

Agenda Item 5

TO: Overview and Scrutiny Committee

FROM: Assistant Chief Fire Officer (ACFO) – Jon Anderson

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

Telephone: 07711 444201

Email: jon.anderson@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 and 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 by the use of 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

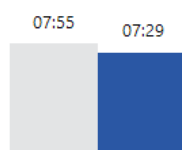
| Source Document | Location | Contact Officer |
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| IRMP 2020 - 24 | Hinchingbrooke Cottage Brampton Road Huntingdon | Jon Anderson 07711 444201 jon.anderson@cambsfire.gov.uk |

Overview and Scrutiny Committee – IRMP Performance Review 2020/21 Quarter 2 - End Sep 2020

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.

Urban

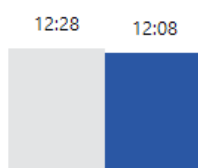
Call Year to Date ▼ -5.3%



The average attendance time for the 1st pump in urban areas remains positive at 7:29 this is a 26 second improvement on this measure from this time last year. With the COVID-19 restrictions that were in place at this time, many wholetime activities were also stopped including non-essential travel. This has meant that crews are more likely to have been responding from their stations when calls were received.

Rural

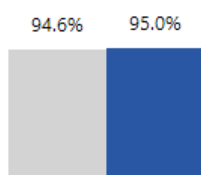
Call Year to Date ▼ -2.7%



Within rural areas the 1st pump has seen similar levels of improvement where we are responding to the most serious calls in 12:08 which is 20 seconds faster than the same time last year and 8 seconds off our performance measure. Some of this performance improvement can be attributed to the COVID-19 lockdown which started on 23 Mar 20. As a result we found many On-Call staff were furloughed which led to an increase in our appliance availability. We hope to see further improvements with the reintroduction of the roaming pumps.

All incidents

Call Year to Date ▲ 0.4%



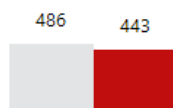
Our performance has met this measure in this reporting period at 95.0%. Our success in this measure is in no small part to the imposition of the COVID-19 lockdown however we hope to continue to see the performance maintained over the coming months.

In our IRMP we have outlined a number of areas that we are going to focus on through our action plan. To help us deliver against these we will be monitoring the following areas to ensure that we are making effective decisions about the targeting of our resources and activities:

The number of primary and secondary fires.

Primary fires

Call Year to Date ▼ -9%

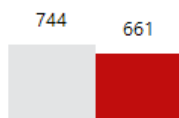


In the year to date we have seen a decrease in primary fires by 43 on the year to date compared to the same period last year.

The reduction in primary fires this quarter is as a result of much less large outdoor or agricultural fires, less road vehicle fires and dwelling fires.

Secondary Fires

Call Year to Date ▼ -11%



In the year to date we have seen a decrease in secondary fires by 83 compared to the same period last year.

The reduction in secondary fires has occurred across all districts this quarter compared to last year, particularly in Fenland, Peterborough and South Cambridgeshire districts.

The number of associated deaths and injuries from fire

Fire deaths

Call Year to Date ▼



We have had no fire fatalities recorded in the first two quarters of year 2020/21. This is the period 1 Apr to 30 Sep 20.

Fire casualties

Call Year to Date ▼ -4%



Very slight decrease this quarter (22) compared to previous year (23). Of the 6 fire injuries that occurred in this quarter 3 were slight injuries, with first aid given or precautionary checks.

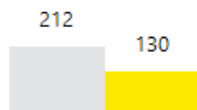
All 6 injuries this quarter were incurred either through returning to the fire or through attempting to fight the fire.

The number of people killed and seriously injured on our roads

The latest available data from police accident data is December 2019 and therefore not relevant to this quarter.

Number of Road Traffic Collisions attended.

Call Year to Date ▼ -39%

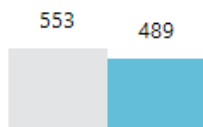


We continue to see a drop in the number of Road Traffic Collisions attended in the second quarter. 81 were attended in this quarter compared to 115 in the same quarter last year, this is a 39% decrease over the first two quarters of the year.

The number and type of Special Services that we attend

Special Services attendance

Call Year to Date ▼ -12%



We have seen a 12% drop in the number of special services attended, 489 in this year to date compared to 553 for the same period last year.

