

TO: Overview and Scrutiny Committee

FROM: Assistant Director Service Transformation – Tamsin Mirfin

PRESENTING OFFICER(S): Assistant Director Service Transformation – Tamsin Mirfin

Telephone: 07900 267944

email: tamsin.mirfin@cambsfire.gov.uk

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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 Quarter 3 of the year 2023/24, 1 October to 31 December 2023. The Committee is also asked to make comment as they deem appropriate.

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

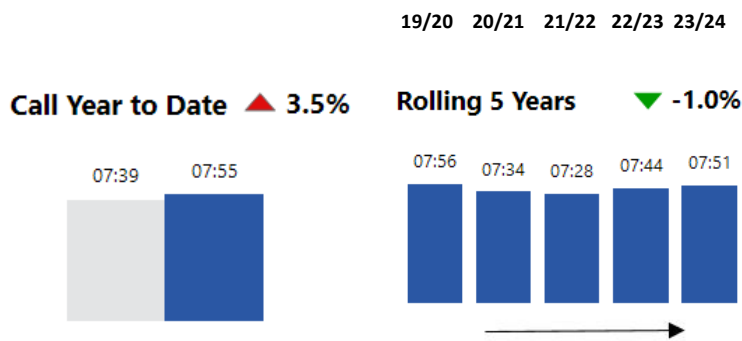
| Source Document | Location | Contact Officer |
|-----------------|---|--|
| IRMP 2020/24 | Hinchingbrooke Cottage Brampton Road Huntingdon | Tamsin Mirfin Assistant Director Service Transformation tamsin.mirfin@cambsfire.gov.uk |

Overview and Scrutiny Committee – IRMP Performance Review 2023/24 - Quarter 3

We will respond to the most serious incidents within an average of nine 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 incidents are defined as fires, rescues from water and road traffic collisions.

Attendance times – first pump – most serious incidents – urban areas within nine minutes

1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23



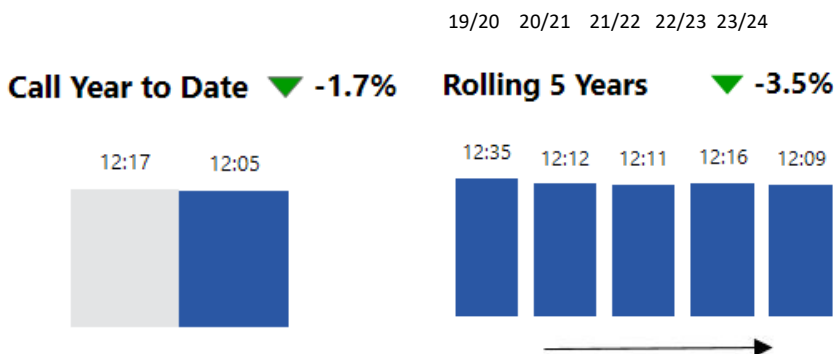
There has been an increase of 3.5% over the first three quarters of this year compared to the same period last year.

The rolling five years data shows we are at a slight increase on the previous four years.

However the performance is still within our measure.

Attendance times – first pump – most serious incidents – rural areas within 12 minutes

1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23



The rural measure is showing an improvement against last year and a decrease against the rolling five-year data.

This quarter has seen an increase in attendance times against the previous quarters.

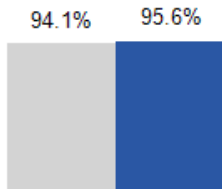
The holiday period will have impacted performance however we will continue to monitor this.

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

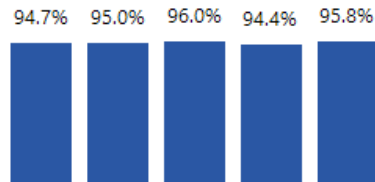
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date ▲ 1.6%



Rolling 5 Years ▲ 1.2%



This performance measure is running above our aim of 95%; the performance is also an improvement on the previous year.

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

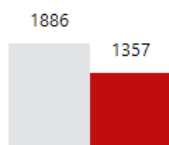
- The number of primary and secondary fires.
- The number of associated deaths and injuries from fire.
- The number of people killed and seriously injured on our roads.
- The number and type of special services that we attend.
- The diversity of job applicants and employees.

