

## Agenda Item 3

**TO:** Overview and Scrutiny Committee

**FROM:** Head of Service Transformation – Tamsin Mirfin

**PRESENTING OFFICER(S):** Assistant Chief Fire Officer (ACFO) – Jon Anderson

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**DATE:** 4 October 2023

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### INTEGRATED RISK MANAGEMENT PLAN PERFORMANCE MEASURES

#### 1. Purpose

- 1.1 The purpose of this report is to provide the Overview and Scrutiny Committee with our performance against our Integrated Risk Management Plan (IRMP) performance measures.

#### 2. Recommendation

- 2.1 The Committee is asked to note the contents of the performance report in Appendix 1 which covers the first quarter of the year, 1 April to 30 June 2023 and make comment as they deem appropriate.
- 2.2 Appendix 2 is provided as additional information as requested by Members at the January and April 2023 Committees (Minute 49 and 56 respectively refer).

#### 3. Risk Assessment

- 3.1 **Political** - the IRMP process, outlined in the Fire and Rescue National Framework for England requires the Authority to look for opportunities to drive down risk by utilising resources in the most efficient and effective way. The IRMP has legal force and it is therefore incumbent on the Authority to demonstrate that its IRMP principles are applied within the organisation.
- 3.2 **Economic** - the management of risk through a proactive preventable agenda serves to not only reduce costs associated with reactive response services but also aids in the promotion of prosperous communities.
- 3.3 **Legal** - the Authority has a legal responsibility to act as the enforcement agency for the Regulatory Reform (Fire Safety) Order 2005. As a result, ensuring both compliance with and support for business to achieve are core aspects of the fire and rescue service function to local communities.

#### 4. Equality Impact Assessment

- 4.1 Due to the discriminative nature of fire, those with certain protected characteristics are more likely to suffer the effects. Prevention strategies aim to minimise the disadvantage suffered by people due to their protected characteristic; specifically, age and disability.

## 5. Background

- 5.1 The IRMP is a public facing document covering a four-year period and represents the output of the IRMP process for Cambridgeshire and Peterborough. The document reviews the Service's progress to date and highlights initiatives that may be explored to further improve the quality of operational service provision and importantly in balance, further reduce the level of risk in the community.
- 5.2 The integrated risk management process is supported using risk modelling. This is a process by which performance data over the last five years in key areas of prevention, protection and response is used to assess the likelihood of fires and other related emergencies from occurring; we term this 'community risk'. This, together with data from other sources such as the national risk register and our business delivery risks, is then used to identify the activities required to mitigate risks and maximise opportunities, with measures then set to monitor and improve our performance.

## BIBLIOGRAPHY

Source Document	Location	Contact Officer
IRMP 2020/24	Hinchingbrooke Cottage Brampton Road Huntingdon	Tamsin Mirfin Head of Service Transformation tamsin.mirfin@cambsfire.gov.uk

## Appendix 1

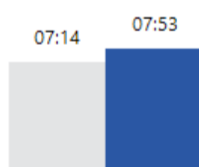
### Overview and Scrutiny Committee – IRMP Performance Review 2023/24 Quarter 1

We will respond to the most serious incidents within an average of 9 minutes in urban areas and 12 minutes in rural areas for the first fire engine in attendance. And we will respond to all incidents in our authority area within 18 minutes for the first fire engine in attendance 95% of the time. Most serious are defined as fires, rescues from water and road traffic collisions.

#### **Attendance times – first pump – most serious incidents – urban area within 9 minutes.**

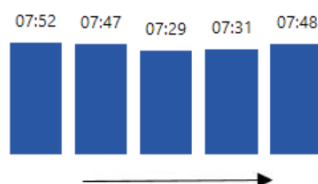
1 April 22- 1 April 23 -  
30 June 22 30 June 23

**Call Year to Date** ▲ 8.8%



18/19 19/20 20/21 21/22 22/23

**Rolling 5 Years** ▼ -0.8%



This remains within our performance measure at 7:53 for the first quarter. We have seen a month on month increase in the attendance times in this quarter. When looking deeper in to the data this has been driven by On-Call and over the border appliances being used in urban areas. However, the attendance times are still well within our performance standards.

