Staffordshire Fire and Rescue Service

Public Performance Meeting

13th August 2019

Protective Marking: Official

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Corporate Safety Plan and Performance Measures

The purpose of this section of the report is to provide a range information that relates to the Services performance against the strategic measures defined within the Corporate Safety Plan (CSP) 2017-2020: -

Work is currently ongoing developing the next Corporate Safety Plan in conjunction with the development of the Staffordshire Commissioners Fire and Rescue Plan. These documents will sit alongside the Medium Term Financial Strategy.

The Service reports directly to the Strategic Governance Board, ETAP and the Finance Panel in respect of financial performance. An unqualified opinion was received from the external Auditor, Grant Thornton and the accounts for 2018/2019 were published in advance of the deadline of the 31st July 2019.

The Service measures performance using a three tier methodology which includes a strategic tier, a geographical tier and an individual tier. This enables a robust approach to examine performance across a range of levels thereby improving service delivery.

Strategic Tier
Presents graphs relating the service measures that are identified in the Corporate Safety Plan.

Geographic Tier
Looks at a particular trend or spike in more detail to identify particular geographic areas of interest, sociodemographic factors such as the type of people having certain incidents and even link to causality or contributory factors behind the incidents.

Individual Tier
The post incident questionnaire gains feedback from people that have had direct interaction with the Service. The tracker survey gains feedback from a cross section of the general

population through a random sample survey. This helps to paint a picture of the impact that the Service has on individual's lives as well as the general perceptions of the communities of Staffordshire and Stoke-on-Trent.

The strategic measures as detailed in the CSP are: -

- Total number of incidents attended

- Number of accidental dwelling fires

- Number of accidental dwelling fire deaths and injuries

- Number of Safe and Well Visits completed

- Number of accidental business property fires

- Number of road traffic collisions (RTCS) attended

- Number of people killed or seriously injuries (KSIs) at RTCs (not shown in this report)

- Number of automatic fire alarms we attend

Total number of incidents attended

The Service attended 9579 incidents during 18/19 compared to 8675 17/18, and 8429 during 16/17. This is which represents a 10.4% increase/decrease against 17/18 and a 13.6% increase against 16/17. The trend is in an upward direction as seen in Figure 1. The overall increase in the number of incidents was predominantly caused by a significant increase in the number of secondary fires and false alarms attended. Over the three years the trend in respect of all incidents being attended is in an upward direction in 6 of the 8 incident category types.

Figure 1

All Attended Incidents: 2016/17 - 2018/19

	Incidents
2016/17	8429
2017/18	8675
2018/19	9579
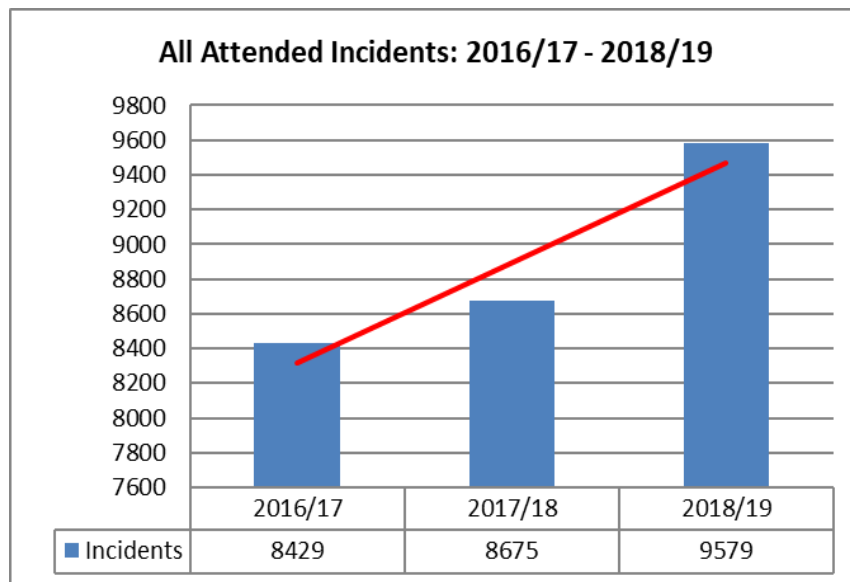
All Attended Type	2016/17	2017/18	2018/19	Trend
False Alarm Good Intent	1760	1707	1827	Up
Primary Fires	1604	1492	1537	Down
Secondary Fires	1566	1767	2659	Up
Special Service Calls	1238	1407	1263	Up
False Alarm Equipment	1244	1321	1367	Up
Road Traffic Collisions	789	749	686	Down
Chimney Fires	73	73	76	Up
False Alarm Malicious	155	159	164	Up
Total	8429	8675	9579	Up

Primary fires are potentially more serious fires that harm people or cause damage to property and meet at least one of the following conditions:

• any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures

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• any fire involving fatalities, casualties or rescues

• any fire attended by five or more pumping appliances.

