



**GREATER
MANCHESTER**
FIRE AND RESCUE SERVICE



MID YEAR PERFORMANCE REPORT

April 2023 – September 2023

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Introduction

Welcome to Greater Manchester Fire and Rescue Service's (GMFRS) mid-year performance report, which provides an insight into our progress in delivering the Annual Delivery Plan from April to September 2023.

I am pleased to reflect on the progress of GMFRS over the past six months. The Service has continued to focus on activities to achieve our goals and fulfil our mission. During this period we have seen a reduction in overall incidents, particularly fires, and a significant decrease in deliberate fires.

Our Home Fire Safety Assessments have seen a substantial increase in visits and we have responded to emerging issues of accidental dwelling fires involving electric bikes, providing the public with guidance on safe charging practices. In addition, we have successfully delivered a pioneering project that helps rehabilitate adult firesetters.

Culture remains a key focus for the Service and we continue to build on the success of our Culture First Board and Sounding Panel ensuring issues and staff feedback are at the forefront of our discussions and improvements.

I am proud of the hard work and dedication of all our teams, and we remain fully committed to providing the highest level of service to the communities of Greater Manchester.



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DCFO Ben Norman

Director of Strategy, Planning & Workforce

Executive Summary

The first six months of the year have brought about a reduction in overall incidents, largely due to fewer fires. Deliberate primary and secondary fires, in particular, have decreased markedly, likely due to adverse weather conditions, with July 2023 being the wettest in over a decade. There has been an emerging theme concerning Accidental Dwelling Fires (ADFs) involving e-bikes/e-scooters. As a result, we launched local campaigns and guidance to educate the public on how to safely charge this equipment.

Following extensive consultation with staff, public and political leaders we finalised the recommendations to be implemented from our Fire Cover Review and Special Appliance Review.

Efforts towards better serving our Greater Manchester community have included increasing the delivery of Home Fire Safety Assessments (HFSA) to those who are at the highest risk of fire. The HFSA process has been extended to allow crews to conduct post-incident follow-ups on our incident recording system, building on the success of last year. We have also successfully introduced 'Atlas' our pioneering Adult Firesetters project in partnership with Greater Manchester Probation Service, which rehabilitates adults convicted of fire-setting behaviours and has been nominated for three awards.

Culture continues to be a key focus for the Service and the introduction of the Culture First Board and Sounding Panel have brought objectivity and scrutiny to service-wide issues, staff concerns. Moreover the Service ensures transparency through two-way communication channels.

The Service continues to collaborate with partner agencies on a range of activities. In the High Rise Day of Action, operational crews went door-to-door in Bolton, Manchester and Salford, providing safety advice and reassurance to residents, especially in the event of a fire. As a key partner in Operation Vulcan we supported Greater Manchester Police and served a prohibition order on a property that was discovered to be supplying a network of stores with counterfeit goods.

The following sections of this report provide a more in-depth review of the Service's work, achievements and performance.

Our Plans

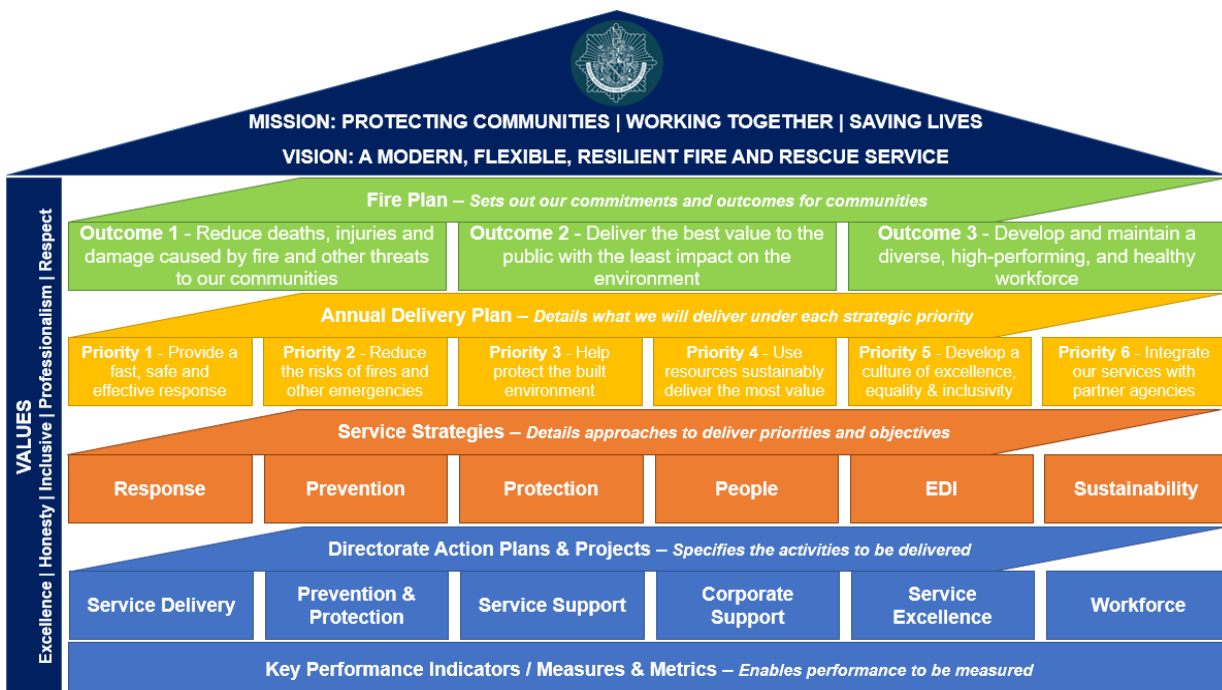
The Fire Plan (2021-2025) sets out the direction of travel for GMFRS, setting out a series of commitments, our six priorities, and the outcomes we want to achieve over the next four years, these are:

1. Provide a fast, safe, and effective response
2. Help people reduce the risk of fires and other emergencies
3. Help protect the built environment
4. Use resources more sustainably and deliver the most value
5. Develop a culture of excellence, quality and inclusivity
6. Integrate our services in every locality with those of partner agencies



The Annual Delivery Plan (ADP) sets out how GMFRS will meet the six priorities in the Fire Plan over each 12-month period, providing a focus for the service in the short term. The ADP is a portfolio of improvement programmes / projects, governed by the GMFRS Improvement Board, supported by our corporate strategies.