#### **Attendance times – first pump – most serious incidents – rural area within 12 minutes.**

1 April 22- 1 April 23 -  
30 June 22 30 June 23

**Call Year to Date** ▼ -1.8%



18/19 19/20 20/21 21/22 22/23

**Rolling 5 Years** ▼ -1.4%



There has been a good start to the year for our first pump in rural areas, achieving an average of 11:41, this is an improvement on last years first quarters performance.

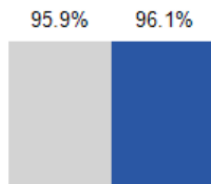
## Attendance times – first pump – all incidents within 18 minutes on 95% of occasions

1 April 22-  
30 June 22

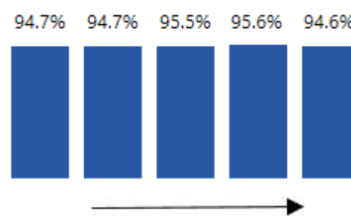
1 April 23 -  
30 June 23

18/19 19/20 20/21 21/22 22/23

Call Year to Date ▲ 0.2%



Rolling 5 Years ▼ -0.1%



This performance measure is running slightly above our aim, of 95%, however the performance is similar to the previous year.

Again, this is linked to when appliances are attending incidents outside of their incident grounds and therefore have increased travel distances.

**We will be monitoring the following areas to ensure that we are making effective decisions about the targeting of our resources:**

- The number of primary and secondary fires.
- The number of associated deaths and injuries from fire.
- The number of people killed and seriously injured on our roads.
- The number and type of special services that we attend.
- The diversity of job applicants and employees.

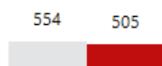
## Total Fires

1 April 22-  
30 June 22

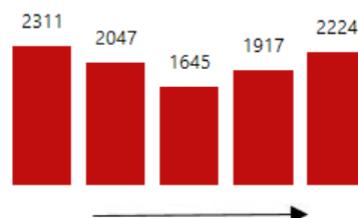
1 April 23 -  
30 June 23

18/19 19/20 20/21 21/22 22/23

Call Year to Date ▼ -9%



Rolling 5 Years ▼ -4%



Total fires are down this quarter (505) compared to last year (554).

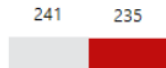
Of the 505 fires, 235 were primary fires, 251 secondary fires and 9 were chimney fires. The remaining fires were unassigned a fire classification at the time of reporting.

## Primary Fires

1 April 22-  
30 June 22

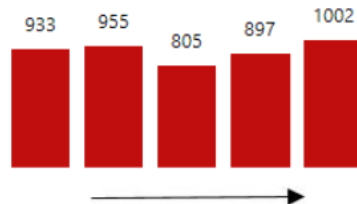
1 April 23 -  
30 June 23

Call Year to Date ▼ -2%



18/19 19/20 20/21 21/22 22/23

Rolling 5 Years ▲ 7%



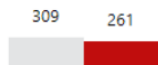
There have been 235 primary fires in the first quarter of the year; 6 less primary fires compared to the same period last year. The 5 year rolling figures will be impacted still from the summer spate conditions that we experienced in the summer of 2022/23.

## Secondary Fires

1 April 22-  
30 June 22

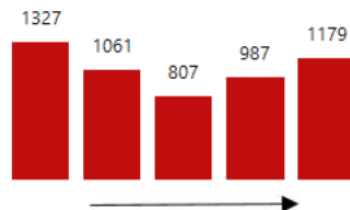
1 April 23 -  
30 June 23

Call Year to Date ▼ -16%



18/19 19/20 20/21 21/22 22/23

Rolling 5 Years ▼ -11%



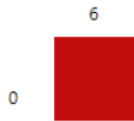
There were 48 less secondary fires this quarter compared to the same period last year. The reduction in secondary fires in April 2023 in Cambridge City, Fenland and South Cambridgeshire districts has contributed to the overall reduction in quarter 1 and could be because the weather was wetter in April 2023 (113.8mm of rain in March and 41.8mm of rain in April 2023) compared to April 2022 (33.8mm of rain in March and 5.2mm of rain in April 2022).

