

Agenda Item: 13

TO: Cambridgeshire and Peterborough Fire Authority

FROM: Area Commander Operations – Jon Anderson

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UPDATE ON NEW DUTY SYSTEM AND ROAMING APPLIANCES

1. Purpose

- 1.1 The purpose of this report is to provide the Fire Authority with an overview of the first year of the new wholetime shift system and the introduction of roaming appliances

2. Recommendation

- 2.1 The Authority is asked to note the contents of this report.

3. Risk Assessment

- 3.1 **Political** - the principles of integrated risk management govern that fire authorities should ensure that resources are distributed in a cost effective and risk based manner. This change in duty system enables the Service to increase the number of wholetime day crewed appliances by two, seven days a week aligned to our Integrated Risk Management Plan (IRMP).
- 3.2 **Economic** – in a climate of financial constraint, it is essential that operational resources are deployed in the most cost effective manner that safeguards the safety of the public and our staff.
- 3.3 **Legal** – in order to establish a new shift system outside national terms and conditions, negotiations are required to achieve a collective agreement between the Fire Brigades Union (FBU) and the Service. This duty system has been achieved through this mechanism and the agreement reached between both parties has ultimately led to its implementation.

4. Background

- 4.1 Following a successful negotiation with the FBU the Service introduced a new shift system for its wholtime stations on 1 January 2018. This included the introduction of two new roaming appliances seven days a week and a move to 'jump crew' specialist appliances. The next section of this report details the outcomes from this change and the difference the change has made to the service we provide with particular focus on the improvements provided by the introduction of roaming appliances.

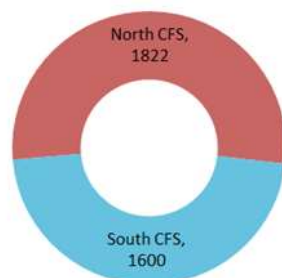
5. Roaming Appliance Impact

5.1 Community Fire Safety (CFS)

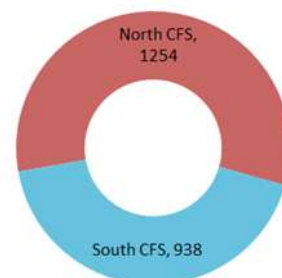
The roaming appliances have made a considerable impact on the delivery of community safety over the course of 2018, completing a total of 3,422 Safe and Well visits across rural locations within Cambridgeshire.

This increase in activity highlights the added benefit of the roaming appliances in addition to operational availability.

Community fire safety jobs



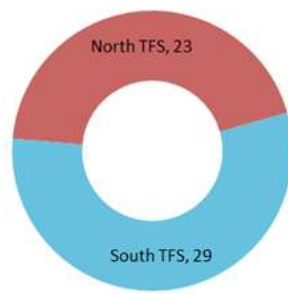
Community fire safety hours



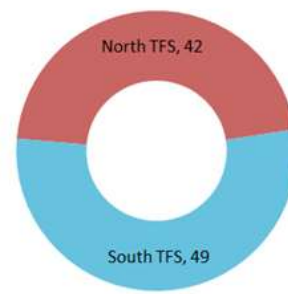
5.2 Technical fire Safety (TFS)

In addition to community safety work the roaming appliances have also been able to conduct business engagement visits, although the number of these is low, the limiting factor is the number of businesses that exist in rural locations.

Technical fire safety jobs



Technical fire safety hours



5.3 Training

Crews on the roaming appliances conduct an hour of operational training per day; this has been achieved throughout 2018 enabling over 700 hours of training to be conducted.

5.4 Availability Improvements

The graph below shows average appliance availability versus time of day. The blue line represents 2018 with the addition of the roaming appliances and the red line gives a representation of what cover would look like without the addition of them.

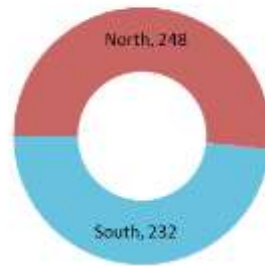
Average Pump Availability Inc. Wholetime



