Lincolnshire
COUNTY COUNCIL
Working for a better future

Policy and Scrutiny

Open Report on behalf of Les Britzman, Chief Fire Officer

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**11 June 2019**
Subject:	**Fire and Rescue – 18/19 Performance Summary**

Summary:

Lincolnshire Fire & Rescue (LFR) has gathered data on a range of performance covering operational and medical response and Training activity.

LFR has a strong performance culture which is captured within the annual Service Plan. This is monitored through a quarterly performance board against the key performance indicators. This report provides key information for performance in 2018/19 and is relevant to the work of LFR, full details of which can be found in Annex A.

LFR attended a total of 10,466 incidents during the period 1 April 2018 – 31 March 2019. This is a decrease of 2,660 incidents during the same period in 2017/18. In the main this can be attributed to the reduction in Co-responder medical attendances, of which is now part of an internal review to ensure we provide the best possible response to the community of Lincolnshire.

Actions Required:
Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the performance information contained in this report and highlight any recommendations or further actions for consideration as appropriate.

1.   Aim

The aim of this paper is to update the Public Protection and Communities Scrutiny Committee on Lincolnshire Fire and Rescue's (LFR) annual performance.
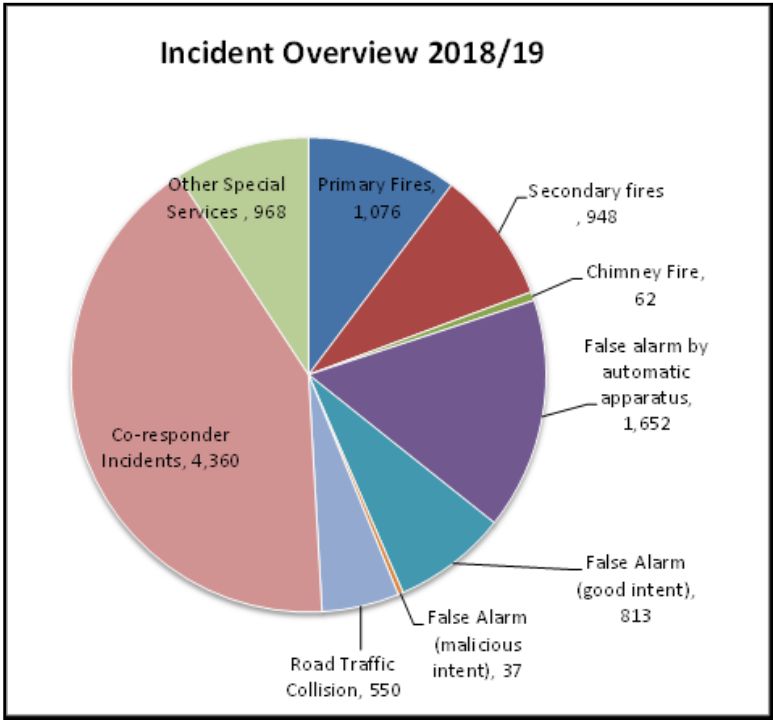
1.1   Lincolnshire Fire & Rescue Annual Summary

2018/19 has been a positive year for LFR, which has been recognised by the Her Majesties Inspectorate for Constabulary and Fire & Rescue Services (HMICFRS), LFR receiving an overall rating of good.

The annual Service Plan contains the detailed tasks and activities for the year based on the Integrated Risk Management Plan (IRMP) including performance indicators and targets. It is aimed primarily at our staff and is the mechanism by which we manage our performance. The purpose of this report is to identify the highlights of LFR's overall performance to the Committee above and beyond the Quarterly Performance report which includes some LFR performance data.
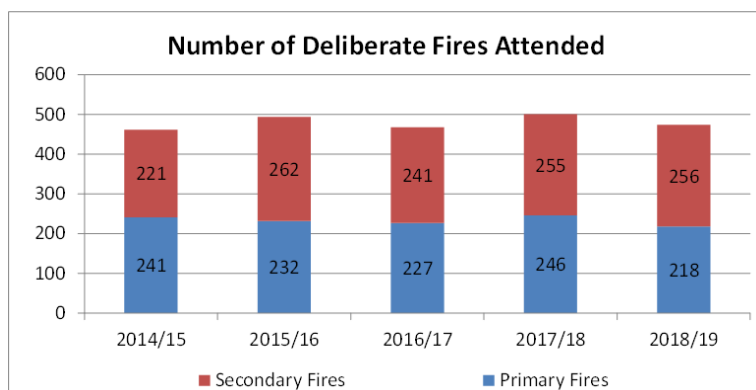
1.2   Incident Call Ratio 2018 / 19

A breakdown of the calls received by Lincolnshire Fire & Rescue is outlined in the table below, with the Co-Responding scheme playing a significant part in our service delivery to the local community. False alarms by automatic apparatus (1,652) are a significant drain on our resource, not just financially but by having fire engines being dispatched to deal with the call, and as such not available to attend real 999 calls. The service is continuing to work hard in this area and have a number of key strategies in place. The remainder of the calls outlined in the table are dealt with in the main body of this paper.

