

GREATER MANCHESTER CORPORATE ISSUES & REFORM OVERVIEW AND SCRUTINY COMMITTEE

DATE: Tuesday 16 July 2019

TIME: 6.00 pm

VENUE: GMFRS Training and Safety Centre, Hinds Lane,
Bury, BL8 2GN (Sat nav BL8 2GN)

- Further details regarding the location of the venue can be found via their website:
<https://safetycentre.manchesterfire.gov.uk/>
- Wifi: One Connect – iJnqP2=Hj!

1. APOLOGIES

2. APPOINTMENT OF CHAIR 2019/20

To appoint a Chair for the municipal year.

3. DECLARATIONS OF INTEREST

1 - 4

To receive any Member's declarations of interest in relation to any item on the agenda. A blank form for declaring interests has been circulated with the agenda; please ensure that this is returned to the Governance & Scrutiny Officer at the time of the meeting.

4. MINUTES OF THE MEETING HELD ON 18 JUNE 2019

5 - 10

To consider the approval of the minutes of the meeting held on 18 June 2019, as a correct record.

5. WORK PROGRAMME

11 - 14

Report of Joanne Heron, Statutory Scrutiny Officer, GMCA

6. ANNUAL PERFORMANCE REPORT 2018/19 15 - 30

Report of Tony Hunter, Director of Protection, Service Improvement and Performance, GMFRS

7. PROGRAMME FOR CHANGE OUTLINE BUSINESS CASE 31 - 32

Report of Jim Wallace, Chief Fire Officer, GMFRS

Please access the documents via the following link:

<https://manchesterfire.gov.uk/programme-for-change/>

ITEMS FOR INFORMATION ONLY

8. DATE OF NEXT MEETING

Tuesday 17 September 2019 at 6pm, GMCA Offices

9. GMCA REGISTER OF KEY DECISIONS

https://www.gmcameetings.co.uk/downloads/file/1112/register_of_key_decisions_published_on_1_july_2019

Committee Membership 2019/20

Councillor Bob Allen	Bolton;
Councillor Tanya Burch	Salford;
Councillor Ben Clay	Manchester;
Councillor Anne Duffield	Trafford;
Councillor Chris Goodwin	Oldham;
Councillor David Jolley	Salford;
Councillor Joanne Marshall	Wigan;
Councillor John McGahan	Stockport;
Councillor Colin McLaren	Oldham;
Councillor Dave Morgan	Trafford;
Councillor Kallum Nolan	Rochdale;
Councillor Tim Pickstone	Bury;
Councillor Dena Ryness	Stockport;
Councillor Stella Smith	Bury;
Councillor Teresa Smith	Tameside;

Please note that this meeting will be livestreamed via www.greatermanchester-ca.gov.uk, please speak to a Governance Officer before the meeting should you not wish to consent to being included in this recording.

For copies of papers and further information on this meeting please refer to the website www.greatermanchester-ca.gov.uk. Alternatively contact the following Governance & Scrutiny Officer: Jamie.fallon@greatermanchester-ca.gov.uk

This agenda was issued on Monday 8th July 2019 on behalf of Eamonn Boylan, Secretary to the Greater Manchester Combined Authority, Churchgate House, 56 Oxford Street, Manchester M1 6EU.

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**CORPORATE ISSUES & REFORM OVERVIEW AND SCRUTINY
TUESDAY 16 JULY 2019**

Declaration of Councillors' Interests in Items Appearing on the Agenda

NAME: _____

DATE: _____

Minute Item No. / Agenda Item No.	Nature of Interest	Type of Interest
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary

Please see overleaf for a quick guide to declaring interests at GMCA meetings.

QUICK GUIDE TO DECLARING INTERESTS AT GMCA MEETINGS

This is a summary of the rules around declaring interests at meetings. It does not replace the Member's Code of Conduct, the full description can be found in the GMCA's constitution Part 7A.

Your personal interests must be registered on the GMCA's Annual Register within 28 days of your appointment onto a GMCA committee and any changes to these interests must notified within 28 days. Personal interests that should be on the register include:

- Bodies to which you have been appointed by the GMCA
- Your membership of bodies exercising functions of a public nature, including charities, societies, political parties or trade unions.

You are also legally bound to disclose the following information called DISCLOSABLE PERSONAL INTERESTS which includes:

- You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated)
- You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
- Any sponsorship you receive.

FAILURE TO DISCLOSE THIS INFORMATION IS A CRIMINAL OFFENCE

STEP ONE: ESTABLISH WHETHER YOU HAVE AN INTEREST IN THE BUSINESS OF THE AGENDA

If the answer to that question is 'No' – then that is the end of the matter. If the answer is 'Yes' or Very Likely' then you must go on to consider if that personal interest can be construed as being a prejudicial interest.

STEP TWO: DETERMINING IF YOUR INTEREST PREJUDICIAL?

A personal interest becomes a prejudicial interest:

- where the well being, or financial position of you, your partner, members of your family, or people with whom you have a close association (people who are more than just an acquaintance) are likely to be affected by the business of the meeting more than it would affect most people in the area.
- the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.

FOR A NON PREJUDICIAL INTEREST

YOU MUST

- Notify the governance officer for the meeting as soon as you realise you

FOR PREJUDICIAL INTERESTS

YOU MUST

- Notify the governance officer for the meeting as soon as you realise you

have an interest

- Inform the meeting that you have a personal interest and the nature of the interest
- Fill in the declarations of interest form

TO NOTE:

- You may remain in the room and speak and vote on the matter
- If your interest relates to a body to which the GMCA has appointed you to you only have to inform the meeting of that interest if you speak on the matter.

have a prejudicial interest (before or during the meeting)

- Inform the meeting that you have a prejudicial interest and the nature of the interest
- Fill in the declarations of interest form
- Leave the meeting while that item of business is discussed
- Make sure the interest is recorded on your annual register of interests form if it relates to you or your partner's business or financial affairs. If it is not on the Register update it within 28 days of the interest becoming apparent.

YOU MUST NOT:

- participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business,
- participate in any vote or further vote taken on the matter at the meeting

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Agenda Item 4

**GREATER MANCHESTER COMBINED AUTHORITY (GMCA)
CORPORATE ISSUES AND REFORM OVERVIEW AND SCRUTINY COMMITTEE
18 JUNE 2019 AT 6.00PM AT GMCA OFFICES
ANNUAL GENERAL MEETING**

Present: Councillor Time Pickstone (Bury) (in the Chair)
Bolton: Councillor Bob Allen
Bury: Councillor Stella Smith
Manchester: Councillor Ben Clay
Rochdale: Councillor Raymond Dutton (Substitute)
Salford: Councillor David Jolley
Salford: Councillor Tanya Burch
Stockport: Councillor Dena Ryness
Tameside: Councillor Teresa Smith
Trafford: Councillor Anne Duffield
Trafford: Councillor Dave Morgan
Wigan: Councillor Joanne Marshall

In attendance

GMFRS Jim Wallace, Chief Fire Officer
Dawn Docx, Deputy Chief Fire Officer
Tony Hunter, Assistant Chief Fire Officer

GMCA Andrew Lightfoot, Deputy Chief Executive
Richard Paver, Treasurer
Liz Treacy, GMCA Solicitor
Joanne Heron, Statutory Scrutiny Officer
Jamie Fallon, Governance and Scrutiny Officer

CI01/19 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Colin McLaren (Oldham) and Cllr Kallum Nolan (Rochdale).

CI02/19 APPOINTMENT OF CHAIR 2019/20

Nominations were invited for the position of Chair of the GMCA Corporate Issues and Reform Overview and Scrutiny Committee for the 2019/20 Municipal Year. Councillor Stella Smith proposed Councillor Tim Pickstone and Councillor John McGahan proposed that he be appointed as temporary Chair until the Housing, Planning and Environment Overview and Scrutiny Committee had appointed a Chair to ensure political balance. The Committee agreed that Councillor Tim Pickstone be appointed as Chair for the duration of the this meeting.

RESOLVED:

1. It was unanimously agreed that Councillor Tim Pickstone be appointed as Chair for the Annual General Meeting of the GMCA Corporate Issues and Reform Overview and Scrutiny Committee.
2. That the Appointment of the Chair of the GMCA Corporate Issues and Reform Overview and Scrutiny Committee for the 2019/20 Municipal Year be agreed at the July meeting.

CI03/19

APPOINTMENT OF VICE CHAIR 2019/20

The Chair invited nominations for the position of Vice Chair of the GMCA Corporate Issues and Reform Overview and Scrutiny Committee for the 2019/20 Municipal Year. Councillor Bob Allen proposed Councillor John McGahan and Councillor Dave Morgan seconded the proposal. The Committee agreed that Councillor John McGahan be appointed.

RESOLVED:

It was unanimously agreed that Councillor John McGahan be appointed as Vice Chair of the GMCA Corporate Issues and Reform Overview and Scrutiny Committee for the 2019/20 Municipal Year.

CI04/19

MEMBERSHIP FOR THE 2019/20 MUNICIPAL YEAR

The Committee were asked to note its Membership for the 2019/20 Municipal Year.

Members
Councillor Bob Allen, Bolton, CON
Councillor Stella Smith, Bury, LAB
Councillor Tim Pickstone, Bury, LIB DEM
Councillor Ben Clay, Manchester, LAB
Councillor Colin McLaren, Oldham, LAB
Councillor Kallum Nolan, Rochdale, LAB
Councillor David Jolley, Salford, LAB
Councillor Tanya Burch, Salford, LAB
Councillor Dena Reyness, Stockport, LAB
Councillor John McGahan, Stockport, CON
Councillor Teresa Smith, Tameside, LAB
Councillor Anne Duffield, Trafford, LAB
Councillor Dave Morgan, Trafford, CON
Councillor Joanne Marshall, Wigan, LAB

Oldham had now nominated Councillor Chris Goodwin who would be formally appointed at the June meeting of the GMCA.

RESOLVED:

That the membership for the 2019/20 municipal year be noted.

CI05/19

MEMBERS CODE OF CONDUCT AND ANNUAL DECLARATION FORM

Consideration was given to a report that reminded Members that the GMCA's Member Code of Conduct (Appendix 1 of the report) set out high expectations with regard to Members' conduct. As Members of the GMCA's overview and scrutiny committees are co-opted onto a GMCA Committee the GMCA's code applied to them when they were acting in this capacity. Members were also reminded that they were required to complete an annual declaration of interest form, which would be published on the GMCA's website.

RESOLVED:

1. That Members note the report regarding Member Code of Conduct (Appendix 1 of the report).
2. That Member's complete an annual register of interest form (Appendix B of the report) and return it to the Governance & Scrutiny Officer.
3. That an electronic version of the register of interest form be circulated to the Committee.