The below diagram sets out how all our plans and strategies link together to deliver the Service’s mission and vision, and our animation brings this to life - [GMFRS Animation](#).

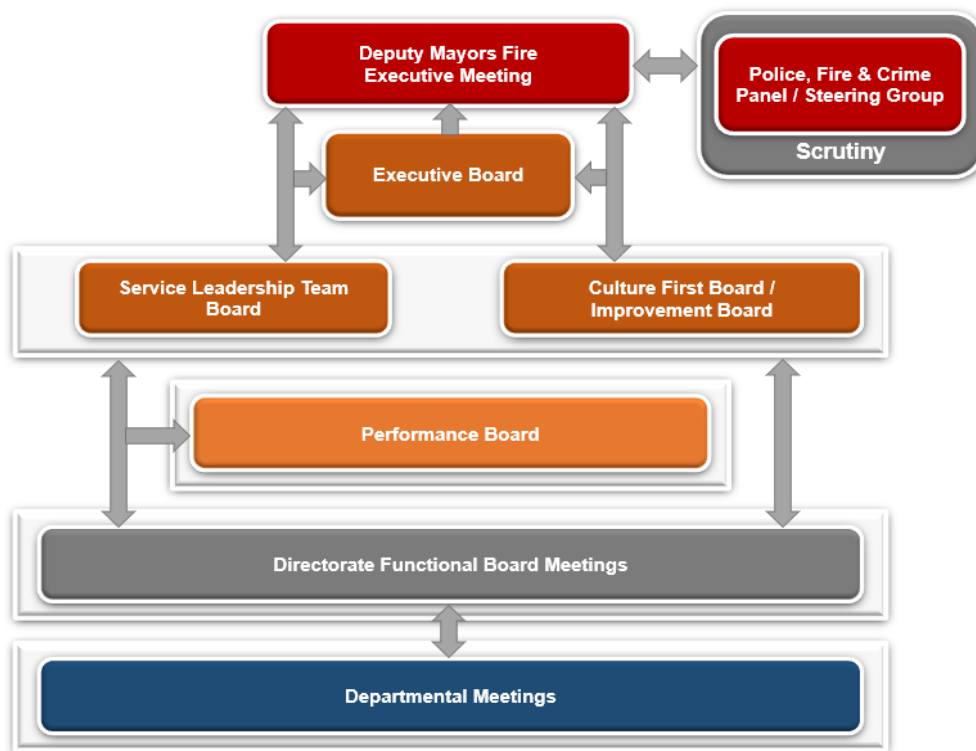


Governance Arrangements

Our governance arrangements ensure that GMFRS carries out its functions in a way that demonstrates accountability, transparency, effectiveness, integrity, and inclusivity.

Good governance supports our ability to effectively deliver our vision and mission and is designed to enable accountability and leadership to be aligned appropriately to support transparent and effective decision-making and reduce bureaucracy. We have a transparent and inclusive governance and meeting framework that promotes consultative and ethical decision making, effective performance management, and scrutiny.

GMFRS Meeting Governance Structure



This governance structure has been in place for a number of years effectively supporting how we 'Run the Service' and 'Change the Service'. More recently we introduced a Culture First Board that is independently co-chaired alongside the Chief Fire Officer. This board focuses on promoting a positive culture within the Service and encourages open communication, feedback, accountability for mistakes, and continuous learning. Our performance is reported through this governance structure, and its effectiveness is assessed by the Deputy Mayor's Executive, which works to shape new strategies and programs. Further, to ensure transparency and accountability, the Police, Fire and Crime Panel scrutinises decisions made by the Executive and requests ongoing updates on work and performance.

GMFRS is halfway through its third ADP of the current Fire Plan, and we are making relatively good progress against our ADP and the ambitious targets/forecasts for 2023/24.

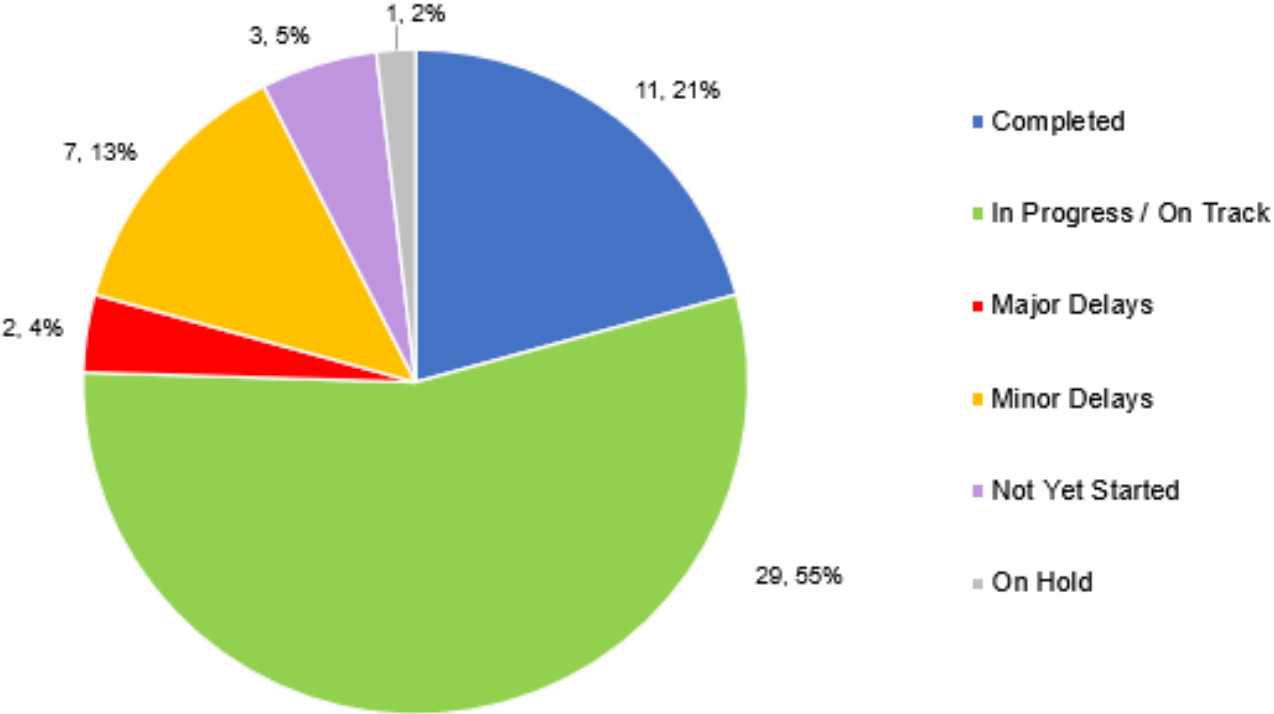
In terms of this year's delivery plan the year commenced with a portfolio of **50** items in total, breakdown into –