Total Fires

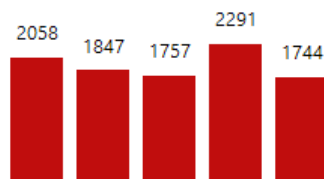
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date ▼ -28%



Rolling 5 Years ▼ -15%



Total fires are down in the year to date compared to the same period as last year. There is one less when comparing this quarter to the same quarter in the previous year - 336 fires compared to 337 last year.

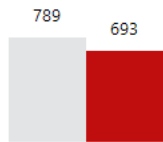
The five-year rolling figures will be impacted still from the summer spate conditions that we experienced in the summer of 2022/23.

Primary Fires

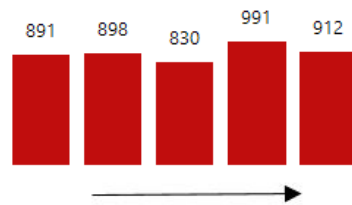
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date ▼ -12%



Rolling 5 Years ▲ 2%



There have been 216 primary fires in the third quarter of the year.

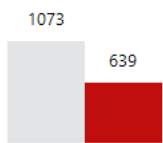
The five-year rolling figures will be impacted still from the summer spate conditions that we experienced in the summer of 2022/23.

Secondary Fires

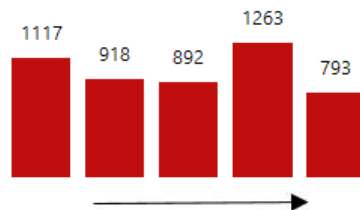
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date ▼ -40%



Rolling 5 Years ▼ -29%



There have been 104 secondary fires this quarter compared to 105 in the same quarter last year.

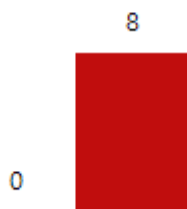
The previous year data and the rolling five years data will include the summer of 2022/23 which saw a huge number of fires.

Fire Deaths

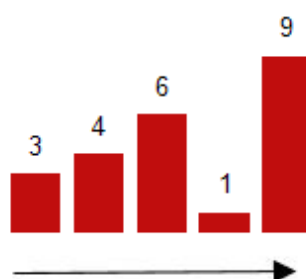
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date



Rolling 5 Years



Sadly, there have been two further fire deaths in this quarter taking the total to eight in this year to date.

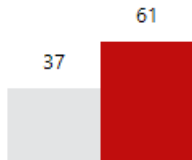
Looking back over the five-year data shows us that of those that died, males are at greater risk than females but marginally so and people aged 65 and over are at greater risk than other age ranges.

Fire Casualty

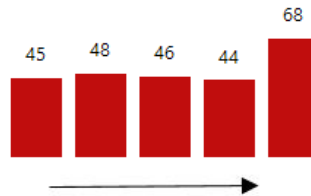
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date ▲ 65%



Rolling 5 Years ▲ 51%



There were 17 fire injuries this quarter in 13 separate incidents.

Work has been conducted to further review who is being injured and the situations that these injuries are occurring in.

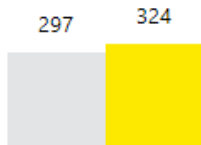
We have seen that the increase is linked to dwelling fires and the injury severity with the largest increase is with those taken to hospital with 'slight injury'.

Road traffic collisions attended

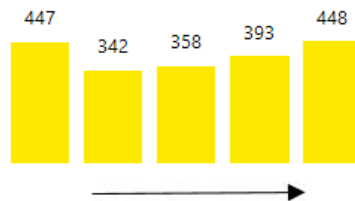
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date ▲ 9%



Rolling 5 Years ▲ 0%



Road traffic collision incidents attended in this quarter are similar to the previous years with only an increase of 10.

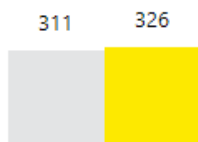
The rolling five-year data is showing a return to levels similar to pre-pandemic levels.

People killed or seriously injured in road traffic collisions

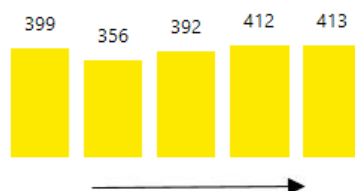
1st April 22 - 1st April 23 -
31st Dec 22 31st Dec 23

19/20 20/21 21/22 22/23 23/24

Call Year to Date ▲ 5%



Rolling 5 Years ▲ 4%



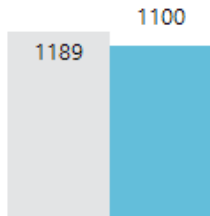
The numbers of people killed or seriously injured in road traffic collisions is up by 4% over the rolling five years. The call year to date is up by 5% on the same period last year.

