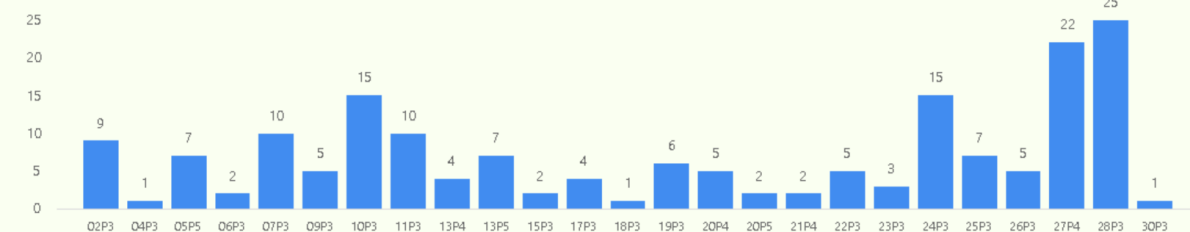
Our availability across the On-Call has seen an increase of 5.5% since the introduction of crews of three. Ideally, we would like to turn this availability into fully crewed availability.



Calls Attended by Crews of Three Per Station

Since the introduction of crews of three, we have seen some positive results with stations now getting more calls to incidents on their station ground. We expect this to help with retention of colleagues and increase confidence and competence as these firefighters are now able to practise their skills in an operational environment rather than just in training scenarios. Obviously our desire is to ensure we continue to recruit, so we mobilise fully crewed appliances where we can. St Ives (25), Huntingdon On-Call (22), Ramsey and Sawston (15) and Burwell and Gamlingay (10) are stations that have seen a greater increased call volume since the introduction of crews of three.

Crew 3 Mobilisations by Station



Key:

02P3- Cottenham	03P3- Sutton	04P3- Littleport	05P5- Ely	06P3- Soham
07P3- Burwell	09P3- Linton	10P3- Sawston	11P3- Gamlingay	13P5/4 St Neots
15P3- PVFB	17P3- Yaxley	18P3- Whittlesey	19P3- Thorney	20P5/4 Wisbech
21P3/4- March	22P3- Manea	23P3- Chatteris	24P3- Ramsey	25P3- Sawtry
26P3- Kimbolton	27P4- Huntingdon	28P3- St Ives	30P3- Cambourne	

Calls Attended, (including when crews of three arrived first and the delay in second appliance attending scene)

CFRS has attended 175 incidents since 1 January 2023 with crews of three. Eighty-nine, approximately half, of these incidents saw crews of three arrive first on scene and waited an average of five minutes and 19 seconds for the second appliance to arrive. This was in keeping with our planning assumptions when the model was introduced.

	January	February	March	April	May	June	July	August	September
Incidents Attended	23	16	19	11	17	20	28	26	15
Incidents Attended when Crew 3 Appliance arrived 1st	9	8	6	4	9	11	17	17	8
Average Delay to 2nd Appliance Arrival when Crew 3 Appliance arrives 1st	00:03:47	00:03:42	00:02:23	00:11:53	00:04:59	00:06:50	00:05:50	00:04:29	00:03:10

Calls where Appliances Mobilised as a Crew of Three but Mobilised with a Crew of Four or More

CFRS mobilise crews of three and then back up that appliance with a fully crewed appliance (four or more firefighters). Below shows the number of times we have mobilised a fire appliance planning on a crew of three to attend but the appliance went to the incident as a fully crewed appliance. This is a positive news story and would suggest there are more firefighters available at the time the call comes into the control room than are showing available on our electronic roster and availability system (ERAS). The On-Call team will continue to work to align contractual availability at our On-Call stations to ensure the availability of resources is truly reflected in ERAS.

January	9
February	8
March	9
April	2
May	5
July	13
August	13
September	2

Review

We continue to review the benefit of this crewing model using the performance dashboard that has been created to monitor the associated data. We also have seen operational debriefs across the organisation start to feedback on the benefits of crews of three at larger incidents. This information will be collated and reviewed at our Operational Excellence quarterly meetings.