CI06/19

TERMS OF REFERENCE

Members were provided with the Corporate Issues and Reform Overview and Scrutiny Committee's terms of reference.

RESOLVED:

That the Committee's Terms of Reference be noted.

CI06/19

DECLARATIONS OF INTEREST

There were no declarations of interest received.

CI07/19

MINUTES OF THE MEETING HELD ON 19 MARCH 2019

The minutes of the meeting held on 19 March 2019 were submitted for approval.

A Member requested that the GMFRS Outline Business Case, which had been due to be discussed at the cancelled April 2019 meeting, be included within the work programme for 2019/20.

RESOLVED:

1. That the minutes of the meeting held on 19th March 2019 be approved as a correct record.
2. That the GMFRS Outline Business Case be prioritised within the work programme.

CI08/19

**GREATER MANCHESTER STRATEGY IMPLEMENTATION PLAN
PERFORMANCE UPDATE**

Andrew Lightfoot, Deputy Chief Executive, introduced a report which provided Members with the latest six monthly update of the Greater Manchester Strategy (GMS) implementation plan and performance dashboards. It was explained that the update provided progress against the agreed delivery milestones and ambitions, and updated the outcome measures for each of the GMS priorities. The updated plan also provided new delivery milestones at 6 and 12 months.

Key areas highlighted included:

- It was recognised that GM had greater control over progress in some areas, compared with those impacted by national Government. GM would concentrate its focus on its areas of slow progress within each priority.
- Priority 1: children starting school ready to learn, and Priority 10: an age-friendly Greater Manchester, and enabling actions and ways of working were identified as areas of particular focus.
- There was a vast amount of work being undertaken across Greater Manchester in relation to priority 1 – children starting school ready to learn. This has seen steady improvement over recent years. However, whilst the gap within the national average has narrowed over recent years, it still remains significant, therefore achievement of the 2020 target would be challenging.
- Improved early years outcomes were a fundamental to achievement of our ambitions across the GMS priorities, and work was underway with schools to support them to become leaders in early years. A GM Early Years Workforce Academy had been agreed in principle with the aim of rolling out a consistent, high quality workforce development approach to place-based team and early years settings.
- A pilot had been delivered with partners including the BBC to develop parental online support for early language development.
- Good progress was being made on priority 10 – An Age-Friendly Greater Manchester, noting that a study was currently underway to identify a new suite of indicators for the Age-Friendly Strategy, with support from the Centre for Ageing Better (CfAB). Once concluded, the current set of priority 10 measures would be refreshed for future reporting.

Member's comments and questions included the following:

- A Member of the School Readiness Task and Finish Group highlighted that they had produced a report on their findings which they would like to present to the Committee. It was confirmed that the report would be considered at the July meeting.
- The Member questioned why the dashboard indicated that there had been improvement whilst the gap between GM and the national average remained the same? Andrew Lightfoot advised that the Cabinet Secretary had attended a recent Reform Board where the challenges and opportunities had been discussed. There was recognition that a significant part of the gap related to the proportion of children with the most complex needs, and a strong correlation between lower levels of school readiness and deprivation.

However, it was anticipated that next years intake of reception children would demonstrate further improvement against the national average.

- A Member asked whether the number of ‘hospital admissions due to falls amongst GM residents aged over 65’ included figures relating to the number who had fallen whilst a patient in hospital? It was confirmed that that this would be explored and the answer circulated to the Committee.

RESOLVED:

1. That the update be noted.
2. That the School Readiness Task and Finish Group report be considered by the Committee at the July meeting.
3. That further information regarding the data included within the ‘hospital admissions’ metric be circulated to the Committee.

CI09/19 WORK PROGRAMME

Joanne Heron, Statutory Scrutiny Officer, introduced the 2019/20 work programme, provided for Members to develop, review and agree. The Committee agreed that further discussion in relation to the work programme would be undertaken in the induction session following the meeting.

RESOLVED:

That the work programme be noted and discussed further in the Scrutiny induction sessions.

CI10/19 DATES OF FUTURE MEETINGS

Members were provided with a proposed schedule of dates and times for 2019/20 meetings of the Committee. It was agreed that the majority of meetings would be held on the second Tuesday of the month from 6.00 – 8.00pm. There are no meetings scheduled for April 2020.

RESOLVED:

That the following dates/times of future meetings be agreed:

Date	Time	Venue	Notes
Tuesday 18 th June 2019	6pm	GMCA Offices	
Tuesday 16 th July 2019	6pm	Bury Training Centre	
Tuesday 13 th August 2019	6pm	GMCA Offices	Budget Training Session
Tuesday 17 th September	6pm	GMCA Offices	
Tuesday 15 th October 2019	6pm	GMCA Offices	
Tuesday 19 th November	6pm	GMCA Offices	

Tuesday 10 th December	6pm	GMCA Offices	
Tuesday 21 st January 2020	6pm	GMCA Offices	
Tuesday 11 th February 2020	6pm	GMCA Offices	
Tuesday 17 th March 2020	6pm	GMCA Offices	

WORK PROGRAMME 2019/20

FOR CORPORATE ISSUES AND REFORM SCRUTINY COMMITTEE

The table below sets out the Corporate Issues and Reform Scrutiny’s work programme for the Members to develop, review, and agree. This is a ‘live’ document and will be reviewed at each meeting to ensure that the Committee’s work programme remains current (items taken previously to this committee are listed in appendix 1).

In addition, the Committee will be circulated the GMCA’s register of key decisions and the GMCA’s monthly decision notice.

Members are asked to identify and agree potential items for inclusion in the Committee’s Work Programme for the 2019/20 Municipal Year.

MEETING DATE	TOPIC	CONTACT OFFICER	REASON FOR SUBMISSION TO SCRUTINY COMMITTEE
16 July 2019	GMFRS Outline Business Case	Jim Wallace, GMFRS	As agreed at the June 2019 meeting.
	GMFRS Annual Performance Report 2018/19	Tony Hunter, GMFRS	The Committee to consider the 2018/19 performance.
13 August 2019	Budget Training Session	Richard Paver, GMCA	As requested by the Committee as its AGM.
17 th September 2019	Social Value Policy	Andrew Lightfoot, GMCA	As requested by the Committee at its June meeting. The Committee to consider how the GMCA invest in the VCSE sector
	School Readiness Update	Jane Forrest, GMCA	To consider the findings of the Task and Finish Group and next steps
	Ageing Strategy Update	Jo Garsden, GMCA	The Committee to receive an update on progress.
	Digital Strategy	Alison Gordan, GMCA	
15 October 2019	6 month update on GMCA’s Capital and Revenue Budgets	Richard Paver, GMCA	The Committee to consider an update on the GMCA’s Capital and Revenue budgets ahead of them being considered by the GMCA.
	GMFRS Overview of Training – apprenticeship scheme	Jim Wallace, GMFRS	Previous Committee request.
	GMS Update	Andy Burnham, GM Mayor	
19 November 2019	Budgets 2020/21	Richard Paver, GMCA	The Committee to consider the GMCA’s Budget 2020/21 and a brief descriptive summary of the sources of funding which supports the GMCA’s work.

	Homelessness & Rough Sleeping Update	Mike Wright, GMCA	As agreed at the March 2019 meeting
	Greater Manchester Brexit Monitor and implications of EU Exit	Eamonn Boylan, GMCA	
10 December 2019	Care Leavers Charter (GM approach to Children in Care and care leavers)	Charlotte Ramsden, Salford City Council	
21 January 2020	Budgets 2020/21	Cllr David Molyneux, Portfolio Lead – Resources, Richard Paver, GMCA	The Committee to consider the GMCA's Budget 2020/21
	Impact of Mayoral precept		As requested by the Committee at its AGM.
11 February 2020	GMCA Budget reports (prior to GMCA decision)	Andy Burnham, GM Mayor, Richard Paver, GMCA	
17 March 2020			
Items considered at previous meetings			
June 2019	Annual Meeting		
	GMS Implementation Update	Simon Nokes, GMCA	Update reported to the Committee every 6 months with a half year refresh of the actions to be completed for each priority.
	School Readiness Task & Finish Group Report	Councillors'	Summarising the activities of the Task and Finish Group, and drawing some conclusion

ITEMS CONSIDERED IN 2018/19

Meeting Date	Items Considered
17 July 2018 - cancelled	
21 August 2018	<ul style="list-style-type: none"> • GM Cohesion Commission • GMCA Business Plan • GMFRS Accelerated Recruitment Training 2018/20
18 September 2018	<ul style="list-style-type: none"> • GMFRS Quarter 1 2018/19 Performance Update • HMICFRS Preparation report • Department of Education Funding • GMCA Communications & Engagement Strategy • GM Public Sector Apprenticeship Update
23 October 2018	<ul style="list-style-type: none"> • Governance and Oversight of Kerslake • 6 month update on GMCA's Capital and Revenue Budgets • Waste & Resources Procurement Update
20 November 2018	<ul style="list-style-type: none"> • Budgets 2019/20 • GM's Response to the Government's Female Offender Strategy • GM Strategy Performance and Implementation Plan Update • New GMCA website
11 December 2018	<ul style="list-style-type: none"> • TfGM Budgets for Bus costs • GMFRS Quarter 2 2018/19 Performance Update • Unwanted Fire Signals (UWFS's) • GM Children's Plan
22 January 2019	<ul style="list-style-type: none"> • Budgets 2019/20 • Ageing Strategy • Waste Procurement Update
12 February 2019	<ul style="list-style-type: none"> • GMCA budget reports (prior to GMCA decision on 15th Feb) • Greater Manchester Brexit Monitor and Preparations for EU Exit • Greater Manchester Local Full Fibre Programme
19 March 2019	<ul style="list-style-type: none"> • GMFRS Quarter 3 2018/19 Performance Update • GMFRS, Programme for Change (TBC) • Homelessness & Rough Sleeping Update • Greater Manchester Draft Drug & Alcohol Strategy • Local Transport Plan and Policy and Strategy Budgets • Opportunity Pass including 16-18 Bus Travel
16 April 2019 - cancelled	<ul style="list-style-type: none"> •

Corporate Issues & Reform Overview and Scrutiny Committee

Date: 16 July 2019

Subject: Annual Performance Report 2018/19

Report of: Tony Hunter, Director of Protection, Service Improvement & Performance

PURPOSE OF REPORT

To provide information in relation to the Service's annual performance for 2018/19 against the delivery goals contained within the Corporate and Integrated Risk Management Plan 2016/20.

