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Contact Donna Parker, Democratic Services Manager

Email: parkerd@manchesterfire.gov.uk

Date 27 August 2014

To: All Members of the Authority

**Group Meetings**:

Conservative Palatine Room 10.00 a.m.
Labour Manchester Room A/B 10.00 a.m.
Liberal Democration Albien Room 10.00 a.m.

Liberal Democrat Albion Room 10.00 a.m.

Dear Member,

# **AUTHORITY - 4 SEPTEMBER 2014**

There will be a meeting of the Authority on Thursday, 4th September, 2014, commencing at 11.00 am in the Phoenix Room, Fire Service Headquarters, 146 Bolton Road, Swinton, M27 8US. The agenda is as follows:

# 1 Apologies for Absence

## 2 Minutes of Previous Meeting

(Pages 1 - 12)

To confirm the Minutes of the Meeting held on 26<sup>th</sup> June 2014.

#### 3 Declarations of Interest

Members are requested to consider whether they have any interest to declare in relation to any item of business on the agenda.

#### 4 Urgent Business (if any)

To be accepted at the discretion of the Chairman.

- 5 Chairman's Announcements
- 6 Questions (if any) under Standing Order 7
- 7 Minutes of meeting Thursday, 26 June 2014 of Policy, (Pages 13 14) Resources and Performance Committee
- 8 Minutes of meeting Thursday, 24 July 2014 of Policy, (Pages 15 20)
  Resources and Performance Committee

Greater Manchester Fire and Rescue Authority

Fire and Rescue Service Headquarters 146 Bolton Road Swinton Manchester M27 8US

Telephone 0161 736 5866 Fax 0161 608 4024 www.manchesterfire.gov.uk

Donna Hall - Clerk

Gwynne Williams -Deputy Clerk & Authority Solicitor

9	Minutes of meeting Thursday, 31 July 2014 of Service Delivery Committee	(Pages 21 - 26)
10	To appoint Councillor Steve Williams as a Member Champion for Children and Young People for the remainder of the 2014/15 municipal year	(Verbal Report)
11	County Guard Update	(Pages 27 - 34)
	Report of the County Fire Officer & Chief Executive	
12	Quarter 1 Performance Review 2014/15 and Annual Report 2013/14	(Pages 35 - 106)
	Report of the County Fire Officer & Chief Executive	
13	Chief Officer's Activity Report Quarter 1 (1 April 2014 to 30 June 2014)	(Pages 107 - 170)
	Report of the County Fire Officer & Chief Executive	

14 LGA Annual Conference and Exhibition 8th-10th July 2014 - (Pages 171 - 174) Feedback

Report of the County Fire Officer & Chief Executive

PLEASE NOTE: A Member <u>Training and Development Session</u> on the "Confronting The Future" document will take place following a buffet lunch at the rise of the meeting and will conclude by approximately 1.30 p.m. The session will be hosted by members of the Corporate Leadership Team. All Members are encouraged to attend.

Yours sincerely,

jonna Hall.

Clerk

# MINUTES OF A MEETING OF THE GREATER MANCHESTER FIRE AND RESCUE AUTHORITY

#### **HELD ON 26th JUNE 2014**

#### Present:

Councillor David Acton (Chairman), Councillor Tommy Judge (Vice-Chairman), Councillors John Bell (Deputy Chairman), Walter Brett, Lynda Byrne, Basil Curley, Jim Dawson, Grace Fletcher-Hackwood, Derek Heffernan, June Hitchen, Barrie Holland, Afia Kamal, Iain Lindley, Alan Matthews, Amna Mir, John O'Brien, Shaun O'Neill, Brian Rigby, Michael Smith, Stella Smith, Fred Walker, Paul Wild, Steve Williams and Michael Whetton

Also in Attendance: Steve McGuirk (County Fire Officer & Chief Executive), Donna Hall (Clerk to the Authority, Wigan Council), Andrew Taylor (Assistant Director of Resources, Wigan Council), Jim Owen (Deputy County Fire Officer), Paul Argyle (Director of Emergency Response), Geoff Harris (Acting Director of Prevention and Protection), Ged Murphy (Director of Finance and Technical Services), Donna Parker (Democratic Services Manager), Gwynne Williams (Deputy Clerk and Authority Solicitor) and Shelley Wright (Director of Corporate Communications)

#### 1. APPOINTMENT OF CHAIRMAN 2014/15

The Vice-Chairman invited nominations for the appointment of Chairman of the Authority for the municipal year 2014/15.

Councillor David Acton having been so nominated, it was:

Resolved: That Councillor David Acton be appointed Chairman of the Authority 2014/15.

Councillor David Acton thereupon took the Chair.

The Chairman welcomed Councillrs June Hitchen, Afia Kamal and Paul Wild to their first meeting of the Authority and thanked former Councillors Hilary Fairclough, James Hennigan, Bryan Leck and Shelia Newman for their contribution to the work of the Authority over the years.

#### 2. APPOINTMENT OF VICE-CHAIRMAN 2014/15

The Chairman invited nominations for the appointment of Vice-Chairman of the Authority for the municipal year 2014/15.

Councillor Tommy Judge having been so nominated, it was:

Resolved: That Councillor Tommy Judge be appointed Vice-Chairman of the Authority 2014/15.

#### 3. APPOINTMENT OF DEPUTY CHAIRMAN 2014/15

The Chairman invited nominations for the appointment of Deputy Chairman of the Authority for the municipal year 2014/15.

Councillor John Bell having been so nominated, it was:

Resolved: That Councillor John Bell be appointed Deputy Chairman of the Authority 2014/15.

#### 4. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Mohammed Ayub, Jim Ellis, Daniel Hawthorne, Bernard Judge, Lisa Walker and George Wilson.

#### 5. MINUTES OF PREVIOUS MEETING

The Minutes of the Meeting held on 24th April 2014 were approved as a correct record and signed by the Chairman.

#### 6. DECLARATIONS OF INTEREST

There were no Declarations of Interest received.

# 7. URGENT BUSINESS (IF ANY)

There were no items of urgent business submitted.

#### 8. CHAIRMAN'S ANNOUNCEMENTS

- The Chairman advised that the third phase of the North West Fire Control project formally went live on Wednesday 28th May 2014. Following extensive testing and detailed system checks, 999 calls for Greater Manchester Fire and Rescue Service were transferred to the new North West Fire Control centre at Lingley Mere, Warrington at 6.45pm. Councillor Steve Williams, Member Champion for Fire Control spent the day in the Greater Manchester Control Centre on Wednesday 28th May 2014 for the switch over to North West Fire Control.
- 2. In light of this a 'Visit to North West Fire Control' in conjunction with Cheshire Fire and Rescue Authority would be taking place on Tuesday 22<sup>nd</sup> July 2014 commencing at 10.00am. This visit would allow Members to view NWFC now that it was up and running. All Members were invited to attend and transport from FSHQ had been arranged if required.

- 3. The Chairman provided an update on Operation County Guard - the latest period of Industrial Action took place over 24 hours between 0900 Thursday 12th June and 0900 on Friday 13th June and between 1000 and 1700 on Saturday 21st June 2014. GMFRS successfully mobilised to all incidents through the new arrangements at North West Fire Control. The strikes called by the Fire Brigades Union (FBU) were the latest in a series that were over the Government's pension proposals for uniformed staff which remained unresolved. The Authority had always stated that this was a dispute between the FBU and the Government and this still remained the case. As with the previous periods of industrial action Emergency Fire Crews (EFCs) provided cover from key locations across Greater Manchester. Colleagues around the Service not participating in the strike provided support to the EFCs and to emergency cover as a whole. No further strike dates had been announced to date.
- 4. The Chairman advised that the Memorial Service for Firefighter Stephen Hunt would be taking place on Sunday 13<sup>th</sup> July 2014 at 2.00pm at St Ann's Church in Manchester and all Members along with their families were invited to attend.
- 5. The Chairman advised that the new Rochdale Fire Station was officially opened on 20th March 2014. A Member Visit/Tour of the new Fire Station had now been arranged to take place on Friday 25<sup>th</sup> July 2014 from 10.00am. All Members were invited to attend and transport from FSHQ had been arranged if required. All Members from Rochdale Council had also been invited to attend this visit.
- 6. The Chairman advised that a leaflet on the 'New Firefighter Training Site and Community Hub in Bury' had been tabled, for Members' information. This leaflet had also been sent to all Members at Bury Council, for their information. If any Members' wished to have any more copies of the leaflet to take to their own Councils please contact Donna Parker, Democratic Services Manager.
- 7. The Chairman advised that the Authority had submitted three bids to the Fire Transformation Fund. In response to the 'Facing the Future' report, authored by Sir Ken Knight, the Department for Communities and Local Government had made £75m available through Fire Transformation Funding 2015/16. The purpose of the funding was to provide fire and rescue authorities with an opportunity to apply for both (£45m) funding (£30m) and capital to transformational change. Bids could be submitted into three lots; below £2 million, between £2 and £5 million and over £5 million. The largest bid that the Authority had submitted, which had the support of the Police and Crime Commissioner, was for funding to develop a joint Fire and Police Training and Development Centre on the new Training site at Bury. The bid to the middle pot was for the creation of a new Community Risk Intervention Team; a multi-agency team that would build on the great prevention work of fire, but would also have a

responsibility to respond to urgent medical cases on behalf of North West Ambulance Service. The smallest bid was for support funding to create an Integrated Prevention Hub in partnership with Salford City Council and Greater Manchester Police. The hub would particularly focus on youth engagement, but would also provide integrated support for families. A Member briefing to provide more detailed information on the Pilot Scheme would be arranged in due course.

- 8. The Chairman reminded all Members to complete their Declaration of Interest Forms and return them to Donna Parker, Democratic Services Manager.
- 9. The Chairman reminded all new Members to stay behind at the end of this meeting to have their photograph taken to allow the Authority website to be updated.

### 9. QUESTIONS (IF ANY) UNDER STANDING ORDER 7

There were no questions submitted.

#### 10. APPOINTMENT OF COMMITTEES 2014/15

Consideration was given to a report of the Clerk which sought approval of the Terms of Reference for the new governance arrangements, the appointment of Members to the Committees/Panel for the 2014/15 municipal year and approved the revised Scheme or Members' Allowances to reflect these changes.

It was reported that at the meeting of the Authority on 24th April 2014 (minute 105 refers) it was agreed to retain the main Fire Authority, merge the Emergency Response and Prevention and Protection Committees to form one committee (Service Delivery) and create a new Collaboration and Integration Panel as part of the new governance arrangements to come into effect from the 2014/15 municipal year.

This new Service Delivery Committee would consist of 15 Members of the Authority, the same as each of the previous committees, and would be subject to political proportionality. In order to accommodate political proportionality principles, the new Panel would consist of 10 Members of the Authority plus the Chairman of the Authority. The Panel would be chaired by the Chairman of the Authority and would elect its own Vice-Chairman. The Panel would operate as a Working Group reporting via its Minutes to the Policy, Resources and Performance Committee. In addition, the Greater Manchester Combined Authority had been invited to appoint an AGMA Leader to sit on the Panel.

As a result of the change to the committee structure, consequential amendments would be required to the Scheme of Members' Allowances. Attached at Appendix 3 was the revised list of Special Responsibility Allowances, for Members' approval.

#### Resolved: That:

- 1. The new governance arrangements and Terms of Reference/Delegations to Committees, as detailed at Appendix 1 of the report, be approved.
- 2. The revised Timetable of Meetings for the 2014/15 municipal year, as detailed at Appendix 2 of the report, be noted.
- 3. The amendments to the Scheme of Members' Allowances for 2014/15 as detailed at Appendix 3 of the report, be approved.
- 4. The Authority's Committees be constituted for the 2014/15 municipal year as detailed below:-

Committee	Membership 2014/15
Service Delivery Committee (15 Members)	Councillor John O'Brien (Chairman), Lynda Byrne (Vice-Chairman), Councillors David Acton, John Bell, Jim Ellis, Grace Fletcher-Hackwood, Derek Heffernan, Bernard Judge, Afia Kamal, Iain Lindley, Amna Mir, Shaun O'Neill, , Fred Walker, Lisa Walker and Steve Williams
Policy, Resources and Performance Committee (15 Members)	Councillor David Acton (Chairman), Tommy Judge (Vice-Chairman), Councillors John Bell, Walter Brett, Lynda Byrne, Basil Curley, Barrie Holland, Derek Heffernan, June Hitchen, John O'Brien, Stella Smith, Fred Walker, Michael Whetton, George Wilson and Paul Wild
Collaboration and Integration Panel (10 Members plus Chairman of the Authority)	Councillor David Acton (Chairman), Councillor Barrie Holland (Vice- Chairman) Councillors Mohammed Ayub, John Bell, Jim Dawson, Daniel Hawthorne, Bernard Judge, Tommy Judge, Alan Matthews, Shaun O'Neill and Brian Rigby
Audit, Scrutiny and Standards Committee (Standing Order 27 Suspended) (9 Members)	Councillor Brian Rigby (Chairman) Derek Heffernan (Vice-Chairman) Councillors Walter Brett, Jim Dawson, June Hitchen, Alan Matthews, Michael Smith, Paul Wild and George Wilson; Lisa Hindle and Francis Walsh (Independent Members)

# 11. AUTHORITY MEMBERSHIP 2014/15 AND RE-APPOINTMENT OF INDEPENDENT MEMBERS TO THE AUDIT, SCRUTINY AND STANDARDS COMMITTEE AND THE INDEPENDENT PERSON

The Authority noted a report of the Clerk giving details of notifications of changes of membership which had been received from district councils for the 2014/15 municipal year.

In addition approval was sought to the continuation of the appointment of the current two Independent Members of the Authority's Audit, Scrutiny and Standards Committee and Independent Person for a further two year period.

#### Resolved: That:

1. All changes having taken effect by 26th June 2014 the Authority's Membership for the 2014/15 municipal year was now as follows:-

BOLTON	Councillor Mohammed Ayub Councillor Linda Byrne Councillor Paul Wild	Labour Labour Conservative
BURY	Councillor Alan Matthews Councillor Stella Smith	Labour Labour
MANCHESTER	Councillor Basil Curley Councillor Grace Fletcher-Hackwood Councillor June Hitchen Councillor Tommy Judge Councillor Afia Kamal	Labour Labour Labour Labour Labour
OLDHAM	Councillor Derek Heffernan Councillor Bernard Judge Councillor Steve Williams	Liberal Democrat Labour Labour
ROCHDALE	Councillor Amna Mir Councillor Shaun O'Neill	Labour Labour
SALFORD	Councillor James Dawson Councillor Iain Lindley Councillor George Wilson	Labour Conservative Labour
STOCKPORT	Councillor Walter Brett Councillor Daniel Hawthorne Councillor Lisa Walker	Labour Liberal Democrat Conservative
TAMESIDE	Councillor John Bell Councillor Barrie Holland Councillor Michael Smith	Conservative Labour Labour

TRAFFORD	Councillor David Acton	Labour	
	Councillor Brian Rigby	Conservative	
	Councillor Michael Whetton	Conservative	
WIGAN	Councillor James Ellis	Independent	
	Councillor John O'Brien	Labour	
	Councillor Fred Walker	Labour	

- 2. The appointment of Mr J. Stone as Independent Person be extended for a further two years.
- 3. The appointment of Mr F. Walsh and Ms L. Hindle as Independent Members of the Authority's Audit, Scrutiny and Standards Committee be extended for a further two years.

#### 12. GMFRA APPOINTMENTS 2014/15

The Clerk submitted a report requesting the Authority to nominate Members to serve on the GMFRS Scrutiny Board (Partnership and Innovations Management Board) and Trustee of Greater Manchester Fire Service Museum Trust for the 2014/15 municipal year.

Resolved: That Members be nominated to serve for the 2014/15 municipal year as follows:

Appointment	Membership 2014/15
GMFRS Scrutiny Board (Partnership and Innovations Management Board)	Councillor John O'Brien (Chair) Councillor Derek Heffernan Councillor Michael Whetton
Trustee of the Greater Fire Service Museum Trust	Councillor Shaun O'Neill Councillor Amna Mir (Substitute)

### 13. NOMINATION OF MEMBERS TO ANSWER QUESTIONS 2014/15

The Clerk submitted a report requesting the Authority to consider, pursuant to Section 41 of the Local Government Act 1985, the appointment of a Member of each constituent council to answer on behalf of the Authority questions raised during the course of meetings of their councils in relation to the discharge of the functions of the Authority.

Resolved: That Members be nominated for the purpose of Section 41 of the Local Government Act 1985 for the 2014/15 municipal year as follows:-

Bolton	Councillor Mohammed Ayub
Bury	Councillor Alan Matthews

Councillor Tommy Judge Manchester Councillor Steve Williams Oldham Rochdale Councillor Shaun O'Neill Councillor James Dawson Salford Stockport **Councillor Walter Brett** Tameside Councillor Michael Smith Trafford Councillor David Acton Wigan Councillor Fred Walker

## 14. REPRESENTATION ON OUTSIDE BODIES 2014/15

The Clerk submitted a report requesting the Authority to determine its representation on outside bodies for the 2014/15 municipal year.

Resolved: That Members be appointed to represent the Authority on outside bodies for the 2014/15 municipal year as follows:-

Outside Body	Representation 2014/15
LGA Fire Commission	Chairman of the Authority Vice-Chairman of the Authority Leader of the Opposition
LGA Annual Assembly	Fire Commission representatives (Chairman authorised to cast the Authority's vote)
North West Fire Forum (formally known as North West Fire and Rescue Partnership Board)	Chairman of the Authority Vice-Chairman of the Authority Leader of the Opposition
Directors of the North West Fire Control Limited	Chairman of the Authority Councillor Fred Walker (Councillor George Wilson - Substitute)
North West Employers	Councillor Fred Walker
AGMA Executive Board	Chairman of the Authority (or Deputy)
Greater Manchester Combined Authority (GMAC)	Chairman of the Authority (or Deputy)
Association of Metropolitan Fire and Rescue Authorities (AMFRA)	Chairman of the Authority Vice-Chairman of the Authority (Councillor George Wilson - Substitute)

Greater Manchester Centre for	Councillor Grace Fletcher-Hackwood
Voluntary Organisations (GMCVO)	

#### 15. MEMBER CHAMPION APPOINTMENTS 2014/15

The Clerk submitted a report which requested the Authority to nominate Members to serve as Member Champions for the 2014/15 municipal year.

The Member Champion subject areas had been established in line with GMFRS's main priorities including a new volunteering subject area. The Chairman requested Members to provide expressions of interest to fill these positions on a cross-party basis.

The Authority disbanded the Member Champion subject area for Fire Control due to the North West Fire Control Project now being complete (minute 8(1) refers). The Chairman on behalf of the Authority took the opportunity to thank both Councillors Fred Walker and Steve Williams for the work they have undertaken and time given to this subject area over the past few years.

Resolved: That:

1. The following Members be appointed to serve as Member Champions to the following subject areas for the 2014/15 municipal year:

Member Champion for Absence Management: Councillor Barrie Holland Member Champion for Children Young People: Councillor June Hitchen Member Champion for Efficiency Savings and Sustainability: Councillor George Wilson

Member Champion for Inclusivity: Councillor Amna Mir

Member Champions for Member Development: Councillors John Bell and Lynda Byrne

Member Champion for Sprinklers: Councillor Jim Dawson

Member Champion for Health and Safety: Councillor Alan Matthews

Member Champion for Road Safety: Councillor Bernard Judge

Member Champion for Community Relations: Councillor Grace Fletcher-Hackwood

Member Champions for the DV20 Operational Training Site: Councillors David Acton and John O'Brien

Member Champion for Volunteering – Councillor Steve Willaims

- 2. The revised Member Champion Terms of Reference as set out in the report, be noted.
- 16. COMMITTEE PROCEEDINGS: TO NOTE MINUTES OF PROCEEDINGS OF COMMITTEES (APPROVED BY POLICY STANDING SUB-COMMITTEE UNDER DELEGATED POWERS ON 29TH MAY 2014) AS FOLLOWS:

The Minutes of the proceedings of the Audit, Scrutiny and Standards Committee held on 1<sup>st</sup> May 2014 (approved by Policy Standing Sub-

Committee under delegated powers on 29<sup>th</sup> May 2014) were submitted (Appendix 1).

Resolved: That the proceedings of the Audit, Scrutiny and Standards Committee held on 1<sup>st</sup> May 2014, be noted.

# 17. MINUTES OF MEETING THURSDAY, 29 MAY 2014 OF POLICY, RESOURCES AND PERFORMANCE COMMITTEE

The Minutes of the proceedings of the Policy, Resources and Performance Committee held on 29<sup>th</sup> May 2014 (approved by Policy Standing Sub-Committee under delegated powers on 29<sup>th</sup> May 2014) were submitted (Appendix 2).

Resolved: That the proceedings of the Policy, Resources and Performance Committee held on 29<sup>th</sup> May 2014, be noted.

# 18. MINUTES OF MEETING THURSDAY 19 JUNE 2014 OF AUDIT, SCRUTINY AND STANDARDS COMMITTEE

The Minutes of the proceedings of the Audit, Scrutiny and Standards Committee held on 19<sup>th</sup> June 2014 were submitted (Appendix 3).

Resolved: That the proceedings of the Audit, Scrutiny and Standards held on 19<sup>th</sup> June 2014, be noted.

#### 19. TREASURY MANAGEMENT ANNUAL REVIEW REPORT - 2013/14

Consideration was given to a report of the Treasurer which presented the Treasury Management Annual Report 2013/14. The report outlined the Authority's Treasury Management Practices and provided actual prudential and treasury indicators for 2013/14. The report met the requirements of the CIPFA Code of Practice on Treasury Management and CIPFA Prudential Code.

Resolved: That the Treasury Management Annual Report for 2013/14 be accepted.

# 20. CHIEF OFFICER'S ACTIVITY REPORT - QUARTER 4 (1ST JANUARY TO 31ST MARCH 2014)

The County Fire Officer and Chief Executive presented the 'Chief Officer's Activity Report' for Quarter 4 2013/14 – 1<sup>st</sup> January to 31<sup>st</sup> March 2014, for Members' information and comments.

The report provided information on the wide ranging activities which had taken place across the Boroughs during this period. The report also provided an update on the following subject matters:-

Operational Incidents;

- Service Delivery;
- Youth Engagement;
- Prevention and Protection:
- Corporate Communications;
- Other news of interest.

Members' welcomed the informative report specific reference was made to GMFRS' Protection Officers joint working with Tameside Council's Environmental Services staff which had resulted in an increase in successful enforcements and how this joint working was now expanding to other local authorities within Greater Manchester.

Resolved: That the 'Chief Officer's Activity Report' for Quarter 4 2013/14 – 1<sup>st</sup> January to 31<sup>st</sup> March 2014, including the comments raised, be noted.

#### 21. HEALTH AND SAFETY POLICY

Consideration was given to a report of the County Fire Officer and Chief Executive which sought approval of the revised Health and Safety Policy, as detailed at Appendix A of the report.

The Health and Safety Policy had now been reviewed and clarified roles and responsibilities relating to health and safety, GMFRS' approach to health and safety management and assurance around health and safety matters.

Resolved: That the revised Health and Safety Policy, as detailed in Appendix A of the report, be approved.

#### 22. QUARTER FOUR/YEAR END PERFORMANCE REVIEW

Consideration was given to a report of the County Fire Officer and Chief Executive which presented the Service's year end outturn performance against the development and delivery goals contained with the 2013/16 Integrated Risk Management Plan (IRMP).

Members were advised that over 2013/14 the Service had continued to significantly improve public safety with year on year reductions to fires in dwellings, fires in non-domestic properties as well as reductions to fire related deaths and casualties. During this period the Service had made further efficiency savings of £2.73m (cumulative of £32.8m over the last 3 years) whilst also improving the average speed of response to emergencies and life risk emergencies.

The Integrated Risk Management and Corporate Plan contained 22 new 'development goals' which represented the major pieces of work needed to reposition the Service. In Quarter 4 the Service had completed a further seven of these goals having now completed 16 of the 22 goals originally set out in 2011. At the last meeting of the Authority on 24<sup>th</sup> April 2014 (minute 101 refers) Members considered the IRMP / Corporate Plan update and approved the new corporate development goals for 2014/15. A summary of the IRMP

and Corporate Plan 2014/17, was attached at Appendix A of the report. A summary of progress against the corporate development goals for Quarter 4 was attached at Appendix B, both for Members' reference.

In conclusion, the development goals were progressing well with a minor delay to North West Fire Control (NWFC) which was necessary to enable systems testing prior to the transfer of GMFRS control.

Members welcomed the informative report and raised a number of comments and questions relating to the summary of year on year performance against the Service's publicly reported measures and targets with specific reference to completed home safety checks, accidental dwelling fires, cross boundary working and smoke alarm utilisation.

#### Resolved: That:

- 1. The content of the report and comments raised, be noted.
- 2. The year-end progress, highlights and Integrated Risk Management/Corporate Plan Summary for 2014-17, be noted.
- 3. The production of an internal communication plan to share and recognise staff and their work to protect and improve the quality of people's lives across Greater Manchester over 2013-14, be supported.

CHAIRMAN

# MINUTES OF A MEETING OF THE POLICY, RESOURCES AND PERFORMANCE COMMITTEE

### **HELD ON 26th JUNE 2014**

#### Present:

Councillor David Acton (Chairman), Councillor Tommy Judge (Vice-Chairman), Councillors John Bell, Walter Brett, Lynda Byrne, Basil Curley, Derek Heffernan, June Hitchen, John O'Brien, Stella Smith, Fred Walker, Michael Whetton and Paul Wild

Also in Attendance: Steve McGuirk (County Fire Officer & Chief Executive), Jim Owen (Deputy County Fire Officer), Paul Argyle (Director of Emergency Response), Geoff Harris (Acting Director of Prevention and Protection), Ged Murphy (Director of Finance and Technical Services), Gwynne Williams (Deputy Clerk and Authority Solicitor) and Donna Parker (Democratic Services Manager)

#### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Barrie Holland and George Wilson.

#### 2. MINUTES OF PREVIOUS MEETING

The Minutes of the Meeting held on 29<sup>th</sup> May 2014 were confirmed and signed as a correct record.

#### 3. DECLARATIONS OF INTEREST

There were no Declarations of Interest received.

### 4. URGENT BUSINESS (IF ANY)

There were no items of urgent business submitted.

# 5. MINUTES OF MEETING THURSDAY, 29 MAY 2014 OF POLICY STANDING SUB-COMMITTEE

The Committee received the Minutes of the Policy Standing Sub-Committee held on 29<sup>th</sup> May 2014.

Resolved: That the proceedings of the Policy Standing Sub-Committee held on 29<sup>th</sup> May 2014, be approved.

#### 6. SUB-COMMITTEE APPOINTMENTS ETC. 2013/14

The Clerk submitted a report which requested the Committee to nominate Members to serve on the Appeals Sub-Committee, Policy Standing Sub-

Committee and Member Development Steering Group for the 2014/15 municipal year.

Resolved: That Members be nominated to serve for the 2014/15 municipal year as follows:

Sub-Committee / Steering Group	Membership 2014/15	
Appeals Sub-Committee (8)	Councillor David Acton (Chairman), Tommy Judge (Vice-Chairman), Councillors John Bell, Derek Heffernan, Barrie Holland, John O'Brien, Fred Walker and Paul Wild	
Policy Standing Sub-Committee (10)	Councillor David Acton (Chairman), Tommy Judge (Vice-Chairman), Councillors John Bell, Lynda Byrne, Basil Curley, Derek Heffernan, Barrie Holland, John O'Brien, Fred Walker and Michael Whetton	
Member Development Steering Group	Councillor David Acton (Chairman), Tommy Judge (Vice-Chairman), Councillors John Bell, Lynda Byrne, and Fred Walker	

**CHAIRMAN** 

# MINUTES OF A MEETING OF THE POLICY, RESOURCES AND PERFORMANCE COMMITTEE

### **HELD ON 24th JULY 2014**

#### Present:

Councillor David Acton (Chairman), Councillor Tommy Judge (Vice-Chairman), Councillors John Bell, Lynda Byrne, Basil Curley, Derek Heffernan, June Hitchen, Barrie Holland, John O'Brien, Stella Smith, Michael Whetton, Paul Wild and George Wilson

Also in Attendance: Steve McGuirk (County Fire Officer & Chief Executive), Tony Clarke (Strategic Finance Manager, Wigan Council), Paul Argyle (Director of Emergency Response), Ged Murphy (Director of Finance and Technical Services), Peter O'Reilly (Director of Prevention and Protection), Donna Parker (Democratic Services Manager), Gwynne Williams (Deputy Clerk and Authority Solicitor) and Shelley Wright (Director of Corporate Communications)

#### 7. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Walter Brett and Fred Walker.

## 8. MINUTES OF PREVIOUS MEETING

The Minutes of the Meeting held on 26<sup>th</sup> June 2014 were confirmed and signed as a correct record.

### 9. DECLARATIONS OF INTEREST

Councillor David Acton had been granted a dispensation by the Monitoring Officer in consultation with the Independent Person to participate and vote at meetings of GMFRA and any committees in matters relating to North West Fire Control Limited. This was granted on the grounds that Councillor David Acton had been appointed a Director of the company to represent GMFRA. Without the dispensation the Member with the most knowledge would be unable to contribute to the consideration of contracts relating to the company. This relates to 'Minute 16 – GMFRS North West Fire Control (NWFC) Transition Project'.

#### 10. URGENT BUSINESS - GORTON MONASTERY PROJECT

Consideration was given to an urgent report of the County Fire Officer and Chief Executive which sought approval to support in principle the proposal for GMFRS to contribute up to £250,000 to the Gorton Monastery 'Sharing the Story' project and associated Heritage Lottery Fund (HLF) bid. The investment would provide a unique, dedicated community space in Gorton

Monastery and would extend interactive learning the 'hub and spoke' type approach in the Gorton and North East Manchester area.

A letter of support had been drafted and subject to approval would be forwarded onto Gorton Monastery to accompany the HLF Stage 2 Bid Application. HLF funding was expected by the end of 2014 with site work commencing by late summer 2015 and anticipated opening time of autumn 2016.

#### Recommended: That:

- 1. The content of the report and comments raised, be noted.
- 2. The letter of support from the County Fire Officer and Chief Executive for the Gorton Monastery HLF Bid, as detailed at Appendix 1 of the report, be approved.

# 11. MINUTES OF MEETING FRIDAY, 4 JULY 2014 OF POLICY STANDING SUB-COMMITTEE

The Committee received the Minutes of the Policy Standing Sub-Committee held on 4<sup>th</sup> July 2014.

Resolved: That the proceedings of the Policy Standing Sub-Committee held on 4<sup>th</sup> July 2014, be approved.

#### 12. BUDGET MONITORING QUARTER 1: REVENUE AND CAPITAL

Consideration was given to a report of the Treasurer which set out the position of expenditure against the Revenue and Capital Budgets at the end of the first quarter for 2014/15 (Appendix 1, 2, 3, 4 and 5 of the report refers). In addition, the report provided a projection of the anticipated outturn for the year. At the end of Quarter 1, a revenue underspend of £1.219m was reported with a projected outturn underspend of £1.553m. The position on the Pension Top Up Account maintained by the Authority showed a projected underspend of £0.271m. Any under or overspend would be dealt with by adjusting the level of government grant that was received in future years so there was no impact on the balances.

The report explained that Manchester City Council had been providing professional support to the project during the pre-construction phase of the Bury Operational Training Site project. As the scheme moved to the construction phase, it was proposed to retain the services of Manchester City Council, with budgeted costs of £0.100m (included with the scheme budget). Therefore, approval was sought to suspend Contract Standing Orders in respect of the appointment of Manchester City Council to provide professional support to the construction phase of the Bury Operational Training Site (paragraph 29 of the report refers).

In conclusion, the projection of revenue spend was based upon the 3 months activity for the financial year. The predicted position reported as part of this first quarter monitoring should provide assurances that the necessary processes were in place to ensure that the efficiencies that have been scheduled would be delivered. The continued delivery of the efficiencies helped underpin the financial future of the Authority and evidenced that the Authority's financial management systems remained sound. It was important that any potential impact upon the medium term financial plan (MTFP) and balances was recognised at this early stage. Balances at 31 March 2014 were £19.158m and underpinned the medium term financial strategy.

Members welcomed the informative report and a series of questions were raised with regards to the cost associated with the current Industrial Action being taken and the impact this would have on the Service, the underspend for revenue pension costs, the budget strategy for 2015/16 and sustainability targets going forward. These questions were answered accordingly by Officers.

#### Recommended: That:

- 1. The content of the report, comments raised and the projected year end variations, be noted.
- 2. The current position on the capital programme, be noted.
- 3. The suspension of Contract Standing Orders in respect of the appointment of Manchester City Council to provide professional support to the construction phase of the Bury Operational Training Site, be approved.

#### 13. TREASURY MANAGEMENT: 1ST INTERIM REPORT

Consideration was given to a report of the Treasurer which presented the Treasury Management: 1st Interim Report. The purpose of the report was to review the operation and exercise of delegated Treasury Management powers during the first three months of 2014/15 and considered the prospects for the remainder of the financial year. The report also reviewed the credit ratings of the organisations with which the Authority could place its surplus funds and explained how the lending list was drawn up.