- **18 Priority Improvement Projects (PIP)** – these are the projects identified by SLT as a priority. These have different requirements regarding the approach and governance arrangements, with progress on PIPs reported to Improvement Board and Deputy Mayor's Executive (Fire) meeting.
- **25 Call-in Projects** – these are projects that have visibility through reporting progress in Directorate Action Plans and via Directorate Functional Boards. High-level progress is reported to Improvement Board and Deputy Mayor's Executive (Fire) meeting.
- **10 Activities** – these are directorate tasks that support the delivery of the commitments set out in the Fire Plan, and likely produce a single output (i.e., a new policy or strategy).

The composition of the ADP portfolio is fluid. New programmes / projects can be added into the portfolio at any stage of the year, and similarly, programmes / projects can cease if they are no longer viable. In addition, programmes / projects will close at any point throughout the year as and when deliverables are achieved. As of the 30th of September 2023, there were **53** items in the ADP and of these: -

- **11** are complete.
- **29** are making good progress and on track for delivery.
- **7** are experiencing minor delays.
- **2** are experiencing major delays.
- **3** have not yet commenced.
- **1** is on hold.

Portfolio Q2 - Status



The next section provides more detail under each of the six ADP priorities regarding the progress on projects and performance against KPIs.













Key

In Progress / On Track	Completed
Minor Delays	On Hold
Major Delays	Not Yet Started

The next section provides more detail under each of the six ADP priorities regarding on the progress on projects and performance against KPIs.

Performance Highlights

Of the 14 KPIs presented in this report 57% (8) are green / positive and 43% (6) are red / negative. The trend arrow is based on performance over the last 12 months.

	Key Performance Indicators	2021/22	2022/23	2023/24	Trend
	Average response time to 'life risk' emergencies	7:20	7:20	7:35	↑
	% of appliances crewed and available	99.97%	99.73%	99.75%	↑
	Deliberate Fires	3,938	4,394	3,419	↓
	Accidental Dwelling Fires	786	709	707	↑
	Special Service Calls	3,261	3,792	4,327	↑
	Home Fire Safety Assessments completed	3,609	8,505	15,489	↑
	Number of rescues from emergencies	973	1,158	1,141	↓
	Protection Audits completed.	1,210	986	902	↑
	Businesses provided with advice	5,143	5,379	3,542	↓
	Number of deaths from fire Number of injuries from fire	6 92	11 79	10 77	↓
	% of the workforce – male	85.50%	84.97%	82.94%	↓
	% of the workforce – female	14.50%	15.03%	17.06%	↑
	% of the workforce - ethnic minority	4.67%	6.19%	6.06%	↓
	% Absence levels – All Staff	5.33%	5.12%	5.56%	↑

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

ADP Activity Status

Manchester Arena Inquiry	Fire Control Review	Fitness Framework
Marauding Terrorist Attack (MTA)	NWFC Mobilising System Support	Occupational Health & Safety Management System
Fire Cover Review	Manage Contaminants	Implement Crewing System 'Gartan'
SRoSA	Wildfire Suppression Burns Team	Accident Reporting System

Key achievements:

- ✓ Following the Manchester Arena Inquiry report, GMFRS updated the Inquiry about its progress in implementing four recommendations. GMFRS launched Marauding Terrorist Attack (MTA) capability across Greater Manchester in May 2023 and conducted a series of large scale multi-agency training events.
- ✓ The successful conclusion of the implementation of our new MTA capability, resulted in 'His Majesty's Inspectorate of Constabulary's and Fire and Rescue Services' (HMICFRS) closing the cause of concern, issued following our 2021/22 inspection.
- ✓ Our Wildfire Suppression Burns Team is now live and fully operational. The team has undergone specialist training in Catalonia and participated in joint training exercises with Lancashire and Cheshire Fire and Rescue services.
- ✓ A new Fitness Framework is being developed for operational firefighters to maintain and improve their fitness, with annual fitness testing planned to minimise injuries and maintain a sustainable workforce for core activities.
- ✓ The Fire Control Review was successful, resulting in the continuation of working with North West Fire Control (NWFC) until 2033. GMFRS is leading and supporting NWFC to procure a new mobilising system, with governance in place through project boards and steering groups.
- ✓ The Managing Contaminants project has inputted into key training courses, produced draft guidance, and aims to minimise exposure to cancer-causing fire contaminants through effective systems and proper equipment and storage on stations.

