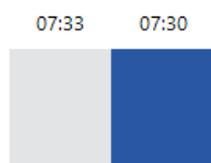


Overview and Scrutiny Committee – IRMP Performance Review 2021/22 Quarter 3

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.

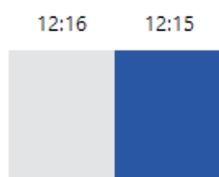
Call Year to Date ▼ -0.6%



The average attendance time for the 1st pump in urban areas remains positive at 7:30 which is 90 seconds quicker than our measure and 3 seconds faster than the same period last year.

Rural.

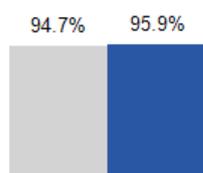
Call Year to Date ▼ -0.2%



Rural attendance times have exceeded our measure of 12:00 by 15 seconds, currently 12:15. This is a slight decrease on the same time last year. It continues to bear out that despite an increase in call numbers by 716 for the same time last year and a fall in our On-Call strategic station availability, we are not seeing a conversely negative impact on our attendance figures. Rural attendance analysis shows that nonaddressable locations, continue to be the main reason we are finding meeting our rural attendance measure a challenge.

All incidents.

Call Year to Date ▲ 1.2%



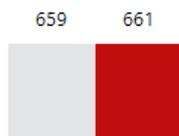
Our performance has exceeded the 95% measure by 0.9%, currently sitting at 95.9% which is an improvement of 1.2% on the same time last year.

In our IRMP we have outlined several 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.

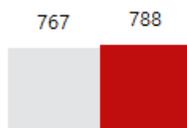
Call Year to Date ▲ 0%



In the year to date we have seen a similar number of primary fires on the year to date compared to the same period last year. There has only been an increase of two. In this quarter there have been 195 primary fires.

Secondary Fires.

Call Year to Date ▲ 3%

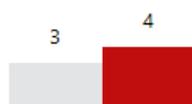


In the year to date we have seen an increase in secondary fires by 21 compared to the same period last year. There have been 171 secondary fires in this quarter.

The number of associated deaths and injuries from fire;

Fire deaths.

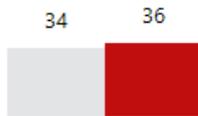
Call Year to Date



There have been four fire deaths in Quarter 3 2021. These all occurred at separate incidents, three road vehicle fires (two resulting from road traffic collisions) and one accidental house fire.

Fire casualties

Call Year to Date ▲ 6%

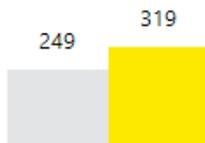


In this quarter we have seen a slight decrease with 10 people injured compared to 12 in the previous year. The injuries occurred at 10 separate incidents. Nine accidental fires and one deliberate fire. Eight fires occurred in the home, one in a non-domestic premise and one on a boat.

Of the 10 injuries six were sent to hospital (two serious and four slight injuries) and four people were given first aid at the scene.

The number of people killed and seriously injured on our roads.

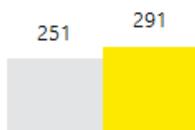
Call Year to Date ▲ 28%



In terms of people killed or seriously injured (KSI), the Police have provisionally recorded 66 KSI between 1 October and 30 November 2021; no data yet for December. For reference, there were 88 KSI in Quarter 3 2020.

Number of Road Traffic Collisions attended.

Call Year to Date ▲ 16%

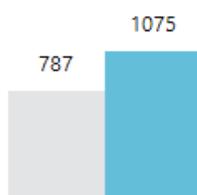


This quarter has seen a decrease in the number of road traffic collisions which CFRS has attended. CFS monthly dashboard records 104 incidents in Quarter 3 2021 compared to 120 incidents in the same period last year.

The number and type of special services that we attend.

Special services attendance

Call Year to Date ▲ 37%



We have seen a 37% increase in the number of special services attended, 1075 in this year to date compared to 787 for the same period last year.