Capita Asset Services, the Authority's Treasury Consultants had undertaken a review of the interest rate forecasts from September 2014 to June 2017 which included a first increase in Bank Rates in Quarter 1 of 2015, a copy of the 2014/15 Cashflow Forecast as at 30<sup>th</sup> June 2014, was detailed at Appendix 2 of the report, for Members' reference.

Recommended: That the Treasury Management: 1<sup>st</sup> Interim Report for 2014/15, be accepted.

# 14. GREATER MANCHESTER FIRE & RESCUE SERVICE EMPLOYER DISCRETIONS - STATEMENT OF POLICY LOCAL GOVERNMENT PENSION SCHEME

Consideration was given to a report of the County Fire Officer and Chief Executive which detailed the Authority's policy on the exercise of additional discretions under the Local Government Pension Scheme (Transitional Provisions, Savings and Amendment) Regulations 2014, following changes to the Local Government Pension Scheme (LGPS) which came into force on 1st April 2014.

In addition, in accordance with the governance arrangements previously approved, it was recommended that the delegated authority of the County Fire Officer and Chief Executive was extended to include the exercise the discretions as detailed in the report in accordance with the Policy. Under the arrangements decisions made to exercise discretions 'in exceptional circumstances' were to be reported back to Policy Resources and Performance Committee on a six monthly basis.

#### Recommended: That:

- 1. The content of the report and comments raised, be noted.
- 2. The policy recommendations on the exercise of each of the discretions, as detailed in the report, be approved.
- 3. The delegated authority of the County Fire Officer and Chief Executive be extended to include the exercise the additional discretions in accordance with the Policy and the arrangements to report back the exercise of discretions 'in exceptional circumstances' to the Policy Resources and Performance Committee on a six monthly basis.

# 15. DCLG CONSULTATION ON THE REGULATIONS TO INTRODUCE A NEW FIREFIGHTERS' PENSION SCHEME FROM APRIL 2015

Consideration was given to a report of the County Fire Officer and Chief Executive which advised of the Department for Communities and Local Government's (DCLG) Consultation on the regulations to introduce a new Firefighters' Pension Scheme from 1<sup>st</sup> April 2015.

The consultation ran for six weeks from 23<sup>rd</sup> May to 4<sup>th</sup> July 2014. GMFRS submitted a response to all aspects of the statutory consultation by this date. A copy of the full consultation was reproduced at Appendix 1 and a copy of GMFRS response at Appendix 2 of the report.

Recommended: That the GMFRS response to DCLG's Consultation on the regulations to introduce a new Firefighter's Pension Scheme from April 2015, be noted.

#### 16. GMFRS NORTH WEST FIRE CONTROL TRANSITION PROJECT

Consideration was given to a report of the County Fire Officer and Chief Executive which provided an update on the recent transition of GMFRS Control function to the North West Fire Control.

It was reported that the new Control facilities went live for GMFRS on the 28<sup>th</sup> May 2014 and GMFRS Control Room had been closed down which had resulted in 25 staff transferring to the new NWFC under TUPE arrangements and a further 21 staff leaving the organisation with a settlement agreement. NWFC was now using a state of the art mobilising system which incorporated best of breed technology and used automatic vehicle location to ensure that appliances were mobilised with greater accuracy. All systems were resilient and dovetailed with Fire and Rescue Services (FRS') own systems to ensure that appliance and officer availability was accurately reflected and incident information was accessible within individual FRS' to assist with incident management on scene, within the Command Support Room and also other key locations as required. Work to further enhance systems and functionality was on-going and working groups to carry out this further development work were being put in place.

The Chairman reported that a Member visit had taken place in conjunction with Cheshire Fire and Rescue Authority to provide an opportunity for GMFRS Members to meet with Members from Cheshire Fire & Rescue Authority to view the new facilities at NWFC, now it had gone live. The visit took place on Tuesday 22<sup>nd</sup> July 2014 and was hosted by Steve McGuirk, County Fire Officer and Chief Executive at GMFRS and Paul Hancock Chief Fire Officer at Cheshire Fire and Rescue Service.

Following the visit Members requested further details on the roster patterns that were currently being worked at NWFC with particular regard to the 12 hour shift. In response, the Director of Emergency Response advised that the current roster was demand led, therefore, ensuring that the correct number of staff were in place at the busier times of the day, moving away from the 15 hour night-shift which Control staff used to work at GMFRS Control. A meeting was taking place with Control staff in August 2014 regarding this issue with an open mind to adjusting the current work patterns, if required. Members would be advised of the outcomes of this meeting accordingly.

Recommended: That the content of the report and comments raised, be noted.

#### 17. COUNTY GUARD UPDATE

Consideration was given to a report of the County Fire Officer and Chief Executive which detailed how GMFRS had and were responding to industrial action called by the Fire Brigades Union (FBU); in order for the Fire and Rescue Authority to meet its statutory obligations to date.

Members were advised of the strike action including Action Short of Strike to date. On all strike dates a minimum of 22 fire appliances were deployed

across the strike periods and a whole range of incidents were successfully dealt with. The timings of the strike action were intentionally designed to disrupt contingency arrangements and maximise inconvenience so this change of tactic was disappointing. However, the commitment of the Emergency Fire Crews (EFCs) and Emergency Fire Crew Drivers (EFCDs), as well as the non-striking personnel, had been outstanding and ensured that resilience had been maintained within Greater Manchester. No further strike dates had been call to date. However, on 21st July 2014 from 1900 until further notice industrial action short of strike, namely a refusal to undertake voluntary overtime, non-contractual overtime or additional hours would be taking place and a refusal to 'act up'. This would mean that appliances would be unavailable due to a lack of available staff.

The Chairman on behalf of the Committee took the opportunity to thank all Officers involved in the implementation of County Guard for all their hard work and commitment during this difficult time. The Committee requested that this message was passed directly to all staff involved.

#### Recommended: That:

- 1. The content of the report and comments raised, be noted.
- 2. The policy decisions previously adopted and detailed in paragraph 4 of the report, be noted.
- 3. The activities undertaken in order to mitigate the risks associated with Industrial Action, be noted and commended.

**CHAIRMAN** 

# MINUTES OF A MEETING OF THE SERVICE DELIVERY COMMITTEE

### **HELD ON 31st JULY 2014**

#### Present:

Councillor John O'Brien (Chairman), Councillor Lynda Byrne (Vice-Chairman), Councillors John Bell, Jim Ellis, Grace Fletcher-Hackwood, Derek Heffernan, Bernard Judge, Iain Lindley, Amna Mir, Shaun O'Neill, Fred Walker, Lisa Walker and Steve Williams

Also in Attendance: Steve McGuirk (County Fire Officer & Chief Executive), Paul Argyle (Director of Emergency Response), Peter O'Reilly (Director of Prevention and Protection), Billy Myers (Area Manager - Head of Protection), Gwynne Williams (Deputy Clerk and Authority Solicitor), Ted O'Brien (Area Manager - Head of Operational Training), Katie Davis (Youth Engagement Manager), Wayne Shields (Area Manager - Head of Fire Prevention) and Donna Parker (Democratic Services Manager)

#### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor David Acton and Afia Kamal.

#### 2. DECLARATIONS OF INTEREST

Councillors Lynda Byrne and Fred Walker declared a Disclosable Pecuniary Interest in Minute 8 – 'Campaign Activity at Political and Major Conferences held in Greater Manchester' by virtue of receiving a payment from a trade union within the last 12 months towards election expenses. Councillors Lynda Byrne and Fred Walker did not speak or vote on the matter.

## 3. URGENT BUSINESS (IF ANY)

The Chairman invited all Members to attend the annual 'Emergency Services Open Day' that was taking place on Thursday 7<sup>th</sup> August 2014 from 10.00am till 5.00pm at the intu Trafford Centre outside The Orient. The Open Day would include the following features:-

- Fire Demonstrations:
- Road Traffic Collision Demonstrations:
- Crime Reduction Advice;
- Home Safety Advice;
- Road Safety Zone.

Resolved: That the update provided, be noted.

#### 4. EXCLUSION OF PRESS AND PUBLIC

Resolved: That the public be excluded from the meeting when the following item is considered for the reasons detailed below:-

Agenda	Title	Minute	Description of Exempt
Item No.		No.	Information by reference to
			the paragraph number in
			Schedule 12A of the Local
			Government Act 1972
E.1	GMFRA Statutory Duties –	36	3. (Information relating to
	Control of Major Accident		the financial or business
	Hazards Regulations 1999		affairs of any person or
	(As Amended 2005)		organisation, including the
	,		Authority)

#### 5. INTRODUCTION TO THE NEW COMMITTEE

The Chairman welcomed all Members to the first meeting of the Service Delivery Committee and provided an introduction on the role of the new Committee.

Members were advised that as part of a series of proposed improvements to the governance arrangements of Greater Manchester Fire and Rescue Authority, the Emergency Response and Prevention and Protection Committees had merged to form the Service Delivery Committee that would consider substantive matters relating to Service Delivery including both emergency response and prevention and protection. A copy of the Committee's Terms of Reference was circulated, for Member's reference.

AGREED: That the introduction, be noted.

# 6. PREVENTION AND PROTECTION DIRECTORATE ACTIVITY REPORT

Consideration was given to a report of the County Fire Officer and Chief Executive which provided an overview of the activity that the Prevention and Protection Directorate had been involved in during Quarter 1 - 2014/15.

The Prevention and Protection Activity Report highlighted the work of the Protection Team which continued to result in the need for enforcement action including prosecution. The report also included information relating to the activity of the GMFRS Volunteers, the Contact Centre, Area Based Community Safety Teams and centrally based coordinators.

Members had an in-depth discussion and asked specific questions with regards to:-

People at Increased Risk of Fire (PAIROF) – It was reported that as a result of strong partnerships with health and social care teams, Community Safety Advisors were now engaged with the most 'at risk' vulnerable groups across communities. Their primary work now involved PAIROF referrals from partnerships and other agencies and where operational colleagues highlighted a PAIROF, these were also referred to the Community Safety Teams. This also included follow up activities and re-visits from the initial PAIROF referrals. The Committee welcomed this new initiative and asked a series of questions on the breakdown of PAIROF referrals per borough including the reasons for variations in figures across the ten boroughs. In response, the Director of Prevention and Protection requested Members assistance in asking other agencies such as social services to provide further information on vulnerable groups to enable the prevention team to better engage with them. Also, to advise Council Leaders on the work that was taking place in each of the boroughs across Greater Manchester. The Director of Prevention and Protection also agreed to submit a further report on the impact of influencing those most at risk from fire.

Youth Engagement – An update was provided on Firesetter Intervention, Alternative Curriculum programmes and delivery of 'FireSmart' (17 years and under), with reference to the number of new FireSmart referrals received in Quarter 3 and 4 2013/14. Members welcomed the success of the schemes along with the other successful programmes which the Youth Engagement Team delivers.

In addition, with reference to 'Accident Statistics' Members requested that future reports should include details of instances where there was a higher than average number of accidents within Boroughs/Departments.

Recommended: That the content of the report and comments raised, be noted.

# 7. EMERGENCY RESPONSE - DEVELOPMENT GOALS PROGRESS - QUARTER 1 UPDATE - 2014/15

Consideration was given to a report of the County Fire Officer and Chief Executive which set out the current status and progress in Quarter 1 - 2014/15 made against the Corporate Plan development goals for which the Emergency Response Directorate had responsibility.

Members had a discussion on each of the Development Goals with specific reference to the following:-

Development Goal 11 – 'Vary crewing arrangements on identified fire stations to ensure they are fit for purpose and meet the risk and demand levels identified in each area' – it was reported that retained recruitment had taken place to fill any vacancies at Marple, Ramsbottom and Littleborough in preparation for any agreed future changes and recruitment had commenced for a retained evening shift at Mossley. Members asked questions on the recruitment process and training involved in becoming a retained firefighter

and if any of the Emergency Fire Crews living in the correct area could apply for these positions. In response, the Director of Emergency Response commented that the training of retained firefighters was provided by the trainers at the Training and Development Centre and local borough Officers he went on to add that additional educational support was being provided to the Emergency Fire Crews to assist them when applying for positions within the Service in the future.

Development Goal 14 – 'Work with people with the right skills and attitude to deliver high quality, value for money services in a positive environment for everyone' – it was reported that the 'Ensured Risk Information Network' (ERIN) was now working well and Operational staff were engaging in the process. An update on the data gathered to date would be submitted to the next meeting of the Service Delivery Committee (as requested by the Emergency Response Committee on 24<sup>th</sup> October 2013, minute 17 refers).

Development Goal 24 – 'Continue to review and develop our business continuity arrangements to ensure we remain well placed to deal with disruption to our services' – An update was provided on the co-ordination and implementation of the County Guard Plan. Industrial Action had taken place in the financial year 2013/14, and further strikes had occurred on 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, May, 12<sup>th</sup>, 21<sup>st</sup> June, 10<sup>th</sup> July and 15 separate strikes each of 2 hours duration between 14<sup>th</sup> and 21<sup>st</sup> July inclusive in 2014/15. No further strike dates had been called to date however, more dates were anticipated. On 21<sup>st</sup> July 2014 from 1900 until further notice industrial action short of strike, namely a refusal to undertake voluntary overtime, non-contractual overtime or additional hours was taking place and a refusal to 'act up' had been implemented. This would mean that possibly 3 to 4 appliances could be unavailable for each shift on an on-going basis.

On each strike date the organisation had maintained the minimum requirement of the County Guard Plan to provide 21 pumping appliances at key stations crewed by Emergency Fire Crews. Where resources permitted, the enhancement policy had been implemented resulting in the provision of officers acting in the role of supervisory officers at the key stations and additional Resilience Pump(s) being stood up. An update was also provided on the commitment of the Emergency Fire Crews (EFCs) and Emergency Fire Crew Drivers (EFCDs), as well as the non-striking personnel, and the Trainers at the Training and Development Centre had been outstanding and ensured that resilience had been maintained within Greater Manchester

Development Goal 35 – 'Review the design and functionality of our fire appliances and carry out appropriate modifications, to ensure they meet the technical requirements of our modernised approach to firefighting and rescue operations' – It was reported that this was a new long term development goal which recognised the requirement to integrate, improve and modernise both fire appliances and the equipment which they carry.

Recommended: That the content of the report and comments raised, be noted.

# 8. CAMPAIGN ACTIVITY AT POLITICAL AND MAJOR CONFERENCES HELD IN GREATER MANCHESTER

Consideration was given to a report of the County Fire Officer and Chief Executive which advised of GMFRS proposals to continue to undertake campaign activity at future political and major conferences held in Greater Manchester.

It was reported that arrangements were now in place for representation from the Prevention and Protection and Emergency Response Directorates to attend the forthcoming Annual Labour Party Conference, due to be held between Sunday 21st and Wednesday 24th September 2014 at the Manchester Central Convention Centre. GMFRS had secured a premium internal stand within the main conference hall, at a cost of £9,000, presenting an opportunity to focus on specific areas of prevention and protection. It was the intention to promote the GMFRS campaign to influence national legislation on the use of sprinkler and other types of suppression systems in the homes of people most at risk from fire, as well as encouraging business and domestic homes to install them as standard and promoting youth engagement provision and progression pathways. An external stand had also been secured, at a cost of £4,000, and would feature the community event vehicle. promoting future firefighting, and how changing risks, research and technological developments would shape the way GMFRS fight fires in the future.

The Prevention and Protection Directorate planned to secure a stand at the 2015 Conservative Party Conference, due to take place at Manchester Central Convention Centre in the Autumn (dates to be announced).

The Committee welcomed the report and suggested that information on 'People at Increased Risk of Fire (PAIROF) was included in the reference at the Annual Labour Group Conference. In addition, Labour Members who were attending the conference offered their assistance in promoting GMFRS campaign at the conference.

#### Recommended: That:

- 1. The content of the report and comments raised, be noted.
- 2. Attendance at both the Annual Labour Party Conference 2014 and future political and major conferences held in Greater Manchester, be supported.
- 3. Information on 'People at Increased Risk of Fire (PAIROF) be included in the reference at the Annual Labour Group Conference.

#### 9. COMAH AND PIPELINE SAFETY REPORT

Consideration was given to a report of the County Fire Officer and Chief Executive which provided an update on the statutory duties placed upon GMFRA in line with COMAH Regulations 1999 and Pipeline Safety Regulations 1996 including the current and future workloads and evidence of GMFRA's compliance with the regulations.

The report also identified a potential financial threat contained within the recent HSE consultation in relation to the update of the COMAH Regulations in line with the Seveso III Directive, planned to be written into domestic legislation and come into force on1st June 2015.

Recommended: That the content of the report and comments raised be noted

CHAIRMAN

# Agenda Item 11

# GREATER MANCHESTER FIRE AND RESCUE AUTHORITY

4 SEPTEMBER 2014

Subject: COUNTY GUARD UPDATE

Report of the County Fire Officer & Chief Executive

Report Author: Paul Argyle, Director of Emergency Response

Tel 0161 608 4016 Email argylepa@manchesterfire.gov.uk

### PURPOSE OF THE REPORT

The report outlines how Greater Manchester Fire and Rescue Service (GMFRS) have and are responding to industrial action called by the Fire Brigades Union (FBU); in order for the Fire and Rescue Authority to meet its statutory obligations to date. The last update was provided at the Policy, Resources and Performance Committee on 24th July 2014 (minute 17 refers).

### **EXECUTIVE SUMMARY**

- The report details the deployment and relative success of GMFRS Business Continuity Plan for dealing with Industrial Action known as County Guard.
- 2. The Fire Brigades Union (FBU) announced a yes vote on the 29<sup>th</sup> August 2013, following a ballot of their members for industrial action.
- 3. This report provides details of the response from GMFRS as it applied its Business Continuity Management Plan known as County Guard.
- 4. Within a paper presented to the Fire Authority on 20<sup>th</sup> October 2011 (minute 61 refers) Members granted delegated power to the County Fire Officer & Chief Executive to:
  - Vary the application of the Authority's policy relating to partial performance, in relation to industrial action taken in connection with the trade dispute relating to pensions;
  - Take all decisions and actions, including the incurring of expenditure, on behalf of the Authority, in relation to or in connection with industrial action, whether taken or threatened, in respect of the trade dispute relating to pensions.

## **BACKGROUND**

5. As previously reported, May 2013 saw a trade dispute being raised by the FBU with Ministers and with all the employing Fire and Rescue

- Authorities around proposed changes to Pensions in the Fire and Rescue Service.
- 6. The FBU's General Secretary wrote to Government Ministers and the employing authorities setting out seven provisions which the FBU were asking for and which, if not met, would result in a ballot for industrial action.
- 7. Negotiations proved unsuccessful and a FBU ballot supported strike action (England and Wales) resulting in strike action on 25<sup>th</sup> September 2013. The FBU announced further Strike action for 1<sup>st</sup> and 4<sup>th</sup> November 2013.
- 8. The FBU announced additional strike action on 13<sup>th</sup> November 2013 and initiated a further ballot of their members for Industrial "Action Short Of Strike" action (ASOS). This ballot closed on 4<sup>th</sup> December 2013 and was extended to include FBU members within Fire Controls.
- 9. Negotiations with the former Fire Minister, Brandon Lewis MP, and the FBU have been stalled at times due to the Fire Minister refusing to meet with FBU Officials whilst strike action had been called and was taking place. In response, the FBU have refused to suspend strike dates.
- 10. Following the recent Cabinet reshuffle Penny Mordaunt MP was appointed as the new Parliamentary Under Secretary of State at the Department for Communities and Local Government (Fire Minister) on 15<sup>th</sup> July 2014 in place of Brandon Lewis MP.

#### STRIKE DATES

- 11. Below is a breakdown of strike action dates and times including 'Action Short of Strike'), to date:
  - 25<sup>th</sup> September 2013 (1200-1600)
  - 19<sup>th</sup> October 2013 (Cancelled on 18<sup>th</sup> October)
  - 1<sup>st</sup> November 2013 (1830-2300)
  - 4<sup>th</sup> November 2013 (0600-0800)
  - 13<sup>th</sup> November 2013 (1000-1400)
  - 13<sup>th</sup> December 2013 (1800-2200)
  - 14<sup>th</sup> December 2013 (1800-2200)
  - 24<sup>th</sup> December 2013 (1900-0000)
  - 31<sup>st</sup> December 2013 (1830-0030)
  - 3<sup>rd</sup> January 2014 (0630-0830)
  - 2<sup>nd</sup> May 2014 (1200-1700)
  - 3<sup>rd</sup> May 2014 (1400-0200)
  - 4<sup>th</sup> May 2014 (1000-1500)

- 4<sup>th</sup> May from 1500 until 9<sup>th</sup> May at 1200 industrial action short of strike, namely a refusal to undertake voluntary overtime, noncontractual overtime or additional hours
- 12<sup>th</sup> June (24 hours from 0900)
- 21<sup>st</sup> June (1000-1700)
- 13<sup>th</sup> June from 0900 until 21<sup>st</sup> June at 1000 industrial action short of strike, namely a refusal to undertake voluntary overtime, noncontractual overtime or additional hours
- 10<sup>th</sup> July (1000-1900)
- 14<sup>th</sup> July (0600-0800 then 1700-1900)
- 15<sup>th</sup> July (0600-0800 then 1700-1900)
- 16<sup>th</sup> July (0600-0800 then 1700-1900)
- 17<sup>th</sup> July (0600-0800 then 1700-1900)
- 18<sup>th</sup> July (0600-0800 then 2300 until 19<sup>th</sup> July at 0100)
- 19<sup>th</sup> July (1100-1300 then 2300 until 20<sup>th</sup> July at 0100)
- 20<sup>th</sup> July (1700-1900)
- 21<sup>st</sup> July (0600-0800 then 1700-1900)
- 21<sup>st</sup> July from 1900 action short of strike recommenced
- 9<sup>th</sup> August (1200-1400 then 2259-2359)
- 10<sup>th</sup> August (1200-1400 then 2259-2359)
- 11<sup>th</sup> August (1200-1400 then 2259-2359)
- 12<sup>th</sup> August (1200-1400 then 2259-2359)
- 13<sup>th</sup> August (1200-1400 then 2259-2359)
- 14<sup>th</sup> August (1200-1400 then 2259-2359)
- 15<sup>th</sup> August (1200-1400 then 2259-2359)
- 16<sup>th</sup> August (1200-1400 then 2259-2359)
- Until further notice industrial action short of strike (namely a refusal to undertake voluntary overtime, non-contractual overtime or additional hours).
- 12. On all strike dates a minimum of 21 fire appliances were deployed across the strike periods and a whole range of incidents were successfully dealt with. On each period of strike action a Resilience Pump crewed by non-striking officers was available in addition to the 21 key station appliances.
- 13. The timings of the strike action were intentionally designed to disrupt contingency arrangements and maximise inconvenience so this change of tactic is disappointing. However, the commitment of the EFCs and EFCDs, as well as the non-striking personnel, has been outstanding and ensured that resilience has been maintained within Greater Manchester.

#### **CURRENT POSITION**

#### **County Guard Implementation**

14. The Fire and Rescue Authority needs to respond to what is 'reasonably foreseeable' when making its business continuity contingency

arrangements. County Guard is Greater Manchester Fire and Rescue Authority's business continuity plan for industrial action. The County Guard Plan responds to a planning assumption (that all staff may take industrial action) and provides a framework for recruiting and training a workforce of Emergency Fire Crews (EFC). The plan was amended to include the role of Emergency Fire Crew Drivers (EFCD).

15. The County Guard Plan is structured around the assumption that virtually all staff will take industrial action of a sustained nature. A benefit of planning for the worst case scenario is that the plan can be altered to meet any lesser impacts on the organisation. The plan identifies critical activities, including how mobilising and operational service delivery will be maintained by the recruitment of staff. Where GMFRS staff make themselves available, the plan can be varied to make the best use of the skills that they have.

### **Emergency Fire Crew (EFC) Deployment/Resilience Pump(s)**

- 16. Throughout the periods of industrial action listed above, the EFC and resilience arrangements have successfully been deployed. The EFCs have successfully attended a range of incidents and helped to keep the communities of Greater Manchester safe during the periods of industrial action. The presence of Chaperones (supervisory officers) provided by non-striking personnel has meant that a wider level of operational competence has been present.
- 17. From the availability of a small number of non-striking personnel we were also able to provide a fire appliance(s) with personnel who were able to provide additional support to EFC (referred to as a 'Resilience Pump'). However, there is obviously a delay in the Resilience Pump arriving at incidents it is mobilised to, and their attendance could not be guaranteed if they were in attendance at a different incident.
- 18. On all occasions at least one resilience pump has been available, crewed by non-striking officers. Where sufficient numbers of operational staff have not been taking Industrial Action, further resilience pump(s) have been made available.
- 19. The Resilience Pump(s) are located at strategic points within Greater Manchester to ensure a risk based approach is maintained to achieving the best possible response times with the limited resources.

#### **Emergency Fire Crew Recruitment**

- 20. When deciding on the number of EFCs a number of factors need to be taken into consideration. Some of these include:
  - a. Type of action declared (continuous/discontinuous),
  - b. Likely duration of dispute period.

- c. Number of EFC/EFCD required to adequately deal with the duration of strike periods.
- d. Implications on 'Business As Usual'.
- e. Ability to keep EFC/EFCD skills up to date.
- f. Number of applicants.
- g. Number of whole-time personnel coming forward (including officers).
- 21. As there has not yet been a settlement, it is likely that industrial action could continue for the foreseeable future, therefore the planning needs to reflect this. Based on the risk assessment of the information above, particularly the likely duration of dispute period, a third wave of EFCs and ECFDs have been recruited.
- 22. This commenced with assessments taking place on 19<sup>th</sup> May 2014, training took place on 27<sup>th</sup> May with the course concluding on 11<sup>th</sup> June 2014, ready for the strike action that took place on 12<sup>th</sup> June (24 hours from 0900).
- 23. To date 180 EFC's have been trained and available for strike action.

## **Future Strike Dates**

24. No further strike dates have been called to date. The Executive Committee of the FBU are scheduled to meet week commencing 25<sup>th</sup> August and it is anticipated that further dialogue will be requested with the Fire Minister. Additional strike dates may be anticipated dependent on the outcome of discussions with the Fire Minister.

#### LEGAL IMPLICATIONS

25. The duties upon Fire and Rescue Authorities under both the Fire and Rescue Services Act 2004 and the Civil Contingencies Act 2004 are 'target duties'. In the case of such a duty there will not necessarily be a breach of the duty if there is a just and reasonable excuse, for a temporary lack of provision. The Fire and Rescue Authority must however do what is reasonably practicable.

#### **BUSINESS RISK IMPLICATIONS**

- 26. During our normal Risk Management review process, two main risks were identified: these being the untested nature of parts of the County Guard plan and the potential for industrial action. As the plan was implemented the risks were reviewed allowing the rating of the Plan to be reduced from Red to Amber.
- 27. Impact of Industrial Action on Corporate Performance

- 28. The recruitment for Wave 3 of EFCs and EFCDS has impacted on the delivery of some of the Development Goals and Members may well see the impact in quarterly outturn report findings.
- 29. This is due to the planning around each of the periods of industrial action having significant impact on certain sections of the organisation; however, this is not always visible to other areas of the service; particularly during this last round of sixteen periods of strike over eight days inclusive.

#### Residual Risks

- 30. There are still elements of the plan that have not yet been tested, such as working with professional striking crews at major incidents through the recall to duty arrangements for major incidents or dealing with an 'all-out' strike for an extended period.
- 31. A risk still exists if our middle managers choose to take strike action in the future, however this has been significantly reduced following the recent signing of a Memorandum of Understanding (MoU) between the Fire Authority and Fire Officers Association (FOA). The membership of FOA (which employs a 'no strike' mandate in its constitution) continues to increase amongst GMFRS middle managers.
- 32. In order to alleviate this risk further, continuation training is still being carried out with EFC members, with a specific element being focused on the Team Leaders and their command skills. In addition to this, additional Team Leaders have been identified and have received additional training.
- 33. A further EFC Team Leaders' course took place in July 2014 increasing the number of EFC Team Leaders available in the future.
- 34. As highlighted in previous reports, due to the prolonged nature of the dispute, the number of EFC may start to diminish, as their life circumstances change. In order to identify the number of active EFC, arrangements have been put in place to keep track of availability and numbers.

### PEOPLE AND ORGANISATIONAL DEVELOPMENT IMPLICATIONS

#### **Partial Performance**

35. The current GMFRA policy (May 2003) for dealing with partial performance stipulates that the County Fire Officer and Chief Executive (CFO&CE) will withhold <u>all pay</u> in respect of the shift on which the partial performance takes place. However, this position has been reviewed on each strike occasion, and to date the CFO&CE decided (as per delegated authority), that employees undertaking strike action on the previous occasions would lose payment for the period of strike

action only. This does not mean that any further strike action would be treated the same way, potentially meaning that crews would not be paid for the full shift, which could impact on the availability of fire appliances, should the operational personnel decide to remove their labour for the full shift.

# **Staff Reaction to County Guard**

- 36. As in previous disputes, staff have been reminded in writing of the Service's expectations regarding their standards of behaviour and their role in challenging poor behaviour displayed by others. It should not be overlooked, however, that some staff will be relieved that there is some form of emergency cover and react positively to the EFCs.
- 37. There was a risk of staff reacting adversely to being required to train EFCs. However, before and after the initial industrial action, staff are subject to normal expectations to carry out their role. Through careful communication with representative bodies and the trainers involved, this risk was mitigated. EFC are currently undergoing refresher training at our Training and Development Centre, where they are coming into contact with our full time staff. To date there have been no management issues coming to light regarding this arrangement.

#### FINANCIAL IMPLICATIONS

- 38. The financial implications of preparing for and mitigating against the current industrial dispute to date are £1,153,081 (after netting off stoppages of pay). These costs are split £487,680 (2013/14) and £665,401 in the current financial year. However, a number of points to take into consideration are:
  - The set up phase of County Guard (recruitment, equipment, training salaries, etc.) has been funded via in-year underspends and balances, where necessary.
  - The implementation costs of County Guard have been partially offset by savings made against salary budgets through stoppage of pay of those taking industrial action.
  - The extent of any costs/savings made against staff salary budgets will be contingent on the nature and the duration of the industrial action moving forward.

### CONCLUSION

- 39. Our contingency arrangements have worked well to date due to a number of reasons, not just the pre-planning aspects of County Guard, but also how our staff have performed throughout this period.
- 40. Staff have behaved with integrity and professionalism during a very stressful and difficult period of time. We recognise that lawful industrial

action has been taking place to contest pension changes but that it is a requirement for resilience measures to be put in place.

# **RECOMMENDATIONS**

- 41. Members are recommended to:
  - i) Support the policy decisions previously adopted;
  - ii) Note the content of this report; and
  - iii) Note and commend the activities undertaken in order to mitigate the risks associated with Industrial Action.

STEVE McGUIRK COUNTY FIRE OFFICER & CHIEF EXECUTIVE

# LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

DOCUMENT	DATE	FILE OR OTHER	PLACE OF INSPECTION
		REFERENCE	
Business Continuity	-	-	GMFRS SharePoint Site
Strategy			Fire & Rescue Service HQ
County Guard File	-	-	146 Bolton Road
			Swinton
			Manchester
			M27 8US

S. McGuirk (Proper Officer) 22.08.14 GREATER MANCHESTER FIRE AND RESCUE AUTHORITY

4 SEPTEMBER 2014

Subject: QUARTER ONE PERFORMANCE REVIEW 2014/15 AND ANNUAL

**REPORT 2013/14** 

Report of the County Fire Officer & Chief Executive

Report Author: Jim Owen, Deputy County Fire Officer Tel 0161 608 4002

Email oweni@manchesterfire.gov.uk

### PURPOSE OF THE REPORT

This report presents to Members the Service's quarter one performance against the development and delivery goals contained within the 2014-17 Integrated Risk Management/Corporate Plan.

This report also includes the Service's 2013/14 Annual Report **Appendix C**. The Annual Report provides Authority Members, partners, staff and the public with an overview of the Service's achievements and performance against its plan for the preceding year.

### **EXECUTIVE SUMMARY**

- 1. Greater Manchester Fire and Rescue Service (GMFRS) performed very strongly over the first quarter with fires down 33% and injuries (resulting from fires) down by 19%. This reflects the Service's effective risk based targeting of prevention and protection work in homes and businesses across the city region.
- 2. On the 28<sup>th</sup> May the Service successfully moved its call handling operations to the new North West Fire Control (NWFC). The new Control Centre coordinates a resource base twice the size of London in terms of stations and appliances. NWFC responds to emergency calls for around 6 million people and uses state of the art technology to bring together four very different fire and rescue services. During quarter one staff involved in the transition have worked exceptionally hard to ensure a high level of service to the public has been maintained.
- 3. Progress against the Service's other major development projects is summarised in Appendix A. These are broadly on track with some minor slippage encountered as a result of five periods of industrial action during the period. Members are reminded that there has been a significant increase in industrial action during quarter two with 48 periods of strike, and action short of a strike, up until 16<sup>th</sup> August.
- 4. The impact of these upon service delivery is being closely monitored through directorate meetings and programme boards to ensure high

levels of public service are maintained. Members are advised that this may result in delays to some of the Service's key development projects however arrangements are in place to resolve issues as they arise and reduce slippage as far as possible.