- ✓ The Fire Cover Review has been completed successfully and the implementation of its recommendations will commence in 2024. This follows extensive consultation with staff, the public, and political leaders, conveying GMFRS's dedication to leading with authenticity, transparency, and accountability.
- ✓ Following agreement of the recommendations within the Strategic Review of Special Appliances (SRoSA) in May 2023, implementation has now commenced with the governance in place through a programme board and steering groups. The SRoSA programme covers 10 individual projects including the Technical Response Unit (TRU), Water Incident Unit (WIU) and Mass Contamination Unit (MCU).
- ✓ The Accident Reporting System project closed this year after the successful procurement and implementation of a new system. The system records accidents, near misses, and incidents along with equipment and vehicle damage incidents. It enhances performance reporting, identifies risk themes, and allows easy access to performance information across the Service.
- ✓ The Gartan 5.4 crewing system update was implemented in April 2023, ahead of planned improvements over the next 12 months. The project now includes more benefits, such as giving frontline managers more autonomy and removing legacy systems and paper-based administration. All operational staff will utilise one system accessible via mobile technology for roster-related activities

Project delays:

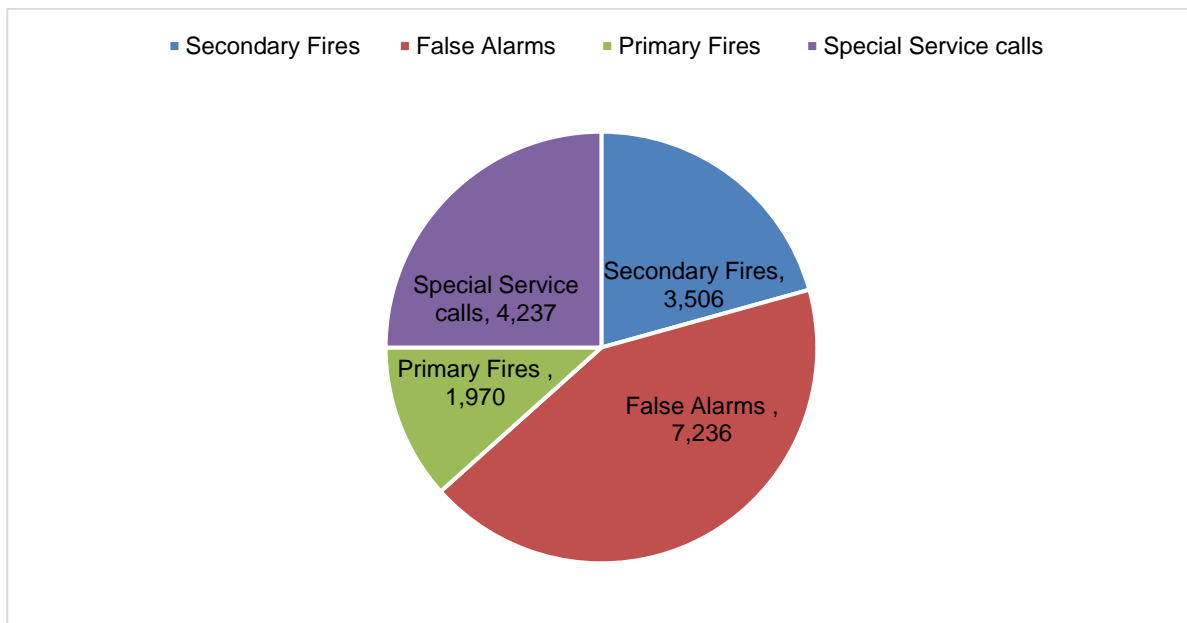
- ✗ Work is underway on 22 of our fire stations gyms to refresh these areas and incorporate new gym equipment to support firefighter's fitness. However, the remaining gyms (16) were not included in the original scope of the project, and these are now likely to delay completion of the project into 2024/25.
- ✗ A slight delay was experienced in the ordering of the equipment for the Managing Contaminants project, in relation to consumables and sinks for installations, however these are still on track for implementation by the end of the fiscal year.
- ✗ Some minor delays have been experienced in the publishing of the Health & Safety Standards for Joint Health & Safety Committees (JHSC) the Occupational Health & Safety Management System project, due to delays in external consultation.



All Incidents

This is the number of incidents that GMFRS attend with one or more fire appliances, and includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, missing person searches on behalf of the Police and gaining entry incidents at the request of the Ambulance Service. This is not a KPI but provides an overview of the volume and types of incidents attended.

All incidents	Year to Date	2023/2024 Quarter 2	Previous year to Date	2022/2023 Quarter 2
	16979	8021	17055	8847