## Fire Deaths

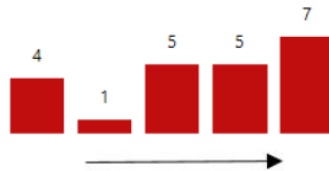
1 April 22- 1 April 23 -  
30 June 22 30 June 23

18/19 19/20 20/21 21/22 22/23

Call Year to Date ▼



Rolling 5 Years ▲



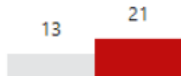
Sadly, there have been six fire deaths in the first quarter of this year. These fatalities occurred at three separate incidents. Five people died in two separate dwelling fires and one death was caused by a fire outdoors.

## Fire Casualty

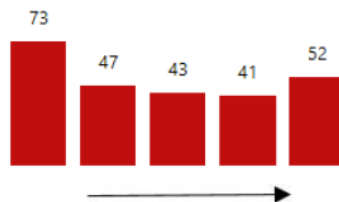
1 April 22- 1 April 23 -  
30 June 22 30 June 23

18/19 19/20 20/21 21/22 22/23

Call Year to Date ▲ 62%



Rolling 5 Years ▼ -29%



There were 21 fire injuries this quarter compared to 13 for the same period the previous year.

The injuries all occurred at multiple separate incidents and the majority of injuries occurred at dwelling fires.

The rolling 12-month data shows that there have been 52 injuries in the last 12 months. The main increase has been in people having first aid at the incident; this was nearly double the previous year.

## Road traffic collisions attended

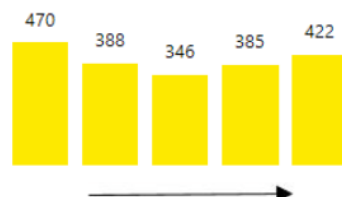
1 April 22- 1 April 23 -  
30 June 22 30 June 23

18/19 19/20 20/21 21/22 22/23

Call Year to Date ▲ 1%



Rolling 5 Years ▼ -10%

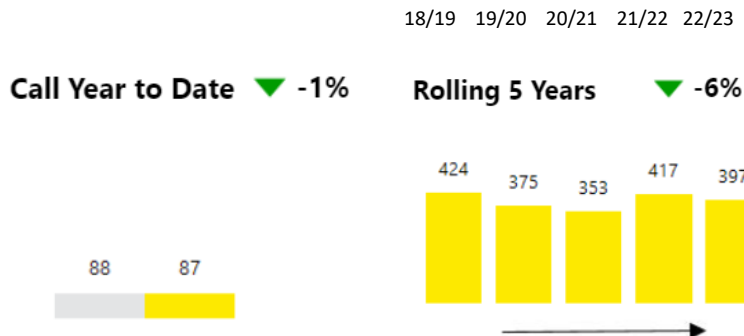


Road traffic collision incidents attended in the first quarter of the year, are similar to the previous years first quarter with a slight increase of one.

The rolling 5-year data is showing a 10% decrease however the previous 12 months is high at 422.

## People killed or seriously injured in road traffic collisions

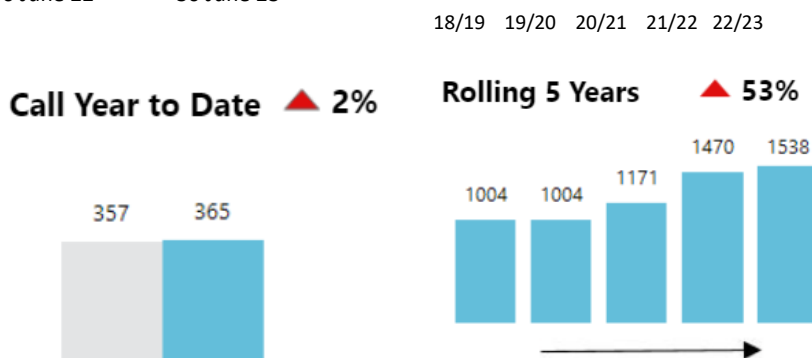
1 April 22- 1 April 23 -  
30 June 22 30 June 23



The number of people killed or seriously injured in road traffic collisions is down by -6% over the rolling 5 years. The call year to date is down by -1% on the same period last year.