Secondary fires are generally small outdoor fires, not involving people or property. These include refuse fires, grassland fires and fires in derelict buildings or vehicles, unless these fires involved casualties or rescues, or five or more pumping appliances attended, in which case they become primary fires.

Number of accidental dwelling fires

The Service attended 579 accidental dwelling fires 18/18 compared to 558 during 17/18 and 572 during 16/17. Of these incidents 362 were classified as low severity and 217 as high severity, in comparison to 346 low and 212 high in 17/18, and 367 low and 205 high in 16/17. The top causes of these fires remain the same as the previous years; cooking related and faulty equipment and over the last 3 years the trend remains in an upward direction which can be seen in figure 2.
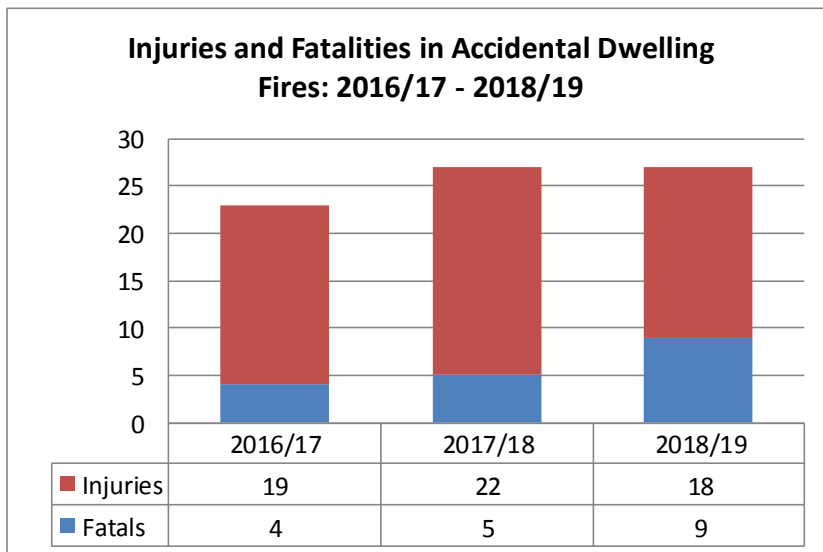
Figure 2

Accidental Dwelling Fires: 2016/17 - 2018/19		
2016/17	2017/18	2018/19
Incidents		
572	558	579
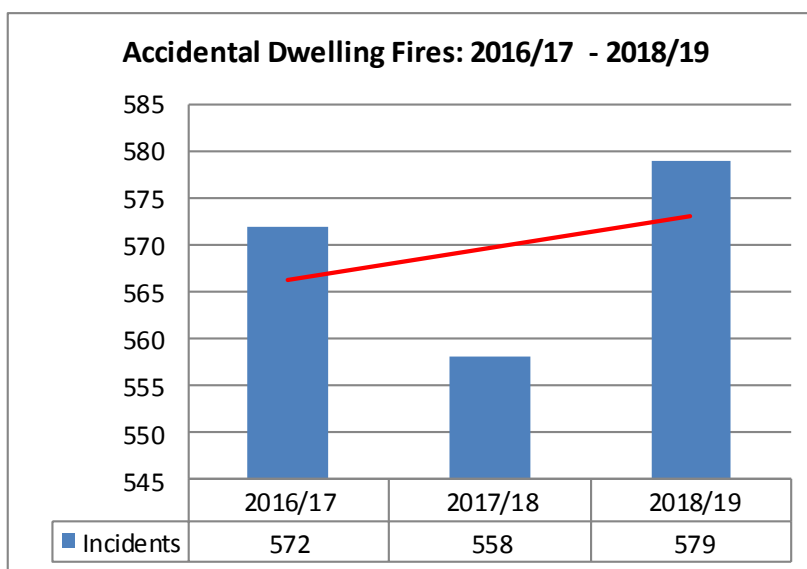
Number of accidental dwelling fire deaths and injuries

During 18/19 there were 18 injuries and 9 fatalities which occurred in accidental dwelling fires in comparison to 22 injuries and 5 fatalities during 17/18 and 19 injuries and 4 fatalities during 16/17, as shown in figure 3. It is important to note the small numbers that are experienced within this measure and the impact that a single incident can have statistically on the overall annual performance.