RECOMMENDATIONS:

Members are recommended to:

1. Note and discuss any performance issues and/or recommendations arising within this report
2. Approve the 2018/19 annual performance report

CONTACT OFFICERS

Tony Hunter, Director of Protection, Service Improvement & Performance

EXECUTIVE SUMMARY

1. The attached report provides a view of 2018/2019, performance for each of our Key Performance Indicators (KPIs) against forecast and/or variance when compared to 2017/18. The information contained in this report builds upon the quarterly updates and will also provide a view of how performance this financial year compares with;
 - GMFRS historic annual performance (5 years where data is available)
 - Performance versus target and/or year on year annual comparisons/forecasts
 - Comparison data for the last 3 years (where available) in relation to; other Fire and Rescue Services similar to ourselves, known as the 'METs Family Group', where appropriate data is available, and other Fire and Rescue comparison data published by the Home Office in 2017/18.

The headline figures and key notes are as follows;

2. During 2018/19 there have been a total of 31,786 incidents (fires, false alarms and special service calls) which is a reduction of 3.61% (1,192 fewer incidents) when compared to 2017/18. 5 out of 7 METs brigades have observed a reduction and 2 an increase.
3. The average response time for the 1st GMFRS appliance to attend an emergency incident this year was 7 minutes 14 seconds and is comparable to the 7 minutes 6 seconds recorded during 2017/18. (This is the time taken for the 1st appliance to attend the scene once the alert is received at the fire station and includes the time of call answer to time of alerting the first resource target of 90 seconds).

In 2017/18 the Home Office published response data in relation to all FRSs which highlighted that the average response time to primary fires in England in 2017/18 was 8 minutes 45 seconds. The GMFRS average response time to primary fires was 7 minutes 14 seconds, 1 minute 31 seconds better than the England average. GMFRS has the 4th best average response time when comparing to our Mets family group.

4. Accidental dwelling fires (ADFs) have decreased by 5% (-105 incidents) this year when compared to 2017/18. Despite the reduction, GMFRS still has the highest volume of ADFs of all the METs brigades. The majority of ADFs originated in the kitchen with the main cause cooking related.
5. During 2018/19 there have been 7,749 deliberate fires, a decrease of 9% when compared to 2017/18. 5 out of 7 METs brigades have also reported a decrease in this year in comparison to last. It should also be noted that deliberate fire volumes for London FRS are significantly lower than any brigade due to a different approach in the recording 'motive', i.e. accidental or deliberate.
6. It is worth noting that during July 2018 GMFRS were in spate conditions due to the moorland incidents which took place during the period 25th June and 18th July

2018. This proved to be the busiest recorded period of operational activity in the history of Greater Manchester Fire and Rescue Service (GMFRS). July 2018 also saw an unprecedented period of dry weather; there were 24 consecutive days of sunshine and heat during the period 17th June to 11th July. Met office statistics show July 2018 was 'the second warmest July since 1910. Rainfall was 57% of average and sunshine was 142% of average, making it provisionally the second sunniest July since 1929'. Analysis of the data shows a correlation between the weather and deliberate secondary fires; more sunshine and less rainfall=more deliberate secondary fires;

7. Sadly, during 2018/19, 19 people died as a result of a fire incident, 16 of which were accidental. In 2017/18 there were 21 fire related deaths, 11 of which were accidental.
8. There have been a total of 14,083 false alarms attended this year, an increase of 1% when compared to 2017/18 with 4 out of the METs FRSs also noting an increase. At GMFRS, 39% of all false alarms in 2018/19 originated from an automatic fire alarm (FADA) in a non-domestic property. With the exception of London FRS all METs brigades saw a reduction in this area in 2018/19.
9. During 2018/19, 5,107 special service calls (SSCs) have been attended which is a reduction of 19% when compared to 2017/18. The main reason for this is due to there being fewer medical incident type calls, the majority of which were associated with the Emergency Medical Response (EMR) trial whereby operational crews were dispatched in parallel with North West Ambulance Service (NWAS) when someone suffered a suspected cardiac arrest. GMFRS' involvement in this trial ceased in September 2017.
10. During 2018/19 there have been a total of 27,191 Safe and Well visits made to homes across Greater Manchester which is a decrease of 18% when compared to the number delivered in 2017/18. The prolonged moorland incidents during late June and July impacted on the ability for both crews and community safety staff to carry out Safe and Well visits during this period.
11. The level of sickness absence at GMFRS in 2018/19 stood at 4.03%, a decrease when compared to the 4.72% recorded in 2017/18. The 'National Fire & Rescue Service Occupational Health Performance Report' (April – December 2018), highlighted that;
 - The % of total working days/shifts lost to sickness per Green Book staff member at GMFRS was 4.7% which is the highest of all the METs brigades
 - The % of total working days/shifts lost to sickness per Wholetime Firefighter at GMFRS was 4.96%, compared with 5.84% at London FRS
12. The Hostilities measure was extended to include all GMFRS personnel and property on 01.04.18 and is therefore not comparable to 2017/18.

In relation to hostilities towards firefighters whilst at/en route to an incident there were 88 this year compared to 93 during 2017/18. A report published by the Home

Office in October 2018 in relation to attacks on firefighters demonstrates that the percentage of incidents where attacks have occurred has remained at around 0.1% of all incidents attended. At GMFRS during 2018/19 there were 88 incidents involving an attack on firefighters, which equates to 0.28% of all incidents attended.

13. The female % of the GMFRS workforce for 2018/19 stands at 19.76% - a decrease of 0.34% when compared to 2017/18. The percentage of the workforce from black, asian and minority ethnic groups in 2018/19 is 4.23% - a reduction of 0.1% when compared to 2017/18.
14. The 'Fire and rescue workforce and pensions statistics: England, April 2017 to March 2018', published by the Home Office in October 2018 advises that "5.7% of firefighters were women in England in 2018 compared to 5.2% the previous year". In GMFRS in 2018/19 this figure is 5.47% an increase of 1.11% compared to the previous year.
15. The Home Office report also advises '10.5% of new firefighters in England were female in 2017/18". In GMFRS this figure is 31%, the second highest percentage of new female recruits in England and the highest when compared to our METs family group, the second highest percentage of new female recruits in England, and the highest when compared to our METs family group.

GREATER MANCHESTER FIRE AND RESCUE (GMFRS); 2018/19 ANNUAL PERFORMANCE EXECUTIVE SUMMARY

This report aims to provide a summary of the corporate key performance indicators (KPIs) underpinning the Greater Manchester Fire and Rescue Service Model. The information contained in this report builds upon the quarterly updates and will also provide a view of how performance this financial year compares with:-

- GMFRS historic annual performance (5 years where data is available)
- Performance versus target and/or year on year annual comparisons/forecasts
- Comparison data for the last 3 years (where available) in relation to; other Fire and Rescue Services similar to ourselves, known as the 'METs Family Group', where appropriate data is available, and other Fire and Rescue comparison data published by the Home Office in 2017/18

1. During 2018/19 there have been a total of 31,786 incidents (fires, false alarms and special service calls) which is a reduction of 3.61% (1,192 fewer incidents) when compared to 2017/18. 5 out of 7 METs brigades have observed a reduction and 2 an increase.

In 2017/18 the Home Office commented that of all incidents attended by FRSs in 2017/18, fires accounted for 30% and non-fires 30%. However this is not the case for GMFRS as there are still more fire incidents as a proportion of all incidents. During 2018/19, 16% of the overall total incidents attended were non-fire, compared with 40% that were fires. The largest incident type continues to be fire false alarms at 44%.

2. The average response time for the 1st GMFRS appliance to attend an emergency incident this year was 7 minutes 14 seconds and is comparable to the 7 minutes 6 seconds recorded during 2017/18. (This is the time taken for the 1st appliance to attend the scene once the alert is received at the fire station and includes the time of call answer to time of alerting the first resource target of 90 seconds).

In 2017/18 the Home Office published response data in relation to all FRSs which highlighted that the average response time to primary fires in England in 2017/18 was 8 minutes 45 seconds. The GMFRS average response time to primary fires was 7 minutes 14 seconds, 1 minute 31 seconds better than the England average. GMFRS has the 4th best average response time when comparing to our Mets family group.

3. Accidental dwelling fires (ADFs) have decreased by 5% (-105 incidents) this year when compared to 2017/18. Despite the reduction, GMFRS still has the highest volume of ADFs of all the METs brigades. The majority of ADFs originated in the kitchen with the main cause cooking related.

4. During 2018/19 there have been 7,749 deliberate fires, a decrease of 9% when compared to 2017/18. 5 out of 7 METs brigades have also reported a decrease in this year in comparison to last. It should also be noted that deliberate fire volumes for London FRS are significantly lower than any brigade due to a different approach in the recording 'motive', i.e. accidental or deliberate.

It is worth noting that during July 2018 GMFRS were in spate conditions due to the moorland incidents which took place during the period 25th June and 18th July 2018. This proved to be the busiest recorded period of operational activity in the history of Greater Manchester Fire and Rescue Service (GMFRS). July 2018 also saw an unprecedented period of dry weather; there were 24 consecutive days of sunshine and heat during the period 17th June to 11th July. Met office statistics show July 2018 was 'the second warmest July since 1910. Rainfall was 57% of average and sunshine was 142% of average, making it provisionally the second sunniest July since 1929'. Analysis of the data shows a correlation between the weather and deliberate secondary fires; more sunshine and less rainfall=more deliberate secondary fires;

5. Sadly during 2018/19, 19 people died as a result of a fire incident, 16 of which were accidental. In 2017/18 there were 21 fire related deaths, 11 of which were accidental.

6. The number of non-domestic fires attended in 2018/19 by GMFRS decreased by 18% in comparison to 2017/18. Additionally, GMFRS has the lowest volume of non-domestic fires (buildings) per 1,000 non-domestic premises in Greater Manchester out of the METs family group.

7. There have been a total of 14,083 false alarms attended this year, an increase of 1% when compared to 2017/18 with 4 out of the METs FRSs also noting an increase. At GMFRS, 39% of all false alarms in 2018/19 originated from an automatic fire alarm (FADA) in a non-domestic property. With the exception of London FRS all METs brigades saw a reduction in this area in 2018/19.

8. During 2018/19, 5,107 special service calls (SSCs) have been attended which is a reduction of 19% when compared to 2017/18. The main reason for this is due to there being fewer medical incident type calls, the majority of which were associated with the Emergency Medical Response (EMR) trial whereby operational crews were dispatched in parallel with North West Ambulance Service (NWAS) when someone suffered a suspected cardiac arrest. GMFRS' involvement in this trial ceased in September 2017.

9. During 2018/19 there have been a total of 27,191 Safe and Well visits made to homes across Greater Manchester which is a decrease of 18% when compared to the number delivered in 2017/18. The prolonged moorland incidents during late June and July impacted on the ability for both crews and community safety staff to carry out Safe and Well visits during this period.