### **CORPORATE DELIVERY GOALS PROGRESS**

- 5. **Appendix B** provides an overview of quarter one performance against the Service's key performance indicators (KPIs) and targets approved by the Authority on 24<sup>th</sup> April 2014 (minute 101 refers).
- 6. Members will recall, this year the KPIs have been aligned to the outcomes they support to help the Service understand how effectively it is achieving them. A general summary of progress against each measure is provided below.
- 7. At the end of any given quarter around 10% of incidents may not be fully completed in the Service's incident recording system. This doesn't affect the overall number of incidents reported but means that some of the details associated with the incident may not be available at the time of reporting. Following the move to NWFC there have been some delays in the transfer of incident records into the Service's recording system. This has been resolved but means that there are around 4% more incidents not fully complete than would normally be the case.

### Reduce the number of emergency calls

### **Number of Emergency Calls**

8. Up until the point of transfer to NWFC on 28<sup>th</sup> May 2014 we received a total of 8,586 emergency calls which is broadly comparable to the first two months of the previous year. Call figures following the move to NWFC will be available for reporting in quarter two once data reports have been produced and verified.

### **All Fires**

9. The Service has performed very strongly over the first quarter with all fires down 33%.

### **All Special Service Calls**

10. In quarter one the Service attended 907 special service calls. Road traffic collisions and lift rescues continue to account for the majority of these (32%). There were slight falls in most boroughs however Salford and Trafford saw increases of 19% and 30% respectively. The increases in these boroughs were due to an increase in lift releases (up 27%) and small increases in release of persons/other release and animal rescues.

### **All False Alarms**

- 11. All false alarms include: False alarm due to apparatus (domestic and commercial), false alarms good intent and malicious false alarms or hoax calls. We have seen a 2% reduction year on year in the overall number of false alarms.
- 12. False alarms due to automatic detection apparatus have reduced by 6.6% with significant drops in Wigan (-26.8%), Tameside (-28%) and Oldham (-50%). In Tameside and Oldham the protection teams have been working proactively with hospitals which accounted for the majority of false alarms last year. Wigan has also seen significant reductions in education, retail and factory premises.

### Reduce Deaths and injuries from fires and other emergencies

### **Number of Fire Deaths**

13. There were two reported fire deaths in guarter one:

**Whitehill** – A smoking related fire in a semidetached house. The fire occurred in the ground floor living room and one elderly female was rescued by the Service.

**Ashton** – Fire involving a vehicle. Both fires are under investigation by the fire investigation team to understand underlying factors and possible learnings for the Service.

### **Number of Deaths from Road Traffic Collisions**

- 14. This measure was introduced to the Service's KPI framework to begin to understand the impact of the Greater Manchester Casualty Reduction Partnership of which GMFRS is a member. This group's aims are:
  - To improve road safety and contribute to the achievement of national and local targets to reduce the number of people and children killed or seriously injured in road collisions
  - To reduce the level of road safety collisions and casualties in deprived areas
  - To improve road and community safety, particularly for the most vulnerable users of the transport network
  - To work closely with the local authorities, agencies and other stakeholders to develop a coordinated approach and solutions to problems through the delivery of joint road safety projects, and the exchange of information on best practice, development and best value for money
  - To produce road safety educational resources and high profile campaigns to raise awareness to create safer road user behaviour

15. Information about the number of people killed and seriously injured is provided by Transport for Greater Manchester. In quarter one there were 14 reported deaths from road traffic collisions and the Service extricated 43 individuals. A further 180 people were seriously injured.

### **Number of Injuries from Fires**

16. The Service's targeted approach to fire prevention and protection in homes and businesses across Greater Manchester has resulted in further improvements to public safety. During quarter one injuries resulting from fire were down 19% on the previous year.

### Reduce crime and disorder

### **Number of Deliberate Fires**

- 17. The number of deliberate fires has significantly reduced by 41% year on year. Both deliberate primary fires (-22.7%) and deliberate secondary (-44.5%) fires have fallen. Members will recall in quarter three the corporate planning and intelligence directorate undertook analysis to understand the contributory factors to deliberate secondary fires. These account for over 80% of deliberate fires the Service responds to.
- 18. The analysis found no strong correlation against any single variable however; weather, school holidays, changes to waste collection and increased reporting of fly tipping were the factors which showed greatest correlation.
- 19. In quarter one there were a total of 67 deliberate dwelling fires across Greater Manchester of which 54% were homes of single occupancy and 30% flats/maisonettes of multiple occupancy. The Fire Investigation Team (FIT) continues to work closely with Greater Manchester Police to investigate causes of suspicious fires. In this quarter 14 people were arrested and 3 were charged.

### **Firefighter Hostilities**

20. During the quarter, four hostilities towards firefighters were reported, one in Bury, one in Manchester (Philips Park) and two in Tameside (Ashton and Hyde). This is the lowest level of hostilities since reporting was introduced in 2009/10 when there were 34 in the same period.

Reduce property damage, economic loss and damage to the environment

### **Number of Non-Domestic Fires**

21. Non domestic fires are 17% down on last year with eight out of ten boroughs on target). A quarter of non-domestic fires were deliberate; with 10% occurring in prisons and 10% in primary schools.

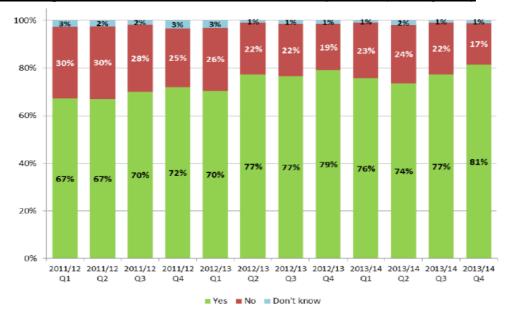
- 22. Retail, food and drink businesses, residential homes and hospitals continue to account for the majority of non-domestic fires. The Service introduced a new role of business safety advisors this year who will work alongisde current Fire Protection Officers to increase the contact the Service has with the business community.
- 23. The Fire Protection team continues to target properties most at risk across Greater Manchester and in quarter one undertook 1,178 audits and inspections. The success of this approach is reflected in the year on year increase (16%) in the number of enforcement notices being served whilst the need to serve prohibition notices has fallen.

### **Accidental Dwelling Fires**

- 24. Accidental dwelling fires are 18% lower than last year with 58% of accidental fires occurring in houses of single occupancy. Of these, the kitchen is the main room of origin (63%).
- 25. The % of dwelling fires with a smoke detector present has increased year on year with highest penetration in very high risk categories:

•	Very High Risk	81.2%
•	High Risk	77.6%
•	Medium Risk	77.7%
•	Low Risk	70.5%

### Percentage of fire where a smoke detector was present (last 3 years)



26. Following any residential property fire, our teams also provide a post fire/incident follow up visit(s). During the period we have engaged with 512 people spending 453 hours with occupants that have suffered a fire at their property.

### **Number of Home Safety Checks**

- 27. The Service's risk model identifies the areas most at risk of fire using information about previous fires, casualties and levels of deprivation. This was updated in May to determine the homes to be targeted for a priority home safety check.
- 28. A total of 13,624 home safety checks were delivered using operational crews, community safety teams and volunteers. Of these 63% were delivered in homes within very high and high risk categories. The success of the home safety checks is evident through the fall in dwelling fires and casualties, the increase in smoke detector presence, and high proportion of fires confined to the room of origin (93%).

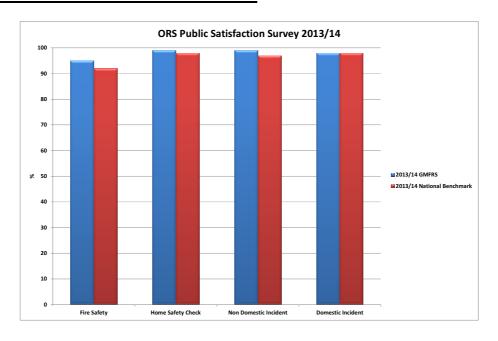
### Preserve our heritage from fire

### Number of Fires in Grade 1,1\* and Il Listed Buildings

29. This is a new KPI and the definition and measurement approach are currently being developed.

### Ensure the public are highly satisfied with our services

### **Overall Satisfaction with our services**



### **Number of Compliments**

30. This measure includes letters and emails from the public, WOW nominations and positive comments from social media via our GMFRS Twitter and Facebook accounts. This has risen in quarter one following

the inclusion of social media compliments and two WOW award nominations.

### **Number of Complaints**

31. There was an 18% drop in complaints year on year. With very low complaint numbers (13) no common themes have emerged. Each complaint is assigned an investigating officer who aims to investigate and resolve the complaint within 20 working days.

### Support business resilience and economic growth

### % Contracts Procured in Local Community

32. This is a new KPI and the definition and measurement approach are currently being developed.

Maintain a high state of preparedness for emergencies, effective emergency cover and a high quality response

### **Average Response Time to Emergencies**

- 33. During the five periods of industrial action in quarter one Emergency Fire Crews (EFCs) were used to maintain operational cover in line with the Service's degradation policy. EFCs attend emergencies with blue lights and sirens but travel at normal road speed to ensure the safety of the public. In total, EFCs attended 331 incidents.
- 34. During periods of industrial action our IRMP response times are suspended and we get to incidents as quickly as possible (for those we decide to attend). Our overall average response time during industrial action was 11 minutes and 27 seconds.
- 35. The Service's overall average response time when adjusted for industrial action was similar to last year at 5 minutes and 52 seconds. The slight increase (5 seconds) appears to be the result of changes to the turnout arrangements and is being further investigated with crews.

### % Fire Appliances Crewed and Available

36. This is a new KPI and the definition and measurement approach are currently being developed.

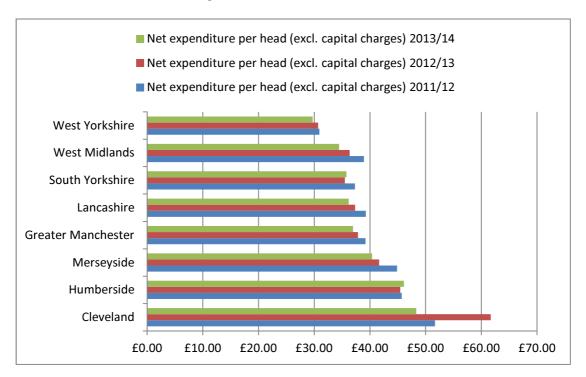
Rescue people from harm and maintain resilience during peak activity and business disruption

37. This quarter the Service has rescued 253 people with the majority of these being lift rescues and extrications from vehicles, 11 were rescues from fires

### Continually improve our service providing value for money and a balanced budget

### **Cost/Head Population**

38. The Service's cost per head is calculated from data provided by CIPFA and reported figures reflect the previous year. Following cumulative efficiency savings of £32.4m from 2011 to 2014 the Service's cost per head has reduced again in 2013/14.



### Planned Efficiency Savings £m

39. The Service is targeting savings of £6.84m in 2014/15. The majority of savings will be achieved through rostering changes, reductions to costs in support functions and savings to insurance premium contributions.

### Recgonised for Excellence EFQM Rating

40. The Service is a finalist in the British Quality Foundation National Awards for Leadership Excellence alongside Virgin Rail and First Transpennine Express. These awards are the most prestigious excellence awards in the UK and the leadership award is given for innovative approaches to leadership which improve results for the public and the organisation.

Place fire stations at the heart of communities, valued and used by local people, organizations and partners

### Community Use of Facilities - Total Bookings

41. Community rooms received a total of 647 bookings of which 343 were booked and used by external organisations. The development of a facilities management system is being scoped to enable the service to manage its facilities and resources more efficiently. The system will also make it easier for communities to book venues within the GMFRS estate and understand what facilities are available.

### Provide improved quality of life outcomes for communities

### **Princes Trust % Pass Rate**

42. This is one of a number of new measures in the corporate KPI framework designed to monitor the positive societal impact of the Service's youth engagement and education strategy. The outcomes for the 13 week Prince's Trust programme which commenced in January are summarised below.

TEAM	Retention Rate %	Employed	Education	Apprenticeship	Volunteering	Unemployed
Manchester	85	2	1	1	1	6
Trafford	100	3			5	5
Eccles	77	2		2	3	4
Stockport	83	2		4	2	2
Hyde	92	1	1	3		7
Salford	75	1				8
Bolton	69		1	3	3	2
Total	83	11	3	13	14	34

43. Prince's Trust team managers continue to support and stay in touch with the teams following completion of their personal development programme. So far from the January programmes, 55% have gone into employment, education, apprenticeships or volunteering. A new programme started in May and is due to complete in August.

### Volunteers adding further value to our service

### **Hours Donated by Volunteers**

44. Volunteer numbers are up 43% versus last year and the number of volunteering hours donated is also up year on year with 8,952 hours in quarter one. This is equivalent to 21 full time employees (pro rata) or around £405,000 of volunteered time<sup>ii</sup>.

### Maintain a high performing, engaged and healthy workforce led by credible and authentic leaders

### **PPR Completion Rate**

45. This is a new KPI to help track how effectively managers are managing the performance of staff and supporting their development against role competencies and the Service's values. The measure will be reported every six months.

### Firefighter Fitness (Acceptable to Excellent)

46. This is a new KPI and the definition and measurement approach are currently being developed.

### **Absence Levels**

- 47. Staff sickness had fallen sharply to 2.32% in quarter one. This is the lowest level since the introduction of the measure and around a quarter below the National Chartered Institute of Personnel and Development (CIPD) benchmark level of 3% for the sector.
- 48. Case reviews and the implementation of the Service's health and wellbeing strategy have contributed to this sustained improvement. The reduction is mainly attributable to a significant reduction in long term sickness of non-uniformed staff and a slight fall in short term sickness.

### **Number of Staff in Discipline**

49. This is a new KPI and the definition and measurement approach are currently being developed.

Reduce our carbon footprint, use of natural resources and deliver our services in a sustainable way

### Reduction in our Carbon Footprint

50. Our carbon footprint is 20% lower than for the same period in 2013/14. This is largely due to installation of solar panels at 15 sites, which are now generating 8% of GMFRS electricity demand. Most of this is generated over the summer months (42% predicted during quarter one) and electricity has a higher carbon burden, so the carbon footprint is expected to be closer to target by year end. Whilst gas use appears to have increased compared to last year, it is ahead of target. Fuel use continues to fall, but is slightly behind target.

Maintain a safe workplace with low rates of accidents and injuries for our people

### **Number of Lost time Accidents**

51. There were a total of 35 people involved in accidents of which 5 resulted in lost time. The average time lost was 32 days per accident.

Provide for better community outcomes through equitable service delivery by a workforce that is representative of our collective diversity

### Workforce Ratio (Male:Female)

52. The Service's overall male to female ratio is 5:1. The ratio amongst non-uniformed staff is roughly equal (0.7:1). Within the uniformed group the ratio has decreased as control staff have moved to NWFC (52:1). The ratio within our volunteers is 2.4:1.

### % of Workforce; Black and Minority Ethnic Groups (BME)

53. The percentage of the Service's workforce from black and minority ethnic groups (including volunteers) is 2.78% compared to an average across Greater Manchester of around 20%. A large proportion of the Service's full time employees have chosen not to disclose ethnicity information.

### **RECOMMENDATIONS**

- 54. Members are recommended to:
  - i) Note the Annual Report (**Appendix C**) and support its publication on the Service's website. This will form part of a wider communication with internal staff to celebrate their achievements.
  - ii) Note and discuss any performance issues arising and approve the quarter one outturn performance report.

STEVE McGUIRK COUNTY FIRE OFFICER & CHIEF EXECUTIVE

<sup>&</sup>lt;sup>i</sup> Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances. Secondary Fires are fire incidents that did not occur at a primary location, was not a chimney fire in an occupied building, did not involve casualties (otherwise categorised as a Primary incident) and was attended by four or fewer appliances.

Based on North West average earnings of £19,361 per annum Source: New Economy 2011 census summary:

http://www.google.co.uk/url?url=http://neweconomymanchester.com/downloads/2158-Briefing-4-Ethnicity-

doc&rct=j&frm=1&q=&esrc=s&sa=U&ei=Zdz0U5XmG4al0QXF0ICQDg&ved=0CDMQFjAE&usg=AFQjC NHG0CK0\_Drr3ADlrEFGH7rx6ERTRw

There are no background papers to this report within the meaning of Section 100D of the Local Government Act 1972.

S. McGuirk (Proper Officer) 21.8.14 GREATER MANCHESTER FIRE AND

RESCUE SERVICE

Appendix A

### **Development Goal Summary Corporate Plan**

Quarter 1 Report April 2014 – June 2015



### GREATER MANCHESTER FIRE AND Development Goal progress on track Development Goal progress delayed Development Goal completed RESCUE SERVICE Key

# PREVENTING PROTECTING RESPONDING

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Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
			Work is progressing well and includes: Wildfire Units
			<ul> <li>A Wildfire Advisory Group has been established to identify the training and procedural requirements and equipment needed to support this area of work.</li> </ul>
			<ul> <li>Operational Crews at Bolton North; Bury and Stalybridge stations have received specialist training, enabling them to effectively operate WorkMax JCB and 'all- terrain off-road vehicles.</li> </ul>
			Special Appliances
			A special appliance project board has been established to oversee the individual work streams summarised below:
B <b>A</b> 8			<u>Aerial Appliances</u>
Review the fleet of special appliances, make recommendations for	Paul Argyle		<ul> <li>An evaluation of the tenders for aerial appliances is currently in progress, with Greater Manchester Fire &amp; Rescue Service working in partnership with Lancashire Fire &amp; Rescue Service.</li> </ul>
required.			<ul> <li>Subject to bidder responses being received / qualified by mid August the award to the preferred supplier is envisaged in September.</li> </ul>
			Hose laying lorries
			<ul> <li>The tender process is complete for procuring new chassis. Estimated delivery is due in December</li> </ul>
			Water incident units
			<ul> <li>Technical Services are in the process of procuring a dedicated water reserve unit.</li> <li>In the interim, a modified passenger carrying vehicle is acting as the reserve water incident unit.</li> </ul>
			Incident Command Unit (ICT support)
			<ul> <li>Potential solutions to upgrade the infrastructure and ICT requirements of the Unit</li> </ul>

Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
			have been identified. The proposed options are to be submitted to the Corporate Leadership Team for their consideration, after which the procurement process will commence for the tendering of the agreed equipment.  Operational Crew Welfare Facilities  The research and consultation to identify the welfare requirements has been completed in conjunction with fire fighters and the Salvation Army.
To bow Way crewing arrangements on fire stations to ensure they are fit for purpose and meet the risk and demand levels identified in each area.	Paul Argyle		<ul> <li>Work is progressing well and includes:</li> <li>A series of consultation events with crews (initial focus Ramsbottom and Mossley stations) between April and June. A draft proposal has been put to the FBU for a pilot crewing model at Ramsbottom station.</li> <li>An initial meeting has been held with our local Fire Brigade Union representative concerning amendments to the Rostering Agreement. Future meetings will be held with Gary Keary as the draft roster agreement evolves. The draft roster agreement will include an option for self-rostering.</li> <li>A joint crewing meeting has been established to maintain an on-going dialogue between key stakeholders and also to inform the review/develop processes at our non-SDS stations.</li> <li>Following the 'go-live' date for GMFRS at North West Fire Control, a need has been identified to re-assess the crewing platform. To support this review, an approach has been made to Lancashire Fire &amp; Rescue Service, with a view to utilising their 'Gartan System'.</li> </ul>

Progress made against 2014-2015 Key Activities	No actions due this quarter.	The disposal of our existing fire station at Rochdale has been delayed due to a number of on-going issues, which still need to be resolved. In the meantime the Service is maximising the use of the site prior to disposal.
Quarterly Target Status		
Owner		Ged Murphy
Service Development Goals	DV12 Review our arrangements for incident command, make recommendations and implement as required	DV13  DV13  Refurbish or build fire stations in atcordance with the Fire & Rescue Authority's Asset Management Plan to meet the needs of our risk modelling and effective service delivery.

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Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
DV15 Provide a new technical solution for			This project is in its latter stage of formal implementation with Greater Manchester Fire & Rescue's transition to live operation taking place on 28 <sup>th</sup> May 2014.  This development goal can now be considered 95% complete with the following tasks identified as outstanding:
the delivery of our control (999) service prioritising opportunities for regional collaboration in the interests of public value.	Paul Argyle		<ul> <li>Service acceptance testing and officer automatic vehicle location services.</li> <li>The North West Fire Control Centre has been successfully taking calls for the FRS since May 2014 and Greater Manchester Fire &amp; Rescue Service has started the</li> </ul>
Paç			process of decommissioning of their old control room(s).
<b>8</b> 1 <b>8</b> 252			Work is progressing well and includes:
Identify opportunities for commissioning and /or sharing services with other public (in particular AGMA, the Association of	Peter O'Reilly		<ul> <li>The co-location of regulatory services at Tameside and Oldham stations to deliver a joined-up approach in delivering advisory services / enforcement of protection regulation to the business community.</li> </ul>
Greater Manchester Authorities), private & third sector organisations, make recommendations and implement as required.			<ul> <li>we have successfully engaged in the Co-operative and incorporates as part of our on-going efforts to develop our Primary Authority portfolio. Other arrangements in the pipeline include INTU who operate from the Trafford Centre development.</li> </ul>
DV20			
Provide new training facilities to improve real fire training for our fire	Paul Argyle		Overall the Bury operational site remains on track with its planned, preconstruction activities, however the project has experienced some delays due to:
fighters.			<ul> <li>Discrepancies with the site boundary. Amendments have been made and</li> </ul>

	Owner	l arget Status	Progress made against 2014-2015 Key Activities
			submitted to Bury Council.
ਜ਼ੁਲਾ23 © Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q	Ged Murphy		<ul> <li>Work is progressing well and includes:</li> <li>The procurement and implementation of an online payment solution to support various functions within GMFRS remains on track. A potential provider has been identified, which may overlap with the Greater Manchester tender for banking services. This opportunity is currently being investigated by the Head of Finance.</li> <li>Efficiency savings (£6.84m targeted for 2014-15) including rostering changes, reviews and reductions to costs in support and development functions and saving to insurance costs.</li> </ul>
	Peter O'Reilly		<ul> <li>Prevention &amp; Protection activities to support this development goal are progressing well:</li> <li>The review of 'unwanted fire signals strategy' has identified Cheshire Fire &amp; Rescue Service to develop a suite of options based on their procedures around the region. Once this piece of work is completed it will be reviewed by GMFRS to inform our next steps.</li> <li>The online application form for petroleum application has been developed and tested. Confirmation of rollout due during quarter 2, along with the decision as to which merchant we will use to support the online application process.</li> </ul>

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Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
	Jim Owen		The cancellation of Opinion Research Services to bring customer satisfaction surveys in house saving £12K per annum.
DV24  Continue to review and develop our by siness continuity arrangements to consure we remain well placed to deal with disruption to our services.	Paul Argyle		The business continuity arrangements during periods of industrial action by members of the Fire Brigade Union continue to prove resilient under the stewardship of County Guard, with subsequent lessons learned captured to inform future planning requirements.  A review of fuel resilience requirements to maintain 10 days uninterrupted supply has identified sites at Leigh, Bolton North, Whitehill and Manchester are suitable for hosting bulk fuel containers.
DV26 Research and where appropriate, develop and implement new or revised firefighting techniques with the aim of improving our firefighting capabilities and public and firefighter safety.	Paul Argyle		<ul> <li>Work is progressing well and includes:</li> <li>The completion of the training programme for tactical ventilation and positive pressure ventilation to the whole operational workforce.</li> <li>Phase 3 of the of the tactical ventilation implementation went live on 1<sup>st</sup> July 2014.</li> </ul>

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Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
Implement our Inclusivity Strategy to foster a working environment for all staff and volunteers which is inclusive and supports the development of services appropriate to the needs of	Alyson Hall Peter		<ul> <li>Key activities this quarter include:</li> <li>The publication of our current volunteers and workforce profiles as part of our commitment under this development goal to disseminate our equality monitoring data.</li> <li>A range of publicity and promotional materials have been developed to support our service delivery needs.</li> <li>Scanning and analysis of data related to BME businesses and incidents is underway.</li> </ul>
By 28  Dy  Dy  Gevelop and introduce a model to deliver a range of activities in a way that enables income generation and a re-investment of surpluses back to the Fire Authority	Peter O'Reilly		GMFRS has been exploring opportunities to develop a mutual which may offer the opportunity to deliver services in a more enterprising way. We have applied to the Cabinet Office mutual support programme, and are awaiting dates to attend their mutual development programme.
DV29			Key activities this quarter include:
Develop and implement an Integrated Service Excellence Framework to drive innovation and continuous improvement giving staff a voice in the			Performance Portal  A new performance portal prototype has been built to open up performance data to all staff via the intranet. The first phase is due to go live in August and will enable

any member of staff to look at current and historic incident performance along with any information captured during incident reporting. Further phases will incorporate

other data in performance dashboards for stations, boroughs, areas and

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way the Service delivers and achieves

its Purpose and Aims.

<b>Corporate Development Goals</b>	
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Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
	Owen		directorates.
			Performance Process & Improvement
			<ul> <li>Monthly KPI reporting is now in place for all corporate measures. The performance improvement team are using this to support stations, boroughs and directorates with targeted analysis and help to improve performance when not on target.</li> </ul>
			<ul> <li>Performance improvement training has been provided to service excellence leads and 12 improvement projects have been initiated to deliver better community</li> </ul>
			outcomes, improve service performance and reduce costs.
Page			
56			
DV30 Develop GMFRS's engagement with communities to provide pathways which help improve people's employment prospects.	Alyson Hall		Key activities undertaken this quarter by the People & Organisational Development directorate and Prevention & Protection directorate include:  The completion of a review aimed at improving GMFRS's youth engagement approach to engage diverse groups in areas experiencing high unemployment. Our revised approach was successfully piloted to support a youth programme event at Moss Side station on 22 <sup>nd</sup> June 2014.

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Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
	Peter O'Reilly		<ul> <li>The securing of funding via the Skills for Justice and the Programme Innovation &amp; Management Board to deliver up to 100 traineeships. Staff have been appointed to lead and deliver this programme.</li> </ul>
DV31 Implement our health and wellbeing strategy to develop and maintain a healthy workforce with high attendance through education and supportive interventions	Alyson Hall		Work is progressing well against the delivery of this development goal:  The evaluation of the 'Fit for the Future' pilot has shown it has delivered a range of positive outcomes for programme participants. The Corporate Leadership Team have consented to develop the fitness infrastructure model across the remaining fire stations.
(A) 32 Exposess towards our vision of a net positive environmental impact through training staff in 'carbon literacy, halving our CO2 emissions and making environmental protection a day to day part of fire fighting.	Ged Murphy		<ul> <li>Key activities undertaken this quarter include:</li> <li>New Sustainability Strategy (2014-2020) has been produced and approved by members.</li> <li>Scoping of environmental awareness training through the carbon literacy programme is underway along with capital (invest to save) schemes.</li> </ul>

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Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
DV33	Alyson Hall		Work is progressing well which includes:  The evaluation of GMFRS's management development programme (Step Up) is underway; with an evaluation questionnaire in circulation to programme participants with the analyses of their feedback to be used to inform the next steps of the programme.
Implement a series of workforce development and workforce planning strategies to support, engage and Statin an agile and flexible Toporkforce.	Peter O'Reilly		<ul> <li>The initial Fire Investigators Competency Framework is under development, and has been shared with the Chief Fire Officers Association for consultation.</li> </ul>
	Alyson Hall		<ul> <li>Consultation on the revised policies for attendance and capability is ongoing. The Service's senior managers and FBU officials attended a joint reconciliation meeting in July 2014 and reached agreement to develop the detail of the policies further. Discussions have continued subsequently.</li> </ul>
DV34 Develop innovative ways to integrate	Peter		Key activities delivered this quarter include:
our work with other partners to enhance our ability to reduce risks in	O'Reilly		<ul> <li>A partnership agreement has been signed with Greater Manchester West Mental Health Trust, with agreements with Manchester Mental Health &amp; Social Care Trust</li> </ul>

Service Development Goals	Owner	Quarterly Target Status	Progress made against 2014-2015 Key Activities
our communities.			across our 5 boroughs nearing completion.
			<ul> <li>We have submitted bids to the Fire Transformation Fund – a collaborative application involving North West Ambulance Service; Greater Manchester Police; Police Commissioners Office and a range of AGMA colleagues. The outcomes of our bids will be known by 31st December 2014.</li> </ul>
			<ul> <li>We continue on-going dialogue with other strategic partners to explore / develop opportunities – particularly for initiatives which promote interoperability as part of the Transformation / Public Sector Reform Agenda(s). Geoff Harris in his new role</li> </ul>
			as Head of Transformation, is continuing the development of opportunities initiated by the Director of Finance and ACFO Peter O'Reilly.
DV 35			No updates due this quarter.
Review the design and functionality of the appliances and carry out appropriate modifications to ensure they meet the technical requirements of our modernised approach to fire fighting and rescue operations	Paul Argyle		

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Reduce the number of emergency calls  Number of Emergency Calls  All Fires  All False Alarms  Number of Fire Deaths and injuries from fires and other  Number of Pire Deaths  Number of Deaths from road traffic collisions (RTCs)  Number of Pire Deaths  Peter  Aspire to zero  OWNER  FULL YEAR  Peter  Monitored only  Rounder to Zero  OWNER  Aspire to zero				מסונוו ממכני	Fire Contro	the transfer to North West Fire Control (28th May). Full Q1	7. rull Qı		
Peter O'Reilly O'Reilly Peter O'Reilly		1	figures will	figures will be provided in Q2 once the data reports have been verified.	ed in Q2 once th been verified.	e data repo	orts have	Worse ye	Worse year on year
Peter O'Reilly OWNER		Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Peter O'Reilly OWNER Peter O'Reilly	52712	11,002	8586	<11,002	8586				-
O'Reilly OWNER Peter O'Reilly	2,359	4,780	3194	Monitored only	3194				33.2%
OWNER Peter O'Reilly	tored only	895	206	Monitored only	907				1.3%
OWNER Peter O'Reilly	tored only	3,139	3076	Monitored only	3076				2.0%
Peter O'Reilly		Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Peter O'Reilly	re to zero	1	2	Aspire to zero	2				100%
	re to zero	New KPI for 14/15	14	Aspire to zero	14				New
Number of Injuries from Fire	258	52	42	51	42				19.2%
Reduce crime and disorder TARGET TARGET		Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Number of Deliberate Fires 8,440	8,440	3,244	1,922	3,048	1,922				40.8%
Fire Fighter Hostilities <34	<34	6	4	Monitored only	4				25.6%
Reduce property damage , economic loss and damage to the environment TARGET		Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Number of Non-Domestic Fires	681	168	140	165	140				16.7%
Accidental Dwelling Fires 2,024	2,024	531	434	516	434				18.3%
Number of Home Safety Checks 60,000	0,000	13,621	13,624	15,000	13,624				0%

7 17/ 4 4 C C C C C C C C C C C C C C C C C				Please Note	Please Note: Figures in red represent April and May until the transfer to North West Fire Control (28th May). Full Q1	represent Fire Contro	April and N	Aay until /). Full Q1	Better ye	Better year on year
Appendix b - 2014/13 Corporate nei Framework	orate nr	ırramewor	<b>Y</b>	figures will	figures will be provided in Q2 once the data reports have been verified.	ed in Q2 once the been verified.	e data repo	orts have	Worse ye	Worse year on year
Preserve our heritage from fire	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
No. of Fires in Grade $1.1^*$ and 2 listed properties, parks and historic monuments	Peter O'Reilly	Monitored only	New KPI for 14/15	ır 14/15	•	Await	ing KPI defir	Awaiting KPI definition and/or data	data	New
Ensure the public are highly satisfied with our services	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Overall Satisfaction with our services		%66	%26	%86	%66		86	%86		-1.0%
Number of Compliments	Jim Owen	Annual >40	1	45	Annual >40	45				4400%
Number of Complaints		Annual <40	16	13	Annual <40	13				18.8%
Suppert business resilience and economic growth	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
% Contracts Procured in Local Community	Ged Murphy	ТВА	New KPI for 14/15		ТВА	Await	ing KPI defir	Awaiting KPI definition and/or data	data	New
Maintain a high state of preparedness for emergencies, effective emergency cover and a high quality response	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1 Response & Turnout Excludes periods of Industrial Action	Quarter 2	Quarter 3	Quarter 4	% Change
Average Response Time to Emergencies	olypay Jucq	<5 minutes 36 seconds	5 minutes 47 seconds	5 mins 52 secs	<5 minutes 36 seconds	5 mins 52 secs				1.4%
% Fire Appliances crewed and available	r du Aigyie	ТВА	New KPI for 14/15	ır 14/15	TBA	Await	ing KPI defir	Awaiting KPI definition and/or data	data	New
Rescue people from harm and maintain resilience during peak activity and business disruption	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Number of Rescues (Fires and other Emergencies)	Paul Argyle	Monitored only	N/A	253	Monitored only	253				New
	_									