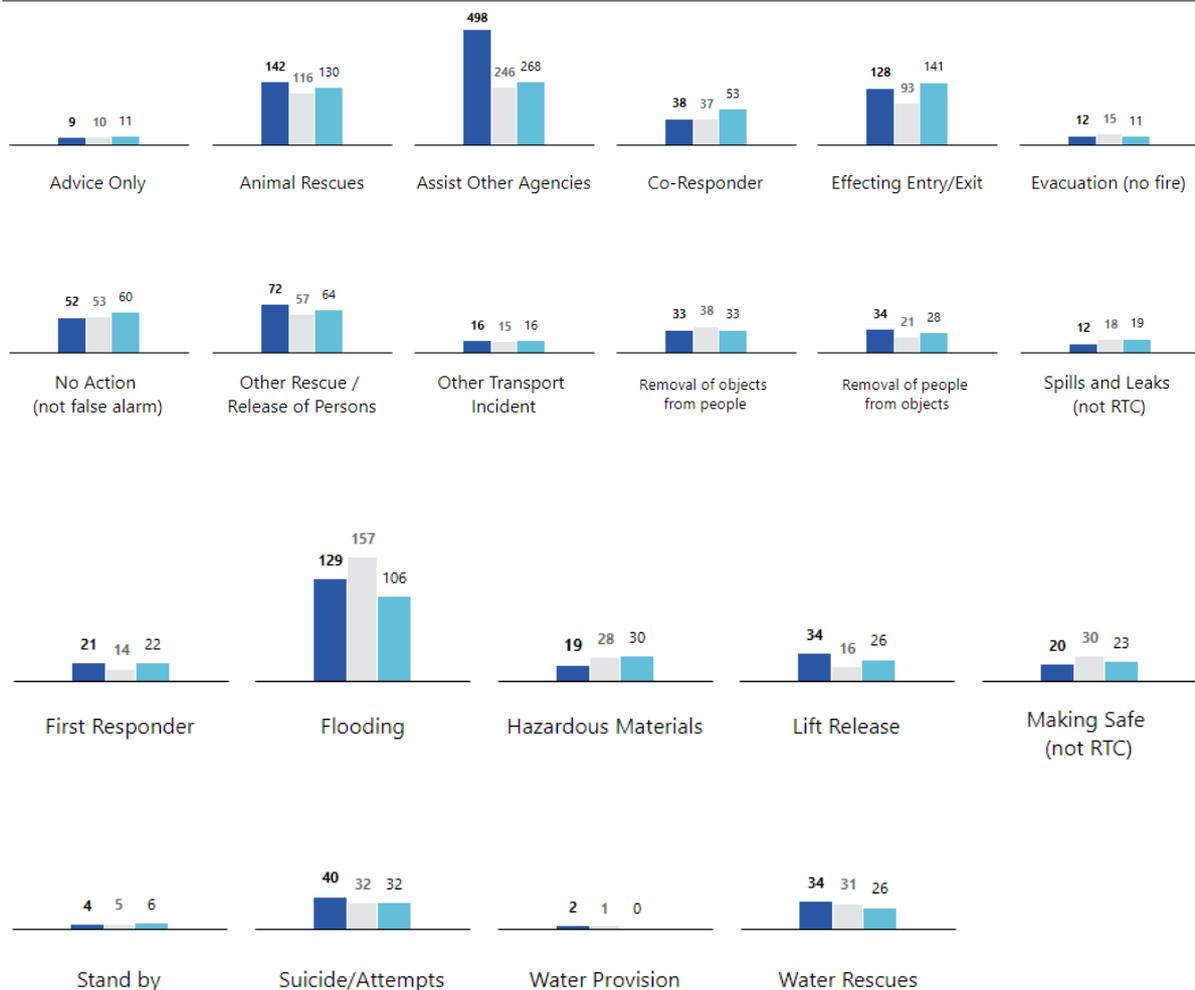
The previous year saw a 19% decrease in special services attended, due to a reduction in incidents such as lift rescues, removal of objects/people and effecting entry/exit, caused by COVID restrictions. This previous reduction will serve to make this increase appear larger.