## Special service incidents attended

1 April 22- 1 April 23 -  
30 June 22 30 June 23

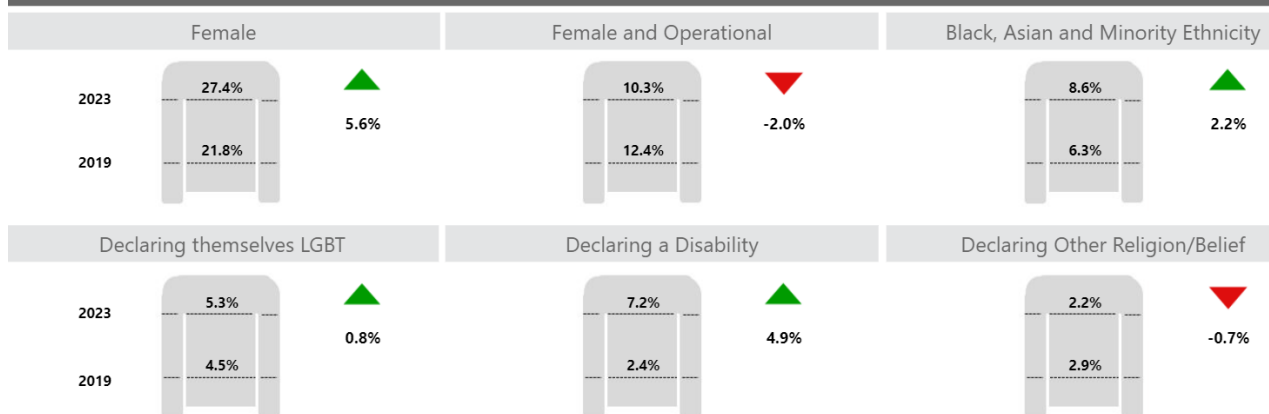


Special service over the 5 years sees an increase of 53% with a 2% increase in the call year to date.

No action (not false alarm), flooding and rescue or evacuation from water are the largest growth areas in special service incidents this quarter. This is likely to be linked to the increased rainfall that we saw in the first quarter.

We have seen a fall in assisting other agency incidents and hazardous material incidents. However, assisting agencies still remains our highest demand special service despite the slight fall in numbers of calls in this category.

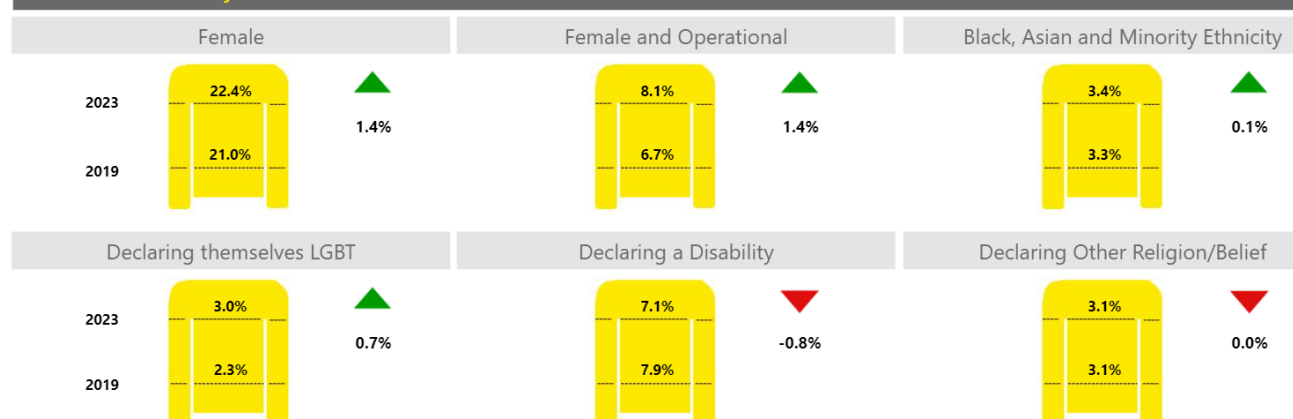
### Applicant Diversity over a rolling five year period



We have seen increases in applicants in all areas apart from female operational and people declaring 'other religion or belief'. Whilst we have seen diversity in application from our wholetime recruitment campaign, this is yet to complete so we cannot fully assess this at this time.

We are taking each recruitment campaign and working with the performance team to build the proportions by demographic at each step, to identify where to review our process or take positive action.

### Workforce Diversity



Our Full Time Equivalents (FTE) by main job was 533.8 and total headcount by main job was 629. FTE is down 12 from last year and head count by main job is down by -10.