Figure 3

Injuries and Fatalities in Accidental Dwelling Fires: 2016/17 - 2018/19

	2016/17	2017/18	2018/19
■ Injuries	19	22	18
■ Fatals	4	5	9

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<u>Number of Safe and Well Visits completed</u>

During 18/19 24635 safe and well visits were completed in comparison to 25573 in 17/18 and 27696 in 16/17. The number of visits which were delivered during the summer months of 2018/19 was significantly reduced due to operational demand during the extended period of hot weather.

Safe and Well visits are targeted and prioritised to the following groups within our communities, we continue to provide advice and guidance to all residents however the individuals identified below will receive a visit: -

• Those that have had a fire and the surrounding properties

• Couples who are 85-years-old or over

• Single occupiers ages 65 or over

• Single occupiers, aged 50-64, who are smokers or alcohol dependent

• Single parents

• Couples with young children

• Anyone with alcohol dependency
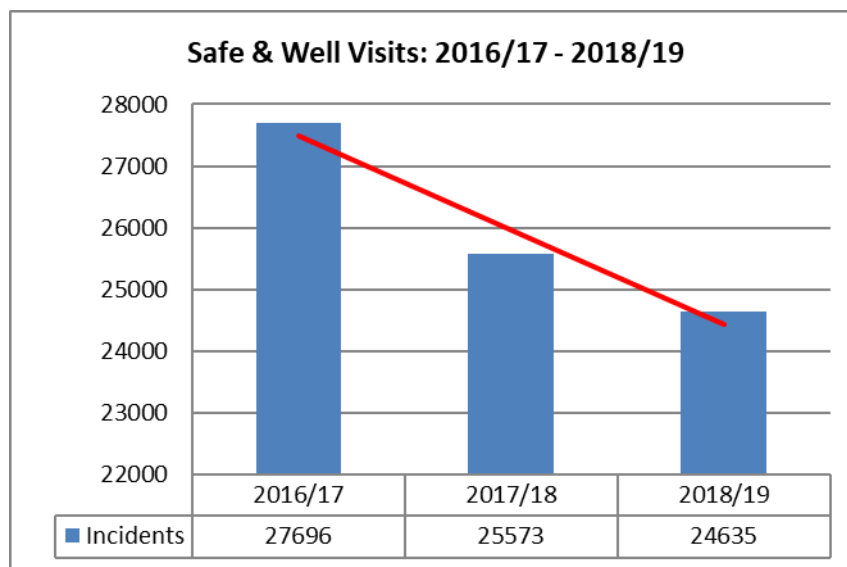
• Anyone whose property is at immediate risk of arson

The Service risk stratifies the county and then at household level determines the actual stratification level the household falls into, gold, silver or bronze. This approach ensures the most vulnerable are targeted and receive a bespoke visit from a crew, technician or volunteer.

During this year 940 referrals onto partner agencies were made from these safe and well visits compared to 1065 during 17/18 and 318 during 16/17.

The number of visits to priority households has increased year on year, whilst visits to other households is reducing.