Types of special services attended – excluding Road Traffic Collisions.

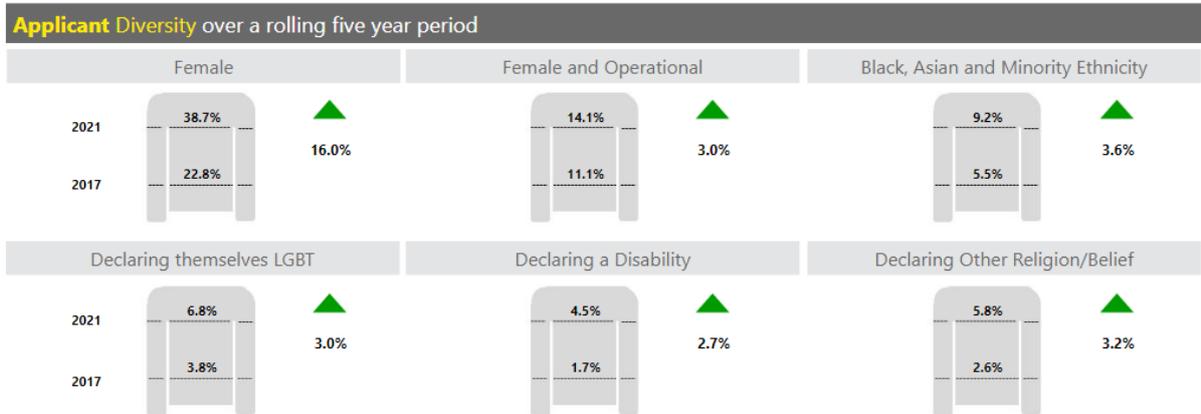
Whilst we are still attending the full range of special service categories, the increase is in assisting other agencies we have attended 498 in the last 12 months compared to 246 in the previous 12 months. We have attended 128 effecting entry/exit in this 12-month period compared to 93 in the previous 12 months. Co-responding calls have decreased as has attendance to flooding, although this remains above the five year average. All other areas have remained similar to the previous year.

■ Total ■ Previous Year ■ Five Year Average

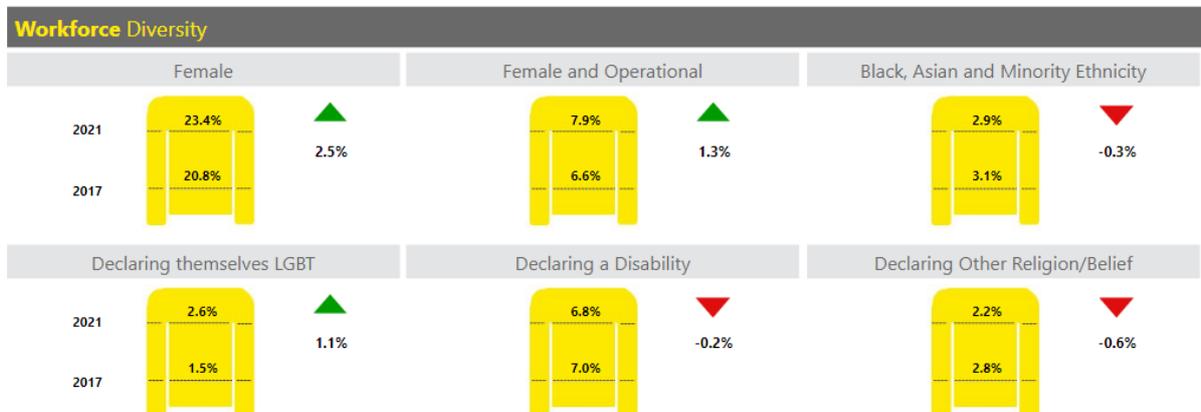
Last 12 months : Number and Type of Special Service



The diversity of job applicants and employees.