The number of home visits made by brigades is varied and influenced by demographics, socio-economic factors and the wide ranging prevention activities undertaken by the individual FRSs.

10. The level of sickness absence at GMFRS in 2018/19 stood at 4.03%, a decrease when compared to the 4.72% recorded in 2017/18. The 'National Fire & Rescue Service Occupational Health Performance Report' (April – December 2018), highlighted that:-

- The % of total working days/shifts lost to sickness per Green Book staff member at GMFRS was 4.7% which is the highest of all the METs brigades
- The % of total working days/shifts lost to sickness per Wholetime Firefighter at GMFRS was 4.96%, compared with 5.84% at London FRS

11. The Hostilities measure was extended to include all GMFRS personnel and property on 01.04.18 and is therefore not comparable to 2017/18.

In relation to hostilities towards firefighters whilst at/en route to an incident there were 88 this year compared to 93 during 2017/18. A report published by the Home Office in October 2018 in relation to attacks on firefighters demonstrates that the percentage of incidents where attacks have occurred has remained at around 0.1% of all incidents attended. At GMFRS during 2018/19 there were 88 incidents involving an attack on firefighters, which equates to 0.28% of all incidents attended.

12. The female % of the GMFRS workforce for 2018/19 stands at 19.76% - a decrease of 0.34% when compared to 2017/18. The percentage of the workforce from black, asian and minority ethnic groups in 2018/19 is 4.23% - a reduction of 0.1% when compared to 2017/18.

The 'Fire and rescue workforce and pensions statistics: England, April 2017 to March 2018', published by the Home Office in October 2018 advises that "5.7% of firefighters were women in England in 2018 compared to 5.2% the previous year". In GMFRS in 2018/19 this figure is 5.47% an increase of 1.11% compared to the previous year.

The Home Office report also advises '10.5% of new firefighters in England were female in 2017/18". In GMFRS this figure is 31%, the second highest percentage of new female recruits in England and the highest when compared to our METs family group, the second highest percentage of new female recruits in England, and the highest when compared to our METs family group.

Please note comparison data for incidents is up to and including 2018/19, Prevention and Response comparison data has been sourced from the Home Office whose most recent publication is for 2017/18; 2018/19 is not yet available. Absence data has been sourced from the Cleveland Report published in December 2018.

Emergency Response

Greater Manchester Fire and Rescue (GMFRS) 2018/19

Reduce the number of emergency calls, deaths and injuries, crime and disorder. Maintain a high state of preparedness for emergencies

All Incidents

2018/19*

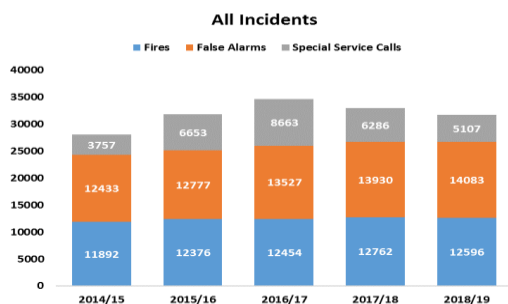


In 2018/19 GMFRS attended a total of 31,786* incidents (fires, false alarms and special service calls), a reduction of 3.6% (1192) when compared with 2017/18. The reduction is mainly associated with fewer special service calls (SSCs).

Bolton	3241
Bury	1736
Manchester	7801
Oldham	2680
Rochdale	2509
Salford	3397
Stockport	2227
Tameside	2274
Trafford	2041
Wigan	3880

*Not all records were complete at the time of reporting and therefore a small number may not be assigned to a borough

Figure 1 - All Incidents



*Average 1st Appliance Response Time to Emergency Incidents

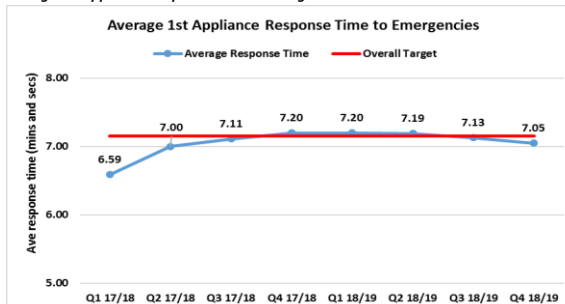
2018/19*



In 2018/19 GMFRS 1st appliance average response time to emergency incidents was 7 minutes and 14 seconds which is comparable to the 7 minutes and 6 seconds recorded during the same period last year.

*(Average response time is calculated from the time the appliance is alerted to the arrival of the first pumping appliance. In addition to this, the time of call answer to time of alerting the first resource target of 90 seconds has been added to the average response time).

Figure 2 - Average 1st Appliance Response Time to Emergencies



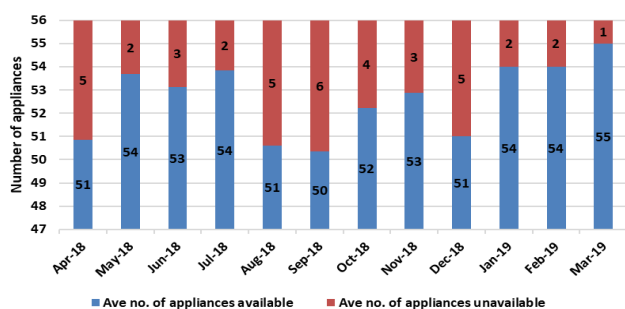
Supporting Indicators/Benchmarks

Home Office response times are calculated from the time of call to the arrival of the first pumping appliance. The 2017/18 Response Time report published on 17.01.19 advises, 'The average response time to primary fires (more serious fires that harm people or cause damage to property) in England was 8 minutes and 45 seconds'. In GMFRS, the average response time to primary fires was 7 minutes and 14 seconds in 2017/18, 1 minute and 31 seconds quicker than the England average.

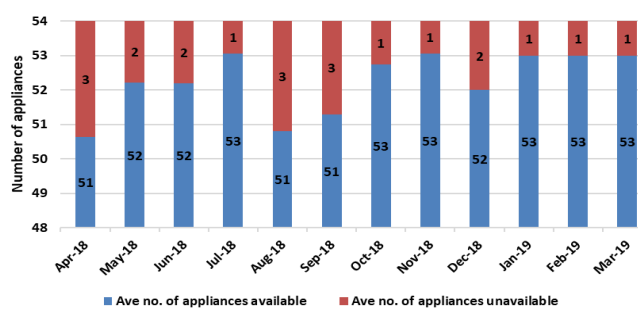
% of Fire Appliances Crewed and Available

95.55% of appliances were crewed and available during 2018/19, which is a reduction of 1.32% when compared to the 96.87% reported during 2017/18. This equates to an average of 3 appliances unavailable during each day shift and 2 during each night shift, (5 appliances unavailable per 24 hours).

Average number of appliances available/unavailable by DAY shift



Average number of appliances available/unavailable by NIGHT shift



Context and challenges

The main reasons which impact on fire appliances being crewed and available are associated with the lack of take up of overtime, reductions in available staff, absence, annual and emergency leave and overall operational staffing numbers.

The Roster Reserve shift pattern was removed on 01.09.18 to encourage the overtime take up rate, accelerated recruitment of firefighters was undertaken during 2018/19 to increase the number of operational staff and absence is robustly managed in line with the absence policies and procedures.

Emergency Response

Greater Manchester Fire and Rescue (GMFRS) 2018/19

Reduce the number of emergency calls, deaths and injuries, crime and disorder. Maintain a high state of preparedness for emergencies

Accidental Dwelling Fires	2018/19*	↓	Deliberate Fires	2018/19*	↓
GMFRS attended 1,927 accidental dwelling fires (ADFs) during 2018/19, a decrease of 5.17% (105) when compared to 2017/18. 92% of accidental dwelling fires had fire damage confined to the room of origin and 86% had a smoke alarm fitted.	Bolton	200	There have been 7,749 deliberate fires in 2018/19, which is a reduction of 9.41% (805) when compared to the volume attended during 2017/18. Reductions have been seen in both deliberate primary and deliberate secondary fires despite the period of the moorland incidents during late June and July 2018.	Bolton	941
	Bury	110		Bury	395
	Manchester	461		Manchester	1388
	Oldham	141		Oldham	841
	Rochdale	150		Rochdale	646
	Salford	242		Salford	900
	Stockport	184		Stockport	480
	Tameside	145		Tameside	465
	Trafford	129		Trafford	305
	Wigan	165		Wigan	1388
*Not all records were complete at the time of reporting and therefore a small number may not be assigned to a borough			*Not all records were complete at the time of reporting and therefore a small number may not be assigned to a borough		

Figure 5 - Accidental Dwelling Fires

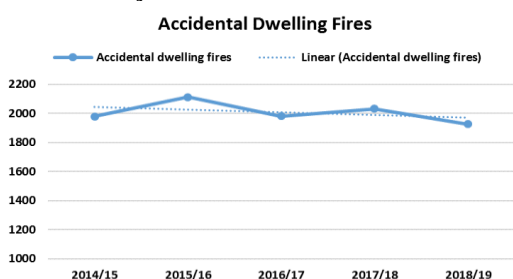
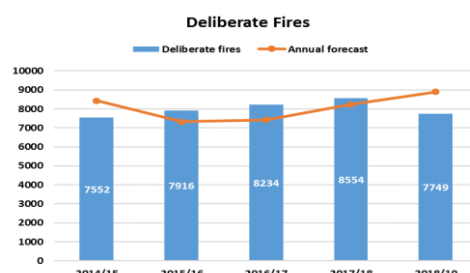


Figure 6 - Deliberate Fires



Supporting Indicators/Benchmarks

Sadly there have been 19 deaths as a result of fire incidents in 2018/19, compared with 21 during 2017/18. 16 were accidental in nature with majority occurring in dwellings. The cause of the fire in the majority of cases was 'smoking related'. Sadly all 3 deliberate incidents were suicides.	Figure 7 - Fatalities and Casualties from fire				There have been 182 injuries as a result of fire in 2018/19, compared with 198 during 2017/18. 146 were slight in nature and 36 serious and were associated with 144 unique incidents. The majority of fires occur in dwellings and originate in the kitchen with the main cause cooking.
		2016/17	2017/18	2018/19	
	All Fire deaths	17	21	19	
	Fire deaths; Deliberate	4	10	3	
	Fire deaths; Accidental	13	11	16	
Injuries from fire	221	198	182		

Context and challenges

During 2018/19, the majority of **accidental dwelling fires** originated in the kitchen with the main cause cooking related. 37% (720) sustained heat and smoke only damage and a further 638 (33%) sustained fire damage limited to the item first ignited e.g. food in a pan/microwave. 86% were found to have been fitted with a smoke alarm which compares favourably to the Home Office report 2017/18, which reported that "Fires where a smoke alarm was not present accounted for 25% of all dwelling fires".