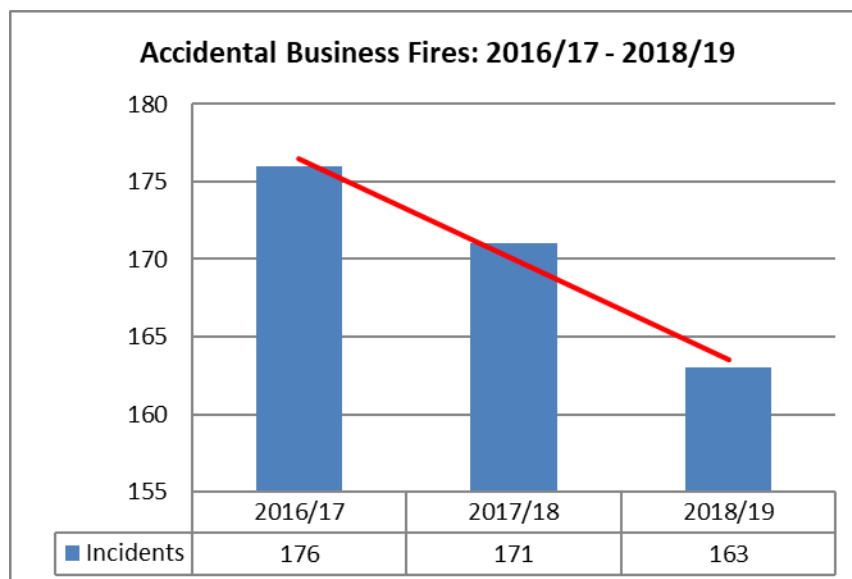**Figure 4**

Safe & Well Visits: 2016/17 - 2018/19

	2016/17	2017/18	2018/19
Incidents	27696	25573	24635

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Number of accidental business property fires

The Service attended 163 accidental business fires in 18/19 in comparison to 171 in 17/18 and 176 in 16/17, as shown in figure 5. The top cause of this type of incident over the last 3 years has been faulty equipment however over the last 3 years the trend for this type of incident is in a downward direction. Our business support team work with local businesses to provide advice and support to assist them from both a prevention and recovery perspective.

Figure 5

Accidental Business Fires: 2016/17 - 2018/19

	2016/17	2017/18	2018/19
Incidents	176	171	163

Number of road traffic collisions (RTCS) attended

The Service attended 690 Road Traffic Collisions (RTC's) during 18/19 in comparison to 752 during 17/18 and 790 during 16/17, as shown in figure 6. The Service does not attend all RTC's that occur across the county therefore this figure does not represent the totality of RTC's experienced across Stoke-on-Trent and Staffordshire.

Of these incidents crews assisted with the removal of persons from vehicles on 393 occasions, whilst on 119 occasion's crews made either the vehicle or the area safe. The Service continues to work with the road safety partnership in order to further reduce the numbers of RTC's experienced within Staffordshire and is fully involved in a number of initiatives throughout the county.

Figure 6

Road Traffic Collisions Attended: 2016/17 - 2018/19

	2016/17	2017/18	2018/19
Incidents	790	752	690
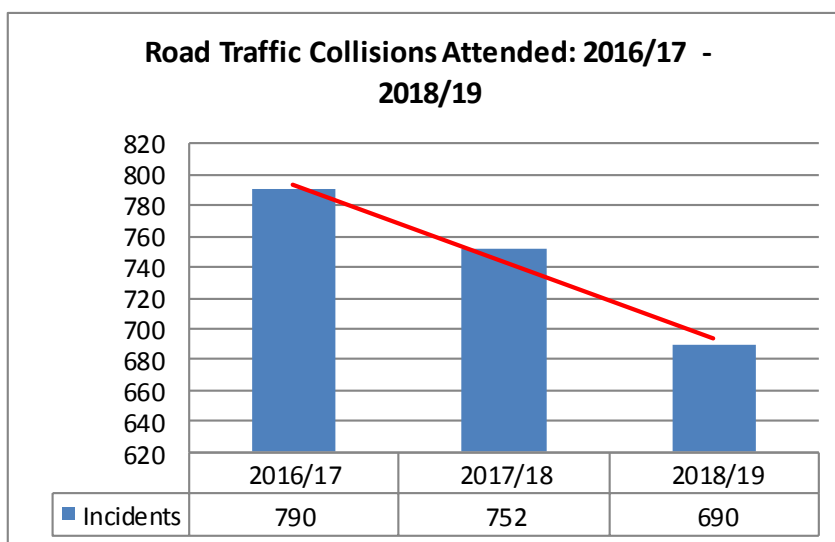
Number of automatic fire alarms we attend

The Service attended 1367 automatic fire alarm signals classed as unwanted fire signals during 18/19 in comparison to 1321 attended during 17/18 and 1244 in 16/17. It is important to note that the top 4 categories in respect of the type of properties experiencing these incidents are residential in nature. Crucially, a fire alarm signal is not classed as an unwanted signal until an attendance has been made in accordance with Service policy.