Special service incidents attended

1st April 22 -
31st Dec 22

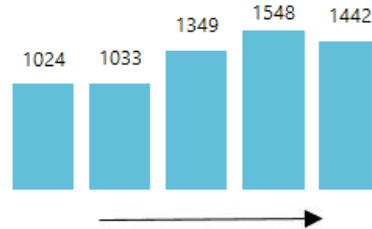
1st April 23 -
31st Dec 23

Call Year to Date ▼ -7%



19/20 20/21 21/22 22/23 23/24

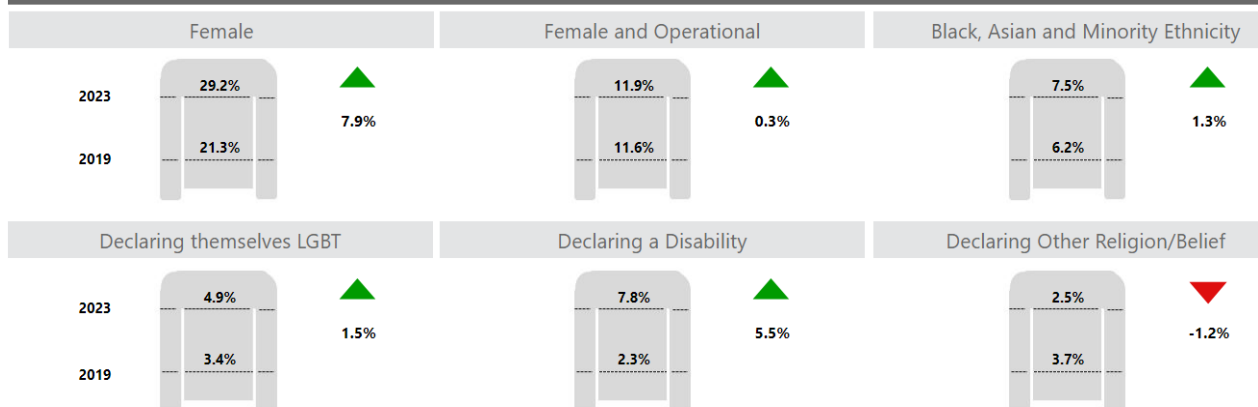
Rolling 5 Years ▲ 41%



Special service over the five years sees an increase of 41% with a 72 decrease in the call year to date.

We saw a decrease in animal rescues and assisting other agencies and increases in 'No Action' (false alarm and other rescue/release of persons).

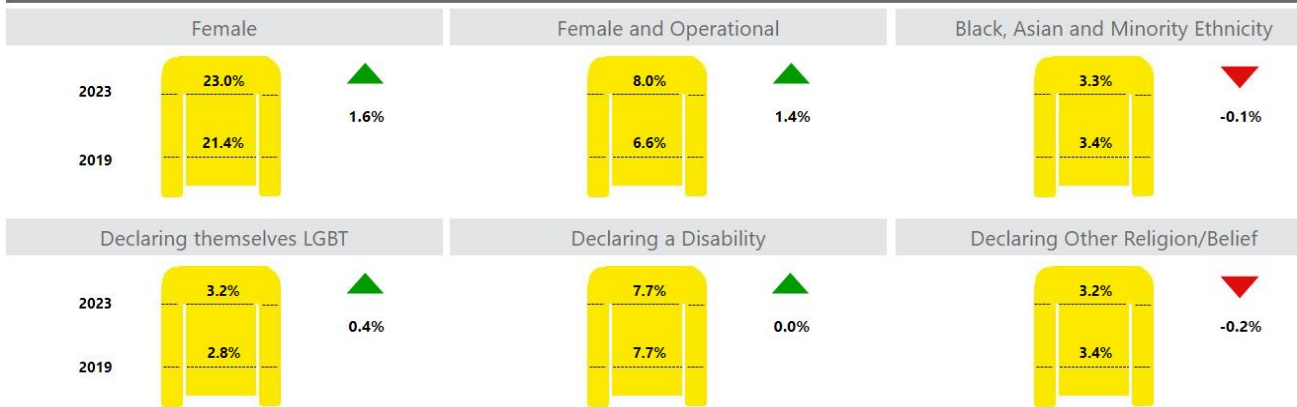
Applicant Diversity over a rolling five year period



We have seen increases in applicants in all areas apart from people declaring 'other religion or belief'. Whilst we have seen diversity in application from our wholetime recruitment campaign, overall, we had less applicants for operational roles in 2023 than pre-pandemic years.