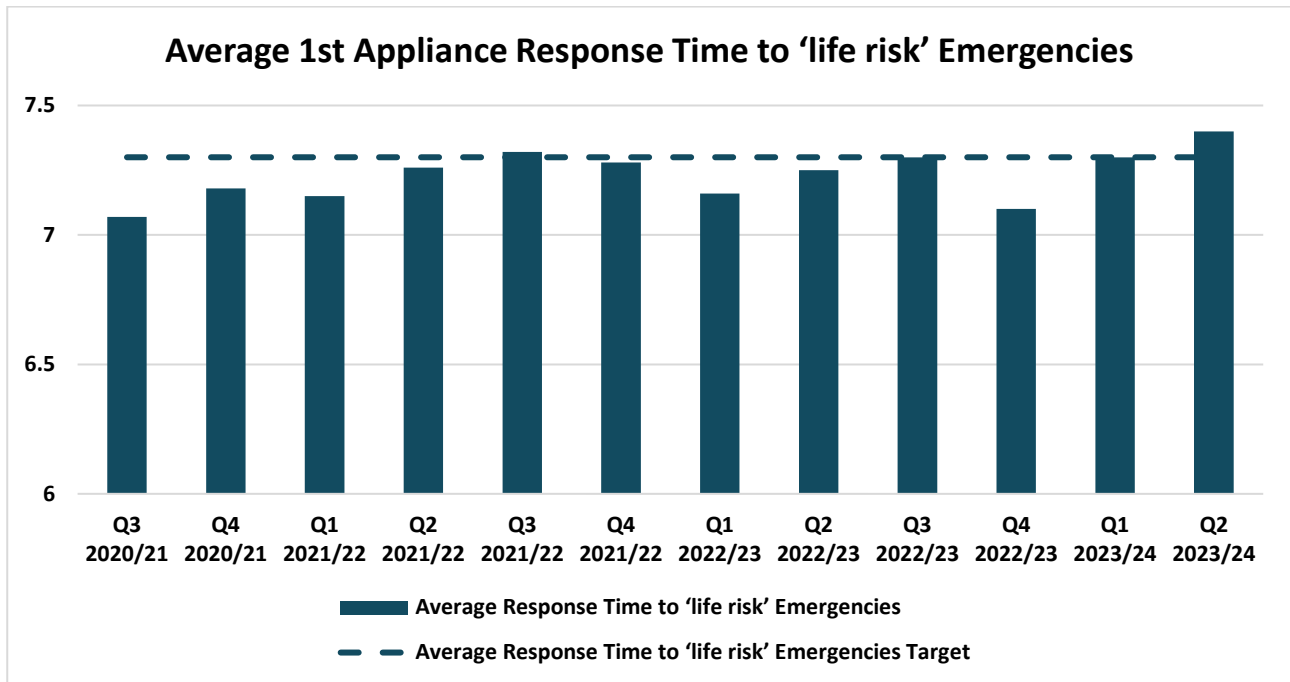


	<p>FALSE ALARM incidents made up 43% of the Service’s activity during the first half of 2023/24 and comprised; 70% Fire Alarm due to Apparatus (domestic and non-domestic), 26% Good Intent False Alarm, and 4% Malicious False Alarm.</p>
	<p>SPECIAL SERVICE incidents are made up of a number of different activities. Year to date the top 5 SSC types are; Road Traffic Collisions (RTCs) 928 (22%), Effecting entry/exit 865 (20%), No action (not false alarm) 409 (10%), Flooding 303 (7%) and Lift Release 253 (6%).</p>
	<p>SECONDARY FIRE incidents are typically anti-social behaviour fires. These mainly involve loose refuse and/or wheelie bins. During the period 1st April 2023 to 30th September 2023 ‘Loose refuse’ continued to account for the largest proportion of deliberate secondary fires, 1,380 out of 2,725 (51%) and ‘Wheelie Bins’ accounted for the second highest proportion (266/10%).</p>
	<p>PRIMARY FIRE incidents encompass Deliberate Primary Fires at 694 (35%) and Accidental Dwelling Fires at 36% (707).</p>



Response time to emergencies

Year to date GMFRS 1st appliance average response time to 'life risk' emergency incidents was **7 mins 35 seconds**, which is slightly adverse to the target of 7 mins 30 seconds and 15 seconds slower than the same time last year. Analysis of the data shows average overall response time over the last 12 months is increasing. Further data analysis has been undertaken to identify the root cause and implement improvement activities to address any areas of underperformance.



We measure our performance when responding to incidents using our response standard: ***To respond to all life risk incidents within 10 minutes from the receipt of the emergency call at NWFC on 80% of occasions.***

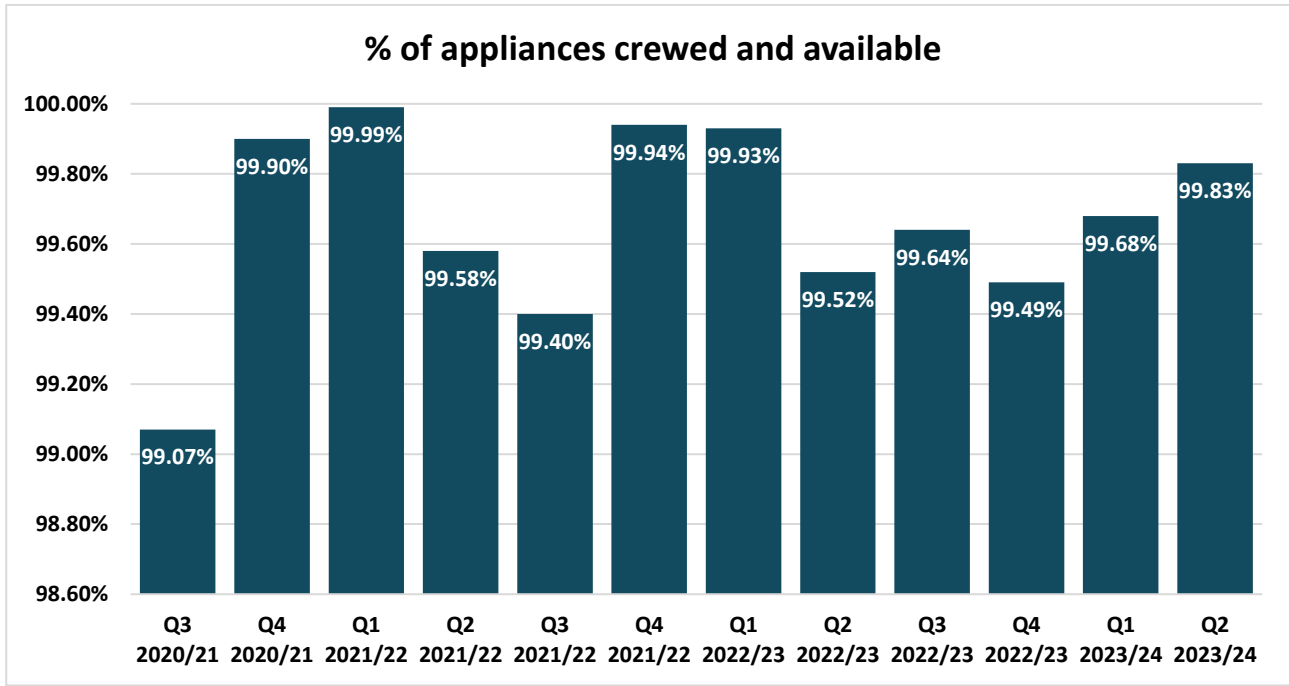
The measure includes call handling time at NWFC, time for our crews to 'turn out' to the fire engine, put on their personal protective equipment (PPE), and includes travel time to the incident location. We measure our performance against this standard for those incidents that pose the greatest risk to life such as house fires and road traffic collisions, termed 'life risk incidents', and our current performance against this is **84%**.

In July 2023, the Home Office published response data in relation to all FRSs, which highlighted the average response time to **primary fires in England for year ending March 2023 was 9 minutes 13 seconds**. **GMFRS average response time to primary fires was 7 minutes 14 seconds**, which is **1 minute 59 seconds better** than the England average. GMFRS has the 4th best average response time when comparing to our Mets family group.