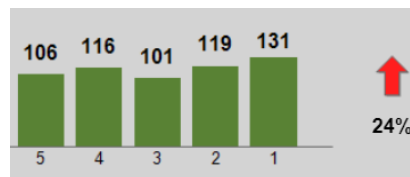
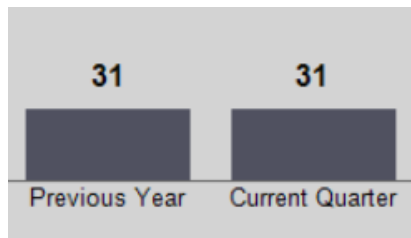
We have seen slight diversity increases in all areas apart from those declaring a disability and those declaring 'other religion or belief'.

As well as looking at the numbers of fires, road traffic collisions and other incidents, we also look at trends and seek to understand the underlying causes or factors that we are able to influence to reduce numbers. We will be working to support businesses to ensure compliance with the Fire Safety Order and we will monitor this through:



## The number of non-domestic fires

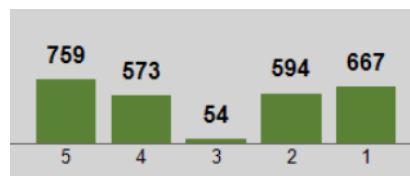
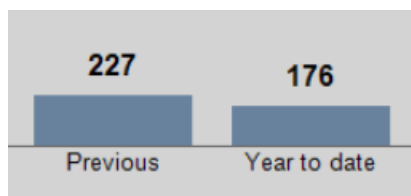
1 April 22- 1 April 23 - 30 18/19 19/20 20/21 21/22 22/23  
30 June 22 30 June 23



There have been the same number of non-domestic fires in the first quarter as there were during the same time last year. The rolling 5-year data is showing an increase; however, this will be the impact of the summer spate conditions of last summer.

## The number of business engagements identified through our risk based audit programme

1 April 22- 1 April 23 - 30 18/19 19/20 20/21 21/22 22/23  
30 June 22 30 June 23



There have been 176 business engagements carried out by the watches in the first quarter compared to 227 last year.

**To ensure that we are delivering value for money for our communities, we will monitor:**

**Our collaborations and the benefits that these bring to us, our partners and to our communities.**

In the first quarter of this year Suffolk Fire and Rescue Service served Cambridgeshire with notice of their intention to terminate the hugely successful Combined Fire Control. This is extremely disappointing however we continue to work with Suffolk to deliver the new ICCS and Mobilising System into service and continue to provide the Combined Fire Control service to both communities.

**With each procurement or project, we consider the opportunities to collaborate and continue to work with our existing partners.**

**Savings that we achieve through improving our business practices. These may be financial savings and/or more efficient ways of working.**

We continue to work with our suppliers to reduce costs where we can and to prepare for the new Procurement regulations to come in to force. The new On-Call payments process was introduced into Service. The aim is to use integrations to trigger payment claims from the mobilising system or the availability system and to reduce manual processing of claims. Work commenced on the next automated process developments. Digital works continue to be a focus of the organisation implementing replacement telephony connections as Public Switch Telephone Network (PSTN) is retired from service by BT.

## **Crews of Three**

Although not an IRMP measure, at a previous Overview and Scrutiny Committee meeting, Members requested an update be included in this performance report on crews of three.

Crews of three continue to deliver 1100 hours of additional availability per month which equates to a 5.5% increase in availability. The desire is to progress to crews of four or five on these appliances and hopefully with five On-Call courses next year this should help.

In quarter 1 we have seen the following for crews of three;

- Mobilised to 48 calls over the three months. Since the implementation of crews of three we have seen Huntingdon On-Call (18), St Ives (23), Gamlingay (10), Ramsey (12) and Sawston (14) attending the highest number of calls with a crew of 3.
- Twenty-six of the 48 incidents saw the crew of three appliance in attendance, first on scene and they waited an average of 8 minutes for the second appliance to arrive (low call volume in April with a long response time to one incident has seen the rise in 2<sup>nd</sup> pump attendance time).
- Calls are primarily to road traffic collisions, building fires and automatic fire alarms.
- We have 10 instances where a crew of three has been alerted but mobilised with four or more riders. This will be monitored moving forward.

Appendix 2 provides an overview and more detail on crews of three since its implementation on 1 January 2023.