

GREATER MANCHESTER POLICE, FIRE & CRIME PANEL

Date: 20th September 2022

Subject: GMFRS Annual Delivery Report 21-22

Report of: DCFO Ben Norman

PURPOSE OF REPORT

This paper presents the GMFRS Annual Delivery Report 21-22, outlining the Service's achievements and performance against the six strategic aims detailed in the Annual Delivery Plan 21-22 and overarching Fire Plan 21-25.

RECOMMENDATIONS:

It is recommended that the Panel:

- Note the contents of the final report.

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BACKGROUND PAPERS:

[GMFRS Annual Delivery Plan 21-22](#)

[GMFRS Fire Plan 21-25](#)

INTRODUCTION

1. The Annual Delivery Plan 21/22 introduced the new GMFRS Improvement Programme for 2021/22, and was made up of several improvement projects, all aligned to the Mayor's Fire Plan as the framework to deliver against. The programme focused on improving and investing in the Service, whilst at the same time enabling the organisation to deliver against key elements of the HMICFRS improvement action plan.
2. A copy of our Annual Delivery Report 2021-22 is detailed at Appendix A and provides information on the following strategic priorities and areas:
 - Priority 1 – Provide a fast, safe, and effective response
 - Priority 2 – Help people reduce the risk of fires and other emergencies
 - Priority 3 – Help protect the built environment
 - Priority 4 – Use resources sustainably and deliver the most value
 - Priority 5 – Develop a culture of excellence, equality, and inclusivity
 - Priority 6 – Integrate our services in every locality with those of partner agencies
 - Community Activities
 - Performance
 - Assurance

CURRENT POSITION

3. This year has been particularly busy for GMFRS, and our workforce has risen to the challenge working hard to deliver against an ambition plan.
4. Over the last 12 months we have made significant progress and below details some of the key highlights against our strategic priorities:

Priority 1: Provide a fast, safe, and effective response

- ✓ Implemented 999 Eye at North West Fire Control
- ✓ Negotiated with the FBU to implement a new MTA operating model
- ✓ Implemented Flexile Day Crewing
- ✓ Successful rollout of new Mobile Data Terminals across all fire appliances
- ✓ Invested in new appliances (6 x Fire Engines, 2 x Turntable's and 2 x Wildfire support vehicles)
- ✓ Delivered High Rise Training, testing new equipment and involving wider stakeholders
- ✓ Developed Training Strategy and successfully implemented Year 1

Priority 2: Help people reduce the risk of fires and other emergencies

- ✓ Designed and introduced the HFSA
- ✓ Undertook a review of prevention campaigns and messaging
- ✓ Published Prevention Education offer (Schools approach refresh)

Priority 3: Help protect the built environment

- ✓ Implemented a Service Wide action plan in response to learnings from Grenfell and The Cube
- ✓ High Rise Training exercises delivered for operational crews
- ✓ Implemented Level 1 Fire Investigation Training
- ✓ Delivered Protection Awareness Training to operational crews
- ✓ Partnership engagement via Department of Levelling Up and the Home Office
- ✓ Continued leadership on the NFCC North West Operations / Resilience Committee workstream
- ✓ Continued support to Greater Manchester High Rise Task Force and engagement with communities in GMFRS

Priority 4: Use resources sustainably and deliver the most value

- ✓ Achieved financial savings of £2.9m
- ✓ Gained approval of the Sustainability Strategy and developed a steering group
- ✓ LED's schemes were implemented at 18 Fire Stations as part of the Carbon reduction scheme
- ✓ Acquired a grant award of £485k for the overarching Carbon Reduction Scheme
- ✓ Successfully delivered the Ramsbottom Housing Refurbishment
- ✓ Final design team appointment re: Estates Programme
- ✓ Ablutions building at Bury TSSC handed over for fit out

Priority 5: Develop a culture of excellence, equality, and inclusivity

- ✓ Positive OFSTED inspection with overall grading of Good achieved
- ✓ Achieved an excellent Stonewall result (93rd) receiving a gold award for inclusivity
- ✓ Completed the B-Heard survey
- ✓ Recruited 97 new Apprentice Firefighters
- ✓ Re-set the workplace following Covid-19, including a review of workspaces

Priority 6: Integrate our services in every locality with those of partner agencies

- ✓ CJET delivered 54 multi agency training and exercise scenarios
- ✓ Multi Agency Gold Incident Command training delivered in GM
- ✓ Delivered a Covid-19 response
- ✓ Agreed principles for Blue Light Collaboration (leadership and development, recruitment, estates, and operational opportunities)

PERFORMANCE AGAINST KPIS

5. Overall, our performance over the past year has been positive. We have a total of 35 Corporate Key Performance Indicators (KPIs), and of the 23 KPIs where we are able to measure the direction of travel, 65% (15) are positive and 35% (8) are negative.

6. It is important to note that we currently have 12 measures that do not have a direction of travel, this is because they are either new for 2021/22 or it is not appropriate to measure them in this way, but these are monitored as part of our performance management governance arrangements.

NEXT STEPS

7. This report will be published on the GMFRS website and promoted on our social media platforms.