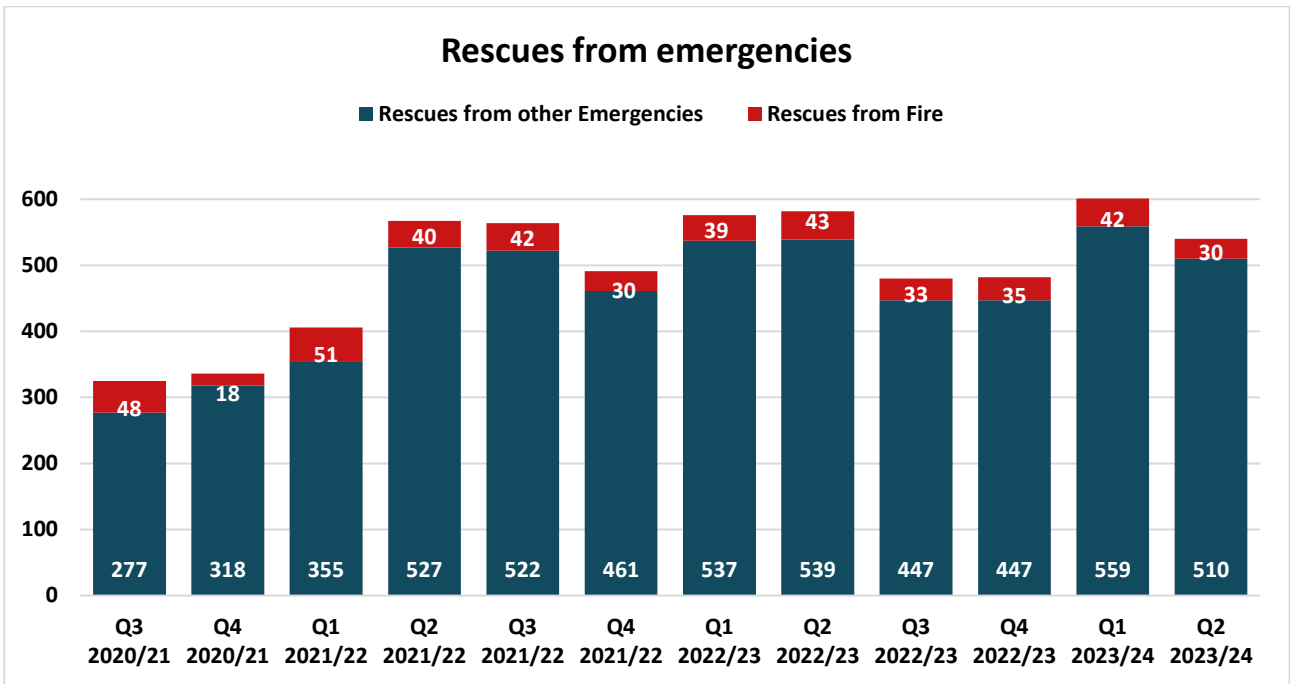
Appliances crewed and available

During Q2, **99.75%** of appliances **were crewed and available** which is **comparable to the 99.52%** during the same period last year. The target of 99.5% was achieved in both quarters this year.



Rescues from emergencies

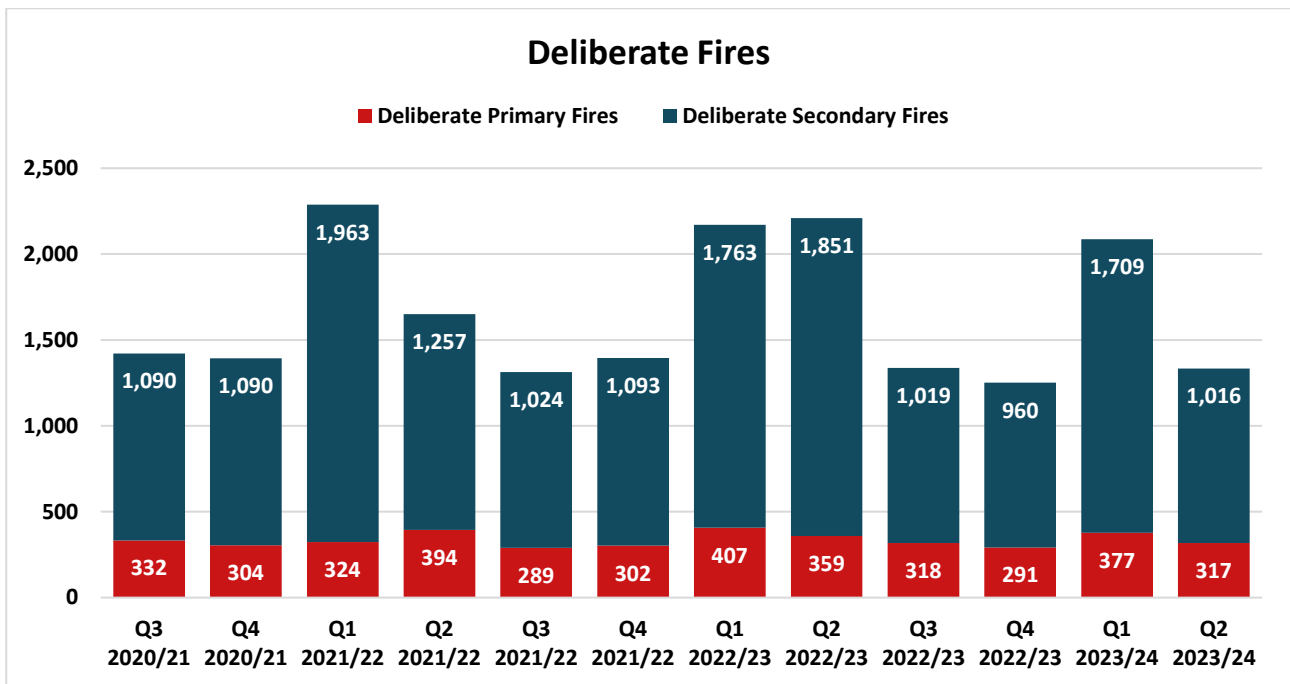
1,141 people were rescued from fire and other emergencies; 72 from fires and 1,069 from other emergency incident types, for example, people trapped in a lift, medical incidents and suicide attempts to name a few. This is comparable to the 1,158 people rescued during the first half of last year.