The Service introduced a revised automatic fire alarm policy which defines the methodology the Service adopts when in receipt of these types of calls. Fire Control utilise a call challenge process for automatic fire alarms and during this financial year a further 2444 calls were not attended as they were screened out by the process of call challenge. Over the last 3 years the trend for this type of incident is in an upward direction

Figure 7

Unwanted Fire Signals: 2016/17 - 2018/19

	2016/17	2017/18	2018/19
Incidents	1244	1321	1367
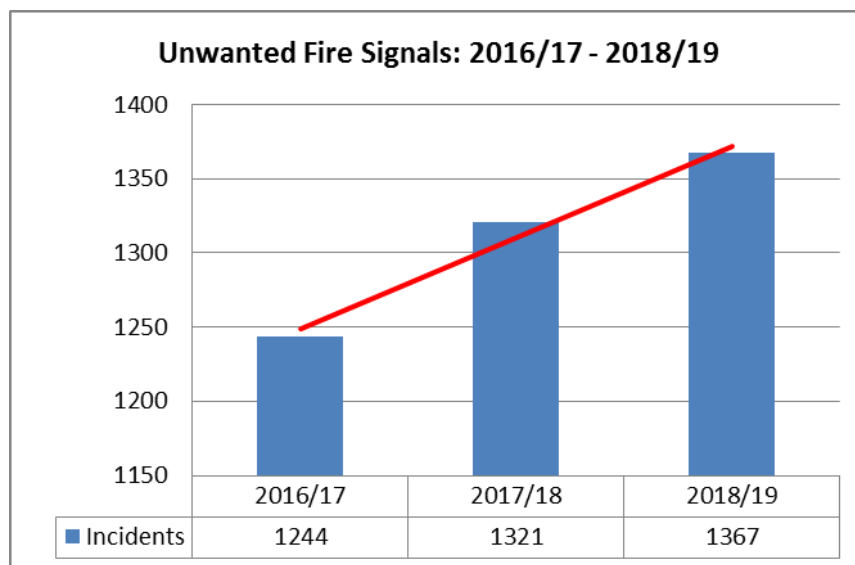
Community Sprinkler Project

The Service delivers preventative interventions in order to reduce the amount of operational demand it experiences. Our focus is still firmly on the fact that prevention is better than cure.

Therefore we continue to invest in the proactive prevention activities that have seen the number of fire related casualties fall to their lowest ever levels in recent times.
SFSR believe that sprinklers are the most effective way to ensure that fires are suppressed or even extinguished before the fire service can arrive. They save lives and reduce injuries, protect firefighters who attend incidents and reduce the amount of damage to both property and the environment from fire.

The evidence produced indicates that sprinkler systems operate on 94% of occasions demonstrating very high reliability. Furthermore, it is evident that when they do operate they extinguish or contain the fire on 99% of occasions and are thus very effective. The research also found that in both converted and purpose built flats that sprinklers are 100% effective in controlling fires.

The installation of sprinklers in domestic properties has long been of great importance to the Fire and Rescue Service in Staffordshire, from the private members bill in 2010 to the business case for sprinklers developed for the then Chief Fire Officers Association the Service has lobbied heavily for the inclusion of suppression systems in building regulations for domestic properties.
The Service will continue to do so through the recent consultation on "Building a Safer Future: Proposals for reform of the building safety regulatory system" from the Ministry of Housing, Communities and Local Government (MHCLG) which are proposals that respond to Dame Judith Hackitt's Independent Review of Building Regulations and Fire Safety which followed on from the tragic fire at Grenfell Tower in 2017.

The Community Sprinkler Project is an ambitious project that was commenced by the

Service) in 2016. It aims to encourage the fitting of automatic fire sprinklers in all residential buildings with 5 or more storeys within Stoke on Trent and Staffordshire within 10 years.

This work has identified 47 high and medium rise blocks of flats and of these, 37 were owned and run by social housing providers with a further 10 run by third party management companies. When initially approached by the Service, the viewpoints of the different housing providers varied but most providers were more open to the idea of retrofitting sprinklers if there was additional funding available.