Caronal VI 1/16 G vilonomy	0+0x		<u>.</u>	Please Note the transfer	Please Note: Figures in red represent April and May until the transfer to North West Fire Control (28th May). Full Q1	represent Fire Contro	April and Notes 1 (28th Max	May until v). Full Q1	Better ye	Better year on year
Appendix B - 2014/ 13 Corporate NPI Framework	חשום חשום		<b>∠</b>	figures will	figures will be provided in Q2 once the data reports have been verified.	ed in Q2 once the been verified.	ie data repo	orts have	Worse ye	Worse year on year
Continually improve our service providing value for money and a balanced budget	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Cost / Head of Population		£37	8E3	£37	Annual		<b>:</b>	£37		New
Planned Efficiency Savings £M	ged Murpny	£6.84m	£2.73m	n/a	Annual	Reported a	nnually, qua	Reported annually, quarter one saving on track	ng on track	New
Recognised for Excellence EFQM Rating	Jim Owen	3 star	3 star	n/a	3 star		3.8	3 star		New
Place fire stations at the heart of communities, valued and used by local people, organizations and partners	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Community Use of Facilities - Total bookings	Peter O'Reilly	Monitored only	New KPI for 14/15	342	Monitored only	342				New
DL1 Provide improved quality of life outcomes for compunities	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Prine Trust - % pass rate	Peter O'Reilly	TBA	New KPI for 14/15	r 14/15	TBA	Awai	ting KPI defir	Awaiting KPI definition and/or data	data	New
Volunteers adding further value to our service	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
Hours Donated By Volunteers	Peter O'Reilly	28000	8549	8952	0002	8952				4.7%
Maintain a high performing, engaged and healthy workforce led by credible and authentic leaders	OWNER	FULL YEAR TARGET	Previous Year to Date	Current Year to date	Target Year to Date	Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
PPR Completion Rate		Monitor for 2014/15	New KPI for 14/15	r 14/15	Monitor for 2014/15		Reported	Reported 6 monthly		New
Fire Fighter Fitness (Acceptable to Excellent)	II acost A	%66<	New KPI for 14/15	r 14/15	%66<	Awai	ting KPI defir	Awaiting KPI definition and/or data	data	New
Absence levels (%)	Alyson nan	<3%	2.65%	2.32%	%E>	2:32%				12.5%
Number of Staff in Discipline (Stage 3)		Monitor for 2014/15	New KPI for 14/15	r 14/15	Monitor for 2014/15	Awai	ting KPI defir	Awaiting KPI definition and/or data	data	New

Previous Year to Control of Previous Year to Control of Previous Year to Control of Date Date Date		Please Note: Figures in red represent April and May until the transfer to North West Fire Control (28th May). Full Q1	s in red represen West Fire Contr	t April and Ma ol (28th May)	ay until Full Q1	Better yea	Better year on year
resources OWNER FULL YEAR Previous Year to TARGET Date  Ged Murphy 5,938,262  accidents and OWNER FULL YEAR Previous Year to Date  O'Reilly FULL YEAR Previous Year to TARGET Date  TARGET Date  TARGET Date  TARGET Date  Date  Monitored only New KPI for		figures will be provided in Q2 once the data reports have been verified.	ded in Q2 once t been verified.	he data repor	ts have	Worse ye	Worse year on year
Ged Murphy 5,938,262  S of accidents and OWNER FULL YEAR Previous Year to Date O'Reilly TBA 7  Through OWNER FULL YEAR Previous Year to TARGET Date TARGET Date  Monitored only New KPI for	FULL YEAR Previous Year to TARGET Date	Current Year Target to Date	et Date Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
s of accidents and OWNER FULL YEAR Previous Year to TARGET Date O'Reilly OWNER FULL YEAR Previous Year to TARGET Date TARGET Date Monitored only New KPI for		Awaiting K	Awaiting KPI definition and/or data	r data			New
through OWNER FULL YEAR Previous Year to TARGET Date Monitored only New KPI for	FULL YEAR Previous Year to TARGET Date	Current Year Target to date	get Date Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
through  Previous Year to TARGET  Date  Monitored only  New KPI for		5 TBA	A 5				28.6%
Monitored only	FULL YEAR Previous Year to TARGET Date	Current Year Target to date Year to Date	et Date Quarter 1	Quarter 2	Quarter 3	Quarter 4	% Change
11000000	Monitored only	4.7:1 Monitored only	ed only 4.7:1				New
% of Workforce; Black and minority ethnic groups (BME) Monitored only 14/15	Monitored only	2.78% Monitored only	ed only 2.78%				New

Corp 1.1	Measure name	
		Explanation
Corp 1.2	Number of Emergency Calls	The number of emergency 999 calls received by the Service  The number of incidents recorded as a fire in the Service's incident recording system (IRS). Included both primary and
Corp 1.3	All Fires All Special Service Calls	Secondary fires.  The number of incidents recorded as a Special Service Call in the Service's incident recording system (IRS).
	All False Alarms	The number of incidents recorded as a False Alarm in the Services incident recording system (IRS).
LT1.4.1	Malicious Calls/Malicious False Alarms	Where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.
LT1.4.2	FADA (Automatic Detection)	False alarms caused by automatic fire detection in non-domestic properties.
	FADA % Challenged	False alarms caused by automatic fire detection apparatus challenged by Control.
	False Alarm Good Intent	These are calls made in good faith in the belief that there really was an incident.  The number of fatalities due to Primary Fires. This indicator includes all incidents where the Coroner has recorded fire as
_ `	Number of Fire Deaths	the cause of death.
	Number of Deaths from road traffic collisions (RTCs)  Number of Injuries from Fire	The number of fatalities from RTCs. (Shared measure with Casualty Reduction Partnership) The number of non-fatal casualties occurring as a result of Primary Fires.
LT2.3.1	Number of Major Injuries	Victim went to hospital, injuries appear to be Serious
	Number of Minor Injuries Number of Deliberate Fires	Victim went to hospital, injuries appear to be Slight All Primary and Secondary fires recorded as deliberate.
		Any fire started intentionally involving property (including non-derelict vehicles) and/or Casualties and/or involves 5 or
	Deliberate Primary Fires	more fire appliances.  Any fire started intentionally confined to non-property locations such as derelict buildings, single trees, refuse
	Deliberate Secondary Fires	containers, abandoned vehicles etc.
	% Emergency calls that are malicious	The percentage of emergency 999 calls received by the Service that are Malicious.  The percentage of Malicious and / or Hoax calls made to the FRS when the Fire Control operator has decided the FS will
	% Malicious Calls Challenged by Control	not attend the incident as a result of a process of challenging the call / caller.
	Number of Non-Domestic Fires  Number of Audits and inspections per officer	The number of fires in Non Domestic properties.  Risk based audit and inspection programme that targets higher risk premises - volume per officer completed
	Number of Prosecutions	Number of Prosecutions Served following an audit/inspection
Corp 4.2	Accidental Dwelling Fires	Caused by accident or carelessness, not thought to be deliberate.
	% Accidental Fires Confined to room of origin % Accidental dwelling fires with a working smoke alarm	The percentage of accidental fires in dwellings which are confined to the room in which they started.  The percentage of accidental dwelling fires with a working smoke alarm.
	Value of Property Saved from Fires	To be defined
		Number of completed home safety checks comprising of;-
Carr 4.3	Number of House Cofety Charles	(1) Identifying and advising of the potential fire risks within the home;
Corp 4.3	Number of Home Safety Checks	(2) Advising householder what to do in order to reduce or prevent these risks; and (3) Putting together an escape plan in case a fire does break out and ensuring the householder has working smoke
		alarms. The HSC can include installing a smoke alarm(s) or other intervention equipment where appropriate.
Corp 5.1	No. of Fires in Grade 1,1* and 2 listed properties,parks and historic	Number of fires in Grade I and II* listed properties, parks and historic monuments as described by English Heritage
	monuments	The overall measure of satisfaction from recipients of our service including HSC, Fire Safety Audit, Response at Non
	Overall Satisfaction with our services	Domestic Incidents and Response at Domestic Incidents
	% Satisfaction with HSC % Satisfaction with Fire Safety Audit	The overall measure of satisfaction from recipients of our HSC service  The overall measure of satisfaction from recipients of our service Fire Safety Audit
	% Satisfaction for Response at Non-Domestic Incidents	The overall measure of satisfaction from recipients of our service. Fire Safety Addit
LT6.1.4	% Satisfaction for Response at Domestic Incidents	The overall measure of satisfaction from recipients of our service following Response at Domestic Incidents
LT6.2.1	WOW awards received	The number of WOW award nominations received.  The number of unprompted letters expressing praise or compliment from members of the public or external
LT6.2.2	Letters received	organizations.
LT6.2.3	Social Media - Twitter/Facebook compliments	The number of compliments received via Twitter and Facebook
Corp 6.3	Number of Complaints	A complaint is a piece of adverse feedback made informally or formally from a person or organization external to GMFRS relating to either the performance/behaviours of our employees, volunteers when representing GMFRS during the course of their duties.
LT6.3.1	% of Complaints within 20 working days	The percentage of complaints, both written and verbal, dealt with within 20 working days. The number of complaints dealt with within 20 workings days/number of complaints dealt with.
Corp 7.1	% Contracts Procured in Local Community	The % contracts procured within the GMFRS boundaries
	% of Low Value Transactions % Invoices Paid in 30 days	To be defined To be defined
	Average Response Time to Emergencies	The average time taken for the 1st appliance to arrive at emergencies.
		The average time taken for the 1st apphance to arrive at emergencies.
LT 8.1.1	Call Processing Time % within 7 seconds	% of 999 emergency calls answered within 7 seconds
LT 8.1.2	Call Processing Time % within 7 seconds	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout  for times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance
LT 8.1.2 LT 8.1.3	Call Processing Time % within 7 seconds Turnout - Wholetime	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout
LT 8.1.2 LT 8.1.3 LT 8.1.4	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout -Non SDS	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout  % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout  % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance
LT 8.1.2 LT 8.1.3 LT 8.1.4 LT 8.1.5	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout
LT 8.1.2 LT 8.1.3 LT 8.1.4 LT 8.1.5 LT 8.1.6	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout -Non SDS Turnout -Non SDS Response Time Category 1	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.
LT 8.1.2 LT 8.1.3 LT 8.1.4 LT 8.1.5 LT 8.1.6	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.
LT 8.1.2 LT 8.1.3 LT 8.1.4 LT 8.1.5 LT 8.1.6 LT 8.1.7	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout -Non SDS Turnout -Non SDS Response Time Category 1	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.
LT 8.1.2 LT 8.1.3 LT 8.1.4 LT 8.1.5 LT 8.1.6 LT 8.1.7 LT 8.1.8	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.
LT 8.1.2 LT 8.1.3 LT 8.1.4 LT 8.1.5 LT 8.1.6 LT 8.1.7 LT 8.1.8 LT 8.1.9 Corp 8.2	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.
LT 8.1.2  LT 8.1.3  LT 8.1.4  LT 8.1.5  LT 8.1.6  LT 8.1.7  LT 8.1.8  LT 8.1.9  Corp 8.2  LT 8.2.1	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout -Non SDS Turnout -Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.
LT 8.1.2  LT 8.1.3  LT 8.1.4  LT 8.1.5  LT 8.1.6  LT 8.1.7  LT 8.1.8  LT 8.1.9  Corp 8.2  LT 8.2.1  LT 8.2.2	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet % of CAT1 'critical' jobs completed within 24 hours	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  **The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  **Stream time dependent on the risk profile of the ward in which the incident occurs.  **Stream time dependent on the risk profile of the ward in which the incident occurs.  **Stre
LT 8.1.2  LT 8.1.3  LT 8.1.4  LT 8.1.5  LT 8.1.6  LT 8.1.7  LT 8.1.8  LT8.1.9  Corp 8.2  LT8.2.1  LT8.2.2  Corp 9.1	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout -Non SDS Turnout -Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The sponse availability for fleet and stations  The work for fleet available for service  % of CAT 1 jobs completed with 24 hours as a percentage of total jobs received  The number of people rescued from fires and other types of emergency. A rescue is defined as a person who has received physical assistance to get clear of the area involved in the incident.  The number of people rescued from f
LT 8.1.2 LT 8.1.3 LT 8.1.4 LT 8.1.5 LT 8.1.6 LT 8.1.7 LT 8.1.8 LT8.1.9 Corp 8.2 LT8.2.1 LT8.2.2 Corp 9.1 LT9.1.1	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet % of CAT1 'critical' jobs completed within 24 hours Number of Rescues (Fires and other Emergencies) Rescues from fire	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at t
LT 8.1.2  LT 8.1.3  LT 8.1.4  LT 8.1.5  LT 8.1.6  LT 8.1.7  LT 8.1.8  LT8.1.9  Corp 8.2  LT8.2.1  LT8.2.2  Corp 9.1  LT9.1.1  LT9.1.2	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet % of CAT1 'critical' jobs completed within 24 hours Number of Rescues (Fires and other Emergencies) Rescues from fire Rescues from other emergencies	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  % response availability for fleet and stations  The work fleet available for service  % of CAT 1 jobs completed with 24 hours as a percentage of total jobs received  The number of people rescued from fires and other types of emergency. A rescue is defined as a person who has received physical assistance to get clear of the area involved in the incident.  The number of people rescued from 'other' types of emergency. A rescue is defined as a person who has received physical assistance to get clear of the area involved in the incident.
LT 8.1.2  LT 8.1.3  LT 8.1.4  LT 8.1.5  LT 8.1.6  LT 8.1.7  LT 8.1.8  LT8.1.9  Corp 8.2  LT8.2.1  LT8.2.2  LT8.2.1  LT8.2.2  LT9.1.1  LT9.1.1  LT9.1.2  LT9.1.3	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet % of CAT1 'critical' jobs completed within 24 hours Number of Rescues (Fires and other Emergencies) Rescues from fire	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at t
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LT 8.1.2  LT 8.1.3  LT 8.1.4  LT 8.1.5  LT 8.1.6  LT 8.1.7  LT 8.1.8  LT8.1.9  Corp 8.2  LT8.2.1  LT8.2.1  LT8.2.1  LT9.1.1  LT9.1.1  LT9.1.2  LT9.1.3  LT9.1.4  Corp 10.2	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet % of CAT1 'critical' jobs completed within 24 hours Number of Rescues (Fires and other Emergencies) Rescues from fire Rescues from other emergencies Value of Life Rescues £M Number of Escapes unassisted from Accidental Dwelling Fires Cost / Head of Population Planned Efficiency Savings £M	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout  % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout  % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  % response availability for fleet and stations  The word of Red Fleet available for service  % of CAT1 jobs completed with 24 hours as a percentage of total jobs received  The number of people rescued from fires and other types of emergency. A rescue is defined as a person who has received physical assistance to get clear of the area involved in the incident.  The number of people rescued from Fires with assistance from the Fire and Rescue Service. A rescue is defined as a person who has received physical assistance to get clear of the area involved in the incident.  The number of people rescued from
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LT 8.1.2  LT 8.1.3  LT 8.1.4  LT 8.1.5  LT 8.1.6  LT 8.1.7  LT 8.1.8  LT 8.1.9  Corp 8.2  LT 8.2.2  Corp 9.1  LT 9.1.1  LT 9.1.2  LT 9.1.3  LT 9.1.4  Corp 10.1  Corp 10.2  Corp 10.3  Corp 11.1  LT 12.1  LT 12.1  LT 12.1  LT 13.1  LT 13.1  LT 13.1  Corp 14.1	Call Processing Time % within 7 seconds Turnout - Wholetime Turnout - Wholetime Turnout - Non SDS Turnout - Non SDS Turnout - Non SDS Response Time Category 1 Response Time Category 2 Response Time Category 3 Response Time Category 4 % Fire Appliances crewed and available Mechanical Availability of Operational Fleet % of CAT1 'critical' jobs completed within 24 hours Number of Rescues (Fires and other Emergencies) Rescues from fire Rescues from other emergencies Value of Life Rescues £M Number of Escapes unassisted from Accidental Dwelling Fires Cost / Head of Population Planned Efficiency Savings £M Recognised for Excellence EFQM Rating Community Use of Facilities - Total bookings Princes Trust - % pass rate Prince's Trust - positive outcomes Social Return on Investment Hours Donated By Volunteers Number of Volunteers	% of 999 emergency calls answered within 7 seconds  The average time from when the call is received to when the appliance books 'mobile to incident' for wholetime turnout % of times 60 seconds achieved for wholetime turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The average time from when the call is received to when the appliance books 'mobile to incident' for non-SDS turnout % of times 60 seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident'.  The time so seconds achieved for non-SDS turnout, i.e. the time from when the call is received to when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that the dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from when the appliance books 'mobile incident' to when the first appliance arrives at the incident, with that time dependent on the risk profile of the ward in which the incident occurs.  The time taken to travel from fires and other types of emergency. A rescue is defined as a person who has received

T14.1.2	Non Uniform Staff Completion Rate	The percentage of individuals operating at non uniform grade, who have a formal, documented and uploaded PPR within
		a given financial year
T14.1.3	% of Workforce being rated effective to exceptional in their	To be defined
	performance	
L114.1.4	% of Workforce being rated effective to exceptional in their competencies	To be defined
T14 1 5	% of Workforce Living our Values (Effective to Exceptional Performers)	To be defined
LT14.1.6	Starters	Number of new employees joining the organization in a calendar month
LT14.1.7	Movers	The number of staff movements within the organization within a calendar month
T14.1.8	Leavers	The number of individuals leaving the organization within a calendar month
Corp 14.2	Fire Fighter Fitness (Acceptable to Excellent)	% of Fire-fighters rated Acceptable to Excellent as determined by the ****** Test
Corp 14.3	Absence levels (%)	The % of employees that are absent from work due to medical or physical incapacity as a proportion of the available contractual work hours.
T14.3.1	Uniformed staff	The % of time lost due to sickness as a proportion of time available for all uniformed staff.
T14.3.2	Non uniformed staff	The % of time lost due to sickness as a proportion of time available for all Non-Uniformed staff.
	Number of Staff in Disipline and Capability (Stage 3)	The number of individuals at stage 3 of the process for discipline and capability as defined by the Policy.
	% Reduction in our Carbon Footprint	% reduction in kilograms of CO2
	Electricity usage (KwH)	Total monthly kWh consumption of electricity within buildings across GMFRS estate (kWh).
	Gas usage - weather corrected (KwH)	Total monthly kWh consumption of natural gas within buildings across GMFRS estate (kWh) adjusted to compensate for external temperature (degree days).
LT17.1.3	Fuel usage	Total monthly diesel purchased through fuel card system for consumption in GMFRS owned vehicle fleet. (litres)
T17.1.4	Volume of waste generated(Tonnes)	Total quarterly tonnes of waste collected by waste contractor from GMFRS sites.
T17.1.5	Volume of water recycled from incidents	To be defined
Corp 18.1	Number of Lost time accidents	The number of workplace accidents that result in time lost due to incapability of attending contractual hours and duties.
T18.1.1	Accident Severity (days lost per accident)	Working days lost per accident
LT18.1.4	Number of Near Misses	The number of unplanned events/incidents that occurred but that did not result in injury, illness, or damage – but had the potential to do so
LT18.1.5	Our Vehicles involved in RTA - (RTA/1000 miles)	The number of accidents involving an official vehicle reported as a total of miles travelled in a given month
	Workforce ratio (Male:Female)	The ratio of male employees to female employees.
	Non Operational	The number of female and male staff employed in an non-operational role expressed as a ratio
	Operational	The number of female and male staff employed in an operational role expressed as a ratio
	Volunteer	The number of female and male volunteers role expressed as a ratio
	% of Workforce BME	% of individuals of BME employed
	Non Operational	The number of individuals of BME employed in an non-operational role expressed as a % of all non-operational employees
	Operational	The number of individuals of BME employed in an operational role expressed as a % of all operational employees
T19.2.2	Operational	The number of marviadas of blue employees in an operational role expressed as a 70 of an operational employees



Greater Manchester Fire and Rescue Service

### **Annual Report** 2013/14



### **HEADLINES AND CONTENTS**

### Headlines 2013/14



Provided over 54,000 dwellings with home safety advice



Helped young people gain over 1700 recognised qualifications



We reduced the number of false alarms attended by 16%



Over 95% of all 999 calls answered within 7 seconds



Average response time to incidents less than 6 minutes



£2.73m of efficiency savings were delivered



443 volunteers have provided almost 57,000 hours of service



Installed solar panels which generate enough electricity for 8 fire stations



Named Asian Fire Service Association (AFSA) Fire and Rescue Service of the year

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**GMFRS** 

### INTRODUCTION

Following an extensive staff consultation exercise in 2010, we published our Strategic Intent Document. The document acknowledged the impact of the global financial crisis and the likely implications for the public sector of a new coalition government.

This forward-thinking approach was part of an ongoing drive by the Service to increase efficiency and effectiveness. Since 2005, we have delivered the largest cumulative efficiency savings of all Fire and Rescue Authorities in the UK, saving around £160 million. This has been achieved through a range of activities including improved procurement, increased collaboration, reductions to support and management costs, revisions to shift/crewing arrangements, reducing ill health retirements and through investment in sustainability and energy conservation.

But we are not being complacent. Austerity is set to continue, perhaps even increase, regardless of the outcome of the next general election. Over the next two years GMFRS is facing at least a further 10% reduction in grant funding which means that by 2016 we will have absorbed a total and real annual budget cut of around 35%.

By acknowledging that austerity is the new normal we can plan accordingly and like the Strategic Intent Document of 2010, we are this year, producing our new vision for the future. Dealing successfully with continued and significant funding cuts requires more than simply 'salami-slicing' budgets, it requires a complete

As well as the ongoing pressure on our budget, GMFRS has also successfully coped with the mounting industrial dispute between the Fire Brigades Union and the government over pension terms and conditions. As a Fire Authority we have a statutory responsibility to put in place business continuity arrangements which have seen us recruit and train Emergency Fire Crews for deployment during industrial action. While we would never pretend that these arrangements could replace our professional firefighters, they have performed an important function and given our communities a good measure of protection during periods of strike action.

re-think of how we deliver services, so that we can provide even more for the people of Greater Manchester with less and less money. Confronting the Future looks at our journey over the last five years or so and explains how we intend to tackle our oncoming challenges through:

- improved firefighting techniques and equipment;
- alternative models of service delivery to maximise the funding available to us;
- greater collaboration with the Police, the Ambulance services and our local authority partners;
- and the continued upskilling of our workforce so that we are adaptable to changing risks and the changing expectations of our stakeholders.

Looking back, last year has been a challenging one for the Service. As Chief Fire Officer and Chairman of the Fire Authority we are proud of our teams and how well they have adapted to events and continued to deliver the best possible service to the communities of Greater Manchester, not least in the wake of the tragic death of firefighter Stephen Hunt. To lose someone in the line of duty is devastating. We would like to thank the crews who dealt with the incident on Oldham Street and continued to fight the fire even after Stephen was taken away in an ambulance. That is an unquestionable dedication to the job.

Immediately following the incident hundreds of people in the Service offered support and help, some of whom worked 24/7 for several days and did a magnificent job of getting all the practical, supportive and legal arrangements in place so quickly.

We would also like to thank the thousands of people who took the time to support the Service following the incident - it really does mean a lot to have such overwhelming public backing and it is truly appreciated by us all.

The loss of Firefighter Stephen Hunt served to remind us all of the dangers inherent in fire and rescue operations. While we confront our future, we won't forget the past. We will remember our loss and pay our respects.



Steve McGuirk
CBE, QFSM, DL, MA, BA(Hons), FIFireE
County Fire Officer and Chief Executive



ASSURANCE AND

**PERFORMANCE** 

David Acton
Chairman
GMFRA



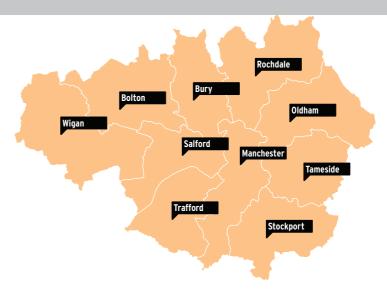
# **Greater Manchester Fire and Rescue Service** in numbers

Greater Manchester is now the **most linguistically diverse city** in Europe

Last year GMFRS attended over 2,000 accidental dwelling fires, almost 8500 deliberate fires and almost 4000 special service incidents of which almost 800 were serious road traffic collisions

**10 local authorities** fall within GMFRS' boundaries, linked by a complex transport network

GMFRS covers an area of approximately **500 square miles** 



The service is spread across **44 sites** - which includes 41 fire stations, a training centre, a technical centre and our headquarters in Swinton

GMFRS has 1,610 uniformed staff and 475 non-uniformed

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GMFRS serves a growing population of around **2.7 million residents**, with many other people working or visiting the region

GMFRS answered over **50,000 emergency calls** last year

**PURPOSE AND AIMS** 

### Our purpose

To protect and improve the quality of life of the people in Greater Manchester

#### Prevention



Aim: Engage with Greater Manchester's communities to inform and educate people in how to reduce the risk of fires and other emergencies and do all we can to prevent crime and disorder.

We give advice and support to our diverse communities through visiting people at home, at work, at school or while out and about to prevent fires and other emergencies and what to do if they have a fire.

We are working hard to change people's behaviours to stop accidental fires from happening, prevent people deliberately setting fires and reduce incidents on the roads and waterways.

Changing those behaviours also has a much wider benefit in reducing other forms of antisocial behaviour.

See more about Prevention on page 8

#### Protection



Aim: Influence and regulate the built environment to protect people, property and the environment from harm.

We advise and support businesses, workers and employers to help prevent fires and keep people safe in the workplace.

Safer businesses mean better, safer and happier workplaces for the people of Greater Manchester – improving the long-term social and economic prosperity for those living in the county.

We aim to ensure employers meet their requirements under the Regulatory Reform (Fire Safety) Order 2005 through education and working together. However, we also take enforcement action against those who aren't willing to work with us.

See more about Protection on page 12

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#### Response



Aim: Plan and prepare for emergencies that may happen and make a high quality, effective and resilient response to them.

We are there when the people of Greater Manchester need us. Firefighters are highly trained to cope with fires and other emergencies — whether that's a kitchen fire in someone's home or a major explosion, flooding or civil contingency.

While we don't want the people we serve to experience an incident, we know our people have to be highly trained to deal with this.

Crews undergo rigorous training to be able to face countless challenging situations.

As communities and other factors change the risks we face, we are researching, developing and adapting our techniques and equipment to make sure we can respond to them effectively.

See more about Response on page 16

#### Public Value

RESPONSE



Aim: Manage risk through using resources flexibly, efficiently and effectively, continuously improving our use of public money in ways the public value.

We continuously challenge how we use public money to ensure every penny is spent helping us to improve and provide a service that the community is highly satisfied with.

Fire stations will be at the heart of their communities so that they're not just a base for fire crews but a hub for community groups, social enterprises and other activities that benefit local people.

We use our fantastic reputation to attract highly skilled volunteers who serve the communities through their knowledge and expertise.

See more about Public Value on page 20

#### People



Aim: Work with people with the right skills and attitude to deliver high quality, value for money services in a positive environment for everyone.

From the firefighters and community safety staff who people see every day, to our support and development staff who work behind the scenes, we recruit enthusiastic, committed and high performing people and help them to do the best they possibly can to improve lives in Greater Manchester.

We are committed to developing them to ensure when you dial 999 in an emergency, we will be there and ready with the skills and equipment we need to protect you.

Therefore we will involve staff of all levels in decision making, reward commitment, enthusiasm and good work and deal fairly and consistently with poor performance.

See more about People on page 26

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#### **Principles**



**ASSURANCE AND** 

**PERFORMANCE** 

Aim: Operate in accordance with the law and our values, and ensure that safety, sustainability, partnership and inclusivity run through all we do.

We will be open and honest and communicate effectively with our staff and communities to inform, consult with them and involve them in what we do.

The public can hold us to account through clear standards.

We will continue to reduce our carbon footprint and deliver our resources in a sustainable way.



See more about Principles on page 30

#### **PREVENTION**

#### **Key Headlines**

- Provided over 54,000 dwellings with face to face home safety advice and reduced fire related injuries by over 39%.
- Trained over 1,000 young people, helping them gain over 1,700 recognised qualifications and launched a new traineeship scheme with over 40 employers creating better pathways to employment.
- The Treacle initiative, a multi-agency partnership to tackle antisocial behaviour around Hallowe'en and Bonfire Night, has achieved year on year reductions in incidents. Last year was the quietest bonfire night in years with a 50% drop in calls on the previous year.
- Our Prince's Trust courses have a retention rate of 85%. Some 186 young people completed our courses and of them two thirds went on to education, training, volunteering or employment on the first day following completion.
- In less than two years we have increased the numbers of cadet schemes from four to 13 including last year's launch of our first Jewish cadet scheme.
- We continue to create innovative partnerships including new ones with Pennine Care NHS Foundation Trust, New Charter Homes and HMP Forest Bank to make our communities safer, help support the delivery of each other's aims and reduce duplication of effort.
- To target our resources with even more accuracy we are working with New Economy and the University of Salford to understand local diversity, the risks facing our communities and how that risk is perceived by different groups.
- Introduced a driving simulator van, a road safety engagement tool to reduce road traffic accidents. See the simulator in action.

#### Developments in 2013/14

Our work with young people continues to be a cornerstone of the prevention agenda. Last year GMFRS engaged with more than 1,000 young people, helping them gain over 1,700 recognised qualifications and accreditations including Food Safety, First Aid at Work, Health & Safety and BTECs whilst raising £630K to support the delivery of these schemes.

We lead the sector with our approach to ensuring young people in Greater Manchester have opportunities to prepare themselves for employment. We have also recruited young people from our schemes directly into permanent employment within all directorates of the Service. Our work on apprenticeships has seen us shortlisted for a national award and led to our inclusion in the Government's Apprenticeship Trailblazers project, for which we will develop apprenticeship standards for the fire sector traineeship scheme.

In 2014 we launched our own traineeship scheme and invited organisations to an event to outline how the initiative aims to tackle unemployment and raise aspirations in areas

The driving simulator van.

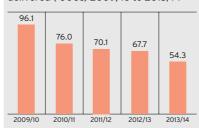


Over the last year we completed over 54,000 Home Safety Checks (HSCs) bringing our total for the last three years to over 190,000. We are continuously improving our approach to this activity using incident data, referrals from partners and social demographic tools to ensure our prevention work is focussed, effective and represents value for money. Our success is supported by the data, 81% of all dwellings that suffered a fire in Greater Manchester in 2013/14 had a working smoke alarm compared to a national average of 69%. HSCs allow us to cross the doorstep of households that other agencies can't. They give us an opportunity to provide public value beyond providing fire safety advice. Last year saw us add a Falls Risk Assessment as part of our HSC process in a number of boroughs. Going forward we are looking to deliver more holistic safe and well assessments on behalf of the Police, the Ambulance Service and local councils which will include crime prevention, public health work and falls prevention.

We are also looking to develop a social enterprise to deliver services on behalf of the Authority. This exciting initiative will allow us to access funding streams that are currently unavailable to us to deliver new and innovative services for the communities of Greater Manchester.

# PREVENTION: Home Safety Checks

Number of Home Safety Checks delivered ('000s) 2009/10 to 2013/14



#### Why it's important

We are committed to engaging with Greater Manchester's communities to inform and educate people in how to reduce the risk of fires in their homes. Providing face to face advice and fitting smoke alarms provides us with a unique opportunity to provide professional advice, install lifesaving equipment and also helps us to better understand the diversity of the communities we serve, any emerging risks and ways in which we can help people to be safer.

#### How we performed

Over the last six years the Service has provided home safety advice to over 436,000 homes and this has resulted in a 15% fall in dwelling fires. We are continuously refining our approach to targeting home safety and prevention activity using historic incident data, referrals from partners and social demographic tools to ensure our prevention work is effective and represents value for money.

# PREVENTION: **Fires**

All fires ('000s) 2009/10 to 2013/14



#### Why it's important

All fires have the potential to result in the loss of life, personal injury, damage to property and the environment. Preventing and responding to all types of fire is rightly seen as one of the main roles of the Fire Service.

#### How we performed

Over the last six years we have reduced all types of fire by 42%. Last year, property fires continued to fall by 3%, however, overall fire numbers were similar to the previous year as a result of increases in the number of outdoor fires during drier periods. We use regular performance analysis reviews to help us assess the effectiveness of our prevention work and to help us respond quickly to understand and address any emerging risks and issues.



#### PREVENTION (CONTINUED)

#### Case Studies

#### GMFRS trail blazes with launch of new Traineeships programme

More than 30 pledges of support for trainees and 11 promises of apprenticeship opportunities have been offered by employers to GMFRS.

The new traineeship scheme was launched in February and organisations were invited to an event which outlined how the initiative aimed to tackle unemployment and raise aspirations in areas suffering from higher levels of deprivation.

Through the traineeships GMFRS is offering opportunities to young people to make them more ready for work, taking them on a journey of personal development underpinned by fire service principles such as respect, teamwork and discipline.

Around 65 employers attended the launch event and by the



end of the day had offered the Service dozens of pledges of support.

GMFRS has been developing a suite of initiatives to boost life chances of young people and communities with deprivation and unemployment. It began as a way to engage with the public to reduce deliberate fires, hoax calls and attacks on firefighters. But, it has led to much wider reaching effects, through work placements and providing skills progression that are helping employability, raising morale and aspirations and instilling community pride.

#### Withington watch manager awarded a British Empire Medal

Withington Watch Manager Michael Dillon - who helped found Moss Side Fire Station Boxing Gym - has been awarded

**Above:** GMFRA Chairman David Acton, GMFRS Assistant Chief Fire Officer Peter O'Reilly and Police and Crime Commissioner Tony Lloyd at the traineeship programme launch.

**Left:** Audley Harrison spars on a visit to Moss Side Fire Station Boxing Gym



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a BEM (British Empire Medal) for helping transform the lives of many young people.

**RESPONSE** 

The gym, which was opened in 2008, is run with the ethos of courage, discipline, dedication, focus and respect for others - attributes Michael and his fellow coaches believe are essential for being successful in both boxing and fire-fighting.