We continue to undertake a wide range of activities to reduce the risk of fires occurring in the home, such as campaigns and social media, age appropriate safety education, community engagement as well as person centred advice through our Safe and Well visit. Post incident activities and reassurance campaigns support this approach and help to embed safety messaging within our communities. 'Safe4' campaigns are delivered during spring, summer, autumn and winter and focus on a variety of safety messages dependant on the time of year, including safety in the home. We have also supported national prevention campaigns such as Public Health England 'Help us to help you stay well this winter', world suicide prevention day, older peoples day, home safety week and national no smoking day.

Deliberate fires have reduced by 9.41% in 2018/19, 805 fewer incident than the previous year, and the lowest volume in the last 4 years. This is in spite of July 2018 experiencing the highest volume of incidents in the last 4 years, mainly due to the moorland fires. GMFRS were in spate conditions from 25th June and 18th July during which time GMFRS experienced its busiest period of operational activity in the history of GMFRS. July also saw an unprecedented period of dry weather; there were 24 consecutive days of sunshine and heat during the period 17th June to 11th July. Met office statistics show July 2018 was 'the second warmest July since 1910. Rainfall was 57% of average and sunshine was 142% of average, making it provisionally the second sunniest July since 1929'. Analysis of the data shows a correlation between the weather and deliberate secondary fires; more sunshine and less rainfall=more deliberate secondary fires.

February also experienced unusually warm weather and the highest volume of deliberate secondary fires in the month of February in the last 5 years. The Met Office reports 'February 2019 was the UK's second sunniest February in a series from 1929'.

Prevention and Protection

Greater Manchester Fire and Rescue (GMFRS) 2018/19

Reduce property damage, economic loss and damage to the environment. Provide improved quality of life outcomes for communities.

False Alarms	2018/19*	↑	False alarm due to apparatus (FADA)	2018/19*	↓
2018/19 has seen a total of 14,083 false alarms recorded, an increase of 1.1% (153) when compared to 2017/18. The increase is associated with false alarms which originate from a non domestic automatic fire alarm (FADA) which account for 39% of all false alarms in 2018/19.	Bolton	1233	There have been 5,478 false alarm due to apparatus (FADA) in non-domestic properties during 2018/19 which represents a reduction of 7.31% (432) fewer than 2017/18.	Bolton	492
	Bury	730		Bury	241
	Manchester	4063		Manchester	1850
	Oldham	1046		Oldham	341
	Rochdale	1048		Rochdale	387
	Salford	1453		Salford	470
	Stockport	962		Stockport	357
	Tameside	1101		Tameside	409
	Trafford	1104		Trafford	425
	Wigan	1343		Wigan	506

*Not all records were complete at the time of reporting and therefore a small number may not be assigned to a borough

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Figure 8 - All False Alarms

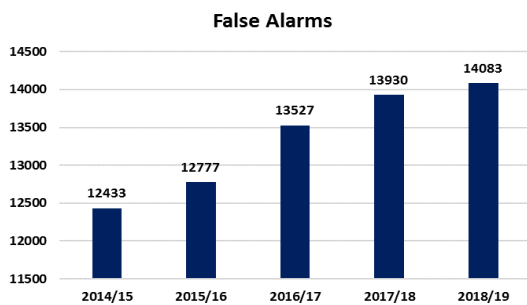
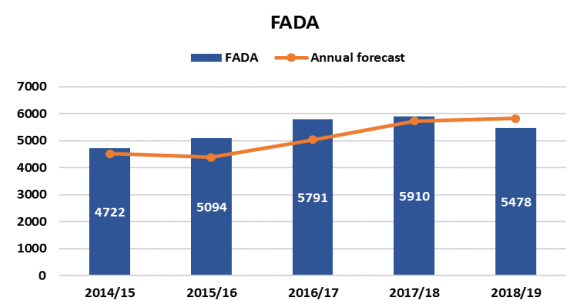


Figure 9 - FADA (non-domestic)



Supporting Indicators/Benchmarks

From an England perspective *“The small increase (1%) in fire false alarms in 2017/18 compared with 2016/17 is made up of a 2% increase in ‘good intent’ false alarms and a 4% increase in ‘malicious false alarms’. There was virtually no change in the number of fire false alarms ‘due to apparatus’. Fire false alarms ‘due to apparatus’ accounted for two thirds of fire false alarms in 2017/18”.*

At GMFRS the increase in fire false alarms ‘due to apparatus’ (FADA) is also evident in recent years; between 2014/15 and 2017/18 there was a 24% increase in FADA and 22% increase in ‘malicious’, with ‘good intent’ demonstrating a reduction over the same period.

Context and challenges

The top 5 property types which make up the majority (63%) of FADA in non domestic properties are;

1. Hospitals and medical care 18%
2. Education 13%
3. Offices and call centres 12%
4. Retail 12%
5. Residential home 8%

The area protection teams work with business premises providing advice and guidance in order to reduce the number of FADA. Additionally, where a watch officer turns out to a FADA at the same premise on a regular basis they discuss with the responsible person the impact on both the public and our appliances of not being available for other fire calls or delaying response to higher grade emergencies.

A revised Automatic Fire Alarm (AFA) policy was launched on 01.04.19 which will reduce mobilisations to specified non domestic property types during the hours of 0800 and 1700. This will be monitored for any impact during Q1 2019/20, however initial analysis of April 2019 data shows we attended 55 fewer FADA (12.5%) when compared to April 2018. The most significant reductions are during 8am and 5pm in the following property types; Education, Industrial Manufacturing, Offices and Call Centres and Retail.

Business safety engagement activities are undertaken which deliver a risk based audit, inspection and advice programme to the business community. During 2018/19 there were 4,094 instances of business safety advice delivered to the business community comprising 2,115 audits and inspections and 1,979 other fire safety activities. This represents an improvement of 50% compared to the 2,721 delivered during 2017/18.

Prevention and Protection

Greater Manchester Fire and Rescue (GMFRS) 2018/19

Reduce property damage, economic loss and damage to the environment. Provide improved quality of life outcomes for communities.

Special Service Calls (SSCs)	2018/19*	↓	Safe and Well visits	2018/19	↓
5,107 special service calls have been attended during 2018/19, which is a reduction of 18.76% (1179) when compared with 2017/18. The reduction is due to there being a fewer number of medical incident calls following GMFRSs withdrawal from the EMR trial.	Bolton	568	27,191 Safe and Well visits were made to homes across Greater Manchester during 2018,19 which is a reduction of 18% (6094) when compared to 2017/18. The prolonged moorland incidents during late June and July impacted on the ability for crews and community safety staff to carry out Safe and Well visits during this period.	Bolton	4008
	Bury	324		Bury	1610
	Manchester	1236		Manchester	3953
	Oldham	378		Oldham	2143
	Rochdale	429		Rochdale	2664
	Salford	516		Salford	2523
	Stockport	443		Stockport	3198
	Tameside	373		Tameside	2256
	Trafford	332		Trafford	1653
	Wigan	508		Wigan	3183

*Not all records were complete at the time of reporting and therefore a small number may not be assigned to a borough

Figure 11 - Special Service Calls

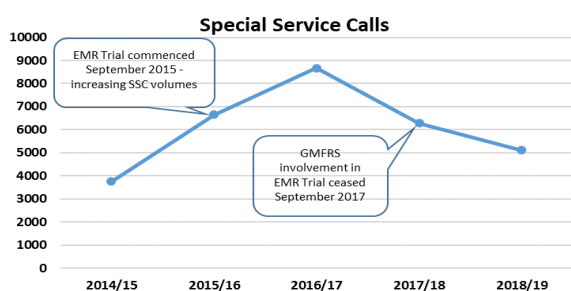
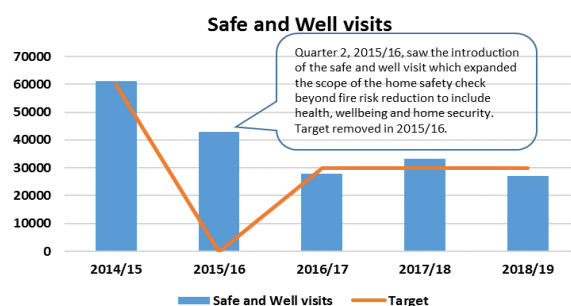


Figure 12 - Safe and Well visits



Supporting Indicators/Benchmarks

Home Office 2017/18 reports; " In 2017/18, FRSs completed 576,040 HFRCs, this was a 2% decrease compared with the previous year (590,198) and 26% fewer than in 2010/11 (775,019). Overall the number of Home Fire Risk Checks (HFRCs) that FRSs and their partners carry out have been on a downwards trend although there was a small increase between 2015/16 and 2016/17".

Context and challenges

Whilst it is the case that that the overall number of **special service calls** has reduced due to fewer medical incidents it is noted that there have also been volume variances to some other SSC types:-

Road traffic collisions (RTCs) are a subset of special service calls (SSCs) and during 2018/19 a total of 1,560 have been attended, which is 21% (269) more than in 2017/18. The increase seen is mainly due to a change that was introduced on the 10th of October 2016, which saw the mobilisation of one pump to some RTC incidents where previously this may not have been the case if no persons were reported. This was introduced to provide further assistance in the assessment of the scene, supporting other agencies as deemed appropriate by the Incident Commander (IC), making the scene safe and/or rendering first aid and trauma care until arrival of such agencies.

Effecting entry/exit - These relate to our attendance at incidents to assist with the access/release of an individual/s who have generally become locked in a room, house or vehicle; 660 were dealt with in 2018/19 compared with 640 in 2017/18.

Lift release - There were 455 attendances to lift release incidents during 2018/19, a decrease of 7% (34) compared to the same period last year. 50% (227) were to 'able bodied person not in distress/no person involved'.

Flooding - During 2018/19 we attended 317 flooding incidents compared to 371 during 2017/18. The majority were to 'make scene safe' and involved water leaks/burst pipes in domestic properties where there might be a risk to electrics.

Hazardous materials - There were 280 attendances at hazardous materials incidents in 2018/19 which is comparable to the 290 attended during 2017/18.

A **Safe and Well Visit** is a person centred home visit carried out by both operational and non-operational staff. During 2018/19, 27,191 safe and well visits were delivered to homes in GMFRS, 6,094 fewer than the same period last year. 52% were delivered to very high/high risk homes and 31% to medium risk homes.

The prolonged moorland incidents during late June and July impacted on the ability for both operational and non operational staff to deliver safe and wells during this period.