Deliberate Fires

There were **3,419 deliberate fires** attended during the first half of the year. A total of **694 deliberate primary** fire attended, **7 more** than the forecast and **73 less** than last year. The majority of these incidents involve buildings (342), road vehicles (305) and 47 outdoor.

A total of **2,725 deliberate secondary** fires were attended, well within the forecast of 3,591 and **902 less** than last year. The majority **1,380 (51%)** continue to involve 'loose refuse', with the second highest proportion involving 'wheelie bins' (**266/10%**).



It is worth noting that the number of deliberate fires in Q2 last year was unusually high due to the increased number of incidents attended during the hot, dry summer of 2022. In contrast to this, July 2023 was recorded by the Met Office as being ‘*the wettest July since 2009*’, which we know can align with a reduction in deliberate fires. July 2023 had the lowest monthly volume of DSFs during the month of July for at least the last 4 years.

In order to further reduce deliberate fires, an Arson Reduction Officer has recently started within our Prevention Directorate and will begin scoping how GMFRS address and reduce deliberate fire setting in Greater Manchester.

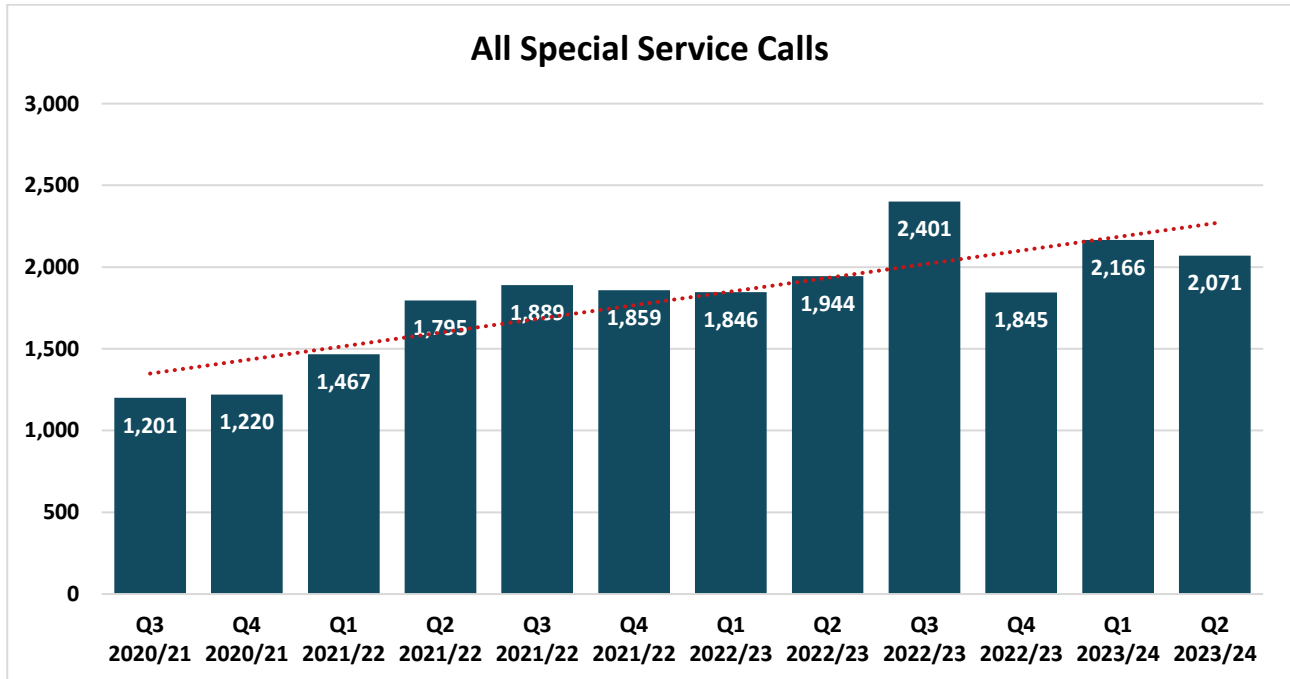
Additionally, our second Atlas project was delivered in September 2023 with the third due to run in November. The project offers a blended learning approach of classroom and drill-yard activity, allowing people who have a history of deliberate firesetting to become engaged with practical courses and have the opportunity to gain employability skills. The scheme presents many positive contributions to the fire service and Greater Manchester as a whole.

The course provides support to adults convicted of arson and help them positively reintegrate back into the community, developing purpose and both resilience and interpersonal skills. Funding has been secured from GMP ARIS funds to run the course for 12 months during 2024/25. To date there has been no reoffending or recall to prison. Work is currently being scoped to provide a “step down” process to transition participants from the course back to Probation through end of course reports and signposting to commissioned services available through external providers.



Special Service Calls (SSCs)

There were a total of **4,237 special service calls** attended, which is **445 (12%) more** than the 3,792 attended during the previous year. Whilst the direction of travel over the last 12 months is negative, this partially reflects our increased support at incidents whereby we assist other agencies.