Michael said: "I am absolutely thrilled to receive this honour. I love and am deeply passionate about the work we all do at the boxing club. Being part of the club is an honour and a privilege, and that is enough of an award in itself, but it is really nice to be recognised for the time and effort we put into working with young people. I am one of a team of very dedicated and passionate

firefighters who give so much of themselves and their time to the young people and the community of Moss Side."

# Grandmother thanks firefighters for finding carbon monoxide leak

Firefighters fitting smoke alarms averted tragedy when they identified a potentially fatal carbon monoxide leak at the home of an elderly couple in Oldham. GMFRS crews from Chadderton Fire Station were carrying out a Home Safety Check at the home of 83-year-olds Joe and Florence Garforth when they detected the leak.

Firefighter Graham Cooper said: "Florence explained to me that one of their smoke alarms was faulty so they'd taken it down.

"When we saw it, it was actually a carbon monoxide alarm from the back room where her husband sleeps."

Concerned about the couple, Crew Manager Simon Wheelwright recognised the potential signs of a carbon monoxide leak and requested an ambulance. Grandmother-of-two Florence said: "It was a carbon monoxide leak around the flue and Joe had been sleeping in that room and being sick. I am so grateful the firefighters found it. They were absolutely wonderful they went above and beyond the call of duty and they have even come back and fitted us a new alarm."

**Below (L to R):** Firefighter Graham Cooper, Jo and Florence Garforth and Firefighter Dave Harrison



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#### **PROTECTION**

#### **Key Headlines**

Reduced the number of fires in non-domestic properties by 15%.

**GMFRS** 

- Reduced the number of malicious / hoax calls attended by 16%. This has been helped by initiatives such as Malicious, a hard-hitting short film produced for primary schools in Stockport to raise awareness of hoax calls and their consequences.
- Following a spate of national and regional fires at recycling and waste plants we have created a new partnership with local authorities and the Environment Agency to reduce the risk of fires at these premises.
- Created new partnerships with the local authority and businesses in Manchester's Northern Quarter to help us improve fire safety in the area.
- We are the first fire authority to adopt the national competency framework that aims to make protection advice and enforcements consistent across the country.
- Increased the number of fire crimes solved by 5%. This has been helped by seconding a Police Officer into the Fire Investigation Team.
- Reduced the number of automatic false alarms by 10%. Initiatives in Bury have seen a 30% fall in automatic false alarms at the town's hospitals over 2013.
- As part of National Fire Sprinkler Week we ran a sprinkler awareness seminar for local authority and social landlord delegates.



#### Developments in 2013/14

Our protection teams work closely with partners to help better understand our communities and deliver our message. In Manchester's Northern Quarter last year we set up an initiative with the Local Authority and businesses to successfully drive down the number of fires in the area. This began with the appointment of a GMFRS officer full time to the project offering advice, support and taking enforcement action where necessary. We have visited all business premises in the area, held drop-in surgeries and developed a bespoke training package for businesses. We have also appointed the UK's first safety champion from the business community to help provide support and advice and worked with local door supervisors to train them on fire safety and escape plans. The initiative has seen a 55% reduction in the number of fires in the area over the previous year and a 70% drop since 2011/12 when fires in the area were at their peak.

Partnerships have also helped us reduce our burden on the business community. Greater Manchester is the fastest growing area outside London and a key engine of economic growth. It is important that our regulatory activity supports this. Within Tameside and Oldham boroughs, for instance, Fire Protection Officers have co-located with other Regulatory Service staff alongside environmental health, trading standards, housing and licensing officers, creating a "one stop shop" for businesses with all key enforcement agencies working together in one location.

We have also embraced the government's Primary Authority Scheme, winning contracts with both the Co-Op and McDonalds to provide fire safety assured advice for their outlets throughout the country. This supports business growth and reduces the burden on these businesses by creating a single point of contact nationally for fire safety.

Last year we increased the number of fire crimes solved by 5% through the continuous training of our firefighters in crime scene preservation and support from a seconded

**66** Leading fire and rescue services such as Greater Manchester have developed a fundamentally different business model. These services make datarich efforts to predict where fires will happen. That has enabled them to place their physical resources in the most effective places. At the same time they have put much greater resources into prevention and fire safety, as well as maintaining an effective response. The results are impressive.

**Andrew Haldenby,** Director of Reform, The Guardian

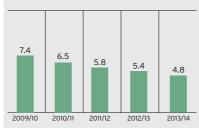
Read the full article at <a href="http://www.theguardian.com">http://www.theguardian.com</a>

police-fire liaison officer. The seconded detective has opened up information sharing between the two services, further supporting our community safety initiatives and improving our ability to support the Police in detecting arson. Recent prosecutions have resulted in sentences of 12 years, eight years and seven years following investigations into incidents in Wigan and Bolton.

#### PROTECTION:

#### False alarms

Number of false alarms caused by automatic detection apparatus ('000s) 2009/10 to 2013/14



#### Why it's important

False alarms from automatic detection systems tie up our crews, making them temporarily unavailable for real incidents and also incur avoidable costs.

#### How we performed

Through working proactively with building owners and occupiers we have consistently reduced the number of false alarms year on year. Overall we now respond to 58% fewer false alarms than we did in 2008/09. This year the rate of reduction has fallen and we are looking again at our policies to identify how we can continue to reduce this measure.

# PROTECTION: Non-domestic fires

Number of non-domestic fires 2009/10 to 2013/14



ASSURANCE AND

**PERFORMANCE** 

#### Why it's important

Fires in non-domestic properties can result in significant injuries and loss of life. Helping businesses to improve fire safety also helps improve their resilience and saves the city millions of pounds each year through avoiding damage and loss of economic growth.

#### How we performed

Over the last five years we have reduced non-domestic fires by 32%. This is clear evidence of the effectiveness of our targeted enforcement inspections and the wider business engagement we have been delivering to improve business safety.

#### PROTECTION (CONTINUED)

#### Case Studies

#### **Protection partnership** to crackdown on waste sites

A crackdown on waste recycling plants was launched following a large fire at a recycling plant in Bredbury, Stockport that took two weeks to fully extinguish. It is being led by GMFRS protection officers and the Environment Agency (EA).

Salford and Trafford Fire Protection Manager, Chris Roberts, said: "The initiative is a partnership between us and the EA to crack down on the amount of waste being stockpiled at sites. Stockpiling waste at these sites creates a number of hazards including flies, smells, pollution and if it sets alight it can cause severe damage to the environment. There is also often limited access to the rear of waste stockpiles. This means that there may be serious delays



resulting in possible spread and a protracted period of firefighting."

The team has identified 56 sites to inspect and the crackdown has resulted in three sites having their licences suspended so far.

#### **Tameside Fire Protection** Officers move in with **Environmental Services**

Fire Protection Officers have moved in with Environmental Services staff at Tameside Council (TMBC) as part of a partnership promoting more effective working and better value for the community. The Protection Officers – who inspect local businesses and homes to check they are complying with fire safety legislation – are now based at the council offices in Ashton. They will work alongside TMBC environmental health, trading standards, housing and licensing officers, meaning all key enforcement agencies in Tameside are working in one location.

Firefighters tackle the blaze at Junction 25, Bredbury, Stockport.



Assistant County Fire Officer Geoff Harris, said: "By colocating with fellow key enforcement agencies, it gives us the chance to share best practice and information in order to provide better and more efficient services. There's a lot of common ground, so it will also allow us to work in partnership more effectively and allow us to operate on behalf of other services, and vice versa."

**RESPONSE** 

# Manchester businessman joins GMFRS as fire safety champion

A Manchester businessman has joined GMFRS as a fire safety advocate for the city. Alan Davies, property manager at the Crowne Plaza and Holiday Inn Express hotels in the Northern Quarter, became GMFRS' first Business Safety Champion as part of a campaign to make the area safer.

The pilot scheme has seen Alan voluntarily working with protection officers from GMFRS so he can provide support and advice about fire safety to other Manchester businesses. It's part of an ongoing campaign by GMFRS, supported by Manchester City Council and CityCo, to improve safety in the Northern Quarter following a number of serious fires in the area.

Lee Smart, project manager for GMFRS' Northern Quarter Safety Support Group, said: "The idea of the Business Safety Champion is to have someone in a managerial position, who



has specialist knowledge and who can be a point of contact for the business community in Manchester."

Alan, who has 20 years' experience in the industry, said: "It's great for the Northern Quarter that businesses now have someone they can turn to for free, impartial advice and support rather than going to authorities such as the fire service, which they may not be comfortable with. If we can help to improve the city in anyway, we will – this is about making the area a safer place and about community cohesion."

If the pilot is a success, it will be rolled out to other areas in Greater Manchester.

Also in the Northern Quarter, training was given to door supervisors from local bars and restaurants. The session was delivered by GMFRS's protection officers and also attended by members of Manchester City Council's Licencing Team. The

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course taught door supervisors the importance of keeping exit routes clear, knowing where all the final fire exits are and ensuring they are operable, the requirements for fire alarms and emergency lighting and general fire safety management.

**Above:** Fire Protection Officers Phil Bradbury and Andy Baker with officers from TMBC's environmental and housing teams Jill Edwards, Lisa Lindsay and Khush Ahmed.

**Below:** Business Safety Champion Alan Davies and GMFRS Group Manager Lee Smart



#### **RESPONSE**

#### Key Headlines

- Over 95% of all 999 calls were answered within 7 seconds and our average response time to incidents was less than 6 minutes (around a minute and a half quicker than the national average).
- Successfully launched our new 999 call handling control centre on a shared site with three other fire services to further improve our response time and generate savings of around £1m a year.
- Developed and tested new technologies to change the way we fight fires with greater effectiveness and efficiency and implemented preparatory training for advanced tactical ventilation and thermal scanning
- Introduced new training facilities at Leigh and Manchester International Airport.
- Consulting with the public we found an innovative way of keeping fire engines based at stations.
- New approach to fight wildfires has been designed and implemented, drastically reducing the amount of resources required to tackle such incidents
- Introduced a new collaborative workspace for engaging and involving staff in the development and review of all operational policy, procedure and guidance material.
- We started modelling risk at a smaller geographic area so we are even more accurate in understanding the risk of fires in our communities and what response standards are required.
- Purchased and kitted out smaller and specialist appliances such as an all-terrain vehicle to help us reach and tackle wildfires.

#### Developments in 2013/14

In Greater Manchester last year we were called out to over 13,000 fires. Every incident we attend is different, from large recycling plant fires that take several days to extinguish, domestic fires that involve trapped persons, to large moorland fires that are challenging to contain. We also attended 4,000 special service incidents including road traffic accidents, rescues from height and water rescues. Outside the county we supported the flood relief efforts in the South of England, the East coast and further afield in the Balkans. To ensure our firefighters have the experience and flexibility to deal with the complexity of the risks they face, we are investing some of our capital in a new operational training centre in Bury. More details on the project can be found within the 'People' section of this report.

The way we tackle fires is already starting to change. The future firefighting project has seen us testing and developing new and emerging technologies to help make our response to emergencies increasingly effective and efficient. Innovative techniques trialled last year included tactical ventilation fans; thermal imaging cameras and ultra-high pressure lances. You can watch a demonstration of these new firefighting techniques online.

Ultra-high pressure lances have two specific characteristics that will enable us to tackle fires in a completely new way. The lance acts as a cold-cutting device using water with an abrasive agent pumped out at such high pressure that it is able to pierce a hole through a wall, door or window, allowing us to tackle a fire from the outside of a building. The lance then pumps water onto the fire in tiny droplets. This mist has a large surface area smothering the flames, rapidly reducing the temperature and absorbing energy from the flames by converting them to steam.

Our evolving approach to service delivery over the last 12 months has also seen us establish the new Technical Response Unit to tackle incidents such as traffic collisions, water rescues, rescues from height and machinery, terrorist threats, and search and rescue operations. More details on the project can be found within the 'People' section of this report.

As a Fire Authority we have a statutory responsibility to undertake contingency planning and put in place business continuity arrangements. These were successfully tested several times last year during the Fire Brigade Union's dispute with the government over pension arrangements. The County Guard programme saw us recruit and train Emergency Fire Crews for deployment during periods of industrial action. While we have never pretended that County Guard could replace our professional firefighters, it has performed an essential role and provided our communities with a good level of cover during strike action.

# attended incidents in your area on Manchesterfire.gov.uk Fire at derelict mill in Rochdale

#### **RESPONSE:**

#### Response time

Average response time of first appliance (min/secs) 2009/10 to 2013/14 including station turnout and drive to incident time



#### Why it's important

The quicker we arrive at an incident, the sooner we can rescue any reported persons, provide first aid and in the case of a fire, limit the damage.

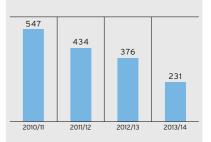
#### How we performed

GMFRS is around a minute and a half quicker than the national average response times for all Fire Services.

Find out how quickly we have

#### **RESPONSE:** Casualties resulting from fire

Casualties resulting from fire 2010/11 to 2013/14



#### Why it's important

We have relatively low numbers of fire deaths each year. Analysing casualty information helps us to understand underlying risk factors and target our resources to ensure we further reduce the risk of deaths and injury from fire.

#### How we performed

Over the last four years we have reduced fire related casualties by 58%. This reflects the success of our targeted fire prevention and protection work as well as the speedy and effective response from our fire crews when fires do occur.



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#### **RESPONSE (CONTINUED)**

#### Case Studies

# Fire Minister impressed with GMFRS' training

A derelict row of houses in Rochdale was set alight to test some state-of-the-art fire fighting equipment. The coldcutting lance has the ability to pierce various surfaces including wood, metal and even stone cavity walls to deposit a fine water mist into a compartment fire - reducing the temperature inside from around 500 degrees to 85 degrees in just 20 seconds. This compares to traditional firefighting techniques which can expose firefighters to extreme heat for up to 20 minutes. The burn saw a high pressure lance used to blast a hole in the front door of a house, filling the burning lounge with water vapour. The lance rapidly brought down the temperature of the room, before crews from

Rochdale entered to tackle the remains of the fire. It is part of the Future Firefighting Project that is looking at a variety of elements, including equipment and kit. Paul Wilkinson from White Watch Rochdale said: "There isn't one of us that wasn't amazed at how effective the lance was. First of all in powering through the brickwork, but also the instant and dramatic effect it had on the fire inside. The temperature reduction was just incredible."

The Minister who was responsible for the UK's fire and rescue services was given a demonstration of the technology during a visit to GMFRS last June. Brandon Lewis MP visited the training centre in Manchester for an insight into our work and a practical demonstration of new equipment and techniques.

Mr Lewis said later in the Commons, "Many services can learn from what is being done in Manchester, where the technique is being used to fight fires in a different, transformational way."

# Teen girl rescued from weir

Firefighters rescued a girl with suspected spinal injuries from a weir in Bury - one of three water rescues in a single weekend. Crews from Bury went to the park along with firefighters from Heywood, who also took a Water Incident Unit which carries specialist rescue equipment. Station Manager Ian Tracey, who was in charge of the incident, said: "When we got to the park we were confronted with a 14- year-old girl in the weir fivemetres down from the side of the river - who was thought to have



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**PRINCIPLES** 



injured herself jumping in. Two GMFRS Swift Water Technicians entered the water along with Safe Water Hazardous Area Response Team Technicians from the North West Ambulance Service - who worked together to carry out the rescue."

#### Wildfires

More than 40 GMFRS firefighters joined crews from West Yorkshire to tackle moorland fires in Littleborough and over the county border. Six GMFRS fire engines and an Operational Support Unit were called to land behind The Summit Pub on Todmorden Road in May last year. In addition, a fire engine from Rochdale and one from Littleborough joined six fire engines from West Yorkshire Fire and Rescue Service in tackling pockets of moorland fire. Crews used water to defend and protect neighbouring property and to tackle the pockets of fire which covered around five hectares

of land. Station Manager Pete Buckley said: "We protected a number of remote cottages and farm buildings from the wildfires. Monitoring any fire spread through the night, firefighters used a protective spray of water around the buildings and continued to fight the fires on the hillside safely in daylight hours."

In Irlam firefighters used ground breaking new ways to tackle peat moss fires and keep the local community safe. Typically peat fires are resource intensive, as fires can be seated deep into the peat. But now they've developed a wildfire fighting pack using adapted equipment which, for the first time, allows crews to penetrate water deep into the peat to fully extinguish deep seated fires much faster than usual. The equipment was used on the peat at Astley Moss last July.

**Above:** A GMFRS Water Incident Unit rescue the 14 year old casualty from the weir.

**Below:** Red Watch at Irlam make use of their new techniques during a fire on Astley Moss.



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#### **PUBLIC VALUE**

#### Key Headlines

- Savings of over £2.7m achieved through continued changes to crewing systems and back office / management costs contributing to £160m of savings since 2005.
- **443** fire service volunteers have provided almost 57,000 hours of service.
- Despite being the lowest cost Fire and Rescue Service to council tax payers in the North West and the third lowest in the UK, we have frozen council tax for 2014/15 earning us a 'freeze' grant of £466,000 from the government. As a result, the majority of people in Greater Manchester will pay less than £1 per week for their fire and rescue service.
- New Rochdale Community Fire Station opened and operational with bespoke facilities for local communities and partners. A video of the station's first day can be found here.
- Our funding will continue to reduce by another £7million in 2014-15 bringing the overall cuts to our budget to almost £28 million over the last six years of austerity with a further £12m in savings to find in the next two years.
- Free Heartstart training provided to primary schools and community groups.
- We have carried out a huge amount of community work in support of the Association of Greater Manchester Authorities (AGMA)

colleagues including Prince's
Trust schemes,
arson reduction
initiatives,
community sport
projects, Cadet
groups and fire
prevention activity.



In 2008, we established a volunteers' service with 12 volunteers in one Borough. Last year, 443 volunteers provided almost 57,000 hours of service across GMFRS. We currently offer 30 areas of work for volunteers to deliver including:

- The innovative Post-Incident Team supporting households clean up after the devastating aftermath of a fire.
- Delivering home safety checks.
- Working with young people such as Fire Cadets.

One volunteer is Gary Walker who works on a life-changing initiative with HMP Forest Bank that aims to reduce re-offending to ensure our communities are safer for all. You can watch Gary Walker's story on Vimeo.

Our volunteering programme not only ensures we deliver the greatest possible service for the people of Greater Manchester as efficiently as possible, it also empowers individuals to help make their communities safer and creates opportunities to develop skills that increase employability. Our commitment to improving employment prospects in the region saw the launch of our ground-breaking traineeship scheme considered in more detail in the Prevention section.

Throughout the year we have been working on the transition to NW Control Centre, a new

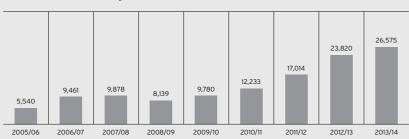
999 emergency call handling centre in collaboration with three other fire services. The facility which went live in April 2014 is expected to save GMFRS around £1m a year and act as a stimulus for further collaboration between the four services. You



#### **PUBLIC VALUE**

# PUBLIC VALUE: **Efficiency savings**

Sum of cashable savings (£000s) 2005/06 to 2014/15



#### Why it's important

If money were no object there would be a fire station on every street. Over the last 10 years, GMFRS has used technology and data to model risk and ensure prevention work is targeted to reduce the demand for traditional emergency response. We also use the same models to ensure response resources are always

available where and when they are required.

#### How we performed

By being smarter about how we work and using data to predict demand for the Service we have been able to deliver a 42% reduction in fires and over £160 million pounds of costs savings since 2005.

can take an online tour of NW Fire Control.

In addition to NW Control, we are also committed to other efficiency driven collaborations including regional procurement of key assets; building contracts let through the AGMA; shared services such as payroll with Lancashire FRS and the Employee Assistance Programme with Merseyside FRS: co-location with local authorities and the Police; and the sharing of our facilities with other organisations, such as the Driving Standards Agency. This year we have joined with AGMA colleagues and the Police and Crime Commissioner's office in a Protect and Respond Panel to see what more we can do regarding co-location,

commissioning and shared services.

Last year GMFRS explored new ways of using technology and social media to increase the value we provide to the public. We were fundamental in helping Twitter roll out its Alerts service to the fire sector. The free function was introduced to get disaster and emergency communications straight out to people. We are also embracing new and emerging free technology to transmit live video feeds from incidents. Using Google we have produced live custom maps to pinpoint road closures and shared them with the public via social media and news websites.

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# PUBLIC VALUE: Volunteers

Number of volunteers 2011 to 2014 Number of hours support donated 2011 to 2014



#### Why it's important

As well as delivering the best possible value, the continued development of our volunteer programme is about empowering local communities, and giving individuals within those communities, opportunities to improve their chances of attaining paid employment or to enhance their career.

#### How we performed

This year we have recruited and maintained 443 fire service volunteers who have provided an incredible 57,000 hours of service.



#### PUBLIC VALUE (CONTINUED)

#### Case Studies



#### Salford becomes first fire station to be used as driving test centre

Salford Community Fire Station became the first fire station in the country to be used as an official Driving Standards Agency (DSA) test centre. The innovative first for GMFRS was also a great day for 20-yearold Gabriel Winn who became the first person in the country to pass their driving test at a fire station. Once Gabriel passed, he was given a Glovebox Guide containing road safety information. This guide has been produced by the GMFRS in partnership with the DSA in a bid to keep new drivers safe. Councillor David Acton. Chair of Greater Manchester Fire and Rescue Authority (GMFRA), said: "This is a really exciting day. It's an example of the Service's innovative approach to road safety, because firefighters are called to road traffic collisions to cut people from the wreckage of cars and sadly many of them involve young drivers."

#### Community Safety Apprenticeship nominated for national award

GMFRS' apprenticeship scheme has been recognised as one of the best in the country during a national award ceremony. The scheme was nominated as a finalist in the Best Employee Equality Initiative category during the Association of Public Service Excellence (APSE) Awards. Announcing the finalists, Councillor John Kerr Brown, APSE National Chair said:

"These awards recognise those frontline services leading the way in UK public services, which deserve national recognition for their contribution to local neighbourhoods." Chair of GMFRA, Councillor David Acton, said: "To be nominated for such a prestigious national award is a fantastic achievement. A year ago we gave 12 young people a chance. To watch them develop over the months has been a real privilege. I'm delighted that our innovative apprenticeship scheme has been recognised in this way."

#### GMFRS and Pennine Care NHS Foundation Trust

GMFRS and Pennine Care NHS Foundation Trust (PCFT) have joined forces to protect and improve the health, safety and wellbeing of local people.

**Above:** Authority Chairman Councillor David Acton (Right) congratulates new driver Gabriel Winn.

**Below:** GMFRS Assistant Chief Fire Officer Peter O'Reilly and Martin Roe, Acting Chief Executive for Pennine Care sign the agreement



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**PRINCIPLES** 



Health professionals come into contact with vulnerable people on a daily basis, providing an ideal opportunity to identify and act on any risks before the person can come to any harm.

By working together, staff from PCFT and GMFRS will deliver the mutual aims of reducing the risk of fire, fire injuries and deaths, protecting people, property and the environment from harm, improving the health and wellbeing of local communities and improving fire safety awareness and health awareness of staff.

The initiative will see health professionals from PCFT receive training from GMFRS experts. This will equip them with new skills and knowledge, which they can use to promote fire safety and identify people who are at a greater risk of fire. They will then

refer these people on to GMFRS for a free Home Safety Check.

In turn, GMFRS staff will receive training from PCFT in various areas of expertise. This will enable them to offer people basic health advice and refer people to appropriate health services for a full needs assessment, including stop smoking, weight management, healthy eating. self-care, mental health and more.

Martin Roe, Acting Chief Executive for PCFT, said: "The Trust is delighted to be working in partnership with GMFRS. Together we can achieve much more than we could by working independently. This joint working will also reduce duplication of efforts, which will ensure that Greater Manchester's public services are efficient and delivering the best use of tax payers' money.

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#### **Thousands visit 999 Day** at the Trafford Centre

Thousands of people got a glimpse into the work of the emergency services during 999 Day at the Trafford Centre. The event saw 10,000 visitors attend throughout the day to see 165 stands and displays including special appliances.

Station Manager Ben Levy who led the organisation of the event, said: "It's safe to say that this year's event was the biggest yet and the response on Twitter was staggering. Overall tweets from 999 Day appeared in the timelines of 2.9million people. Reaching so many people on Twitter just goes to show how 999 Day captures the public's imagination."

Above: Crews put on an RTC extrication show for the crowds

#### FINANCIAL INFORMATION

This section shows what the Authority spends and breaks this down into the ongoing running costs and major capital investments.

Please note the information provided is in a different format to the Statement of Accounts and excludes technical accounting adjustments that are required. These figures are also unaudited at the point of report.

	Expenditure by Service Area 2013/14	
	Service Area	£m Net Expenditure
	Effective Governance	0.6
	Emergency Planning	0.3
	Community Safety	20.4
	Firefighting & Rescue Operations	59.8
	Management & Support Services	23.8
	Pensions	2.4
	TOTAL	107.2
1.0015	Funded By:	£m
	Revenue Support Grant	41.2
	Non Domestic Rates	26.4
100	Small Business and Empty Property Rates	0.3
	Precept Income	38.9
の	Council Tax Freeze Grant	1.1
	Localising Council Tax Support Grant	0.1
	TOTAL	108.0
が加速的	Capital Expenditure 2013/14	£m
Sept.	Premises	4.0
1	Operational and Information Communication Technology Equipment	0.7
	Vehicles & Equipment	2.1
1	TOTAL	6.8
	Cost of the Fire Service to the average household of Greater Manchester (Band D council tax)	£57.64



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#### **PEOPLE**

#### **Key Headlines**

- Last year we launched the Firefighter Fitness pilots which support our staff to remain fit and well for longer. Staff sickness is down 2% on the previous year and 10% lower than national benchmarks.
- Two watch managers were awarded MBEs; Neal Pickersgill for his work in search and rescue operations in the UK and abroad, and Michael Dillon who set up and continues to help run the Moss Side Fire Station Boxing Gym.
- Our approach to learning and development was hailed as "exemplary" and "outstanding" and scooped a 2013 North of England Excellence Award. We were also recognised for our work with external further education providers in the Learning at Work Day Award.
- Our Post-Incident Research Programme designed to understand behavioural influences that have led to accidental fires was showcased as an example of best practice in public sector / academic collaboration at New Economy's annual research conference.
- Fire-fighter Peter Griffiths won a, 'Beyond the Call of Duty Award' for his committed fundraising over the years for Operation Florian, a humanitarian charity which works to promote the protection of life amongst communities in need across the world.
- We established a Research Steering Group with the University of Salford which will identify opportunities for high-quality research projects that are of benefit to both organisations, helping to further a 'culture' of research within GMFRS
- Our demolition of a damaged training tower at Philip's Park won GMFRS the runner-up spot at the World Demolition Awards. The innovative exercise saw us collaborate with Windmill and three other USAR teams on a unique opportunity to use specialist equipment and the technical skills of the USAR teams under real conditions.

#### Developments in 2013/14

GMFRS is committed to developing and sustaining a high performing, healthy and well trained workforce which is adaptable so that we can continue to provide the best possible service to our communities. Last year 54 firefighters were recruited to our new Technical Response Unit (TRU) to provide specialist skills at different emergency incidents. In September 2013, the team embarked on an intensive 10-week training schedule including rope rescue, confined space training, firefighter skills, Urban Search and Rescue and swift water rescue. You can follow the training via their online video diary.

The TRU has been established in response to the changing risk environment. We now deal with more specialist incidents including road traffic collisions, water and sewer rescues, rescues from machinery, terrorist threats, rescues from height and collapsed building search and rescue operations. The unit of specially-trained technicians still maintain their core fire-fighter competences and attend liferisk fires, providing the best possible value to the public.

A project team has spent the year finalising the plans and facilities for the new operational training site in Bury. The site is being developed in collaboration with partners to meet our current and future operational training requirements and to ensure that we can maintain safe and effective operations. Existing features on the land will be used, including a large warehouse, tunnels and culverts, cellars, bridges, cuttings and embankments, rubble



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piles and old mill walls, a lodge and a section of river. New elements will also be added to prepare crews for the types of incidents they face more of in the future, such as a collapsed building, a train, a tram and a ship to prepare for transport emergencies.

A Fire Street will be created to include a variety of simulated detached and terraced homes and commercial buildings where firefighters can recreate incidents. The site also includes a community hub which will feature an interactive and immersive learning area where local people and schoolchildren can learn how to protect



themselves against fire and other incidents. The site will include a range of community fire safety initiatives and as it develops, there may be an opportunity to offset some of the future running costs through income generation. Take a look at our progress on the site.

The TRU begin working-at-height exercises at our multi-rig training facility

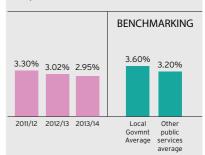




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# PEOPLE: Sickness absence

Average percentage of working hours lost to sickness absence, all staff 2013/14



#### Why it's important

Staying healthy and feeling good is essential to delivering high quality services to the communities we serve. There's also a clear economic value; every year in the UK over 130m working days are lost to sickness costing the economy £12 billion.

#### How we performed

Each year there are a range of events within the Service to increase awareness of important issues such as mental health, fitness and diet. These are designed using our health assessments and sickness absence management. We also provide access to a wide range of rehabilitation and medical support services which has helped reduce sickness absence over the last three years.

We are consulting with local people and investing in fire stations to ensure they have the facilities people need to make them community hubs. Already, many groups are using their local stations for exercise, fitness and wellbeing activities.

#### PEOPLE (CONTINUED)

#### Case Studies

#### **Technical Response Unit**

Fifty-four firefighters were recruited for GMFRS' new Technical Response Unit (TRU), which will provide specialist skills at emergency incidents across the county. In September, the team embarked on an intensive 10-week training schedule including rope rescue, confined space training, firefighter skills, Urban Search and Rescue (USAR) and swift water rescue.

The TRU will provide specialist skills at emergency incidents in the county whilst an on-call team will be available for national and international incidents as part of the USAR and UK International Search and Rescue teams. The unit - based at Ashton and Leigh fire stations - will also be available for everyday life-risk incidents, including fire and road traffic collisions. It's been set up because changing risks mean that GMFRS is dealing with more non-fire related incidents such as road traffic collisions, water and sewer rescues, rescues from machinery, bariatric rescues, terrorist threats, rescues from height, collapsed building search and rescue operations, body recovery and trench rescues.

Group Manager Jim Hutton, who's leading the project, said: "The TRU will ensure we're giving the best possible protection to our firefighters and the people of Greater Manchester. The training will up-skill firefighters so they can provide additional technical response capabilities alongside their core firefighting skills."



Neal Pickersgill, a watch manager from Dukinfield who helped train Ashton's new TRU has been awarded an MBE for his work in search and rescue operations in the UK and abroad.

Neal became a firefighter in 1976. He moved into the search and rescue field 20 years ago before becoming GMFRS' Resilience Team Leader.

Neal said: "I love the challenge of being part of a search and rescue team, no two jobs are the same - it can be anything from collapsed buildings to earthquakes. I helped at the earthquake in Algeria in the 1990s and more recently the Japanese Tsunami in 2011. I also played a support role during the Haiti earthquake where the team did an amazing job.

Below: TRU training at height during a



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"I'm stunned and just can't put into words how I feel about the MBE award. It is really nice to be recognised and for the search and rescue team who has been through it all with me."

# State-of-the-art training site to be built in Bury

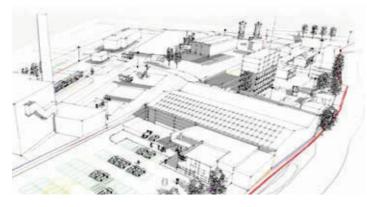
Plans are underway to develop a state-of-the-art training centre and community hub in Bury. A 10-acre area of land off Wellington Street is being transformed to provide realistic training scenarios for crews and take the Service's training facilities to a new level. Existing features on the land will be used as part of the training, including a large warehouse, tunnels and culverts, cellars, bridges, cuttings and embankments, rubble piles



and old mill walls, a lodge and a section of river. It is part of a drive to bring more training in-house and reduce the need to send staff on external and costly training courses. As well as providing training for crews, it's proposed that the site will have a significant community element, including an interactive

community safety centre for use by schoolchildren and the wider public. It's proposed that public viewing areas will be created so that people can watch some of the drills taking place and get a real insight into the training carried out by the fire service.

Plans and an artist's impression show how the derelict site will be transformed







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**PRINCIPLES** 

#### **Key Headlines**

- The work firefighters and staff do in the community has led to GMFRS being named Asian Fire Service Association (AFSA) Fire and Rescue Service of the year for our work with black, minority and ethnic communities.
- Providing our members with the skills to scrutinize the Service earned us two North West Employers awards for member development. In 2011 we achieved exemplar status. This year we were successfully reviewed again to retain our charter.
- Further reduced electricity use by almost 10% and gas by 7%. GMFRS continues to be recognised as the greenest fire service in the UK, winning an international award for Environmental Best Practice at the Green Apple Awards and opening its first 'carbon neutral' fire station in Rochdale.
- Experts in humanitarian assistance from across the world were hosted by GMFRS at the UKFRS International Development and Humanitarian Aid Conference 2013 reflecting the important role the sector plays in responding to international emergencies and improving the resilience of emergency services throughout the world.
- Achieved overall customer satisfaction levels of 99% for the services we provide when responding to emergency incidents as well as the fire prevention and protection support and advice provided to over 60,000 homes and businesses last year.
- GMFRS picked up the Personal, Fair and Diverse Award at the 2013 Employers Network for Equality and Inclusion Awards.
- Community Safety Advisors in Bolton and Wigan learned sign language so they can improve their communication when carrying out Home Safety Checks and visiting residents.