Incident Overview 2018/19

Other Special Services , 968
Primary Fires, 1,076
Secondary fires, 948
Chimney Fire, 62
False alarm by automatic apparatus, 1,652
Co-responder Incidents, 4,360
False Alarm (good intent), 813
False Alarm (malicious intent), 37
Road Traffic Collision, 550

2.   Deliberate Fire Attended

There was a significant reduction in our primary fires, (these are generally property fires and require a greater weight of attack), with 218 being the lowest total for a number of years.

Number of Deliberate Fires Attended

| Year	Primary Fires	Secondary Fires
2014/15	241	221
2015/16	232	262
2016/17	227	241
2017/18	246	255
2018/19	218	256

2.1   Reduction in Fire Fatalities

In addition we have seen a slight reduction in the number of people who have died in fires; this is an area we will continue to work tirelessly to reduce, with support from our partner's and colleagues in LCC. As a service, we will continue to work towards zero preventable deaths due to fire in the county of Lincolnshire.
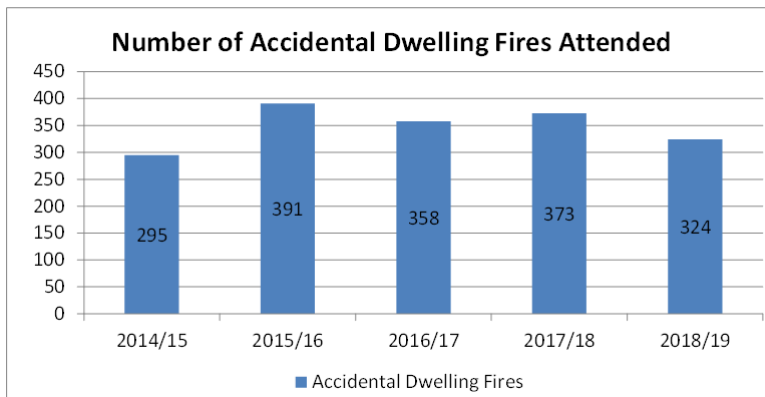
LFR have identified an upwards trend in fire deaths since 2014, albeit some have been attributed to levels of criminality.

In addition we can also report a decrease for 2018/19 in the amount of people injured at fires, with a reduction from 35 to 25.

Number of Fire Fatalities

Year	Fire Fatalities
2014/15	2
2015/16	5
2016/17	7
2017/18	6
2018/19	5
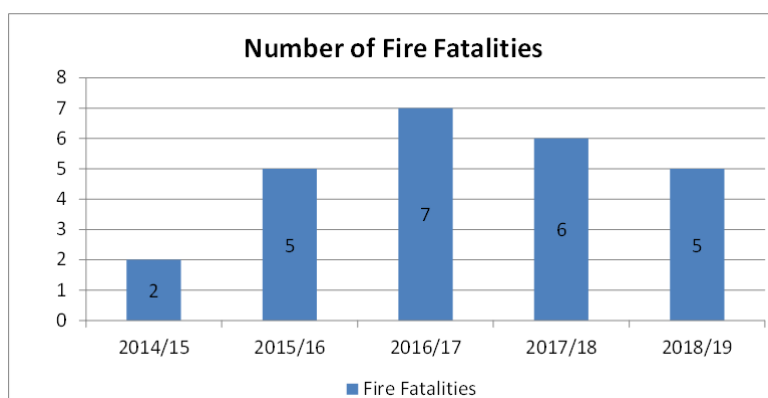
2.2   Reduction in Accidental Dwelling Fires

In 2018/19 there has been a reduction in the amount of accidental dwelling fires in the county, 324, a decrease of 49 from the previous year. It is pleasing to see a reduction in this key performance. This continues to be a key focus of our community safety work within the county and is conducted by specially trained staff and fire-fighters.

