

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.