#### Developments in 2013/14

As well as the severe global impacts of climate change, it effects the delivery of our service at a very local level:

- UK flooding last winter saw the biggest deployment of fire services since WW2.
- The risk of car crashes rises dramatically during wet, stormy weather.
- In February 2014, 90mph winds in Greater Manchester generated more call-outs than on bonfire night.
- Hot, dry spells make our moorlands vulnerable and significantly increase the chance of wildfires starting and spreading.

In response to these growing threats, last year we launched our new Sustainability Strategy, an ambitious and far-reaching document that details our short-term targets over the next five years and where we want to be by 2050.

Since our first Sustainability Strategy was published in 2009 we have invested hundreds of thousands of pounds in renewable energy, reduced our carbon footprint by more than 25%, and saved several million pounds in utility and fuel use. We have won six national and international environmental awards, shared our work with partners and peers and are recognised as leaders on sustainability.

By 2050 we want to be carbon positive so that the existence of our service will avert more greenhouse gas emissions than it produces. We are already working to this goal. In 2014 we opened Rochdale's new community fire station, the UK's first fire station to be awarded an Excellent rating by the BREEAM sustainability standard. The borough's HQ is based at the site, which has solar panels, uses recycled water and is carbon neutral with an A+ Energy Performance Certificate. This means that the site is now better for the environment than it was before the station was built there.

Our other ambitious targets by 2050 include producing zero waste; zero unnecessary pollution from the use of firefighting foam and water; and zero wasted water from our sites and incidents.

**RESPONSE** 

We have continued to strive to become an employer of choice for all our communities. Indeed, our community safety and volunteer workforce now largely reflects in composition the communities we serve. As mentioned elsewhere in this document, we are constantly growing our capability to create pathways to employment for

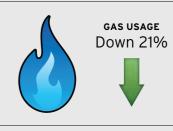
members of all our communities. Since April 2013, departments across the Service have provided entry level opportunities for those leaving GMFRS' Youth Engagement schemes who are ready for employment. These roles include Admin Assistant, Community Safety Advisor, Service Support Assistant, Business Safety Advisor, Contact Centre Advisor and LGV fitter. This has been hugely successful and, once the remaining vacancies are filled, people from GMFRS' Youth Engagement and volunteering programmes will account for 7.6% of the Service's support staff.

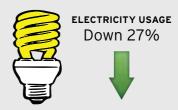
**PEOPLE** 

# GREATER MANCHESTER IRE AND RESCUE SERVICE

#### PRINCIPLES: Resource usage

Resource usage reduction breakdown since 2008/09













#### PRINCIPLES (CONTINUED)

#### Case Studies

# **GMFRS** wins Green Apple award

GMFRS has been hailed as one of the greenest organisations in the UK Public Sector during an international awards ceremony at the House of Commons.

The Service, which has slashed more than 1,500 tonnes of CO2 from its carbon footprint since 2009, was awarded Gold in the Public Sector Best Environmental Practice category of the 2013 Green Apple Awards.

GMFRS beat more than 600 other organisations to the top prize after the judges said the Service had successfully delivered four years of outstanding environmental performance. Past Green Apple Award winners include Belfast City Council, London Borough of Lewisham and the BBC.

The Service has invested hundreds of thousands of pounds in energy efficiency and generation, installed solar panels on all of its major buildings and trained staff at every fire station to be Green Champions.

GMFRS has also redesigned its fleet of fire engines, developed smart engine management technology and super-light bodywork saving a total 175,000 litres of fuel. In just four years sustainability work across the Service has resulted in utility and fuel cost savings of more than £3 million.

# Fire and Rescue Service of the Year

The work firefighters and staff do in the community has led to GMFRS being named Asian Fire Service Association (AFSA) Fire and Rescue Service of the year for our work with black, minority and ethnic communities.

Chair of the GMFRA, David Acton said, "AFSA acknowledged that GMFRS works with a wide range of diverse partners, including Bolton and Rochdale Council of Mosques, the Wai Yin Chinese Women Society of



**Above (L to R):** Bridging Cultures Coordinator Yasmin Bukhari, Brian Zielinski Business Development Director AFSA and Area Manager Dave Keelan.

Greater Manchester, and the Asian Development Association of Bury (ADAB). GMFRS works with these partners to reach out to diverse communities across Greater Manchester and help prevent fires in homes. The Gold Award recognises the fact the Service has driven down accidental fires in the home and fitted more than half a million smoke alarms."

A partnership between GMFRS and ADAB to engage with the area's diverse communities has also been recognised with a national award. GMFRS picked up the Personal Fair and Diverse Award at the 2013 Employers Network for Equality and Inclusion Awards. The award, sponsored by NHS Employers, recognised how the Service has embedded the values and culture of a personal, fair and diverse environment into its day-to-day business through the innovative ADAB partnership.

Our Bridging Cultures Coordinator, and Asian Fire



Councillor George Wilson, Firefighter Graham Fletcher, Sam Pickles and Joe Hulme

Service Association Woman of the Year. Yasmin Bukhari said: "To improve our chances of accessing certain communities and to enable us to deliver our key community safety messages, we engage with partners who we knew already worked with some of our most diverse communities. and actively recruit volunteers from within these communities to promote our community safety interventions."

Some of the work carried out as a result of the ADAB partnership includes recruiting and training volunteers from BME communities, creating an educational DVD that was translated into seven languages, raising fire safety awareness within small BME businesses and running community group workshops.

#### Deaf residents benefit from GMFRS sign language qualification

Deaf and hard of hearing residents in Bolton and Wigan are benefiting from tailored fire safety advice thanks to GMFRS' community safety teams. Community Safety Advisors (CSAs) learned sign language so they can improve their communication when doing Home Safety Checks (HSCs).

**PEOPLE** 

They were awarded their certificates after completing an eight-week British Sign Language Level One course arranged through Bolton's Deaf Interagency Forum – at Bolton Sixth Form College.

Community Safety Team Leader Patricia Shacklock said: "The instructors tailored the course to our needs so we could learn words and phrases needed for carrying out HSCs - such as danger, smoke and escape route - and a lot of it is visual.

In Wigan we get quite a lot of deaf HSC referrals which we are told is a result of the town's heavy industry so sign language is a really important skill for the CSAs who visit homes."



The Bolton and Wigan Community Safety Team sign the word 'Danger'

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#### PRINCIPLES: Carbon footprint





#### Why it's important

The climate is changing and this is resulting in changes to the risks we need to be prepared for. Warmer, drier spring / summers increase the number of wild fires and wetter milder winters increase the risk of flooding. We work with partners and communities across the region to help those at risk to be prepared. We have 44 sites and have a social responsibility to reduce our own direct carbon footprint and improve biodiversity.

#### How we performed

Our 5 year sustainability strategy has delivered over £3m in reduced resource costs and reduced the impact we have on the environment by 25%.

#### ASSURANCE AND PERFORMANCE

#### Annual Assurance Statement

Our annual statement of assurance is available on the GMFRS website. One of its principal aims is to provide an accessible way for the government, stakeholders and the communities we serve to assess our effectiveness and the value for money we offer. The statement includes details of how we audit ourselves, including our finances, governance principles and performance. There is further information about our assurance arrangements regarding prevention, protection and response; how we ensure local and national resilience: as well as an introduction to our Integrated Risk Management Plan (IRMP). The statement includes a number of links to the full reports which assess our performance in these areas in detail. These include our Statement of Accounts, our Annual Governance Statement, our operational assurance outturn reports, our risk model and our external assessment reports.

#### Service Excellence

In 2012, GMFRS was externally assessed by approved **European Foundation for Quality** Management (EFQM) assessors for the first time. Under the Recognised for Excellence process we were awarded with three out of a possible five stars. The report identifies where our strengths lie and in what areas we can improve. We have committed ourselves to driving such improvements through and undertaking subsequent assessment using the model every two years to benchmark our success.

Since 2012, our commitment to driving through these improvements has been recognised. Last year our approach to learning and development was hailed as "exemplary" and "outstanding" and scooped GMFRS a 2013 North of England Excellence Award. This year the British Quality Foundation has shortlisted GMFRS for an Achievement Award for Leadership. The results of this will be announced at a ceremony in October 2014.

#### Peer Challenge

In 2014, we were externally assessed by a Peer Challenge team made up of senior fire officers from London and Hertfordshire; the Deputy Leader of Luton Borough Council; Carol Brennan from Queen Margaret University and lead by Susan Johnson, Chief Fire Officer at Durham and Darlington Fire and Rescue Service.

The assessment consisted of a range of activities including interviews, focus groups and visits to fire stations; seeing the team engage with over eighty individuals across the service. The focus of the assessment was on operational service delivery: outcomes for local citizens; leadership and governance; and organisational capacity, as well as three areas we requested feedback on; transparency and accountability; use of retained firefighters and our use of customer insights.

The assessment identified the excellent work we are doing on risk analysis; research; scrutiny and the development of our authority members, as well as our prevention work; our use of volunteers; and the management of our finances. The assessment also made suggestions for areas we might want to look at further which are being built into our forward planning for 2015-18. A full copy of the peer challenge report can be found on the GMFRS website.



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#### APPENDIX A - GMFRS KEY PERFORMANCE MEASURES AND TARGETS

#### GMFRS Key Performance Measures and Targets

We have a broad core purpose: 'To protect and improve the quality of life of the people of Greater Manchester'. This is no accident, as we believe it is our duty to serve the City Region beyond what many might consider to be the traditional role of a fire and rescue service. Working together with our partners, we aim to ensure that whether you're a resident or visitor, we are doing everything we can to ensure you are safe and enjoy being part of a great city.

To ensure we are effective in achieving this purpose and delivering services which you value we have six strategic aims. These help us to plan effectively and we measure how well we are performing against the outcomes for each aim through our comprehensive KPI framework.



Reference	eference Description of Measure			Actual			
Prevention	Prevention			2012/13	2013/14	2014/15	
PRE L1.0		Total	5,908	5,054	4,892	Measure changed in 2014/15*	
PRE L1.1	Primary Fires*	Fatalities	20	21	19	Aspire to 0	
PRE L1.2		Total injuries	432	375	228	258	
PRE L1.3	Deliberate Fires	Total	10,317	7,755	8,439	8,440	
PRE L1.4	Accidental dwelling fires	Total	2,250	2,122	2,069	2,084	
PRE L1.5		% Confined to room of origin	95%	94%	93%	95%	
PRE L1.6		% where no smoke alarm was fitted	30.90%	24.11%	22.99%	23%	
PRE L1.7	Number of completed Hor	ne Safety Checks (HSCs)	66,688	62,279	54,374	60,000	
PRE L1.8		Total	Introduced 2013/14		4,088		
PRE L1.9	Connected Countries Colle	Road Traffic Collisions (RTCs)	761	796	797	Monitored for	
PRE L1.10	Special Service Calls	Number of people rescued from RTCs	Introduced	d 2013/14	294	information	
PRE L1.11		Special Service Calls (excluding RTCs)			3,320		
PRE L1.12	Number of incidents involving hostilities towards fire-fighters		77	54	35	<34	

<sup>\*</sup> Primary fire numbers include property fires and large fires where 5 or more appliances attend. This measure will change for 2014/15 to all fires with a breakdown by accidental and deliberate and by the type of fire, i.e. dwelling fire, non dwelling fire etc.

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#### (CONTINUED)

Reference	Description of Measure			Actual			Target
Protection				2011/12	2012/13	2013/14	2014/15
PRO L1.0	Fires in non- domestic properties	Total		Introduced 2012/13	792	675	681
PRO L1.1	Number of fire safety	enforcement	inspections per officer	Introduced 2	2013/14	143	180
PRO L1.2	False alarms	Total		New for 2012/13	13,472	12,807	Monitored for information
PRO L1.3			Total		1,755	1,568	Monitored for information
PRO L1.4		Malicious / Hoax calls	Challenged		1,282	1,171	Monitored for
PRO L1.5		lse alarms Attended	473	397	information		
PRO L1.6		Automatic	Total	5,818	5,359	4,838	4,523
PRO L1.7		detection apparatus	Challenged	N	1,600	1,796	Monitored for
PRO L1.8		False alarm	with good intent	New for 2012/13	3,400	3,555	information

Reference	Description of Measure		Actual		Target	
Response			2011/12	2012/13	2013/14	2014/15
RES L1.0		Total	65,593	54,610	50,663	<52,712
RES L1.1	999 emergency	% answered within 7 secs	96.7%	96.4%	96%	>96%
RES L1.2	calls	Risk to Life and Property calls handled within 120 seconds	New for 2012/13	82%	80%	Monitored for information
RES L1.3	Speed of fire appliance response	Average 1st appliance response time to emergencies and life risk emergencies*	5 minutes and 49 seconds	5 minutes and 40 seconds	5 minutes and 38 seconds	5 minutes and 36 seconds
RES L1.4		% of whole-time crewed appliances turned out within 60 seconds	37%	34%	38%	Turnout
RES L1.5		% of retained crewed appliances turned out within 5 minutes	81%	64%	73%	targets under development
RES L1.6	Number of People Rescued from Fires		202	157	80	

Reference Description of Measure			Actual		Target	
Public Valu	Value			2012/13	2013/14	2014/15
PV L1.0	Planned in year efficiency savings		£5.66m	£6.45m	£2.73m	£5.5m
PV L1.1	Cost per head of population		New for 2013/14		£38.10	TBC
PV L1.2	Fig. On the Vel. store	Number of volunteers	268	348	443	>200
PV L1.3	Fire Service Volunteers	Total hours donated	30,769	44,874	56,898	28,000

Reference Description of Measure		Actual		Target	
People		2011/12	2012/13	2013/14	2014/15
PEO L1.0	% of working time lost to sickness	3.3%	3.02%	2.95%	<3%

<sup>\*\*</sup> Average first appliance response performance shown for previous 3 years.

RESPONSE

ASSURANCE AND
PERFORMANCE

Reference	Reference Description of Measure			Actual		Target	
Principles	Principles			2012/13	2013/14	2014/15	
PRI L1.0	Accidents	Total	New for 2013/14	148	173	Aspire to zero	
PRI L1.1		Near misses	New for 2013/14	53	91	Monitored for information	
PRI L1.2		Number of working days lost to accidents	447	394	799	TBC	
PRI L1.3		Number of complaints received	Introduced 2012/13	46	38	<40	
PRI L1.4	Public feedback	Customer satisfaction index		99%	98%	>98%	
PRI L1.5		Number of external 'WOW' award compliments recieved	New for 2013/14		16	To be developed	
PRI L1.6		Emitted from fires (tonnes)	10,297	8,553	8,141	Monitored for infomation	
PRI L1.7	Carbon Footprint	Gas use (kWh)	13,557,390	14,388,360	13,121,047	11,829,872	
PRI L1.8	, , , , , , , , , , , , , , , , , , ,	Electricity use (kWh)	5,172,459	4,809,755	4,354,869	4,157,568	
PRI L1.9		Fuel use (litres)	668,917	647,565	638,441	612,038	
PRI L1.10	% of total workforce	Women	Added to public reporting from 2013/14		17%		
PRI L1.11		From minority ethnic communities			3%	Monitored for information	
PRI L1.12		With a disability			1%		



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This document contains information about your Fire Service. If you or anybody you know would like this information in another language or format including large print, Braille and audiotape, please phone 0161 608 4387 or 4386.

Arabic	هذه الوثيقة تحتوي على معلومات بخصوص خدمة المطافئ. اذا تريد أو أي شخص تعرفه هذه المعلومات بلغة أخرى أو بشكل آخر بما في ذلك بالحروف الكبيرة، البرايل أو على شريط، الرجاء الاتصال برقم الهاتف 4386 / 4387 608 0161
Bangla	এই দলিলটিতে ফায়ার সার্ভিস বা অগ্নিনির্বাপক সার্ভিসের ব্যাপারে তথ্য রয়েছে। আপনি অথবা আপনার পরিচিত কেউ যদি এই তথ্য অন্য কোনো ভাষায় অথবা বড় অক্ষর, ব্রেইল এবং টেপ সহ অন্য কোনো ফরম্যাটে চান তাহলে দয়া করে টেলিফোন করুন 0161 608 4387 অথবা 4386 এই নম্বরে।
Chinese	這文件包含關於消防服務的資料。假如閣下或你認識的任何人士有意索取這資料以其他語言或以大字印刷、盲人用點字及錄音帶等形式編制而成的版本,請致電 0161 608 4387 或 4386。
	این سند حاوی اطلاعاتی درباره خدمات آتش نشانی است. اگر شما و یا یکی از آشنایان شما خواهان
Farsi	دریافت این اطلاعات به یک زبان دیگر و یا در یک شکل دیگر از جمله چاپ درشت، خط بریل (خط
	ویژه نابینایان) و نوار صدا هستید، لطفا با شماره تلفن 4386 یا 4387 608 10161 تماس بگیرید.
French	Ce document contient des informations en ce qui concerne le service des pompiers. Si vous, ou une personne que vous connaissez, voudriez ces informations dans une autre langue, format y compris en Braille ou sur bande sonore, prière de contacter le numéro de téléphone 0161 608 4387 ou 4386.
	આ દસ્તાવેજમાં આપની ફાયર સર્ધિસ અંગેની માહિતી આપેલ છે. આપ કે આપ કોઈને જાણતાં
Gujarati	હોય એવી વ્યકિત, મોટા છાપેલાં અક્ષરોમાં, અંઘલિપિમાં અને ઓડિયો ટેઇપ સહિત અન્ય ભાષામાં
•	કે રૂપમાં, આ દસ્તાવેજની માહિતી મેળવવા માંગતાં હોય તો કૃપા કરી, 0161 608 4387/4386 નંબર પર ફોન કરો.
	इस दस्तावेज में आपकी फायर सर्विस (आग बुझाने वाली सेवा) से संबन्धित जानकारी दी गई है। यदि आप या
Hindi	आपकी जान पहचान का कोई दूसरा व्यक्ति इसकी कापी कोई दूसरी भाषा या रूप में चाहता है, जिसमें बड़े प्रिन्ट
	की कापी, ब्रैल व ओडियों टेप भी झामिल है तो कृपया 0161 608 4387 या 4386 नम्बर पर हमें फोन कीजिए।
Polish	Ten dokument zawiera informacje o serwisie przeciw po_arowym. Je_li ty lub kto_ kogo znasz chcia_by te informacje w innym j_zyku lub formacie, wliczaj_c wielkim drukiem, Braillem oraz na kasecie audio, prosz_ zadzwoni_ na numer 0161 608 4387 lub 4386.
Punjabi	ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਤੁਹਾਡੀ 'ਫਾਇਰ ਸਰਵਿਸ' ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਗਈ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਤੁਹਾਨੂੰ ਜਾਣਦੇ ਕਿਸੇ ਵਿਅੱਕਤੀ ਨੂੰ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਜਾਣਕਾਰੀ ਦੀ ਲੌਤ ਹੈ ਜਿਵੇਂ ਕਿ ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ, ਬ੍ਰੇਲ (ਨੇੜ੍ਰ ਹੀਣਾ ਦੇ ਪੜ੍ਹਨ ਲਈ) ਅਤੇ ਆਡੀਓ ਤੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਨੰਬਰ 0161 608 4387 ਜਾਂ 4386 ਤੇ ਫੋਨ ਕਰੋ।
Somali	Dokumentigan waxaa ku jira warbixin ku saabsan Adeegaaga Dabka. Haddii adiga ama qofkasta aad garanaysid warbixintan u baahnaan lahaa iyadoo luqada kale ah ama hab kale uu ku jiro daabac balaaran, Qoraalka dadka indhaha la'a iyo cajalada maqalka, fadlan dir telefoon lambar 0161 608 4387 ama 4386.
Urdu	اس دستاویزیش آ کی فائر سروس کے بارے میں معلومات درج میں۔اگر آپ یا جے آپ جانتے ہوں انہیں بیم علومات انگریزی کے علاوہ کی دوسری زبان ، بشمول ہوے حروف ، ہریل یا آڈیوٹیپ میں جا ہے تو ہراہ مہر بانی اس نمبر 4387 01610 یا 4386 پرفون کیجئے۔ Page 104

#### Contact us

#### Contacting us in an emergency

- Dial 999 and ask for the fire service
- If you are inside a building when a fire starts, remember to get out, stay out and call us out
- Never try and put out a fire unless you have received sufficient training

#### Contacting us when it's not an emergency

- Visit our website at www.manchesterfire.gov.uk
- Email us at contact@manchesterfire.gov.uk
- Find us on Facebook www.facebook.com/manchesterfire
- Follow us on Twitter www.twitter.com/manchesterfire
- Write to us at Fire Service Headquarters, 146 Bolton Road, Swinton, Manchester M27 8US
- Call our freephone number 0800 555 815

#### Contacting your local borough (non-emergency)

Bolton 01204 905 126/7 Bury 0161 909 0326/7

Manchester 0161 608 5326/7 Oldham 0161 909 8626/7

Rochdale 01706 900126/7 Salford 0161 609 226/7

Stockport 0161 608 5426 /7 Tameside 0161 609 1626/7

Trafford 0161 608 9226/7 Wigan 01942 650126/7

ASSURANCE AND

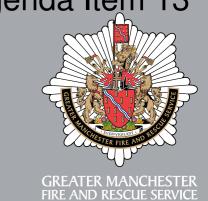
**PERFORMANCE** 



# Agenda Item 13

# CHIEF OFFICER'S ACTIVITY REPORT

April 1 – June 30 2014





# Welcome / CFO Introduction



Steve McGuirk
CBE, QFSM, DL, MA, BA (Hons), BSc, FIFireE
Chief Executive/
County Fire Officer

WELCOME to your latest activity report, where you can find out about some of the activities Greater Manchester Fire and Rescue Service (GMFRS) has been involved in from April to June 2014.

This period saw GMFRS reach some significant milestones after months of hard work and planning finally came to fruition.

The new North West Fire Control centre opened in Warrington with GMFRS switching over in May.

The move meant that we said goodbye to valuable Control colleagues – many of whom transferred to the new centre and others who retired or moved onto new things.

Plans for a new state-of-the-art training and community centre in Bury were submitted to the Planning Committee, which is a really exciting development for the future for both the Service and the community.

As we prepared ourselves for the anniversary of Firefighter Stephen Hunt's death, a plaque dedicated to his memory was unveiled by his family at the spot where he lost his life in Oldham Street, Manchester.

Water rescues dominated the operational incidents with firefighters urging members of the public to be aware of the dangers around open water. There were also some excellent community fire safety initiatives rolled out across the county with an emphasis on reducing antisocial driving and how to stay safe during the summer months.





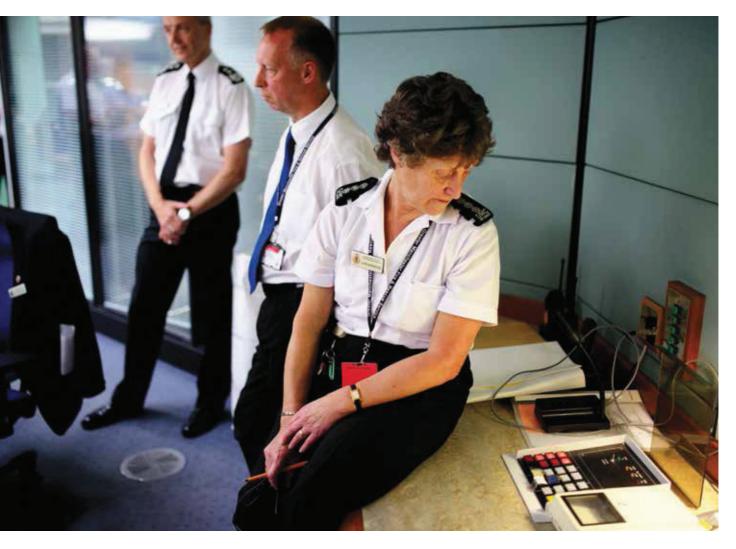


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# General News



(ABOVE) FORMER CONTROL MANAGER JANE BANNISTER TURNS OFF FIRELINES AT GMFRS

#### **GMFRS' Control services** move to regional centre

IN May, GMFRS joined four other fire and rescue services in transferring 999 control services to North West Fire Control (NWFC).

The cutover was completed at 6.45pm on Wednesday, May 28, meaning fire engines are now mobilised across Greater Manchester and beyond from Lingley Mere in Warrington.

GMFRS joined Cheshire, Cumbria and Lancashire Fire and Rescue Services in the NWFC building.

CFO Steve McGuirk said: "After months of hard work by staff across GMFRS, particularly the NWFC transition team and to colleagues at NWFC, I want to say a big thank you to everyone for making such a smooth and successful transition possible.

"I was in the Control room at GMFRS for the final emergency call there and I was able to personally thank the outgoing watches.

"I thank all Control staff for all their hard work over many years here at GMFRS and wish them all well in the future."

Many of GMFRS' Control staff joined colleagues from the other three services working at NWFC while others moved onto new things.

#### Plaque unveiled in Stephen's memory

A PLAQUE dedicated to the memory of Firefighter Stephen Hunt was unveiled on the building where he lost his life fighting a fire in Manchester City Centre on July 13, 2013.

Wreaths were laid by Stephen's family and CFO Steve McGuirk before his colleagues heard The Firefighter's Prayer and fell silent in his memory.

The ceremony was held on Oldham Street and attended by Stephen's family, his watch, the CFO and representatives from Greater Manchester Fire and Rescue Authority and Manchester City Council.

Steve said: "Shortly after Stephen died his colleagues asked if there was some way we could mark the spot where he fell.

"They felt it would be nice to have somewhere where his family, friends and the public of Greater Manchester could remember what happened and that someone gave their life on behalf of the community.

"We felt it was a fantastic idea and were able to enjoy the support of Manchester City Council, who helped us install and unveil this plaque.

"I would like to thank Manchester City Council and the elected members of the Greater Manchester Fire Authority for giving us their support."



(ABOVE) STEPHEN HUNT



(ABOVE) THE PLAQUE PROUDLY STANDING ON THE BUILDING WHERE STEPHEN DIED

# General News

### Supplier of new layered PPE kit announced

AFTER a great deal of research, trials and consultation, the supplier of GMFRS' new layered PPE kit was announced in April.

The contract was awarded to Bristol Uniforms Ltd, following a lengthy evaluation exercise involving operational staff across GMFRS.
Four tenderers were included in the evaluation and each submitted

which were very different to the current style, comprising of two layers – a trouser and mid-layer jacket and an outer jacket. The Bristol kit has a red mid-layer that will be worn for most operational purposes and a gold outer jacket that will be worn on top of the mid-layer jacket when dealing with compartment standard fires.

The decision follows various methods of evaluation carried out over several months.

GMFRS worked with Leeds University and Rochdale White Watch to carry out heat stress tests, ergonomic trials were completed by four stations, and FDS officers took part in live trials wearing the different kit at incidents.

Feedback was compiled from these tests while a survey issued to operational staff generated more than 1,000 responses.



(ABOVE) THE MIDDLE AND OUTER LAYERS OF GMFRS' NEW PPE



(ABOVE) LEFT TO RIGHT ARE PANG CHUN-MAN AND TANG KAM-FU

#### Hong Kong fire officers train at GMFRS

TWO officers from the Hong Kong Fire Services Department joined GMFRS for a driver training course in May.

GMFRS has had a tradition of delivering driver training to specially selected instructors from Hong Kong for many years.

Station Officers Pang Chunman and Tang Kam-fu arrived in the UK on Sunday, May 11.

They attended a five-week course at Leigh Technical Services, which covered LGV instructor, EFAD instructor and EFAD examiner courses - all compiled to current National standards.

Each delegate is responsible for their own subsistence costs whilst staying in the UK, which in itself

shows the level of dedication and kudos this post carries within the Hong Kong fire service.

GMFRS' Driver Training Manager, Rick Kenworthy, said: "During their stay they visited many of our training venues and it was a fantastic opportunity to develop our cultural views, build friendships and demonstrate the professionalism and dedication of our driver training team."

# General News

# GMFRS hosts students from French Caribbean Island of Guadalupe

STUDENTS from Guadalupe visited GMFRS to expand their knowledge on firefighting in the built environment and learn more about prevention and protection initiatives and activities in the UK.

The 14 students were studying a pre-public services course and were due to start careers in the fire, police and ambulance services when they returned to the French Caribbean Island of Guadalupe.

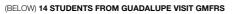
The programme – the first of its kind – was a joint initiative organised by Martin Fisher and Gary Dewar from the Training and Development Centre and the Prevention and Protection Directorate.

During their visit, the students experienced many aspects of GMFRS, including Manchester and Bolton Princes' Trust Teams, Farnworth Fire Team, Leigh Cadets and Moss Side Boxing Gym.

One of the main areas of the programme was for the students to learn and understand about firefighting in high-rise buildings.

They were also given a demo on the new Future Firefighting techniques using the Ultra High Pressure Lance, Tactical Ventilation and Thermal Scanning.

Fire Engineering Manager
Peter Buckley: "The feedback
from the students and the
teachers was extremely positive
and the students can use
the knowledge gained when
returning to their chosen public
service career in Guadalupe."







(ABOVE) FIREFIGHTER TOM CURWEN WITH HIS MEDAL

### Blackley firefighter scoops water polo gold

A BLACKLEY firefighter scooped a gold medal at the 2014 Commonwealth Water Polo Championships.

The tournament was held in Aberdeen in April and eight nations competed, including seven men's and five women's teams.

Firefighter Tom Curwen, from Blackley Red Watch, competed as part of the England team and faced teams including South Africa, New Zealand, Singapore, Malta, Scotland and Wales.

England were undefeated during the group stages and made it to the final where they met Malta, one of the favourites going into the tournament.

In that match, 27-year-old Tom scored five of England's goals which helped them clinch the title with a 16-9 win.

Tom, originally from Lancaster and now living in Liverpool, has been playing water polo for around 15 years.

He said: "The swimming club I went to growing up had a water polo team so everyone got involved with it and I just enjoyed it more than swimming because it's more of a team sport."

# Operational Incidents

## Two rescued after falling in a river

TWO women were rescued by firefighters after falling into a river in the midst of the Saddleworth Band Contest festivities.

Firefighters were called to Huddersfield Road, Delph, at around 10.25pm on Friday, June 13, after reports of two people in their 70s in the water.

Station Manager Paul Whittaker said: "They were making their way round the village enjoying the band contest when they got themselves into a bit of difficulty. It appears one had fallen into the water and the other went in to assist.

"It's a shallow river but there's a 10ft drop so they couldn't get themselves out."

Crew from Oldham attended the scene and worked with the North West Ambulance Service to help them to safety using ladders and a longboard.

Both women were taken to hospital as a precaution.

The incident led to a safety plea by GMFRS for people to take extra care around water.



(ABOVE) THE DAMAGE DONE BY STUDENT REVELLERS DANCING ON ROTTEN TIMBERS

#### Manchester crew attend student house party – when the living room floor collapses

MANCHESTER firefighters rescued a group of students after the living room floor of their house collapsed during a party.

They were called to Amherst Road in Manchester at 1.09am on Thursday, June 5, after the living room floor collapsed.

It was a three-storey student house where more than 100 people were thought to be having a party.

Crew Manager Craig Egerton, from Withington Fire Station, said: "Thankfully it was the ground floor that collapsed.

"It had a basement which was luckily only about two-and-a-half feet deep and all the rubble stopped it collapsing further.

Other houses in the street had basements that were much deeper so if it'd happened in another house it could've been far more serious.

"We had to evacuate around 100 people and search the building to check that nobody was trapped. They were really lucky that there were no serious injuries."

It's thought that the collapse was caused by rotten timbers – exacerbated by the amount of people in the house at the time.

# Operational Incidents



(ABOVE) FIREFIGHTER MICHAEL BLEASE, WATCH MANAGER MIKE DILLON AND FIREFIGHTER TONY HARRISON WITH ENZO THE TORTOISE.

#### Enzo the tortoise saved by firefighters

SHELL-SHOCKED firefighters used a makeshift oxygen tent to bring a tortoise back from the brink.

Crew from Withington and Stockport Fire Stations were stunned when Enzo the tortoise showed signs of life after being rescued from a burning house.

The firefighters were called to the semi-detached house in Rayham

Avenue, Didsbury, in Manchester, shortly after 1pm on Thursday, May 1, after reports of a blaze.

Watch Manager Matt Dillon, from Withington Fire Station, said: "It was a fire involving the tortoise tank and we think it had been burning for some time before we arrived at the house.

"We were digging out the tank and we came across this charred lump, which was the tortoise.

"We all thought it was dead but Firefighter Andrew Cook cleaned the shell and made an improvised oxygen tent in the back of the fire engine.

"We pumped oxygen into the tent and eventually the tortoise was resuscitated and started to move, which surprised us all.

"By the time we left it was marching around the garden as if nothing had happened."

### Water rescue leads to summer safety warning

FIREFIGHTERS urged young people to take care near water in the warmer weather after two boys had to be rescued from Hollingworth Lake in Littleborough.

Three fire engines and the Water Incident Unit from Heywood Fire Station were called to the lake at 6.50pm on Sunday, May 18.