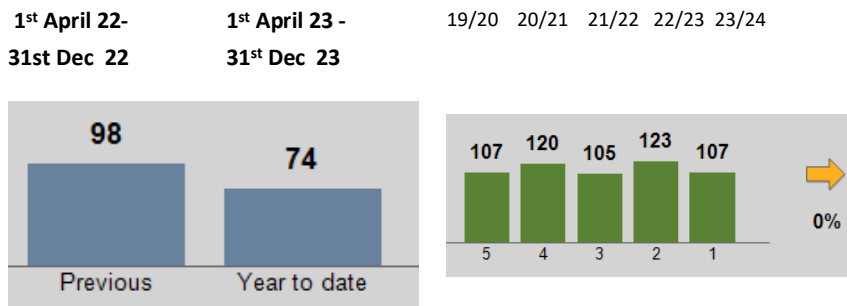
We are taking each recruitment campaign and working with the performance team to build the proportions by demographic at each step, to identify where to review our process or take positive action.

Workforce Diversity



We have seen slight diversity increases in all areas apart from those declaring 'other religion or belief' and in Black, Asian and minority ethnic employees. Those declaring a disability is up again to the same level as 2019. Our number of female employees remains at 23%. The national average for operational women is 8.2% with CFRS at 8.7%.

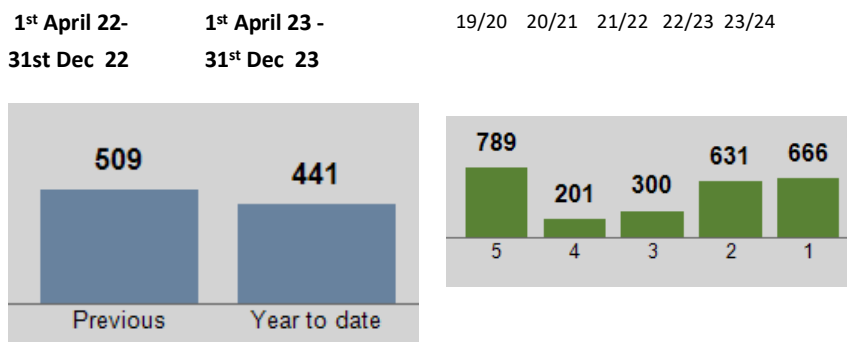
The number of accidental non-domestic fires



There has been a decrease in the number of accidental non-domestic fires in the year to date compared to the same time last year.

Factory and warehouse and shops are the predominant premises type in both 2022 and in 2023.

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



There have been 117 business engagements carried out by the watches in this quarter compared to 114 in the same period 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.

There are two new collaborations to update on.

Firstly, work with Huntingdon District Council on the use of HVO fuel. There is mutual gain in this collaboration, CFRS will gain the use of refuelling and fuel stored in Huntingdon and a measurable decrease in our carbon footprint, if this is expanded after the trial this would have cost benefits in shared purchasing power and resilience in business continuity events. There is potential for further collaboration opportunities with this partner.

The second collaboration is a hosting of Community Welfare Officers to support EEAST with falls work, this will support CFRS objectives in identifying those requiring safe and well visits within our county and providing referrals. We have two posts funded by EEAST but operated by CFRS, this will be closely monitored to ensure that the benefits are mutual.

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 on process automation to improve efficiencies. We will shortly be launching our new On-Call recruitment process. Work has also been conducted to put in place new vehicle contracts which will deliver cost savings to the Service.

Financial business continuity plans have been reviewed and are in place if required.

Crews of Three

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

Crews of three offered relatively stable hours across the three months of this period, offering an average of 1160 hours per month. This is a reduction of hours compared to the previous quarter however this is anticipated due to annual leave and the Christmas holiday occurring during this period. The increased hours still represents an increase of around 5.5% each month.

They attended around 20 incidents per month this quarter, which is a decrease of seven against the previous quarter. Fifty per cent of these incidents saw the crew of three appliance being first in attendance, which allowed us to attend these incidents an average of three and a half minutes quicker than if these appliances hadn't been on the run. We have seen some extended attendance times for second pumps but on average have waited three and a half minutes in October, two minutes 48 seconds in November and three minutes 51 seconds in December.