It has been recognised that some of the housing providers identified are much bigger corporate entities than others. Requests for match-funding are reviewed on a case by case basis with the onus placed on the property owner and provider to fund this work with expertise and support from the Service through our trained Fire Engineers. This assures the Service's investment is only used to support those projects that would otherwise not get progressed at all.

The following developments have been completed in respect of the retro-fitting of sprinkler systems into these properties: -

- David Garrick Gardens in Lichfield which includes 2 high rise blocks consisting of 64 flats for over 55's
- Seddon Court in Stoke-on-Trent and is the first high rise residential block in stoke to be completed.

The following works are currently in progress:-
- Stoke on Trent City council is continuing with is retro-fitting programme in a further 16 high rises and 2 medium rises across Stoke.
- Tamworth Borough Council are currently working on their 6 high rises and 1 medium rise buildings in Tamworth.
- Stafford Rural Homes are currently working on a project for 1 high rise premise in Stafford.

Beyond these areas of work there are a further 9 high and medium rise developments spread across the county owned and managed by 6 different social housing providers so this work will continue into the medium term.

At the same time, the Service will continue to support push for a the prioritisation of a review of the Building Regulations (Approved Document B) to ensure fire safety requirements in relation to sprinkler installations keep pace with new building developments.

Whilst the Community Sprinkler Project is a long term project with completion date years down the line, the Service remains hopeful that social housing providers will become less reliant on our support and instead take a proactive approach to retrofitting sprinklers.

Safe and Sound

One of our key prevention interventions over recent years has been the development of our safe and sound initiative. Safe and sound is designed around supporting communities to make informed and positive lifestyle choices, improving their health, safety and wellbeing.

- Vulnerability - may include Child Sexual Exploitation, ASB, Substance Misuse, Gangs and Youth Violence, Healthy Relationships / Sexual Health, Emotional Well Being, Cyber-crime, Online Safety, extremism/radicalisation and any other relevant issues - delivered by relevant professionals, including - Staffordshire Police
- What to do in an emergency - may include CPR, making a call for help, what to do in an emergency — delivered by qualified First Aiders
- Staying safe - may include water safety, playing out (voids, building sites), road safety, strangers, personal safety - delivered by relevant professionals
- Fire safety - may include fire safety in the home, nuisance fires, flames aren't games - delivered by Staffordshire Fire and Rescue Service
  Wellbeing - may include Dementia Friends, mental health awareness, emotional wellbeing, healthy relationships — delivered by relevant professionals

This work is multi-agency and includes a range of partners, who deliver a specific aspect in relation to the prevention focus: -

- Staffordshire Police - delivering elements from their vulnerability strategy
- NHS Partnerships Trust - delivering basic life support, CPR and the use of a defibrillator to over 65-year-olds
- DHL logistics and delivery company - delivering truck and child safety
- Changes - delivering sessions focused on mental health and wellbeing
- Stoke-on-Trent City Council - delivering Alcohol Awareness
- Staffordshire Safer Roads Partnership - delivering sessions on safer driving, covering distractions such as drugs and alcohol
- Medequip - delivering assistive technology advice
- Penny Rafferty - delivering Relaxation techniques

- Communities Together CIC - delivering Dementia Friends
- RNLI and Canal and Rivers Trust - delivering water safety
- Red Cross - delivering 'what to do in an emergency' sessions.
- Network Rail

By working in this multi-agency environment we can deliver multiple safety messages utilising some of the most up to date interactive technology available. This allows an immersive environment to be created where individuals can be exposed to numerous hazards whilst staying completely safe.

<u>Organisational learning</u>

Staffordshire Fire and Rescue Service (SFRS) are committed to providing an efficient, effective and safe fire and rescue service. The process referred to as operational assurance monitoring and reporting (OA) helps to ensure this by supporting organisational, team and individual improvement. OA covers a broader range of areas than ever before and these require closer monitoring by identified leads with support from the Organisational Assurance Team (OAT) to ensure any recommendations that include safety critical, areas of concern and areas of exceptional practice are actioned to maximise organisational learning and contribute to service improvement and safety.

The Service recognises the benefits of sharing the lessons learnt from operational incidents and operational assurance processes with the Performance and Assurance Board, to enable the Board to be aware of what is being delivered and to support improvement and continuous learning. Operational assurance contributes significantly towards the Service's strategic aims and objectives as set out in the current Corporate Safety Plan and provides evidence to Her Majesty's Inspectorate of Constabularies and Fire & Rescue Services.