Crew Manager James Hayward said: "These youngsters were incredibly lucky – they became stranded after playing on a raft and we managed to get to them with the boat and bring them safely to dry land wearing life jackets.

"After only a couple of days of sunshine it appeared that some people had already forgotten about just how dangerous open water can be.

"Both boys were checked over by paramedics and were uninjured, but things could have been a lot worse – it's just not worth the risk."

# Neighbours help family of three after fire breaks out in Little Hulton

NEIGHBOURS in Little Hulton saved a family of three after a house fire on Dovecote Lane broke out.

Firefighters from Farnworth and Atherton were called to the end terraced property at around 1.10am on Friday, June 27.

Crew Manager Michael O'Neill, from Farnworth Fire Station, said: "When we arrived at the house quick-thinking neighbours had already rescued the family after hearing the 19-year-old daughter screaming for help.

"One neighbour smashed through the front door to get the woman out of the house while other neighbours climbed up a ladder to the bedroom window to allow the man and daughter to escape.

"All three were treated with oxygen by us before being taken to hospital.

"If it wasn't for the actions of the neighbours this incident could have turned out much worse."

The fire is thought to have started when the 49-year-old woman fell asleep downstairs while smoking.

The whole of the house was damaged by the fire that firefighters wearing breathing apparatus tackled using jets.

### Firefighters help man after freak gardening accident in Walkden

A FREAK gardening accident left a man needing emergency services.

The 36-year-old was cutting his hedge when he fell off a stepladder and impaled himself on the handle of a rake on Ashton Field Drive shortly after 4pm on Sunday, May 4. Watch Manager John Duffin, who was at the incident, said: "The man managed to impale himself through his groin on the handle of a garden rake.

"Paramedics were already there when we arrived, and they asked for us to shorten the handle before taking the man to hospital."

The patient was taken to Wythenshawe Hospital by air ambulance.

#### **Bolton Central, Bolton North, Horwich and Farnworth**

#### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	31	60	31	62
Deliberate Primary Fires	36	51	36	61
Deliberate Secondary Fire	186	231	186	244
False Alarms (Totlal)	259	0	259	260
FF Hostilities	0	0	0	2
Fires-Non-Domestic	19	21	19	21
PF - All Fatalities	0	0	0	2
PF - Casualties	3	3	3	3
Primary Fires Total	102	147	102	157
Rescues - People	1	0	1	3
RTCs-All Calls	17	0	1	3
RTCs-Rescues	4	0	4	4
Special Service Calls - Excluding RTCs	84	0	84	81

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	154

Volunteers Activity	May
Completed volunteers hours	179

Volunteers Activity	Jun
Completed volunteers hours	148

#### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	75
Enforcement Notices	0
Prohibitions	0

#### Home Safety Checks

Completed	1560
(year to date)	1300



Borough Manager Contact Details

Ian Bailey Borough Manager Bolton

- **)** 01204 905 127
- 1 baileyi@manchesterfire.gov.uk



#### **Authority Members**



**Mohammed Ayub** Labour



Lynda Byrne Labour



Paul Wild Conservative

# Service Pelivery Bolton

### Bolton Central, Bolton North, Horwich and Farnworth

#### **Borough News**



(ABOVE) ROWENA WITH SON FREDDIE IN THE AERIAL APPLIANCE

# Terminally-ill mum makes memories for son at Bolton Central

A TERMINALLY-ILL cancer sufferer gave her son a day to remember thanks to crew at Bolton Central Fire Station.

Rowena Darby, aged 34, and her husband Phil look their three-year-old son Freddie to the station on Friday, April 4, for a day with Green Watch.

Rowena has terminal bowel cancer and was sadly given just a short time left to live – so she was on a mission to create as many memories as possible for her son so that he can remember good times with his mum when she's no longer around.

The crew showed Rowena and her family around the station and appliances then after a short presentation the family got involved in some practical demonstrations in the station yard.

Staff from a local Asda store also attended and presented the family with a hamper.

Station Manager Steve Parkinson said: "Freddie and his mum loved every minute of it and we hope he will remember the experience for many years to come."

### FireTeam 50 launched at Bolton Central

A GROUP of young men from Bolton's Jamia Islamia School in Deane took part in a 12-week Youth Engagement programme at Bolton Central Fire Station.

The newly-launched programme – called FireTeam 50 – was delivered by Bolton Borough staff and Bolton Council of Mosques (BCoM) as part of an ongoing partnership between the two organisations to promote fire safety and engage with the town's South-Asian community.

The Year Nine pupils visited the station on Monday evenings from April to June where they learned about fire safety in the home, the consequences of antisocial behaviour and hoax

calls, water safety, health and safety, and the role of the fire service in the community.

They were also given the '1 in 3' road safety presentation and were shown the driving simulator as well as taking part in practical drills in the station yard and team building challenges.

Firefighters demonstrated how they cut someone out of a car with two of the pupils acting as casualties and they were given scenarios where they had to explain what they would do if they were in charge.

FireTeam 50 came about thanks to PIMB (Partnerships and Innovation Management Board) funding for three cohorts.

(BELOW) BOYS FROM THE JAMIA ISLAMIA SCHOOL COMPLETE THEIR FIRETEAM50 PROGRAMME





(ABOVE) FIREFIGHTERS GIVE AN RTC DEMO WITH COLLEGE STUDENTS AS 'CASUALTIES'

#### **Event marked success of** antisocial driving campaign

STUNNED students saw the effects of antisocial driving at an event to mark the end of a community safety campaign.

Around 100 students from Bolton College took part in workshops with firefighters, police officers and community safety staff before joining dignitaries to watch crews cut 'casualties' out of an overturned car.

The event - held at Bolton Central Fire Station on Thursday, June 19 – was the culmination of months of community work, events and campaigning to help reduce antisocial driving following a number of serious accidents in the town.

GMFRS, Bolton Council of Mosques (BCoM), GMP and Bolton Council teamed up for the campaign at the end of 2013 – thanks to funding from Greater Manchester's Police and Crime Commissioner.

Over several months, a series of events were carried out at mosques across Bolton to highlight the devastating consequences of antisocial driving.

At the event in June, students and dignitaries tried out GMFRS' driving simulator and firefighters gave a demonstration of how they cut someone out of a car.

Bolton Borough Manager Ian Bailey said: "This campaign showed that when you give the community ownership of something it has much more of an impact."

#### **Bury, Ramsbottom** and Whitefield

#### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	26	33	26	34
Deliberate Primary Fires	18	15	18	19
Deliberate Secondary Fire	104	132	104	149
False Alarms (Totlal)	177	0	177	192
FF Hostilities	1	0	1	2
Fires-Non-Domestic	9	9	9	8
PF - All Fatalities	0	0	0	0
PF - Casualties	3	6	3	6
Primary Fires Total	56	66	56	74
Rescues - People	1	0	1	3
RTCs-All Calls	9	0	9	18
RTCs-Rescues	3	0	3	11
Special Service Calls - Excluding RTCs	53	0	53	45

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	76

Volunteers Activity	May
Completed volunteers hours	80

Volunteers Activity	Jun
Completed volunteers hours	136

#### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	67
Enforcement Notices	0
Prohibitions	0

#### Home Safety Checks

Completed	728
(year to date)	120



Borough Manager Contact Details

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#### **Authority Members**



**Alan Matthews** Labour



Stella Smith Labour

### Bury, Ramsbottom and Whitefield

#### Borough News

# Plans submitted for interactive community centre and firefighter training site

IN April, plans were submitted to Bury Council for a state-of-the-art training centre and community hub in in Wellington Street, Bury.

GMFRS has been working with Kier Northern and Paragon to design the centre and, if approved, it is hoped the new site will be open in 2015.

The Service intends to make use of existing features on the land – including a large

(BELOW) A BIRD'S EYE VIEW OF THE SITE

warehouse, tunnels and culverts, cellars, bridges, cuttings and embankments, rubble piles and old mill walls, a lodge and a section of river.

New elements will also be added to prepare crews for the types of incidents they are likely to face more of in the future – such as a collapsed building to train in search and rescue and a train, tram and ship to train for transport-related incidents.

A 'Fire Street' will include a variety of simulated detached and terraced homes and commercial

buildings where firefighters can recreate incidents.

The community hub will feature an interactive and immersive learning area where local people and schoolchildren can learn how to protect themselves against fire and other incidents.

During their visit, groups will be given their own fire kit to wear and they'll experience all the elements of a real fire – the smell of smoke, the heat of a fire and the sound of the sirens.





(ABOVE) RED WATCH RAMSBOTTOM ACCEPTED THE WOW! AWARD

### Red Watch Ramsbottom WOW! Community

RED Watch Ramsbottom was presented with GMFRS' first two WOW! Awards on Thursday, April 17.

The team received two separate nominations for their water safety presentation from 11th Ramsbottom Brownies and Hazlehurst Primary School.

Both nominations highlighted how impressed the children were with the water safety presentation and the rescue equipment demonstrations given by the crew.

Lynn Clark, Pack Leader for the 11th Ramsbottom Brownies said: "The Brownies had a great time and we would like to thank Red Watch for going above and beyond the call of duty in preparing for our visit and staying longer than their shift to ensure our visit was a success."

Natalie Lawton, from Hazlehurst Primary School, said: "Red Watch at Ramsbottom provided a really informative and engaging presentation about water safety. Our children were really engaged and learned a lot."

The Watch accepted the awards from former Bury Borough Manager Pete Riley and Derek Williams, CEO of WOW! Ltd.

#### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	94	132	94	135
Deliberate Primary Fires	83	72	83	83
Deliberate Secondary Fire	293	459	293	499
False Alarms (Totlal)	830	0	830	834
FF Hostilities	1	0	1	1
Fires-Non-Domestic	31	39	31	42
PF - All Fatalities	0	0	0	0
PF - Casualties	9	12	9	14
Primary Fires Total	226	267	226	283
Rescues - People	3	0	3	6
RTCs-All Calls	46	0	46	47
RTCs-Rescues	12	0	12	22
Special Service Calls - Excluding RTCs	197	0	197	197

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	1240

Volunteers Activity	May
Completed volunteers hours	1038

Volunteers Activity	June
Completed volunteers hours	1411

#### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	419
Enforcement Notices	5
Prohibitions	0

#### Home Safety Checks

Completed	2484
(year to date)	2404



Borough Manager Contact Details

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#### **Authority Members**



**Basil Curley** Labour



**Grace Fletcher-Hackwood** Labour



June Hitchen Labour



**Tommy Judge** Labour



**Afia Kamal** Labour

# Service Pelivery Manchester

Moss Side, Withington, Wythenshawe, Manchester Central, Blackley, Gorton and Philips Park

#### Borough News

### Brave firefighters honoured for city centre water rescue

BRAVE firefighters from Manchester Central and Eccles were honoured for saving a man who fell in the Rochdale Canal in Manchester City Centre.

White Watch crew received a Certificate of Outstanding Performance during a ceremony at Manchester Central Fire Station on Monday, June 2. The crew used a ladder to dredge the canal and rescue one man who survived and another who tragically died.

Deputy County Fire Officer Jim Owen was on hand to present the crew with their certificates.

He said: "It was a real privilege to be able to present the award. Anyone who has served as a firefighter knows that they don't come around every day and we rightfully reserve them for outstanding work.

"Often when it comes to recognising people they say 'I was just doing my job' and 'it was a team effort' – we understand that but we do like to compliment people who have performed well.

"It's also about the firefighters' families, friends and colleagues being able to take pleasure in their work being recognised."



(ABOVE) WHITE WATCH AT MANCHESTER CENTRAL RECEIVE THEIR CERTIFICATE OF OUTSTANDING PERFORMANCE

#### (BELOW) PETER WOODRUFF WITH GREEN WATCH AT BLACKLEY FIRE STATION



### Man shakes the hand of the Blackley crew who rescued him

FOLLOWING a fire at his Blackley flat, Peter Woodruff was able to shake the hands of those who rescued him during a visit to Blackley Fire Station.

When Peter's means of escape was blocked by a fire in the stairwell of his flat, he and his canine friend Sam had to wait until firefighters arrived to lead them both to safety.

He waited in his bedroom until Firefighter Paul Fogerty was able to climb into the bedroom and wait with 65-year-old Peter, who suffers from learning difficulties.

Paul was able to reassure Peter until it was safe to leave the flat.

When staff from Manchester's prevention team visited Peter on a routine call, he told staff that he "wanted to shake the hand of the fireman that helped me and Sam".

Peter attended the station with his brother-in-law and was able to thank the crew in person.

He thanked GMFRS, saying it was a very special occasion and he loved every minute of his visit.

### Philips Park teach young people life-saving skills

PHILIPS Park crew taught Prince's Trust team members life-saving skills as part of the British Heart Foundation's Heartstart programme.

Ten team members from Manchester attended the course run by Green Watch in the station lecture room.

Firefighter James Martin said: "The course teaches people how to assess casualties, the recovery position, CPR, choking and bleeding.

"We were accompanied by Community Safety Advisor Daniel Fiddler and Deborah Gibbison who were there to help out in case we turned out.

"At the end of the course Heartstart certificates were handed out to the team."



(ABOVE) THE PRINCE'S TRUST TEAM RECEIVE THEIR CERTIFICATES WITH GREEN WATCH AND CSAS DAN FIDLER AND DEBORAH GIBBISON

# Watch manager collects his royal gong

WATCH Manager Michael Dillon was awarded his British Empire Medal on Tuesday, April 8, at a ceremony held at Manchester Town Hall. (BELOW) WATCH MANAGER MIKE DILLON COLLECTS HIS BRITISH EMPIRE MEDAL FROM LORD-LIEUTENANT WARREN J SMITH



The Lord Lieutenant of Greater Manchester, Mr Warren Smith, presented the awards to volunteers who have worked tirelessly for their communities.

Michael – who helped found Moss Side Fire Station Boxing Gym – was awarded a BEM (British Empire Medal) in the New Year's Honours List for helping transform the lives of many young people in Moss Side since the gym opened in 2008.

The gym is run with the ethos of courage, discipline, dedication, focus and respect for others – attributes Michael and his fellow coaches believe are essential for being successful in boxing and firefighting.

On hearing of his award Michael said: "I am absolutely thrilled to receive this honour. I love and am deeply passionate about the work we all do at the boxing club.

"I am one of a team of very dedicated and passionate firefighters, who give so much of themselves and their time to the young people and the community of Moss Side."

#### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	41	42	41	43
Deliberate Primary Fires	36	33	36	39
Deliberate Secondary Fire	150	297	150	317
False Alarms (Totlal)	262	0	262	283
FF Hostilities	0	0	0	1
Fires-Non-Domestic	17	12	17	13
PF - All Fatalities	8	0	8	1
PF - Casualties	8	0	8	1
Primary Fires Total	109	102	109	108
Rescues - People	3	0	3	1
RTCs-All Calls	15	0	15	15
RTCs-Rescues	8	0	8	3
Special Service Calls - Excluding RTCs	48	0	48	54

#### Volunteers

Volunteers Activity	Jan
Completed volunteers hours	269

Volunteers Activity	Feb
Completed volunteers hours	141

Volunteers Activity	Mar
Completed volunteers hours	143

#### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	51
Enforcement Notices	0
Prohibitions	0

#### Home Safety Checks

Completed	1097
(year to date)	1097



Borough Manager Contact Details

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#### **Authority Members**



**Derek Heffernan** Lib Dem



**Bernard Judge** Labour



**Steve Williams** Labour

# Service Pelivery Oldham

#### Borough News

### Easter half term football on Oldham Edge

HALF term football for young people in Oldham had a fire safety feel courtesy of GMFRS.

The caged soccer unit was set up on Oldham Edge on Tuesday, April 15, as part of a partnership event involving the Oldham Racial Equality Partnership (OREP), Oldham Athletic Community Trust and First Choice Homes.

Community Safety Advisor Sacha Girling said: "The weather was fantastic and around 30 young people took part in the tournament which was arranged between GMFRS and the coaches from Oldham Athletic.

"Children from two of our most deprived areas – St Mary's and Coldhurst – took part. "Over time our firefighters have dealt with a number of deliberate rubbish fires in the area, so it was an ideal opportunity for us to chat to the young people informally about fire safety."

Chris Cordwell from OREP said: "We're Big Lottery funded and work with transitional communities across Oldham so it was great to work closely with GMFRS.

"Using football – a sport that lots of children love – allowed us to bring together young people from a number of different backgrounds to keep them occupied over the Easter school holidays."

#### **Hollins station Ukranian visit**

FIREFIGHTERS at Hollins Fire Station gave a group of children from the Ukraine a special day to remember and sent them home with a smoke alarm.

On Monday, June 30, Green Watch crews, together with Community Safety Advisors and GMFRS volunteers welcomed the young people who were all either orphaned or sick from the fallout of the Chernobyl disaster in 1986.

Watch Manager Andrew Turner said: "The morning was really enjoyable for everyone and allowed the children to learn some English and teach us some Ukrainian.

"We spoke to them about fire safety and gave them a guided tour of the station and the equipment on the fire engine.

"We also dressed each child up in fire gear and a pretend breathing apparatus set to give them an idea of our job."

GMFRS' children's fire engine was there and allowed the children to take a home a photograph and some special memories.

Before leaving each child was given a gift bag with a range of goodies and a smoke alarm for their own homes.

Watch Manager Turner added: "The children had never heard of smoke alarms as most Ukrainian homes do not have them and fire alarms are limited to selected public institutions only, so it was good to make them aware."



(ABOVE) THE YOUNGSTERS WITH THEIR GOODIE BAGS AND THE FIRE ENGINE  $\,$ 

#### **UK Road Safety Week** launch in Oldham

SHOPPERS in Oldham got a unique insight into how driving dangerously just isn't worth the risk during the Chief Fire Officers Association's UK Road Safety Week.

On Monday, June 9, GMFRS' driving simulator was on hand and White Watch crews cut volunteers from the wreckage of a road traffic collision on a bustling Albion Street. Mother-of- two Jenny Moran, who was watching, said: "It certainly does make you think twice about driving safely especially on a wet day.

"It's amazing how quickly and efficiently the firefighters work to get someone out of a car accident."

Borough Manager Kevin Talbot said: "Firefighters across Greater Manchester are called to road traffic collisions on a daily basis

and sadly it's often young, inexperienced drivers involved.

"So we used UK Road Safety Week to highlight some of the risks dangerous driving can have.

"They can leave drivers and passengers with life-changing injuries, so we were working to make sure drivers, particularly young people knew how to keep themselves and their passengers safe."



(ABOVE) CREW USE HYDRAULIC CUTTING GEAR ON THE CAR

#### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	38	45	38	46
Deliberate Primary Fires	36	42	36	51
Deliberate Secondary Fire	138	285	138	310
False Alarms (Totlal)	225	0	225	214
FF Hostilities	0	0	0	2
Fires-Non-Domestic	5	15	5	15
PF - All Fatalities	0	0	0	0
PF - Casualties	0	3	0	2
Primary Fires Total	85	126	85	137
Rescues - People	1	0	1	2
RTCs-All Calls	14	0	14	17
RTCs-Rescues	3	0	3	6
Special Service Calls - Excluding RTCs	56	0	56	55

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	360

Volunteers Activity	May
Completed volunteers hours	165

Volunteers Activity	Jun
Completed volunteers hours	190

#### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	55
Enforcement Notices	0
Prohibitions	0

#### Home Safety Checks

Completed	907
(year to date)	907



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#### **Authority Members**



**Amna Mir** Labour



Shaun O'Neill Labour

### Rochdale, Littleborough and Heywood

#### Borough News

### Heywood firefighters get on their bikes for charity

HEYWOOD firefighters cycled 150 miles over three days to raise funds for charities close to their hearts.

Red Watch planned a coastto-coast challenge after team member Firefighter Mark Lee was diagnosed with cancer.

The group – including Lee who is now in remission – set off from Whitehaven on Saturday, June 7, on their journey to Sunderland.

Firefighter Pete Griffiths said: "On the first day of the challenge the weather was horrendous, making the 56-mile cycle to Penrith dangerous with many of us falling off our bikes.

"The second day was more enjoyable as the weather picked up but the sight of the Pennines on the horizon was a reminder of what we were still faced with.



(ABOVE) FIREFIGHTER MARK LEE ON HIS BIKE TO RAISE FUNDS FOR CHARITY

"Hartside was our first target of the day with a long zigzag climb to the café at the summit. Then after a few more sharp climbs we crossed the border into Durham.

"The third and final day was a nice downhill breeze into Sunderland where we dipped our front wheels into the North Sea to mark the end of our challenge."

Those who took part in the challenge were Firefighters Pete Griffiths, Mark Lee, Ian Edgar, Ian Edwards, Gary Aston, Kate Lonsdale, Ian Matthews and Paul O'Malley, Crew Manager Chris Fowles, Watch Manager Neil Fox and Station Manager Ian Tracey.

# Rochdale drivers get a wakeup call after attending road safety events

PEOPLE in Rochdale said they'd "had a wakeup call" after attending road safety events run by the borough's community safety team, firefighters and volunteers.

Set up by Community Safety Advisor Rod Holmes, a series of events took place and included Heywood's Blue Watch demonstrating how they rescue people from cars involved in a smash.

The driving simulator was at the events that took place at Tesco in Middleton and Heywood, with shoppers taking the opportunity to test their skills behind the wheel.



(BELOW) SHOPPERS TAKE A VIRTUAL RIDE IN THE DRIVING SIMULATOR

Rod said: "The June events were a real eye-opener to the general public, with over 90 per cent saying that they would put the information into practice and it was a wakeup call for them.

"The use of the driving simulator, the road traffic collision demonstration and the presence of the firefighters went down really well.

"It brought home the message of taking care on the roads – especially when it comes to drink-driving and using mobile phones behind the wheel."

# Firefighters in Rochdale take loose clothing campaign to school

DAYS into Ramadan, firefighters and community safety staff in Rochdale took their loose clothing safety campaign to schools.

On Wednesday, June 25, White Watch joined Community Safety Advisors Robina Yasmin David Britton and Rod Holmes at Heybrook Primary School.

Community Safety Advisor David Britton said: "We wanted to demonstrate to parents arriving to collect their children some of the hazards associated with cooking in the home.

"We took the kitchen fire safety unit and a large crowd gathered as Robina talked about safe cooking practices.

"As the pan of hot oil began to smoke, parents were ushered round to the back of the unit where we discussed the dangers of cooking with oil and loose clothing, especially in the hours of darkness during Ramadan.

"Right on cue the pan burst into flames and water was added to the mix resulting in a huge flame and a gasp from the audience.

"Hopefully parents and children learned something and the young people can be our loose clothing and cooking safety advocates on behalf of GMFRS."



(ABOVE) PARENTS WATCH THE CHIP PAN GO UP IN FLAMES



#### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	55	54	55	57
Deliberate Primary Fires	41	42	41	48
Deliberate Secondary Fire	172	330	172	356
False Alarms (Totlal)	311	0	311	324
FF Hostilities	0	0	0	0
Fires-Non-Domestic	17	15	17	16
PF - All Fatalities	0	0	0	0
PF - Casualties	4	3	4	4
Primary Fires Total	139	126	139	136
Rescues - People	2	0	2	2
RTCs-All Calls	13	0	13	16
RTCs-Rescues	1	0	1	4
Special Service Calls - Excluding RTCs	90	0	90	70

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	335

Volunteers Activity	May
Completed volunteers hours	303

Volunteers Activity	Jun
Completed volunteers hours	277

#### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	183
Enforcement Notices	0
Prohibitions	0

#### Home Safety Checks

Completed	1925
(year to date)	1920



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#### **Authority Members**



Jim Dawson Labour



**lain Lindley** Conservative



**George Wilson** Labour

### Salford, Broughton, Agecroft, Eccles and Irlam

#### Borough News

### Sun shines on Agecroft open day

FIREFIGHTERS at Agecroft proved they were at the heart of the community during an open day at the station.

Despite the bad weather on Saturday, May 10, scores of people were entertained by demonstrations from the crew and a number of vehicles, including fire engines both past and present and Bolton Mountain Rescue Team's kit and vehicles. Red Watch Manager Stuart Hall said: "Despite the weather we had a steady flow of people through the gates which was great.

"As well as a road traffic collision demonstration when a willing volunteer was cut from a car there was also a demonstration from the Technical Response Unit team from Leigh who carried out rope work from the tower.

"We had an enjoyable day and managed not only to raise money for The Fire Fighters Charity but to engage with the community and chat to them about the importance of having a working smoke alarm."

Vehicles on display included a Dennis Metz turntable ladder fire engine from the Greater Manchester Fire Service Museum.

Bolton Mountain Rescue Team Leader Gary Rhodes said: "The heavy rain showers didn't diminish the interest from the community because thanks to GMFRS it was an interesting day out."



(ABOVE) FIREFIGHTERS PERFORM A ROPE RESCUE DEMONSTRATION



(ABOVE) SALFORD BLUE WATCH WITH CBBC PRESENTER KATIE THISTLETON AT SALFORD QUAYS

#### Firefighters kick-start 'quacking' charity duck race

DUCKS were able to race along Salford Quays thanks to community spirited firefighters from Salford Fire Station.

Blue Watch used hoses to create a current in the race which raised almost £4,000 for charity on Good Friday (Friday, April 18) during a community event.

Watch Manager Nick Pyne said: "Salford Fire Station is at the heart of the community so when I heard that the charity

MedEquip4kids was looking to put on an event for the community we saw it as an opportunity.

"Not only could we help them get their duck races started, but we were able to chat to the people there about fire safety."

MedEquip4Kids improves the health of children and babies in the north of England by providing lifesaving medical equipment, play facilities in hospitals, specialised equipment for disabled children and resources for community healthcare projects.

Blue Watch were joined by hundreds of families enjoying the good weather during the Easter holiday and helped start the race with CBBC television presenter Katie Thistleton.

Rose Franks from MedEquip4kids said: "It was fantastic that Blue Watch came to our aid so we could hold the community fun day and fundraise at the same time.

"It was a wonderful day and I can't thank the firefighters enough."

### Salford, Broughton, Agecroft, Eccles and Irlam

#### **Borough News**



(ABOVE) JOSH AND OLIVIA ENJOY THEIR VISIT TO SALFORD STATION

# Football and summer safety at Media City

FIREFIGHTERS and community safety staff chatted to hundreds of young people about summer safety at Media City.

It came as GMFRS' caged soccer unit drew the youngsters to a World Cup countdown event organised by the BBC on Tuesday, May 6.

Station Manager Steve Forster said: "It was a fantastic opportunity for us to engage with teenagers and scores of young people aged between 16 and 24 about some fire safety issues.

"As summer was approaching and with the event being so close to Salford Quays, we were able to talk about taking care near water and not swimming or cooling off in open water.

"We also talked about the importance of working smoke alarms to get the young people to go home and raise awareness of the Home Safety Checks we offer."

The soccer unit formed part of a football tournament, one of a number of workshops during the event which also involved coaches from the Football Association.

#### Salford Quays Safe4summer

TWO children spent an exciting morning at Salford Fire Station after successfully winning a water safety competition at a multiagency event in Salford Quays.

Seven-year-old Josh Heywood and his cousin Olivia picked up an emergency services Lego set after successfully answering water safety questions at the event on Saturday, May 17, which was hosted by Greater Manchester Police as part of the Safe4summer Campaign.

Station Manager Steve Forster said: "Red Watch joined partners at the water safety event, which included demonstrations by the North West Police underwater search team, GMFRS' Water Incident Unit from Eccles, GMP and HMS Biter Royal Navy Patrol Boat.

"The RNLI came along and there was plenty for young people to do with Salford City Council Youth Service's climbing wall, cadet demonstrations and caged football.

"Both Josh and his cousin really enjoyed their visit to the station. They watched the firefighters train with breathing apparatus and towards the end of his visit Josh told us he wants to be a firefighter when he's older, so we must have made a good impression!"

## Family affair for GMFRS search and rescue dog

SEARCH and rescue dog Ace led the way for his son Buster during a training exercise organised by Eccles Fire Station.

Ace and his trainer, Crew Manager Mike Dewar, took part in a multi-agency water rescue training exercise held at Sale Water Park on Tuesday, April 8.

The exercise was also attended by firefighters from GMFRS'

Technical Response Unit (TRU) from Leigh, two fire engines from Farnworth, HART (Hazardous Area Response Team) paramedics from the North West Ambulance Service, the Water Incident Unit from Eccles and two GMFRS volunteers who acted as casualties for the dogs to find.

GMFRS' newest search and rescue dog Ace was joined by his son Buster – a search and rescue dog who's been personally trained by TRU Firefighter Clare Louth. The exercise scenario involved a man that had fallen into the water and was accompanied by two children who were missing somewhere along the bank of the River Mersey.

Mike continued: "It was a very valuable training exercise for the dogs and demonstrates how effective they can be in a riverbank search scenario. They are fast and agile, easy to keep on task and can search safely in areas that would put human rescuers in danger."



(ABOVE) LEFT TO RIGHT ARE ACE AND HIS TRAINER CREW MANAGER MIKE DEWAR AND FIREFIGHTER CLARE LOUTH WITH BUSTER.

### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	43	45	43	46
Deliberate Primary Fires	27	45	27	51
Deliberate Secondary Fire	145	168	145	178
False Alarms (Totlal)	236	0	236	212
FF Hostilities	0	0	0	0
Fires-Non-Domestic	8	9	8	8
PF - All Fatalities	1	0	1	0
PF - Casualties	1	6	1	5
Primary Fires Total	87	111	87	118
Rescues - People	0	0	0	2
RTCs-All Calls	15	0	15	16
RTCs-Rescues	2	0	2	11
Special Service Calls - Excluding RTCs	53	0	53	51

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	194

Volunteers Activity	May
Completed volunteers hours	89

Volunteers Activity	Jun
Completed volunteers hours	230

### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	171
Enforcement Notices	2
Prohibitions	0

### Home Safety Checks

Completed	4772
(year to date)	4//2



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S20 WHITEHILL S21 STOCKPORT S24 MARPLE S23 OFFERTON S22 CHEADLE

### **Authority Members**



**Walter Brett** Labour



**Daniel Hawthorn** Lib Dem



Lisa Walker Conservative

### Whitehill, Stockport, Cheadle, Offerton and Marple

#### Borough News



(ABOVE) PARTNERSHIP WITH STOCKPORT COUNCIL HELPS TO KEEP RESIDENTS SAFER AT HOME

### Partnership will help us keep residents safe at home

THE health and wellbeing of older and vulnerable people in Stockport is set to improve with a partnership between GMFRS and Stockport Council.

Both organisations pledged to improve fire safety by working more closely to reduce accidental fires and consequential deaths and injuries.

The hope is members of the public known to Stockport Council's Adult Social Care will be better protected from a fire at home.

Representatives from GMFRS and the council met on Thursday, April 17, where a partnership agreement was signed by Stockport Borough Manager Billy Myers and Stockport Council's Director of Adult Social Care Terry Dafter. Billy said: "The agreement recognises that because of a number of contributory factors some people are more at risk of fire than others, so the partnership is aimed at those at greatest risk.

"Through training and closer working with Stockport Council its staff members are now more equipped to signpost individuals to our prevention teams and our staff will have a greater understanding of Adult Social Care services."

#### Rotarians help to deliver Home Safety Checks

A STOCKPORT partnership between GMFRS and the Rotary Club means that hundreds of people are now safer in their homes.

Research carried out in the borough identified that those over the age of 65 were a high risk group – allowing the volunteers to target the more vulnerable residents.

Station Manager Andy Ross, from Offerton Fire Station, said: "Since April 2013, local Rotary volunteers have carried out over 285 Home Safety Checks and have generated a further 100.

"This work has complimented the good work of our firefighters and prevention staff and the results have been excellent!

"In the wards that the Rotarians targeted there have been no casualties in the over 65s 'middle class' sub group, which gives some impact on the work they have carried out.

"GMFRS would just like to say a huge thank you for the excellent work that the Rotary do for us and helping us make Stockport a safer place to live and we look forward to a long lasting partnership between the two organisations."

The four Rotary clubs that worked with GMFRS are Gatley, Bramhall and Woodford, Marple and Goyt Valley and Stockport Lamplighters.



(ABOVE) LEFT TO RIGHT ARE DEREK DE BELDER, MEL EDGE, COLIN EDGE, STATION MANAGER ANDY ROSS, JOHN SYKES, TREVOR SAVILLE AND RON MALABON



(ABOVE) FIRE CREWS TAKE PART IN EXERCISE WITH STEPPING HILL HOSPITAL  $\protect\ensuremath{\mathsf{ABOVE}}$ 

## Exercise Vorago tests out hospital procedures

FIREFIGHTERS spent a morning at their local hospital – to put their training into practice while helping medical staff test out their procedures.

Crew from across Stockport were joined by the Command Support Unit and a supporting engine from Hyde on Monday, May 12, on the grounds of Stockport's Stepping Hill Hospital.

The complex scenario put crew and Blackley Station Manager Nick Griffin to the test and involved a leak from an oxygen pipe in a tunnel under the hospital that had been cut by workmen. Firefighters carried out an extensive search of the tunnel and dragged three 'casualties' to safety.

As the incident developed an acetylene cylinder was found resulting in a cordon being put in place and patients being evacuated from wards.

Stockport's Station Manager Pete Lamb was an observer on the day.

He said: "This was a challenging exercise for the crew working in a complex network of underground tunnels in total darkness, which coincidentally was exactly the real life scenario the same crews had previously attended in the old Stockport Air Raid Tunnels.