The effectiveness of Safe and Well visits are evaluated, in addition to this we assess and refine our risk model each year to ensure visits are targeted at those people/households most at risk of having a fire.

Workforce

Greater Manchester Fire and Rescue (GMFRS) - 2018/19

Maintain a high performing, engaged and healthy workforce

Sickness Absence

2018/19

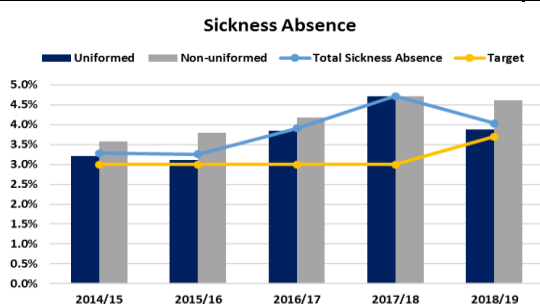


The overall level of sickness absence during 2018/19 is 4.03% which is a **decrease of 0.69%** when compared to 2017/18.

The target was increased to 3.7% for 2018/19 to align with the national trend/benchmark: CIPD average for Public Service in 2016 was 3.7%.

Figure 14 - Sickness absence

By Staff Group	2017/18	2018/19
Uniformed	4.72%	3.88%
Non-uniformed	4.72%	4.61%



Hostilities

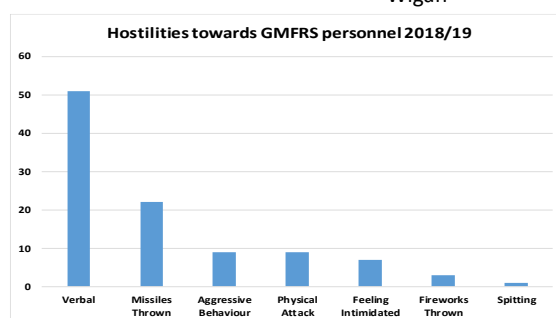
2018/19

There have been 102 hostilities reported during 2018/19.

This measure was extended on 01.04.18 to include hostilities towards all GMFRS personnel/property and is therefore not comparable to 2017/18.

Bolton	9
Bury	5
Manchester	19
Oldham	12
Rochdale	7
Salford	18
Stockport	6
Tameside	7
Trafford	6
Wigan	13

Figure 15 - Hostilities towards GMFRS personnel



Supporting Indicators/Benchmarks

Operational workforce capacity – the uniformed establishment for GMFRS is 1,430 and is currently showing 66 vacancies which is an improvement of 25 compared to quarter 3 this year. The establishment for frontline operational staff is 1,246 and the current frontline strength is 1,176.

A significant recruitment campaign is underway aimed at recruiting 332 fire fighters over 2 years. In 2018/19 we had 3 recruitment campaigns.

Context and challenges

Mental Health and musculoskeletal injuries remains the main reasons for time lost to sickness. This reflects the CIPD Absence management survey 2016, which reports *“Stress, musculoskeletal injuries and mental ill health are the top causes of absence in the public sector (after minor illness for short-term absence) and are more common causes of absence in the public sector than the private.”*

The Roster Reserve Shift pattern was removed from the 1st of September 2018 and since then it is worth noting there was a notable reduction in uniformed absence in September with March 2019 achieving the lowest monthly uniformed absence performance this year.

Sickness absence is being managed robustly and in line with current policies and procedures and the Service continues to work with occupational health to manage employee health and wellbeing. GMFRS provide and promotes stress counselling, employee assistance programmes, occupational health services and rehabilitation programmes, using flexible working options/improved work-life balance, make changes to working patterns or environment and have a capability procedure to support employees.

The People Management meeting group places additional focus on sickness causes and exploring modified duties options to facilitate return to work. Cultivating a healthy culture while managing reorganisation and programme for change remain two of the greatest challenges. Sickness absence continues to be managed robustly and in line with current policies and procedures.

In relation to hostilities, this measure was extended to include **hostilities to all GMFRS personnel/property** on 1st April 2018. The majority of hostilities involve operational staff whilst at/en route to an incident. There were 88 this year compared to 93 during 2017/18 and a further 14 hostilities towards non operational staff whilst carrying out community safety duties.

One incident in Tameside during the bonfire period resulted in an arrest. Bodycam footage from the incident was obtained from GMP to assist with training crews on how to deal with similar incidents. A further incident in Salford resulted in a custodial sentence (3 years) being given to the individual. The incident and outcome was reported in the M.E.N in an article supporting the introduction earlier this year of tougher sentences to offer greater protection to emergency service workers under the Assaults on Emergency Workers (Offences) Act.

Workforce

Greater Manchester Fire and Rescue (GMFRS) - 2018/19

Maintain a high performing, engaged and healthy workforce

Workforce; Gender

2018/19



Year to date, 2018/19, there is a slight change in the overall workforce percentage, male to female, when compared to 2017/18; **female staff has decreased from 20.10% in 2017/18 to 19.76% in 2018/19.**

At GMFRS in 2018/19, **5.47% of firefighters were women**, compared with 4.36% in the previous year.

Workforce; Black, Asian & minority ethnic groups

2018/19



In 2018/19 the BAME figures show a **reduction of 0.1%** when compared to 2017/18. The proportion of firefighters from an ethnic minority group in 2018/19 in GMFRS was 4.52%, compared with 4.2% in the previous year.

By Staff Group	2017/18	2018/19
Uniformed	4.20%	4.52%
Non-uniformed	6.25%	5.44%

Figure 16 - Workforce by Gender

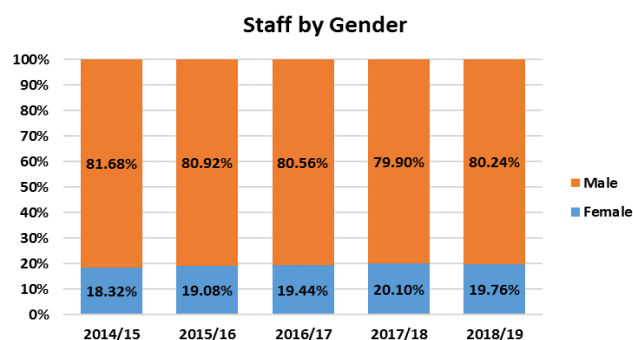
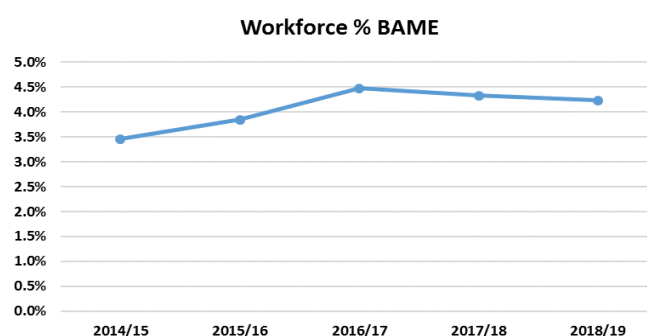


Figure 17 - Workforce by BAME



Supporting Indicators/Benchmarks

Figure 18 - Gender Pay Gap 2018

	Mean	Median
GMFRS as of 31 March 2017	10.50%	10.30%
GMFRS as of 31 March 2018	9.40%	8.10%
National average 2018	17.10%	17.90%

Context and challenges

The Home Office Fire Service Workforce and Pensions report published in October 2018 advises that 5.7% of firefighters were women in England in 2018, compared to 5.2% in 2017/18. At GMFRS in 2018/19, 5.47% of firefighters were women, compared with 4.36% in the previous year, an increase of 1.11%.