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Number of Accidental Dwelling Fires Attended

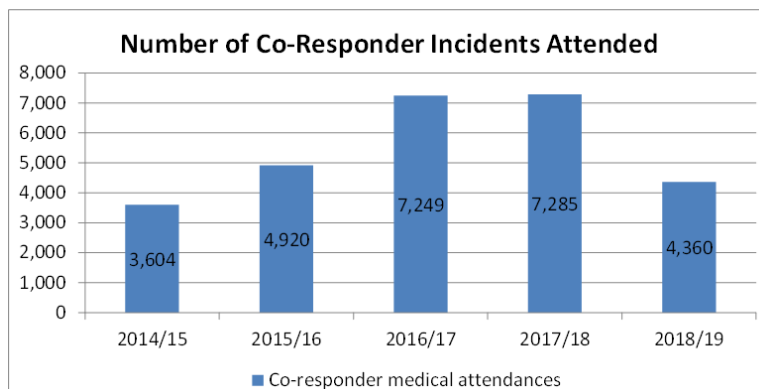| 2014/15	2015/16	2016/17	2017/18	2018/19
295	391	358	373	324

■ Accidental Dwelling Fires

One of the most encouraging areas to report is the increase in the amount of working smoke alarms that are fitted, with 81% of the properties in which LFR attended, had a working alarm. This is a key factor in the safety of the local community and has been part of the LFR / LCC safety strategy for many years. This is supported with a capital investment of £30,000 to purchase smoke alarms that can be fitted in high risk properties as part of our home fire safety / wellbeing checks, as we all strive to make Lincolnshire the safest county to live in.

In addition we have seen a reduction in fires & alarms in commercial properties, supporting the drive to support the business community within Lincolnshire.

3. Medical Response Programme

LFR have been operating a co-responder (first-responder) scheme in partnership with East Midlands Ambulance Service (EMAS) and Lincolnshire Integrated Voluntary Emergency Service (LIVES) since 1999. The scheme is delivered by on-call Retained Duty System (RDS) fire-fighters from 26 fire stations around the County. LFR co-responders deliver non-invasive medical treatment, including the use of defibrillators, to patients 12 years and over and to cardiac arrest patients over 8 year olds. Included in the response programme, the service have 3 ambulances based at; Long Sutton, Woodhall and Stamford that can transport patients to hospital.

Overall we have seen a significant reduction in the call rate, down from 7,285 to 4,360, this is in part to the change in EMAS mobilising protocols, along with LFR staffing issues.

Number of Co-Responder Incidents Attended

2014/15	2015/16	2016/17	2017/18	2018/19
3,604	4,920	7,249	7,285	4,360

■ Co-responder medical attendances

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This is now part of a service review to obtain a more detailed understanding of the issues, whilst exploring other innovative ways in enhancing this key function of LFR and LCC.

4.   Operational Response

Within a large rural county attendance times can be a challenge. In LFR's planning process the service were able to ascertain attendance times with a mapping tool that can predict fire engine travel times. In terms of attendance at dwelling fire incidents; on 89.5% of occasions the first fire engine arrived within the expected timeframe. On 96.8% of occasions the second fire engine arrived within 25 minutes. A detailed drive time map can be found in Annex B.

Attendances at Road Traffic Collision incident were achieved on 79.6% of occasions when the first fire engine arrived within the expected timeframe. This figure could have been higher if it was not for the occasions when mobile phone users were unable to give an exact location of the road traffic collision.

Through our scrutiny of the service we complete audits of the incidents in which we are called to provide assistance, with a result of100% of people surveyed that were satisfied with the quality of service provided.

Fire and Rescue Control mobilise resources to incidents within 56 seconds on average, which is exceptional and is a 2 second reduction from the previous year.

4.1   Significant Operational Events

The prolonged hot and dry spell of weather during summer 2018 saw an increase in fire related incidents attended notably in farm vehicles, field, grassland and forest fires.

In addition to providing an operational response in Lincolnshire, crews from Spalding and Skegness along with an officer, supported the national response to the fires on Saddleworth Moor.

During the year, 77 incidents required a multi-pump appliance attendance (4 or more appliances). These significant incidents were categorised as follows:

- 4 appliances - 50 incidents
- 5 appliances – 14 incidents
- 6 appliances – 5 incidents
- 7 appliances – 1 incident
- 8 appliances – 5 incidents
- 10 appliances – 1 incident
- 12 appliances – 1 incident

4.2 Rescues

In 2018/19, 266 people were extricated at RTC incidents, 117 people rescued from within lifts in buildings, and 12 people rescued at fire incidents. In addition, 64 people were rescued from situations where they were physically trapped. Sadly, 6 bodies were recovered from either water or involved in suicide situations.