"It tested not only breathing apparatus and command functions but also communications, telemetry and the new Protégé Gas Detectors recently issued to firefighters.

"It was also good from an Incident Command point of view to be able to link into a much bigger NHS table top exercise going on remotely in the hospital."

Russ James from Stepping Hill Hospital said: "For any major emergency it's likely that the NHS would work closely with emergency services so exercising together is therefore essential to ensure interoperability."

#### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	41	36	41	38
Deliberate Primary Fires	26	15	26	21
Deliberate Secondary Fire	120	120	120	129
False Alarms (Totlal)	260	0	260	266
FF Hostilities	2	0	2	0
Fires-Non-Domestic	10	15	10	15
PF - All Fatalities	1	0	1	1
PF - Casualties	3	6	3	5
Primary Fires Total	87	84	87	92
Rescues - People	1	0	1	1
RTCs-All Calls	20	0	20	15
RTCs-Rescues	5	0	5	8
Special Service Calls - Excluding RTCs	45	0	45	45

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	638

Volunteers Activity	May
Completed volunteers hours	154

Volunteers Activity	Jun
Completed volunteers hours	237

### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	81
Enforcement Notices	1
Prohibitions	0

### Home Safety Checks

Completed (year to date)	901
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Borough Manager Contact Details

Jon Heydon Borough Manager Tameside

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### **Authority Members**



John Bell Conservative



**Barrie Holland** Labour



**Michael Smith** Labour

## Ashton-under-Lyne, Stalybridge, Mossley and Hyde

### Borough News

### Mossley celebrate 25 years of serving the community

FIREFIGHTERS from Red Watch at Mossley celebrated the station's 25th birthday in style during an open day and community market.

The event, which was in partnership with Mossley Community Town Team, included 40 stalls selling everything from crafts to homemade pies.

A large number of people came to visit and our volunteers gave out fire safety advice to the public.

The fire engine proved a great hit with both children and adults attracting lots of attention on the day.

Firefighter Paul Hayes said: "The sun shone, the crowds came and everyone had a great day. Thanks to everyone involved

including the local scout group who took over the kitchen to provide refreshments.

"The event was such a success it has been said we should hold the same type of event next year."

The GMFRS stall raised over £250 alongside a fantastic donation of £75 for The Fire Fighters Charity from the Mossley Community Town Team.



(ABOVE) THE PUBLIC ENJOY A LOCAL BRASS BAND DURING THE CELEBRATIONS



(ABOVE) FIREFIGHTERS FROM BLUE WATCH AT HYDE ENJOY THE FUN AT TAMESIDE'S ARMED FORCES DAY

## Hyde celebrate armed forces day

HYDE firefighters celebrated our service men and women when they attended Armed Forces Day in Denton on Sunday, June 29.

Crew were joined by community safety staff and volunteers at the event in Victoria Park which attracted serving military staff, veterans and members of the public.

Tameside Borough Manager Jon Heydon said: "There is a strong link between the communities of Tameside and the armed forces.

"It was fantastic to be able to celebrate that link and honour the service of our military men and women on Armed Forces Day."

#### **Pride event a first for Tameside**

TAMESIDE Borough supported a local lesbian, gay, bi-sexual and transgender event in style as the first ever Pride event took place.

Staff from the prevention team attended the event which was held at the Broadoak Community Centre, Ashton-under-Lyne on Saturday, June 28.

Alongside the main event, the Pride of Tameside theme was expanded to celebrate the achievements of people across the whole of Tameside in a variety of fields including volunteering.

Certificates were split into three categories, bronze (100 hours), silver (200 hours) and gold (500) and were awarded to volunteers in acknowledgement of the time given to a local organisation.

GMFRS Volunteers presented with awards were:

Gold Award – Sarah Pomfret for volunteering 972 hours

Silver Award – Howard Mallard for volunteering 498 hours

Silver Award – Craig Denton for volunteering 203 hours

The awards were presented by the Mayor of Tameside, Councillor Dawson Lane and Mayoress Councillor Jackie Lane.

Jax Effiong, Community Safety Manager for Tameside, said: "The whole evening inspired and motivated everyone.
GMFRS is hoping to support the event next year and grow from strength to strength.

"The message was very clear

– GMFRS is an inclusive public service here for all our Greater Manchester communities."



(ABOVE) COMMUNITY SAFETY MANAGER JAX EFFIONG IS JOINED BY COMMUNITY SAFETY STAFF AND MASCOT CRACKER

### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	37	27	37	30
Deliberate Primary Fires	15	15	15	19
Deliberate Secondary Fire	51	93	51	99
False Alarms (Totlal)	244	0	244	242
FF Hostilities	0	0	0	0
Fires-Non-Domestic	9	12	9	12
PF - All Fatalities	0	0	0	0
PF - Casualties	2	9	2	8
Primary Fires Total	72	69	72	74
Rescues - People	0	0	0	3
RTCs-All Calls	16	0	7	4
RTCs-Rescues	7	0	7	35
Special Service Calls - Excluding RTCs	52	0	52	35

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	229

Volunteers Activity	May
Completed volunteers hours	83

Volunteers Activity	Jun
Completed volunteers hours	108

### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	177
Enforcement Notices	1
Prohibitions	0

### Home Safety Checks

Completed	983
(year to date)	903



Borough Manager Contact Details

### **Tony Holt** Borough Manager Trafford

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### **Authority Members**



**David Acton** Labour



**Brian Rigby** Conservative



**Michael Whetton** Conservative

# Service Pelivery Trafford

#### Borough News



(ABOVE) LEFT TO RIGHT ARE COMMUNITY SAFETY ADVISOR JONATHON COOPER AND STUDENT HAMISH

## Eye-opening safety event for college students

COLLEGE students in Trafford tested their driving skills and watched firefighters in action as part of a road safety event.

Green Watch crew from Altrincham Fire Station, Trafford Borough prevention staff and GMFRS volunteers visited the college on Wednesday, May 14, where around 100 students throughout the day spoke to crews about road safety and tried their hand at the driving simulator.

Community Safety Advisors engaged with the youngsters – who were aged 16 to 18 and either new or learner drivers – and gave advice about safe driving and using the road responsibly.

This was followed by firefighters cutting the roof of a car in a road traffic collision demonstration.

Officers from Greater Manchester Police also attended along with representatives from Transport for Greater Manchester.

Watch Manager Gabriel Campbell said: "Students really enjoyed having a go on the simulator and watching the demo. It was a successful event – so much so that Blue Watch will be going back to the college to do another event later in the year."

### Marathon runners come to Trafford

FIREFIGHTERS, volunteers and young people from Trafford borough entertained runners and supporters at the 2014 Manchester Marathon.

The event saw thousands of people taking part in the 26.2-mile

race on Sunday, April 6 – many raising money for charity and others wearing fancy dress.

GMFRS volunteers manned the Service's parade vehicle for the day to rally on the runners, while Trafford Prince's Trust team members looked after the community event vehicle providing entertainment for the crowds.

Firefighters from Sale Fire Station were also on hand to provide fire safety advice to people in the crowds and show youngsters around the vehicles.

Trafford Borough Manager Tony Holt completed the race and raised around £700 for the Children's Burns Foundation.



(ABOVE) THE PRINCE'S TRUST TEAM PROVIDES ENTERTAINMENT FOR THE CROWDS



(ABOVE) STUNNED CROWDS WATCH FIREFIGHTERS CUT THE ROOF OFF A 'CRASHED' CAR

### Families test their driving skills at Road Safety Day

HUNDREDS of people flocked to Trafford's annual Road Safety Day at Stretford Fire Station on Sunday, June 8.

GMFRS once again teamed up with Trafford Council to run the day, which was backed by Kate Green MP.

A range of organisations including Greater Manchester Probation Trust, North West Ambulance Service and Greater Manchester Police also took part.

The day was a hit with young families, as children got on board police vehicles, fire engines and ambulances, had their faces painted and drew pictures on road safety themes.

Our mascot Cracker made a guest appearance and at the Drivesafe stall people attempted to walk in a straight line while wearing 'beer goggles' which impair vision in a similar fashion to alcohol.

Even the most experienced drivers could brush up on their skills by having a go in the GMFRS driving simulator, or chatting to representatives from the Institute of Advanced Motorists about their courses.

The highlight of the day was when firefighters cut the roof off a 'crashed' car in front of a huge crowd to show how they respond to a serious car accident.



### **Statistics**

Measure Name	Year to Date	Target to Date	Quarter 4	Previous Year to Date
AF-Dwellings	28	42	28	43
Deliberate Primary Fires	38	42	38	51
Deliberate Secondary Fire	209	561	209	608
False Alarms (Totlal)	271	0	271	312
FF Hostilities	0	0	0	1
Fires-Non-Domestic	9	3	9	4
PF - All Fatalities	0	0	0	0
PF - Casualties	9	3	9	4
Primary Fires Total	89	123	89	135
Rescues - People	1	0	1	1
RTCs-All Calls	15	0	15	18
RTCs-Rescues	6	0	6	7
Special Service Calls - Excluding RTCs	53	0	53	72

#### Volunteers

Volunteers Activity	Apr
Completed volunteers hours	501

Volunteers Activity	May
Completed volunteers hours	236

Volunteers Activity	Jun
Completed volunteers hours	352

### Regulatory Reform (Fire Safety) Order

Fire Safety Audits and Inspections Completed	70
Enforcement Notices	0
Prohibitions	0

### Home Safety Checks

Completed	1394
(year to date)	1394



Borough Manager Contact Details

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### **Authority Members**



Jim Ellis Independent



John O'Brien Labour



Fred Walker Labour

# Service Pelivery Wigan

#### Borough News

### Brave Finley given day to remember by firefighters

FIREFIGHTERS in Atherton helped make a dream come true for a brave little boy with a life-limiting heart condition.

Thanks to compassionate Green Watch, four-year-old Finley Shaw arrived in style when he was mascot at Leigh Centurions Rugby League Club in June – pulling up to the ground in a fire engine for the game against Barrow Raiders.

Finley has hypo plastic left heart syndrome, which means he

has half a heart and despite his tender years has already had several open heart surgeries.

Mum Nicola Shaw said: "Finley has always wanted to sit in a fire engine, so to ride to Leigh Sports Village ahead of being a mascot for the day for the Centurions really was a dream come true for him.

"I can't thank GMFRS enough, the staff were so good with him. He got to squirt water from the hose and his best friend even got to ride to the game with him inside the fire engine." It really was a special day for Finley as with his help as mascot, the Centurions ran out 60-0 winners against Barrow.

Watch Manager lan Gardner said: "Atherton is a community fire station so when we heard about Finley we were only too happy to help make one of his wishes come true.

"He spent an hour with us the day before the game at the station where he got familiar with the fire engine and we made him an honorary Green Watch firefighter for the day."

(BELOW) FINLEY WITH GREEN WATCH AT ATHERTON FIRE STATION





(ABOVE) FIREFIGHTER SUZ MEMBER WITH SOME OF THE YOUNG PEOPLE

## Atherton teens learn firefighter skills

TEENAGERS outside mainstream education in Wigan were given the chance to learn about both discipline and respect from Atherton firefighters.

Blue Watch welcomed young people from a pupil referral unit in Tyldesley to their community fire station on Thursday, May 22.

Crew Manager Ian Murray said: "With summer fast approaching, we invited the young people to take part in a firefighter experience

course with us and also used the opportunity to chat to them about water safety and the risks of deliberate grass fires.

"They were joined by a second group of youths who regularly attend a youth engagement night we run and were keen to join in.

"Firefighters Darren Flynn and Suz Member took the course and taught the 11 to 15 year olds basic hose drills as well as discipline and leadership skills, giving them a chance to learn from firefighters as role models.

"The whole group enjoyed the session and some were keen to come back to join the regular group engagement night, which allows them to take part in various sports like football and boxing as part of our partnership work with Wigan and Leigh Trust where Atherton Fire Station becomes a Sport Zone."

### Bus collision training for Leigh's technical response crew

FIREFIGHTERS from Leigh's Technical Response Unit (TRU) were faced with a challenging road traffic collision during a training session.

The crew teamed up with firefighters from Lancashire Fire and Rescue Service and paramedics from the Northwest Ambulance HART (Hazardous Area Response Team) at Leigh training centre in May.

The drill saw two GMFRS volunteers acting as 'live' casualties in a mock collision involving one double-decker bus, a moped and a car.

The driver of the bus was trapped in his seat and an upper floor passenger was injured – requiring extricating from the first floor window.



(RIGHT) FIREFIGHTERS RESCUE A 'CASUALTY' FROM THE CRASHED BUS

# Service Pelivery Wigan

### Airport responder goes on the run with Wigan

WIGAN crew were joined on the run by a firefighter from Manchester Airport Fire and Rescue Service as part of a mutual learning exercise.

Green Watch were joined for two days and two nights by Natalie Hough, who has had a long association with GMFRS.

Natalie first came into contact with GMFRS in 1998 when she was a teenager and completed work experience at Leigh Fire Station.

Crew Manager Simon Connor said: "I was delighted to invite Natalie back. She joined us between Sunday, April 27 and Wednesday, April 30 and we were able to do some different training exercises with her including breathing apparatus, RTC drills and using the 13.5 metre ladder.

"She even came out on a couple of jobs with us including a road traffic collision and a small fire in the open."

After Natalie's work experience she joined Manchester Airport Fire Cadets and later became a trained wholetime firefighter with them.

She said: "The incidents we may have to deal with in and around the airport primarily include aircraft fires, building fires and road traffic collisions, so it was good to pick up a few shouts with GMFRS to see how it's done and foster some good working relationships."

#### **BBC Crimewatch Roadshow**

MILLIONS of television viewers saw Technical Rescue Unit (TRU) firefighters from Leigh work at the scene of a road traffic collision at the start of UK Road Safety Week.

Thankfully, it was part of a BBC Crimewatch Roadshow live broadcast which recreated the aftermath of an accident.

The TRU performed a demonstration with police and ambulance partners that was screened live from the St Helens Road fire station on Monday, June 9.

Borough Manager Steve Sheridan said: "We used UK Road Safety Week as an opportunity to showcase our partnership working in highlighting the importance of driving safely.

"The BBC chose the training roadway at Leigh for their first show and the TRU was able to show how they rescue people from the wreckage and work with other agencies at the scene of an accident.

"Highlighting the importance of not taking risks like speeding on the roads – it launched a week-long campaign in Wigan Borough."



(ABOVE) POLICE AND AMBULANCE COLLEAGUES JOINED FIREFIGHTERS FOR THE FILMING

# Prevention and Protection

#### Young girl and mum help GMFRS keep people who wear loose clothing safe

A WOMAN and her young daughter helped GMFRS spread life-saving safety messages after the girl's dress caught fire when she was stood close to a gas fire.

Eight-year-old Hadeeka Khan and her mother Asma Khan shared their experience to help firefighters and community safety staff reinforce just how dangerous loose clothing can be around open fires and cookers.

GMFRS received a call on Wednesday, April 9 to report the fire at the family's home on Butterwick Close in Longsight, Manchester.

Mrs Khan said: "One day during the Easter holidays Hadeeka ran into the kitchen to tell me that she felt really hot.

"I noticed straight away that the back of her maxi dress was on fire so grabbed a jacket and smothered the fire to put it out, before calling 999.

"Hadeeka now has burns on her legs and says she is scared of fire and doesn't like anything that makes her feel hot."

To try and prevent further incidents of this kind, firefighters and community staff from GMFRS spoke to people during Home Safety Checks and events such as the Manchester Mega Mela at



(ABOVE) HADEEKA AND ASMA KHAN HELPED GMFRS SPREAD SAFETY MESSAGE

Platt Fields Park on the weekend of June 21 and 22 about the dangers that often come with wearing loose clothing.

Chair of Greater Manchester Fire and Rescue Authority, Councillor David Acton, said: "Following a number of fires involving loose clothing, posters, leaflets and stickers were created to support the campaign and help spread safety messages, along with GMFRS staff speaking to people at higher risk."

#### Boat owners given lifesaving advice during National Boat Safety Week

THE dangers of carbon monoxide poisoning were highlighted to canal boat users across Greater Manchester by community staff and firefighters.

As part of National Boat Safety Week, which ran from Monday, May 26 to Friday May 30, Community Safety Advisors (CSAs) were out and about visiting boaters along the Bridgewater, Leeds Liverpool, Rochdale and Cheshire canals. In Leigh, firefighters from the Technical Response Unit spoke to local boat owners and people passing through the Bridgewater and Leeds Liverpool canals.

Crew Manager Simon Cording said: "Working closely with Peel Holdings who are responsible for the Bridgewater Canal they emailed 500 boat owners advertising our Home Safety Check service and that we'd be available to offer boat safety advice about carbon monoxide."

In Rochdale, CSAs Rod Holmes and David Britton cycled down the tow path to speak to people about the dangers they could be faced with and in Marple, firefighters spoke to boaters on the Macclesfield and Peak Forest canals.

The message – timed for the start of the boating season – was that owners should understand the risks, make regular, basic checks, and follow their engine and appliance operating guidelines, as the essential steps to deal with the fire and carbon monoxide threat.

# Prevention and Protection

### GMFRS leads the way to reduce fire risk at waste transfer sites

GMFRS teamed up with other key agencies in Stockport and signed an agreement to work together to reduce fire risk at waste transfer sites.

The Memorandum of Understanding (MoU) – the first of its kind in the country – aims to better protect residents, businesses and the environment.

Representatives from GMFRS, Stockport Council, and the Environment Agency (EA) signed the MoU in June.

The agreement shows commitment from the agencies involved when it comes to planning, licencing and the inspection of waste transfer sites and comes as a direct response to the fire at Junction 25 Bredbury in August 2013.

The burden on operators of waste transfer sites will reduce by this more joined up approach and help businesses to meet their legislative responsibilities.

Area Manager Billy Myers said: "This is a pioneering approach to managing this type of risk.

"Incidents like the Junction 25 fire place a huge strain on the resources of not just the fire and rescue service, but all agencies involved. "The agreement is a huge step towards a safer future for the waste industry within Greater Manchester."

Councillor Patrick McAuley, Stockport Council's Executive Member for Economic Development and Regeneration, said: "Following the events in Junction 25 a robust and purposeful response by all associate bodies was needed.

"This move will help improve the quality of lives for communities and positively assist local businesses."

## Summer fire safety in Wigan gets a wacky twist

FAMILIES and young children in Wigan were given a lesson in summer fire safety by firefighters.

Green Watch took their Safe4summer campaign to the Wacky Warehouse in the town on Monday, June 23, to discuss issues like the importance of working smoke alarms and barbequing safely.

Watch Manager Shaun Aspey said: "With summer upon us we wanted to reach as many people as possible to help keep our community safe from the risk of fire and other incidents.

"We were able to chat to mums and dads about things like the importance of keeping young children away from open water in the hot weather.



(ABOVE) GREEN WATCH GET WACKY WITH THEIR SUMMER SAFETY MESSAGE

"We also covered the importance of testing smoke alarms and having a night time routine and escape plan that everyone is aware of.

"We were joined by the Wacky Warehouse mascot and hoped that by engaging with young families the children will grow up to see us as role models and could even become our fire safety advocates.

"We also tweeted from the event using @WiganFireTeam to spread the Safe4summer message further."

### **Business Fire Safety Advisors join GMFRS**

APRIL saw GMFRS' protection services boosted when 10 Business Fire Safety Advisors (BFSA) joined the organisation.

With one based in each borough of Greater Manchester they report to fire safety managers and are available for duty as part of local protection teams, information gathering and giving business owners fire safety and continuity advice.

Group Manager Lee Coleman, Service Support Protection Manager, said: "The BFSAs are there to supplement and add to GMFRS' protection services.

"Often they'll be the first point of contact that many business owners have with GMFRS and because they'll be out and about visiting commercial premises they will also be able to flag up any fire safety issues.

"BFSAs are not there to audit or inspect but to offer the business community advice and are available to attend business events and open days on behalf of GMFRS."

Among the BFSAs is Sofina Duloth-Joy, who is based in Rochdale.

After her first week in post, Sofina said: "On my first day, I was thrown in the deep end and we went to the aftermath of a fire at a mill filled with a number of businesses.



(ABOVE) BACK ROW: WATCH MANAGER TONY DOYLE WITH BRENDAN DOYLE (STOCKPORT), ALISON ROBINSON (WIGAN), SHELLEY GREATOREX (SALFORD), SOFINA DULOTH JOY (ROCHDALE) AND STATION MANAGER MERL FORRER. FRONT ROW: KATIE SWIERCZYSKI (BURY), ROBERT ADDENBROOKE (TAMESIDE), BAHGA HAMOUR (MANCHESTER), ATEG BUTT (OLDHAM) AND GILLIAN HOYLE (BOLTON).

"Not only was it useful for us to see the devastation a fire can have on a multi-occupancy premises, we also witnessed a prohibition on a separate business premises.

"We're also busy brushing up on the Fire Safety Order 2005 and other regulations and I can't wait to get more involved in helping raise awareness in the business community."

# Two Tameside businesses fined for flouting fire safety regulations

TWO Tameside businesses who flouted fire safety regulations at their premises in Ashton-under-Lyne were fined £13,000 and ordered to pay £6,000 in costs.

Kamran Ahmed, aged 40, the Director of Amilico Ltd and his brother 40-year-old manager Noman Ahmed, both of Kenyon Street, Ashton-under-Lyne, were convicted during a hearing at Tameside Magistrates Court on Thursday, June 5.

The prosecution followed an inspection of their premises at Unit 1, Universal House, Yorkshire Street on June 21, 2013, by specialist GMFRS fire protection officers.

Amilico Ltd pleaded guilty for failing to make a suitable and sufficient fire risk assessment and fined £1,500 plus a £120 victim surcharge.

Kamran Ahmed pleaded guilty to five offences and was fined £1,500 plus a £120 victim surcharge.

Noman Ahmed pleaded guilty to four offences and was fined £1,000 and a £100 victim surcharge.

In a separate hearing B&A Quilting (UK) Ltd pleaded guilty to failing to make a suitable and sufficient fire risk assessment and was fined £3,500 and a victim surcharge of £120.

Director Naveed Bashir of St Christopher Road, Ashton-under-Lyne pleaded guilty to three offences and was fined £1,500 for each plus a £120 victim surcharge.

Billy Myers, GMFRS' head of protection services, said: "Sadly these businesses and businessmen are tarnished with a criminal record and must pay a fine because they failed to take basic steps to ensure their employees were safe."

# Youth Engagement

## Youngsters inject new life into Bolton community centre

A TEAM of unemployed youngsters brought new life to a community centre in Bolton and developed new skills as part of a youth scheme.

The young people took part in the Prince's Trust team programme – a 12-week initiative aimed at 16 to 25-year-olds, which offers exciting

challenges to help build confidence and motivation and help improve employability prospects.

As part of the programme, teams have to undertake a community project so Bolton's Prince's Trust Team 35 decided to improve the Sutton Community Centre on the Platt Hill estate.

They raised more than £200 by bag packing for customers at

Morrisons supermarket in Bolton town centre and this was boosted by a grant awarded by the Affinity Sutton Community Foundation.

The money was spent on providing play equipment and re-painting the main hall and stage area at the centre – an injection of colour on the main wall and a 50s themed mural painted on the stage brought a new lease of life to the centre.



(ABOVE) THE YOUNGSTERS SHOW OFF THEIR ARTISTIC WORK

#### Hyde has the va va voom factor

YOUNG carers were given the opportunity to build a sports car thanks to GMFRS and Tameside Metropolitan Council.

Around eight young people all from the Tameside began building a Caterham kit car along with crews from Hyde Fire Station.

Once it is finished, the young carers who took part in the scheme will have the opportunity to test drive the Caterham car around a track.

Tameside Borough Manager Jon Heydon said: "Our partners in Tameside Council have been building Caterham cars with young people for some time.

"They kindly offered to provide us with a kit car and the crews at Hyde jumped at the chance to help these young carers build it.

"It was a really nice way to engage with these young people and offer them some respite from the demands of being a young carer."

# GMFRS involved in new public sector reform Wigan Youth Forum

A SCHEME for young people in Wigan to ensure the voices of children are heard was given a boost with the launch of a new Youth Forum at Leigh Fire Station in June.

Chaired by Borough Manager Steve Sheridan, partners from across the public and voluntary sector came together for the launch as part of public sector reform in the borough.

Borough Manager Steve Sheridan said: "In the interest of partnership working this was an important step in terms of public sector reform in Wigan.

"The Youth Forum will mean close working bonds with partners will be formed to give children and young people a say in decisions that will affect them and together we can bid for funding to provide activities to enhance their lives."

The forum brings together partners – including GMFRS, Greater Manchester Police, Wigan Council and Wigan Youth Zone – with a shared vision to ensure every young person has access to a range of activities to promote their social and personal wellbeing and raise aspirations.

This includes commitments to ensure sufficient educational leisure-time activities are available and improving the publicity of information to ensure children and families can easily access information about what's on and supporting with funding bids to bridge the gap in youth service provision.



(ABOVE) THE YOUNG CARERS ON THE FIRST EVENING BUILDING THE CATERHAM CAR

# Youth Engagement

# Prince's Trust gets creative for the Manchester Day Parade

THE Manchester Prince's Trust Team put their creative flair into action for this year's Manchester Day Parade.

The 11 young people were involved in a creative workshop run by Thingyumajig Theatre in the week running up to parade day.

The team designed and made a giant firefighter puppet as

well as brand new lightweight silk flags which were created using a dye and wax method known as Batique.

Our new fire themed flags were carried throughout the parade alongside the puppet which went down a storm and wowed the crowds.

George Hayden, Prince's Trust Team Manager for Manchester, said: "Initially the team were a little apprehensive getting involved in such a big event as they didn't know what to expect on the day.

"But as the young people got ready to begin the parade, the nerves soon passed and they really enjoyed being a part of the day. I was really impressed with the turn out of the team and the feedback we have received has been fantastic."



(ABOVE) THE TEAM HAVING FUN WITH THEIR FLAGS AND THE FIREFIGHTING PUPPET DURING THE MANCHESTER DAY PARADE





#### **Manchester Bomb images** get over one million hits

PHOTOS of the 1996 Manchester Bomb received over one million hits on Flickr after original copies of the incident were made available electronically.

Multi-media and Photography Officer Alex Flahive found the negatives in the former Rochdale Fire Station.

Media volunteer Toby Longmate spent hours painstakingly scanning each negative into the GMFRS digital photo library.

Once the photos were scanned they were uploaded to Flickr so that the public of Manchester could see what damage the bomb had left to the city.

They were also shared in the local and national media.

# Corporate Communications



(ABOVE) CREW MANAGER RICK BURKE ACCEPTS HIS AWARD FROM TAMESIDE BOROUGH MANAGER JON HEYDON

### Ashton crew manager has the WOW factor

ASHTON Fire Station had the wow factor after a crew manager was given a WOW! Award for his work with young people.

Crew Manager Rick Burke received the award from Tameside Borough Manager Jon Heydon at an event held at the fire station. He was nominated for his work on the FireTeam programme.

Borough Manager Jon Heydon said: "We were delighted that a member of the public had decided to recognise Rick in this way.

"It's just one example of the fantastic work staff in Tameside does to protect the public and improve their quality of life." Over the last year we have piloted the WOW! Awards and invited members of the public to nominate GMFRS staff for a WOW! Award if they feel that an individual or team has particularly impressed them.

Whether it was for community engagement activity, a station visit, Home Safety Check or in response to an incident, we want people to tell us what we are getting right.



(ABOVE) DEPUTY ASSISTANT COMMISSIONER OF LONDON FIRE BRIGADE PETER COWUP TALKS TO THE AUDIENCE ABOUT THE VAUXHALL HELICOPTER CRASH

### TDC host international IFE conference

INTERNATIONAL experts in search and rescue descended on the Training and Development Centre on Thursday, May 8.

The event was part of the Institute of Fire Engineering series of conferences and was attended by firefighters and staff from across the UK.

Delegates heard presentations from speakers including Graham Braithwaite Professor of Safety and Air Accident Investigation at the University of Cranfield, Deputy Assistant Commissioner of London Fire Brigade Peter Cowup and search and rescue pilot Wing Commander Sparky Dunlop.

Group Manager Dean Nankivell led the organisation of the conference. He said: "It was great to call upon the network of contacts I have built up over the years working in international and urban search and rescue.

"To be able to use this network to create a programme of internationally renowned speakers for the benefit of Greater Manchester and UK Fire Service was fantastic.

"The event was very well organised and attended by emergency services from across the UK and the globe. I'd like to thank everyone who did such a fantastic job to make it happen."

#### **Colleague Recognition Awards**

STAFF from across the organisation were recognised for their hard work at an event in the FSHQ canteen on Friday, April 25.

Certificates were presented by Deputy County Fire Officer Jim Owen after which recipients and guests enjoyed afternoon tea and cakes.

Extended Leadership Team members nominated the following to receive an award:

Victoria Ackroyd, Prevention and Protection Administrator

*Imran Arif*, Community Safety Advisor, Bolton and Wigan Area

Sara Bowcott, Prevention and Protection Administrator

Matt Brady, Blue Watch Manager, Moss Side

Stephen Collings, Senior Development Analyst and Nichola Hutchinson, Business Systems Special Projects Officer, ICT Directorate

Carol Donohue, Prevention and Protection Administrator

George Hayden, Team Manager, Manchester Prince's Trust Team

Wendy James, Prevention and Protection Administrator, Stockport and Tameside

Simon Mallitt, Volunteer, Rochdale Borough

Rob Rigby, Police Liaison Officer

Jess Smith, Research and Evaluation Officer, Corporate Planning and Intelligence Directorate

Gary Taylor, Technical Officer, FSHQ

Laman Warburton, Community Safety Advisor, Bolton and Wigan Area

Alan Wrigley, Cleaner, Manchester Borough



(ABOVE) THE RECIPIENTS COLLECT THEIR CERTIFICATES AT THE EVENT



## Agenda Item 14

# GREATER MANCHESTER FIRE AND RESCUE AUTHORITY

4 SEPTEMBER 2014

Subject: LGA ANNUAL CONFERENCE AND EXHIBITION 8<sup>TH</sup>-10<sup>TH</sup> JULY 2014 - FEEDBACK

Report of the County Fire Officer & Chief Executive

#### PURPOSE OF THE REPORT

The purpose of the report is to provide feedback to Members from the LGA Annual Conference & Exhibition 2014 which took place from 8<sup>th</sup> to 10<sup>th</sup> July 2014 at the Bournemouth International Conference Centre.

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#### INTRODUCTION/BACKGROUND

1. The LGA Annual Conference and Exhibition was attended by the following Members and Officer:

Councillor David Acton - Chairman of the Authority;

Councillor Tommy Judge - Vice-Chairman of the Authority

Geoff Harris - Area Manager, Head of Transformation

- 2. The Local Government Association Group annual conference and exhibition brought together approximately 1,500 delegates and over 240 speakers including the leading players in councils, central government, partners and business.
- 3. This year's conference focused on the future of public services. The LGA also took the opportunity at the conference to launch its new campaign, 'Investing in our Nation's Future: The First 100 Days of the Next Government'. It lays out the 'must do' tasks that the new government will have to tackle in May 2015 and details the LGA's offer to whoever forms that government to help them to deal with the issues.
- 5. Each day focused on a specific theme and plenary sessions and workshops were held on the following subject topics:

#### Day 1

- Political Leadership, what matters?
- How do we build the homes we need?

#### **Break Out Sessions**

- Deals and decentralisation for councils, lessons from the Netherlands and the UK;
- The high street is dead long live the high street;
- Emerging growth Impact of the employment and skills on a local area;
- The Future of Local Government Finance 'Meet the Commission'
- Handling emergency situations;
- Future libraries;
- Housing roundtable.

### Day 2

- Finding our place: what would devolution mean for local identity?
- The future of health and social care;
- Making the balance sheet work for the community (LGA/CCLA);
- Fair deal for England and Wales;
- A vision for children and young people in the 21<sup>st</sup> century;
- Clash of the think tanks:
- Using the workforce to transform your council;
- NHS England.

#### Day 3

- Electoral Reviews: A masterclass (Local Government Boundary Commission for England)
- National resilience:
- Low interest rates: you don't have to stay a victim (CCLA);
- Cutting carbs: Managing the green economy in times of austerity;
- The case for deeper devolution.
- 6. A prestigious exhibition with over 100 organisations ran alongside the conference. Exhibitors from the public, private and third sector were on hand during the three days to showcase and promote new ways of working with local authorities.
- 7. The presentations, speeches and handouts from the conference are available on the LGA website on <a href="www.lga.gov.uk">www.lga.gov.uk</a> which Members are encouraged to view.
- 8. Next year's LGA Annual Conference and Exhibition 2015 will take place on 30<sup>th</sup> June to 2<sup>nd</sup> July 2015 in Harrogate. Details will be confirmed nearer the time.
- 9. Members who attended the conferences are welcome to feedback their own experiences to the meeting.

#### **RECOMMENDATION**

10. Members are requested to note the contents of the report.

STEVE McGUIRK COUNTY FIRE OFFICER & CHIEF EXECUTIVE

# LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

DOCUMENT	DATE	FILE OR OTHER	PLACE OF INSPECTION
		REFERENCE	
Conference &	Various	Democratic Services	Fire and Rescue Service
Seminar File L.4 (3)		Department	Headquarters
			146 Bolton Road
			Swinton
			Manchester
			M27 8US

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