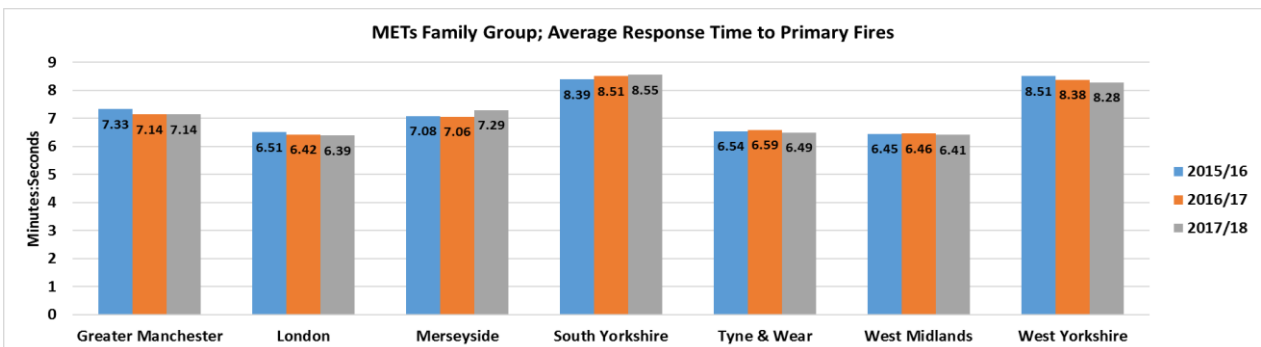
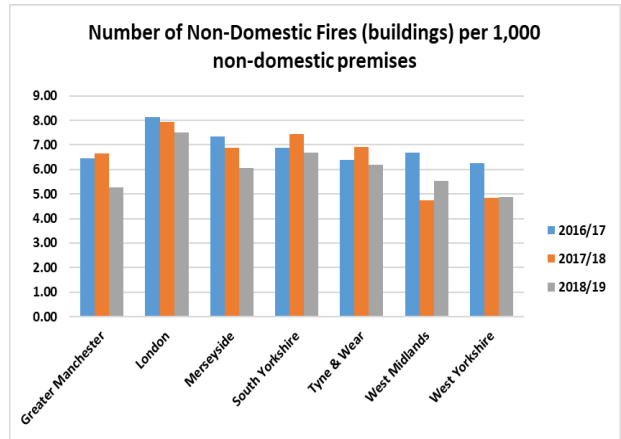
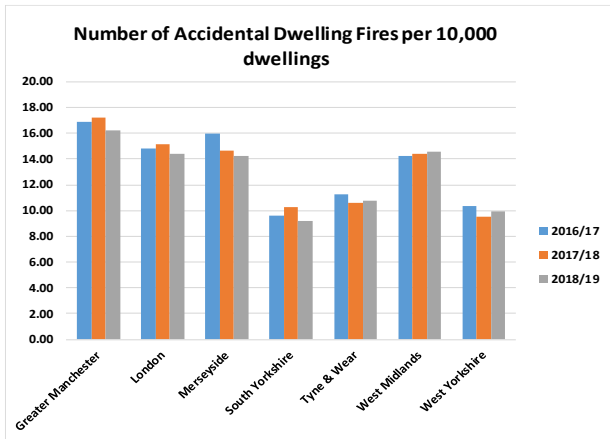
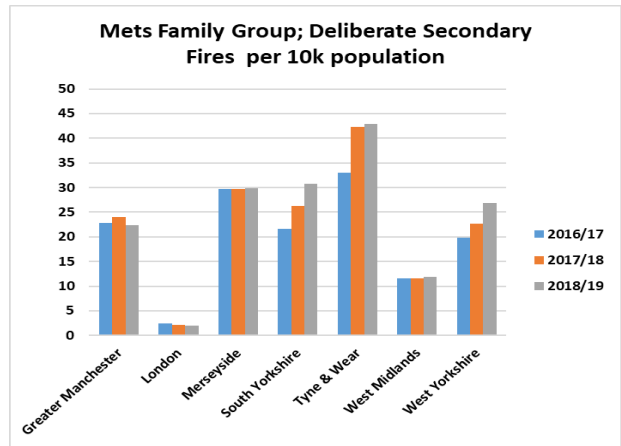
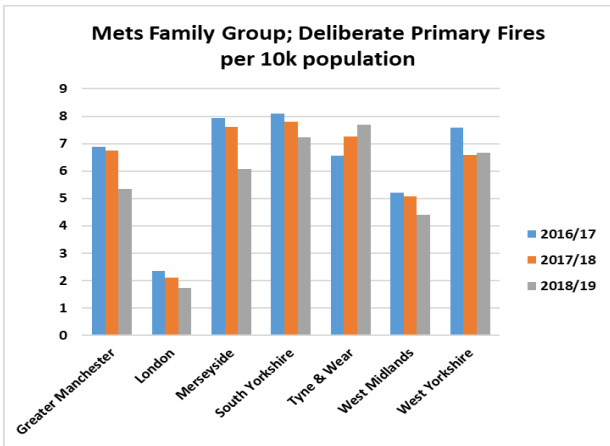
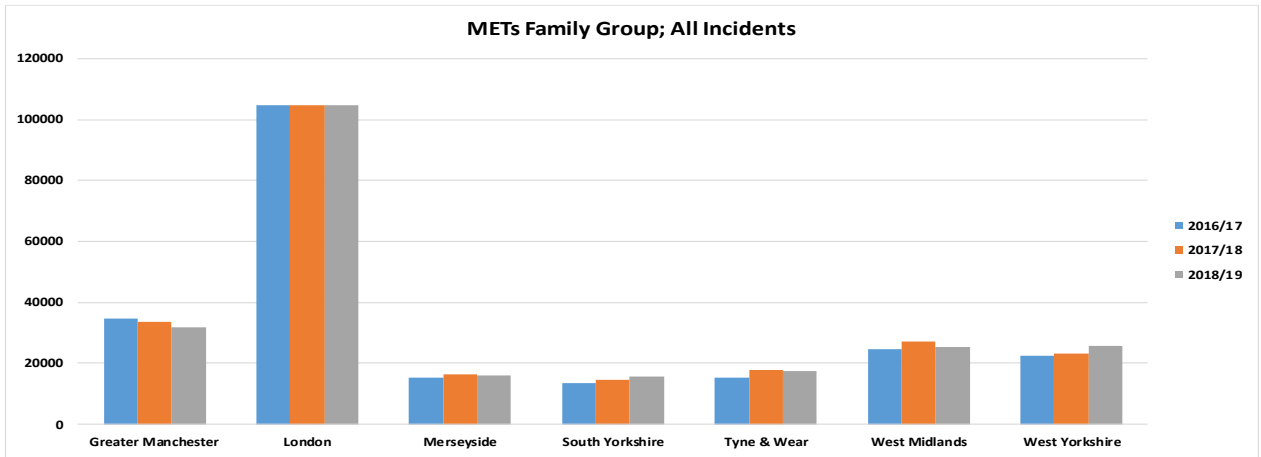
It is also commented in the Home Office report that "During 2017/18 10.5% of new firefighters in England were female". In GMFRS this figure is 31%, the second highest percentage of new female recruits in England, and the highest when compared to our Mets family group.

The Positive Attraction team focus on initiatives to encourage people from under-represented groups (particularly those who identify as BAME and female) to consider a career as a firefighter. This is through community led attraction which encompasses reaching out to our GM community, attending a number of events and key locations where individuals have the opportunity to talk to colleagues about the broader role of the modern firefighter, to understand the breadth of skills and behaviours required and to gain an insight into a day in the life of a firefighter.

The GMFRS gender pay gap is based on hourly rates of pay as at 31 March 2018 women's hourly earnings were on average 9.40% (mean) and 8.10% (median) below those of men. The gender pay gap gives a snapshot of the gender balance within an organisation. It measures the difference between the average earnings of all male and female employees, irrespective of their role or seniority.

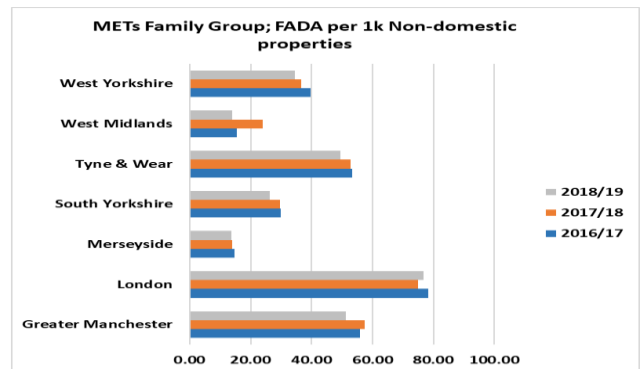
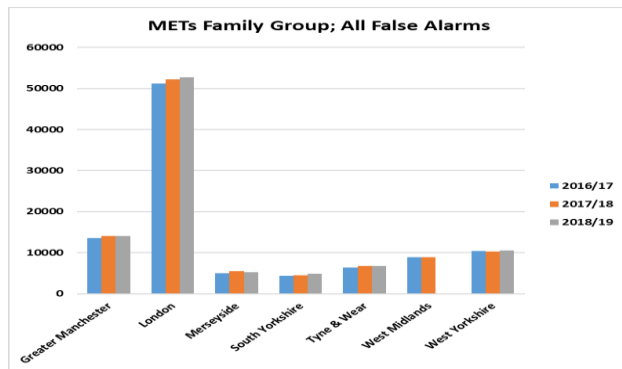
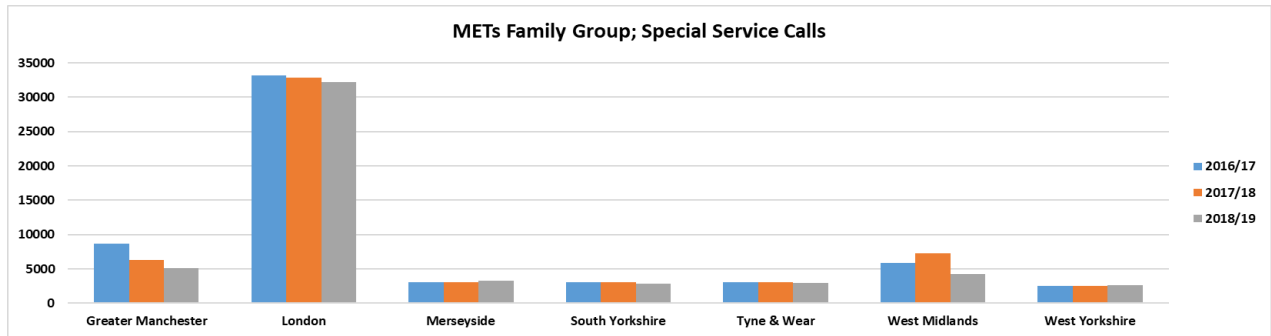
Overall, results show in March 2018 that the GMFRS are making progress to decrease gender inequality within the workplace as our both our mean and median are below the national average as at October 2018. The GMFRS gender pay gap as of March 2018 compares favourably to other FRS, East Sussex Fire and Rescue Service currently standing at -7.3%, with the highest Fire and Rescue Service standing at 32.2%.

Incident Comparisons (data provided by individual FRSs)

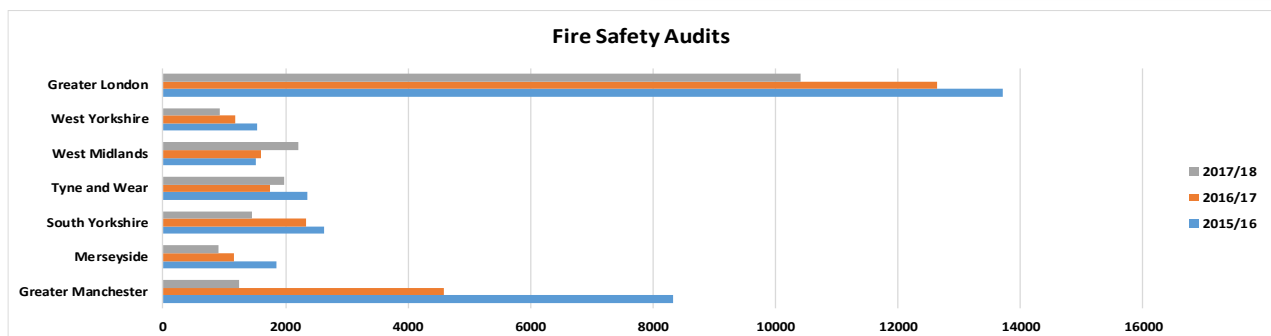
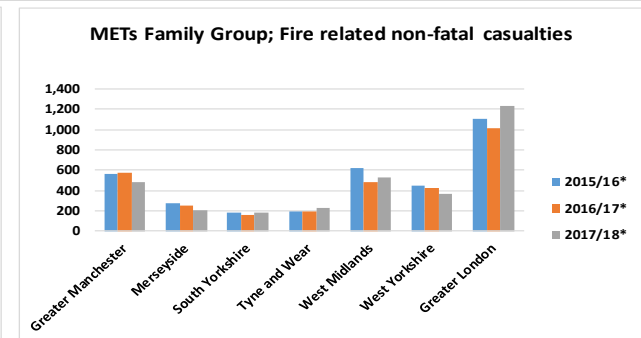
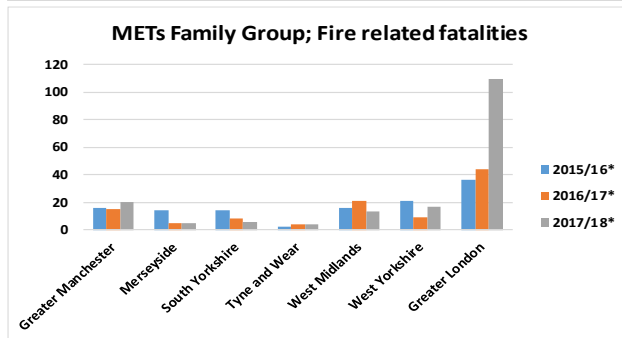
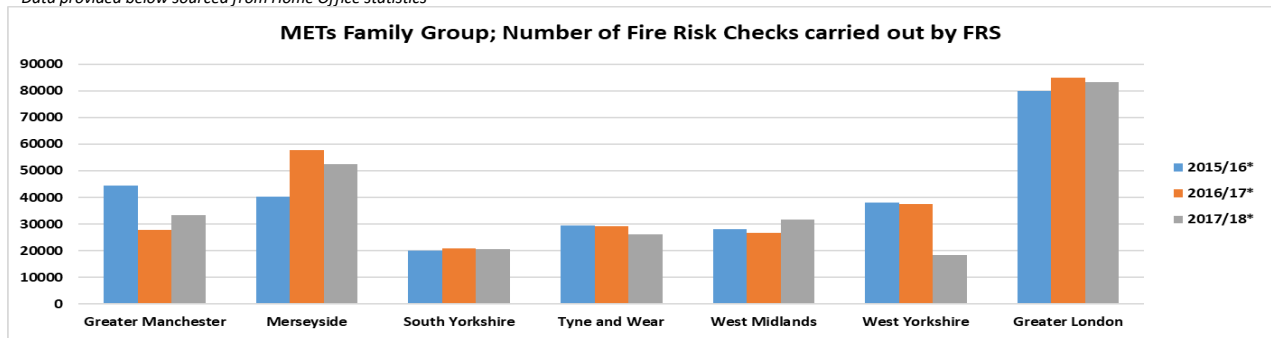