LFR attended 968 other types of special service calls; an increase of 40 from the previous year.

5. Training & Development

A vital part of providing an effective response to the community is ensuring LFR have confident and competent staff, irrespective of the role they perform. LFR are deservedly proud of its staff and the international training site at Waddington (WTC – Waddington Training Site), which is the venue for the operational training programme.

In 2018/19 WTC delivered:

- 610 central courses, with 78% attendance
- Completed 6 Recruit courses, with 53 new firefighters passing out
- Trained over 260 staff in Breathing Apparatus, resulting in a 91**%** pass rate in the service
- Trained over 200 Incident Commanders
- Delivered 87 Commercial courses
- Trained 46 drivers to respond to emergencies on blue lights, resulting in a 99% staff return
- LFR online training programmes were accessed on 13,401occasions, with an additional 14,184 online assessment taking place.

5. Conclusion

Whilst the service has seen a slight reduction in calls, mainly due to the reduction in medical emergencies, the service has seen positive feedback from the HMICFRS inspection along with sustained improvements in our prevention and protection duties.

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the Q3 performance information and highlight any recommendations or further actions for consideration.

6. Appendices

Annexe A	Outcomes and Targets 2018/19
Annexe B	Response Standard Drive Time Map

This report was written by Area Manager Sean Taylor, who can be contacted on 07799110527 or sean.taylor@lincoln.fire-uk.org.

Outcomes and Targets

Indicator		Target 2018/19	Actual 2018/19	Target 2019/20
NI 49i	Primary fires per 100,000 population	141.24 (1061)	143.24 (1076) ●	137.88 (1035)
NI 49ii	Fatalities due to primary fires per 100,000 population	0.53 (4)	0.67 (5) ●	0.53 (4)
NI 49iii	Non-fatal casualties (excluding precautionary checks) per 100,000 population	3.99 (30)	3.33 (25) *	3.33 (25)
BV 142iii	Accidental fires in dwellings per 10,000 dwellings	10.95 (354)	10.02 (324) *	10.82 (350)
BV 143i	Fire fatalities arising from accidental dwelling fires per 100,000 population	0.40 (3)	0.27 (2) ●	0.40 (3)
BV 143ii	Non-fatal casualties (excluding precautionary checks) arising from accidental dwelling fires per 100,000 population	2.40 (18)	1.73 (13) *	2.13 (16)
BV 144	% accidental dwelling fires confined to room of origin	94.0	94.75 ●	94.0
BV 209i	% fires in dwellings where a smoke alarm had activated	64.0	66.67 *	65.0
BV 209iii	% fires in dwellings where no fire alarm was fitted	11.0	12.04 ●	10.0
LPI 64	% of occasions first fire engine arrives at a dwelling fire within the expected timeframe	100	89.51 ▲	100
LPI 65	% of occasions second fire engine arrives at a dwelling fire within 25 minutes	100	96.76 ●	100
LPI 13	Average mobilisation time (seconds)	<65	56 *	<65
BV 207	Fires in non-domestic premises per 1,000 non-domestic premises	6.94 (177)	5.76 (147) *	6.67 (170)
LPI 10	% of building regulation applications responded to within 15 days	100	97.97 ▲	100
BV 149i	False alarms in non-domestic properties caused by automatic fire detection apparatus per 1,000 non-domestic properties	32.55 (830)	32.94 (840) ●	31.37 (800)
NI 33i	Deliberate primary fires per 10,000 population	3.05 (229)	2.90 (218) ●	3.05 (229)
NI 33ii	Deliberate secondary fires per 10,000 population	3.23 (243)	3.41 (256) ▲	3.23 (243)
LPI 8	Total number of malicious false alarms per 1,000 population	0.19 (143)	0.09 (68) *	0.18 (135)
LPI 69	Accidental cooking fires in dwellings per 10,000 dwellings	5.69 (184)	5.60 (181) ●	4.64 (150)
LPI 70	Number of false alarms due to apparatus in domestic premises per 1,000 domestic premises	2.32 (750)	2.50 (809) ▲	2.17 (700)
LPI 72	% of critical home safety and wellbeing assessments conducted in 5 days	95.0	89.28 ▲	95.0

Lincolnshire Fire and Rescue
Response Standard Drive Time Map

Legend

Lincolnshire County Boundary

Lincolnshire Fire Station

Up to 10 minutes response time

10 - 15 minute response time

15 - 20 minute response time

20 minutes and over response

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