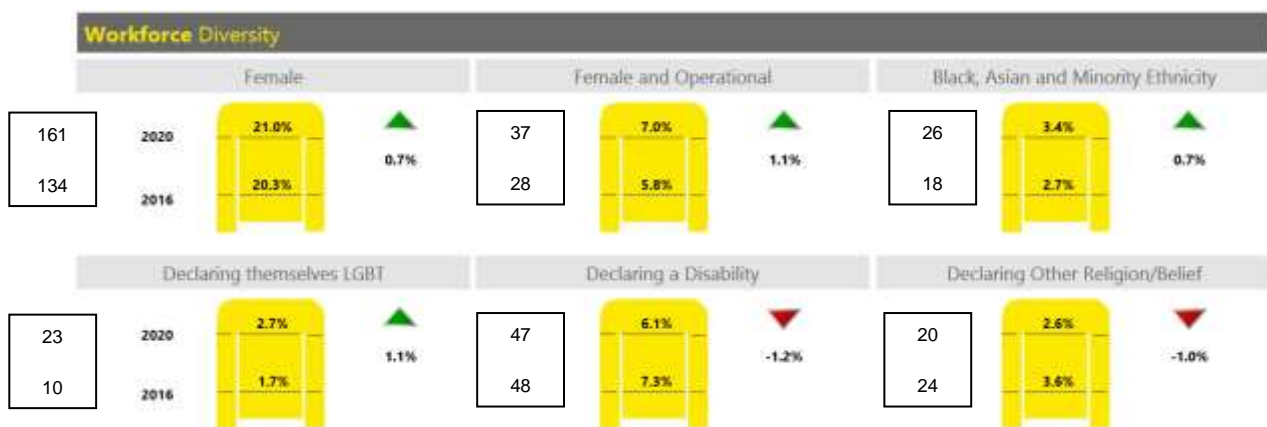
Types of Special Services attended – excluding Road Traffic Collisions

In quarter two we are still attending the full range of Special Service categories. We have seen a slight reduction in people orientated Special Services like medical incidents (first responder 5 in 2020 compared to 14 in 2019), effecting entry/exit (28 in 2020 compared to 45 in 2019) and lift release (1 in 2020 compared to 11 in 2019). We are still assisting other agencies as much in 2020 as we were in 2019 (84 in 2020 compared to 86 in 2019) and assisted in more animal rescue incidents (62 in 2020 compared to 57 in 2019).

The Diversity of Job Applicants and Employees



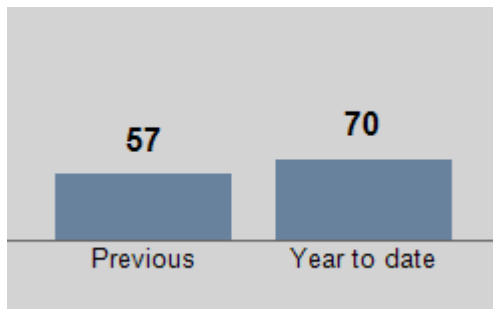
We have seen an increase in the proportion of BAME applicants over the period, although overall the numbers remain broadly static. There has been a notable increase in BAME applicants to professional support roles year on year; 23 in 2020 versus 8 in 2019. At 6.1%, BAME On-Call recruits is broadly consistent with our applicant rate of 6.9%. Overall, 28% of recruits in the period to 30 Sep 20 were female; the most notable increase year on year was in On-Call, up from 12% to 16%. There has been a notable increase in LGBT recruits, up from 1.6% last year to 5.3% this year. Both On-Call applicants and recruits are proportionately younger year-on-year, whereas a higher proportion of both control and support recruits fall into the 36-55 age bracket year on year.



There is an increase in the size of the current workforce (up from 701 last year to 766 this year), largely driven by wholtime and On-Call. We have seen a slight rise in the proportion of BAME staff in our workforce, although this is a notable increase in numbers. Similarly, there is an increase in the number of women in our workforce overall, up from 150 to 161 year on year, although the proportion remains broadly static. Wholtime and On-Call have both seen increases in the proportion of females in the workforce, currently 7% of our operational workforce are female. The increase in the proportion of female managers across the organisation is also driven by increases in the number of female managers in the operational workforce. The proportion of both staff declaring a disability and staff declaring another religion or belief has dropped but the numbers remain static year on year, whereas the proportion of staff identifying as LGBT has risen slightly, with increases across all areas of the organisation except control. The proportion of the workforce in the 17-35 age bracket has risen year on year in all areas except professional support, where it has fallen slightly.