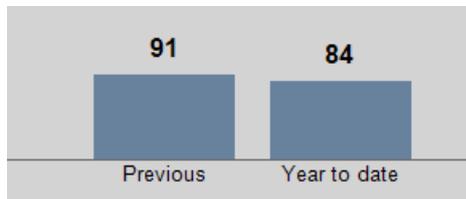
Over the rolling five-year period we have seen an increase in applicants in all areas. Our most significant increase has been in the proportion of female applicants to the Service 38.7%. 9.2% of applicants overall declare as being from black and minority ethnic communities – this is close to our current county profile (including 7.6% of On-Call applicants, 13 people). 14% of On-Call applicants were female – and 13% of new recruits. 4.5% of applicants in year to date declared a disability (17 people) and 6.8% of applicants (26 people) declared identifying as LGBT, translating to 6.3% of new recruits (three people). The proportions of applicants and recruits with other religion and belief are similar to last quarter – 5.8% of applicants (22 people) up 1% year on year and 2.1% of recruits (one person) up from 0% the previous year).



The proportion of staff from black and minority ethnic communities is now 2.9%, this is lower than five years ago (when it was 3.1%). This time last year we had 26 staff declaring BAME background in their equalities data, we now have 21. We now have 10 operational female managers (5.2% of all operational managers) – up from 4.2% last year (nine people). We now have 61 female managers across the organisation, compared to 50 five years ago. All other categories in workforce profile remain broadly static year on year. The Full Time Equivalent is again down compared to same period last year (532 this year, 579 last year), and again lowest figure in five years. Declines in all areas except Combined Fire Control.

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.

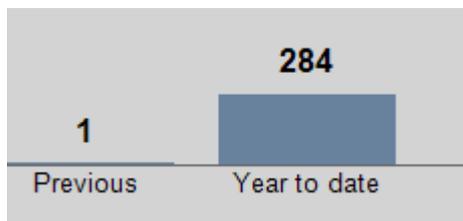


We have seen a decrease by six fires in this year to date. This has been an increase of seven fires this quarter compared to the same quarter last year, 28 this quarter compared to 21. The increase has predominantly come from five fires in East Cambridgeshire district where there were no fires last year. They are at a variety of locations and are different property types.

There was one fire related injury (sent to hospital with slight injury).

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

We identify high risk premises using predicted fire risk data from Experian, alongside national addressing data. High risk sleeping premises are allocated to fire protection Officers for auditing in line with the fire safety order and high-risk nonsleeping premises are prioritised and allocated to watches for business engagements to be carried out.



There was a pause in the completion of business engagements undertaken by watches during the COVID-19 period, with one business engagement reported in the previous year's figures, however the fire protection team have actively supported businesses within the community and have carried out both face to face and desktop audits.

In this quarter we have seen 98 business engagements carried out by watches.

Total audits for this quarter were 304 compared to 189 in the same period last year. The completion of full audits are up this quarter to 159 and there were 145 short audits completed.

92% of building consultations have been carried out within 15 working days, this is down from 98% in the same quarter last year. Twelve building consultations were outside of the 15 working days target.

91% of licensing consultations have been carried out within 28 working days (95 out of 104). In the same period last year there were only 56 licensing consultations and 100% were carried out within the 28 day target.

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. We collate all our collaborations information and continually review these to ensure that they are still providing us value for money and benefit to our service or the community. A new collaboration was added this quarter, the safeguarding support with access to resources from Essex Fire and Rescue Service (EFRS). This provides CFRS with resilience as there are two resources employed within EFRS and delivers a cost saving.

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

Work has been ongoing to integrate our data systems to remove the need for data to be manually checked, updated or entered. This drives efficiency and improves data quality. Primarily we have focussed our work on the integrations required for our new mobilising system to ensure quality data.

Work has also been ongoing to identify savings to allow the Service to fund any potential pay increases that may be agreed. Planning for the next Comprehensive Spending Review is in progress.