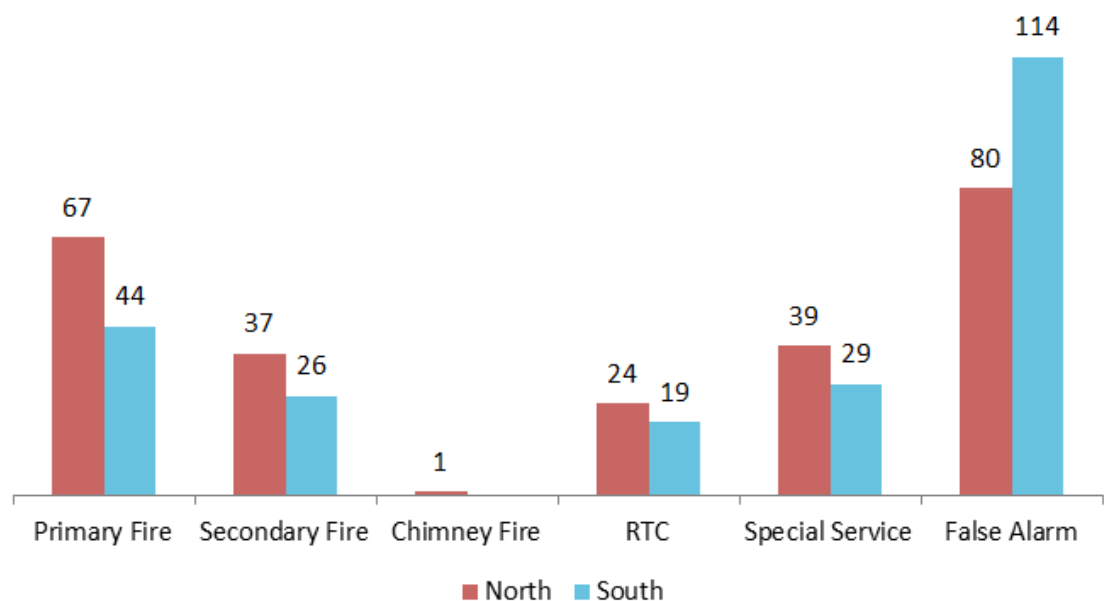
5.5 Operational Incidents

In total the roaming appliances attended 480 incidents throughout 2018; the graphic below shows the split between north and south roaming appliances. The call volume experienced is comparable to two busy On-Call stations with good availability.

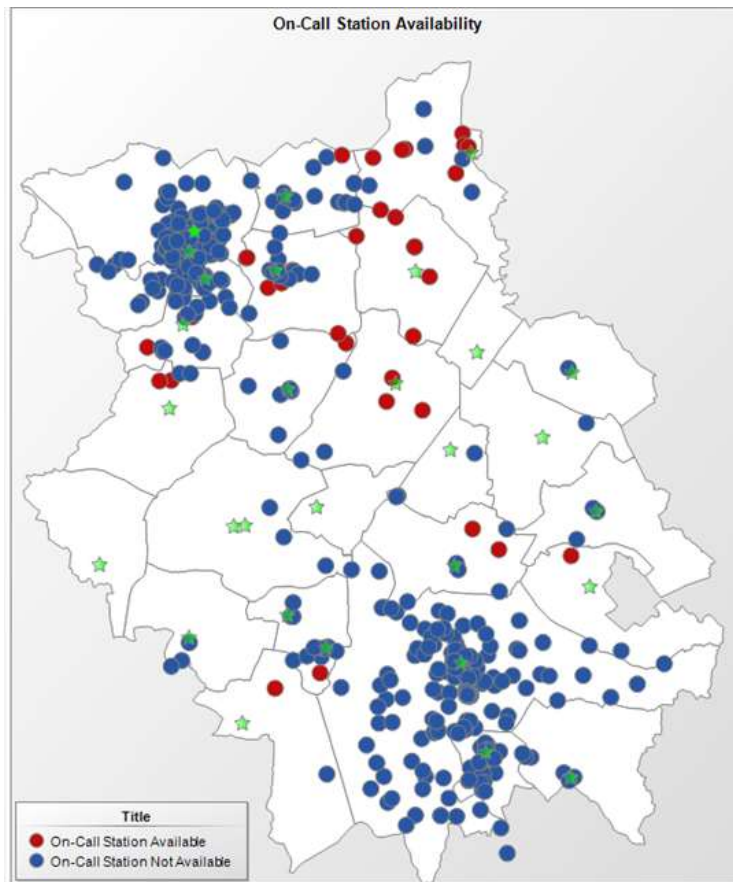
Number of incidents attended



5.6 The graph below gives a breakdown of incidents by type.



5.7 The map below highlights the spread of incidents across the county. This demonstrates that in the north of the county the roaming appliance is responding to demand in urban areas and complimenting current wholtime cover. In the south of the county there is a different picture with the roaming appliance impacting rural availability and responding to calls over a much wider geographic area.



5.8 Impact on Attendance Times

The roaming appliances have not had the impact on attendance times that was anticipated with both urban and rural attendance times up slightly during 2018. Analysis by our performance team has revealed this is due to a number of factors:

- Reduced On-Call availability.
- Increase in the number of calls to non-addressable locations.
- Increase in number of appliances from neighbouring services attending incidents in Cambridgeshire.
- Unable to crew strategic stations in 2018.

Some of the above relates to the extremely busy summer period. Also, due to building works to upgrade our strategic stations, roaming appliances were not always deployed to strategic stations which in turn will have affected response times. The building works have now been completed and for 2019 roaming appliances will only be deployed to strategic stations; we expect this to improve attendance times.

5.9 On-Call Strategic Reserve

Since the introduction of the roaming appliances they have been managed by the Resource Management Unit (RMU) who also take responsibility for the On-Call strategic reserve (a pool of people utilised on secondary contracts to assist in crewing strategic On-Call stations).

The addition of the roaming appliances has resulted in the On-Call strategic reserve being used more effectively, by placing the roaming appliances on strategic stations with the lowest crewing figures and redistributing On-Call strategic reserves to crew more stations.

The flexibility of being able to redistribute the roaming appliances throughout the day ensures that the On-Call strategic reserves can be used more effectively in turn minimising the financial impact on the Service and improving availability at our strategic stations.

6. Review of New Shift System

In January 2019 Officers met with the FBU to review the new duty system. The meeting was very positive with both parties agreeing that it was working well and providing benefits to both the communities we serve and our staff.

BIBLIOGRAPHY

Source Document	Location	Contact Officer
None		