Response times sourced from Home Office data, 2018/19 statistics not yet available

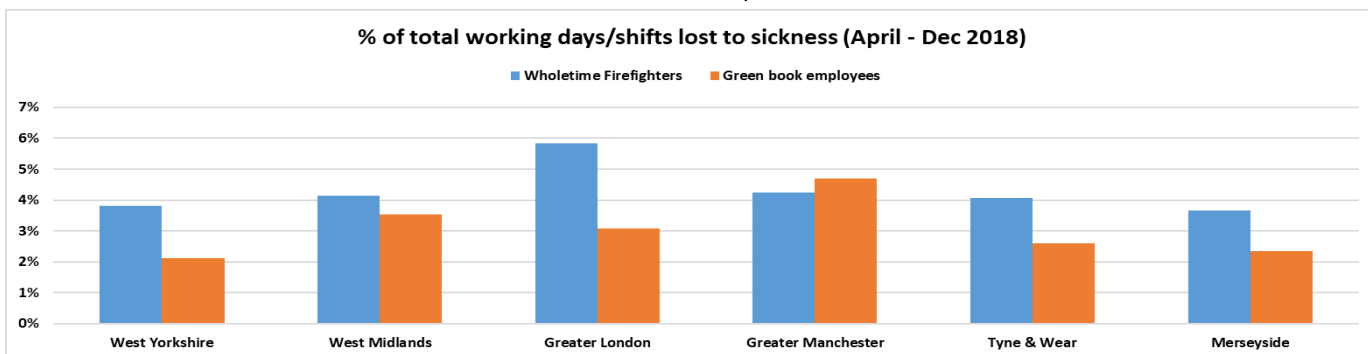
Prevention and Protection Comparisons (data provided by individual FRSs)



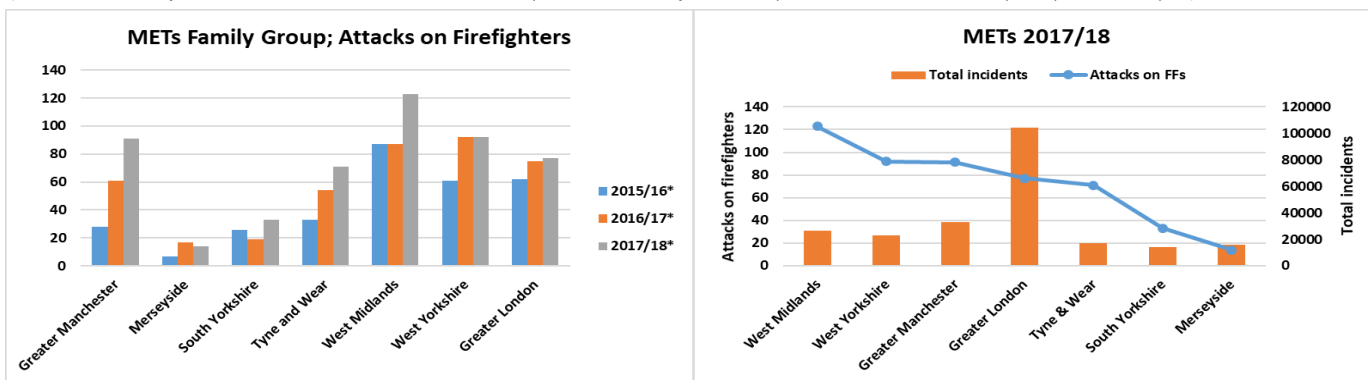
*Data provided below sourced from Home Office statistics



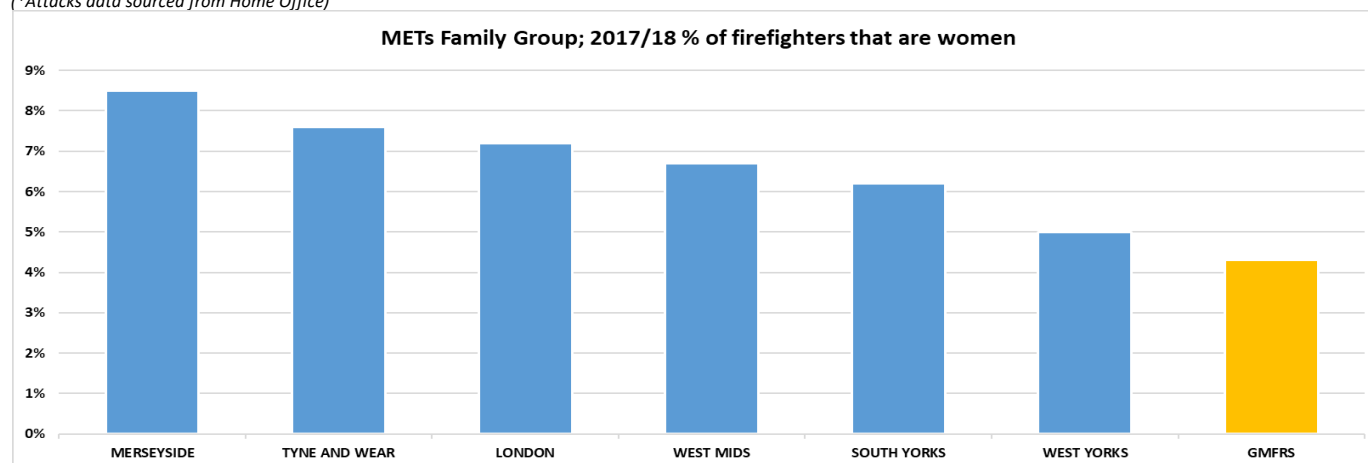
Workforce Comparisons



(Data above sourced from the National Fire and Rescue Service 'Occupational Health Performance Report'. South Yorkshire did not participate in this report)



(*Attacks data sourced from Home Office)



(Gender data sourced from Home Office)

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Public Overview Document: Programme for Change Outline Business Case

The context

We are proposing to make changes to the way that Greater Manchester Fire and Rescue Service is managed, resources are allocated and how we collaborate with partners.

These proposals outline some of the most dramatic changes in the history of Greater Manchester Fire and Rescue Service but they are important ones to make sure we are a service fit for the future.

These proposals will put us in a position where we can continue to keep people safe, but also ensure that we are a sustainable, efficient service.

There will be tough decisions to make going forward but this will be informed by using a robust evidence base.

The proposed changes are within the Outline Business Case – **and now we need the public to tell us what they think...**

What does the Outline Business Case cover?

- It sets out proposals for a radical programme of change, laying the foundation for a stronger organisation that focusses on keeping communities safe and delivering a sustainable, affordable, frontline first emergency service.
- The document sets out proposals to protect the frontline, enhance firefighter safety, keep more firefighters in communities, whilst having a minimal impact on performance and maintaining response times.
- These proposals within the OBC have been developed following on from the Mayor and Deputy Mayor visiting and talking to staff from across GMFRS, and the desire to re-focus on the statutory functions of the fire and rescue service – responding, preventing and protecting the communities of Greater Manchester.

What does it all actually mean?

Changes to operational response -

- Merge six stations into three (Bolton Central and Bolton North; Manchester Central and Phillips Park; and Stockport and Whitehill), building three brand new state-of-the-art stations that are fit for the future.
- New stations will be in the optimum locations to ensure that firefighters are able to respond quickly, with the best equipment possible.
- Our proposals are to keep 47 fire engines on the run (we currently have 56 but on average only 50 are on the run),
- These proposals will maintain response times whilst creating a sustainable future for GMFRS.
- The current average response time in Greater Manchester is 7 minutes 19 seconds, which is better than the national average of 8 minutes 45 seconds, and this is a position we want to maintain.

Changes to Prevention, Protection and Youth Engagement -

- We are proposing that operational crews will provide the majority of prevention and education delivery across Greater Manchester.
- The proposal is that frontline staff will be empowered to take on a greater responsibility for the delivery of fire prevention activities and messages to help the communities of Greater Manchester.

Impact of these proposals

Some of the proposals within the Outline Business Case will have an impact on our staff. Staff from across the organisation are being engaged in a process separate to the public consultation and will have opportunity to contribute their views over the coming weeks.

How do people get involved in the consultation?

We will be hosting an online consultation survey on www.gmconsult.org and this will be open to any member of the public, stakeholder or representative of a group or organisation that wants to express their views.

In addition to this, we will also be talking to those groups and organisations who regularly use the community facilities at the stations proposed to merge, as well as local politicians, communities of interest and people who live around the immediate geographical area of the stations proposed to change.

Timeline

An online survey on the online platform (www.gmconsult.org) will be launched week commencing March 25 and will stay open for 9 weeks until May 31. This platform will allow people to comment on some of the key areas of the proposals.

People will also be able to contribute to the consultation by emailing us, messaging us on social media or sending us a letter.

Ways to ask questions or feedback on the proposals ...

- www.gmconsult.org
- @manchesterfire – twitter and facebook
- ProgrammeForChange@manchesterfire.gov.uk
- Consultation, Programme for Change Office, GMFRS HQ, 146 Bolton Road, Swinton M27 8US