A number of reports are available to the OAT and other service managers using information stored in PDR Pro, the platform for reporting, and recording assurance activities. These have

been utilised in order to provide information for the information of the Board. Incidents of note will also be reported and any areas of significant learning, development or interest will be discussed.

Provision of effective Operational Assurance is important for several reasons. There are legal requirements, guidance and 'other' external influences. The organisation must have some internal measures in place, such as quality assurance, conducted by line managers or internal monitoring and audit. These then enable assurances to be provided to external bodies such as the HSE & HMICFRS.

Failure of the Service to maintain safe, effective and efficient emergency response arrangements will ultimately conflict with the legal requirements as identified and may subject the Service/Commissioner FRA to criminal charges or corporate failings and potentially to prosecution or financial burden as well as reputational harm. Failure to act upon any lessons learnt from either operational incidents or exercises may result in less favourable outcomes for the communities in which we serve.

Prevention of future deaths reports
There have been no specific reports received by the Service in the reporting period that require a response to the Coroners office via the NFCC and NOL

Structured Debrief Action plans
These action plans are generally the result of structured debriefs and are monitored by the Organisational Assurance Team and reported to the Response Directorate to enable coordinated progress to be made.

National Operational Learning (NOL) and Joint Organisational Learning (JOL) Action plans
NOL action notes are received by the single point of contact (SPOC) linked to NOG. Lessons identified and notable practice notifications are received by the JOL SPOC through the JOL online system linked to JESIP. These have been adapted, adopted or rejected. Where

adopted or adapted, an audit trail has been created to enable scrutiny where requested and rational for rejection recorded.

The following have been received in 2018/19

NOL Cranes and exploding tyres	2018	Complete
NOL High rise PDA and PORIS	2018	Complete
NOL Base jumpers	2018	complete
NOL Fire ground radios	2018	Complete
NOL Police tabards	2018	Complete
JOL Lessons Identified - MTFA	2018	Awaiting Completion
JOL IOR	2018	Complete
JOL Tornado Teams	2018	Complete
JOL SPOC contacts	2018	Complete
JOL Throw lines	2018	Complete
JOL MTA JOPS	2019	Awaiting action plan

NOL/JOL Submission(s)

There have been a number of specific submissions to NOL/JOL in the reporting period 2018/19

Essington ICE	2018	NOL/JOL
Hanley Bus Station	2018	NOL
Slitting Mill	2018	NOL
Westport Lake	2018	NOL

An example of Staffordshire Fire and Rescue Service taking every opportunity to learn from others through the NOL and JOL process is detailed below

Kings Dock Fire Merseyside Fire & Rescue Service
On Friday 8th February, GM Barry Moore from Merseyside Fire and Rescue Service delivered a presentation to some of our Tactical Advisors and Protect Managers. The Kings Dock Car

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Park fire was one of the largest and most challenging incidents faced by Merseyside Fire & Rescue Service in recent years. The presentation looked at the circumstances leading up to the fire, the design and construction of the car park itself and how this contributed to the escalation and spread of the fire, resulting in the loss of the car park and 1150 vehicles within. Included in this was the operational activity undertaken at scene and how the building design affected the tactical decisions as the incident developed. Following the incident Merseyside Fire & Rescue Service undertook a thorough examination of the incident, from an Operational, a Fire Safety and a Fire Investigation point of view, the outcomes of which were covered in the presentation.

Station Managers responsible for overseeing PORIS in their area of responsibility and Protect Managers responsible for regulatory work were encouraged to review the risks in their area in light of the findings.

Provision of Risk Information System

Following internal dialogue over future improvements, it has been recognised that more organisational oversight of the performance around PORIS was required. As a result, the Emergency Response Team have taken on more responsibility in this area liaising with a range of staff to ensure a more con-ordinated approach and better understanding of performance. The Business Intelligence Team has been working to develop a new report within reporting services to enable this. The draft report was demonstrated at the Response Directorate on the 8th April which gives information in relation to the following :-

- Current view of high/very high risk premises
- How many are in date
- How many are due to expire in next 30 days
- How many are overdue
- How many are awaiting approval
- How many were completed in the last 30 days

The ability to filter from service level down to watch level is built into the report thus ensuring monitoring of this activity is conducted.