We will be working to support businesses to ensure compliance with the fire safety order and we monitor this through:

The number of non-domestic fires.



We have seen 70 accidental non-domestic fires over the first two quarters of the year compared to 57 at the same time last year.

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

As part of our drive to continuously improve our processes an evaluation of our risk based audit programme was carried out. It was decided that we could make refinements to our processes for identifying and prioritising risk, which will take effect in January 2021.

Rather than using one data source, we now calculate risk based on a combination of both internal and external data.

Internal data ensures that our risk ratings are localised and are weighted based on the visit outcomes to a specific premises and the operational intelligence we hold within our fire safety systems. External data ensures that we are applying risk weightings dependent on the premises classification and taking into consideration the visit outcomes of local bodies where relevant.

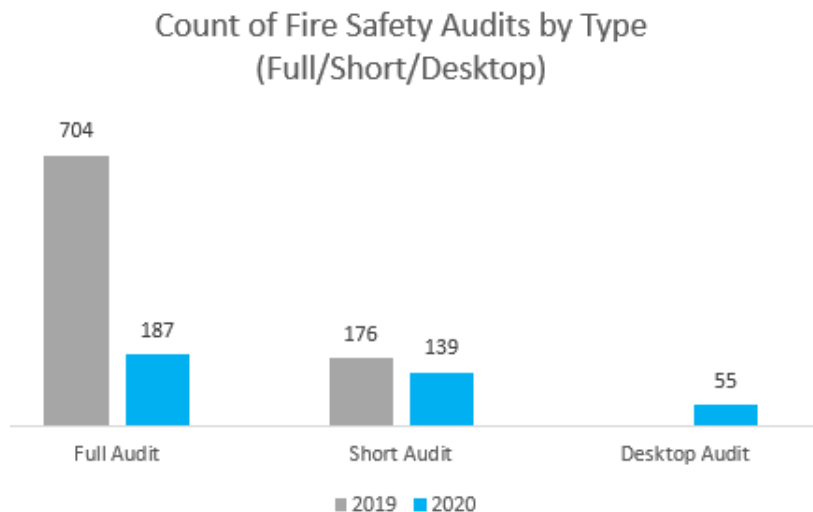
High risk sleeping premises are allocated to fire protection officers for auditing in line with the fire safety order and high risk non sleeping premises are prioritised and allocated to watches for business engagements to be carried out.

In quarter one, one business engagement was completed. In comparison, no business engagements were completed for the quarters following. This is due to a pause in the completion of business engagements undertaken by watches during the COVID-19 period. However the fire protection team has actively supported businesses within the community by way of their face to face and desktop audits.

Fire protection audit wise, the figures below show a comparison between 1 Apr and 30 Nov 19 and 1 Apr and 30 Nov 20.

The data below separates fire safety audits by whether they were full, short (excluding desktop audits) or desktop audits.

Although experiencing a drop in full audits due to the COVID-19 pandemic, which are completed face to face, fire safety activities continued virtually, and for complex high risk cases, in person.



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.

We continually monitor our collaborations and ensure that they continue to provide benefit to the Service and to our communities. Our priority collaborative work this year has been on the requests made to CFRS to undertake wider community activity to support the COVID-19 response. This was done through the Cambridgeshire and Peterborough community hub. This was the Local Resilience Forum mechanism to manage and meet the needs of the community during the peak of the COVID-19 pandemic. In terms of recognised tripartite activities we were approached to support blue light ambulance driving, face fitting masks for NHS and training new ambulance drivers. We also supported welfare visits to vulnerable persons who were shielding.

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

We will be reviewing new ways of working following the changes that were made as a result of the COVID-19 pandemic. The prolonged period of home working and enhanced use of technology has resulted in some more efficient ways of working and a reduction in fuel costs and time spent travelling. A full evaluation will be undertaken in 2021.