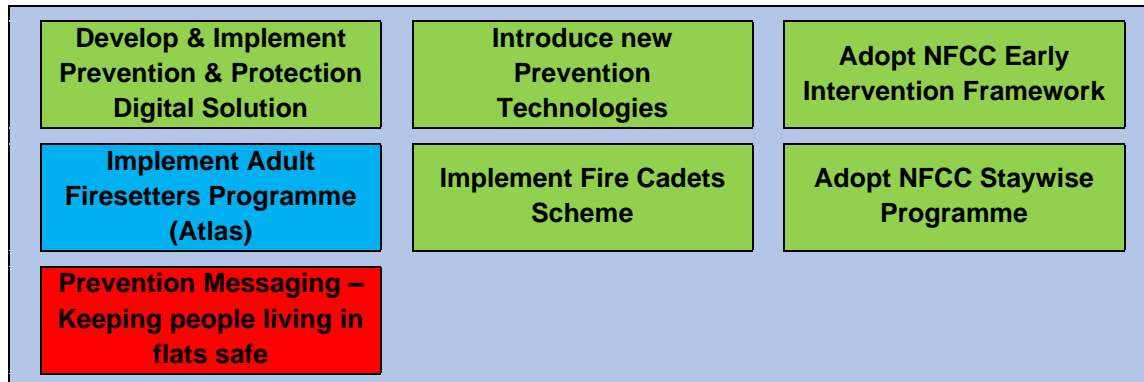
The table below provides a view of the top 5 SSC types and the variance:

SSC type	Mid-Year 22/23	Mid-Year 23/24	Variance	% Difference
RTC	965	928	-37	-4%
Effecting entry/exit	638	865	227	36%
No action (not false alarm)	246	409	163	66%
Flooding	211	303	92	44%
Lift Release	273	253	-20	-7%

Positively, **RTCs** are showing a reduction, however '**effecting entry/exit**' and '**no action (false alarm)**' SSC types are increasing. At the end of Q3 2022/23 a performance deep dive was undertaken to understand the reason for the increases. Analysis indicated that on a significant number of occasions, partner agencies requesting our attendance for access but are not directly in attendance and/or have not committed an appropriate resource to deal with outcomes of the incident. A number of recommendations were made and an interim solution to the increasing calls for GMFRS attendance was agreed with NWAS and GMP and implemented for a six-month trial period from late March 2023. A full evaluation will be carried out following the 6-month trial period.

Priority 2: Help people reduce the risks of fires & other emergencies

ADP Activity Status



Key achievements:

- ✓ The Prevention and Protection digital solution project team will lead a multi-year project to create an integrated system for recording risks related to buildings, people, and places. Anticipated completion is mid-2025.
- ✓ Virtual reality headsets have been introduced to assist with the delivery of realistic Prevention messages to staff and the community. The immersive experience teaches road safety through a variety of perspectives including drivers, pedestrians, cyclists, and motorcyclists.
- ✓ The Service is on track to deliver the NFCC Staywise programme, which provides educational emergency services resources to schools.
- ✓ The Adult Firesetters project (Atlas) has successfully rehabilitated adults convicted of fire-setting behaviours in partnership with Greater Manchester Probation Service. This pioneering project has been nominated for three awards, including Canterbury Christ Church Business and Community Impact Award 2023 for Innovation of the Year, and Excellence in Fire and Emergency Awards for Collaboration and Project of the Year.
- ✓ Four new Fire Cadet bases have been confirmed, and the programme will commence at the end of October 2023. Fire Cadets will work with high-risk youth to improve life skills and well-being through social actions. The first phase will involve 48 young people across four bases.

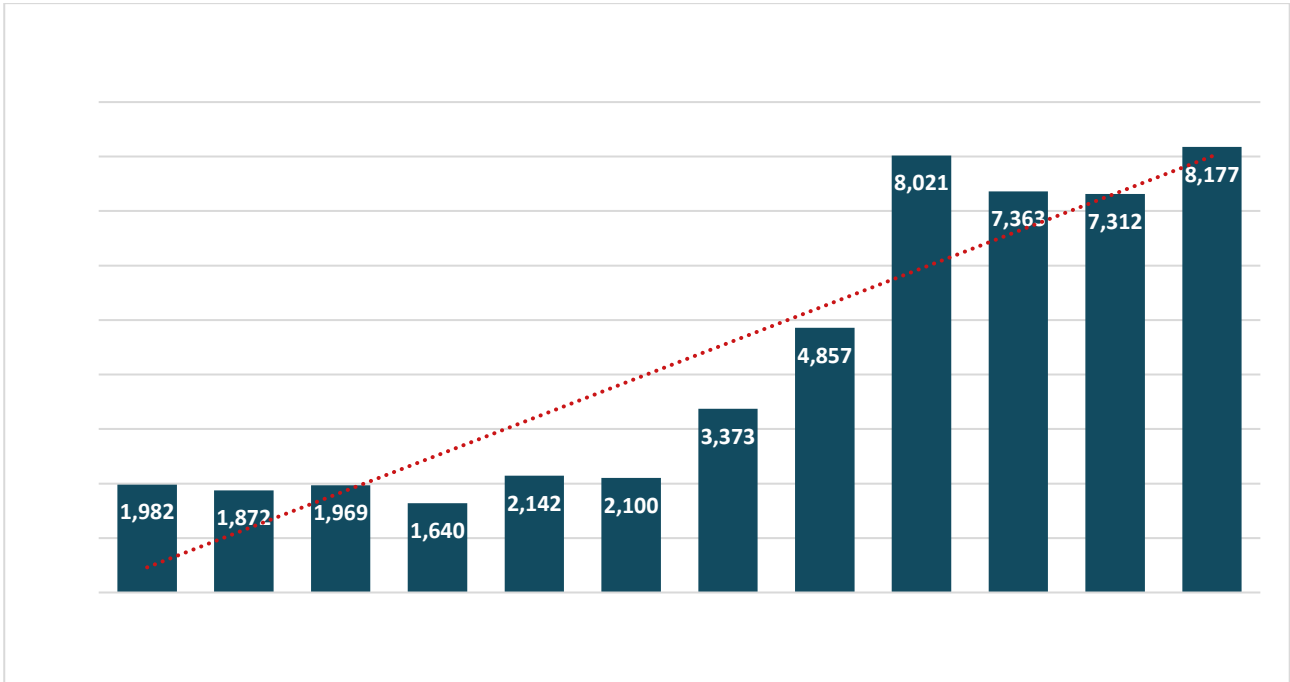
Project delays:

- ✗ Prevention Messaging project was due to close in 22/23 but after a successful 'Day of Action' in August will close in Q3 23/24.



Home Fire Safety Assessments (HFSAs)

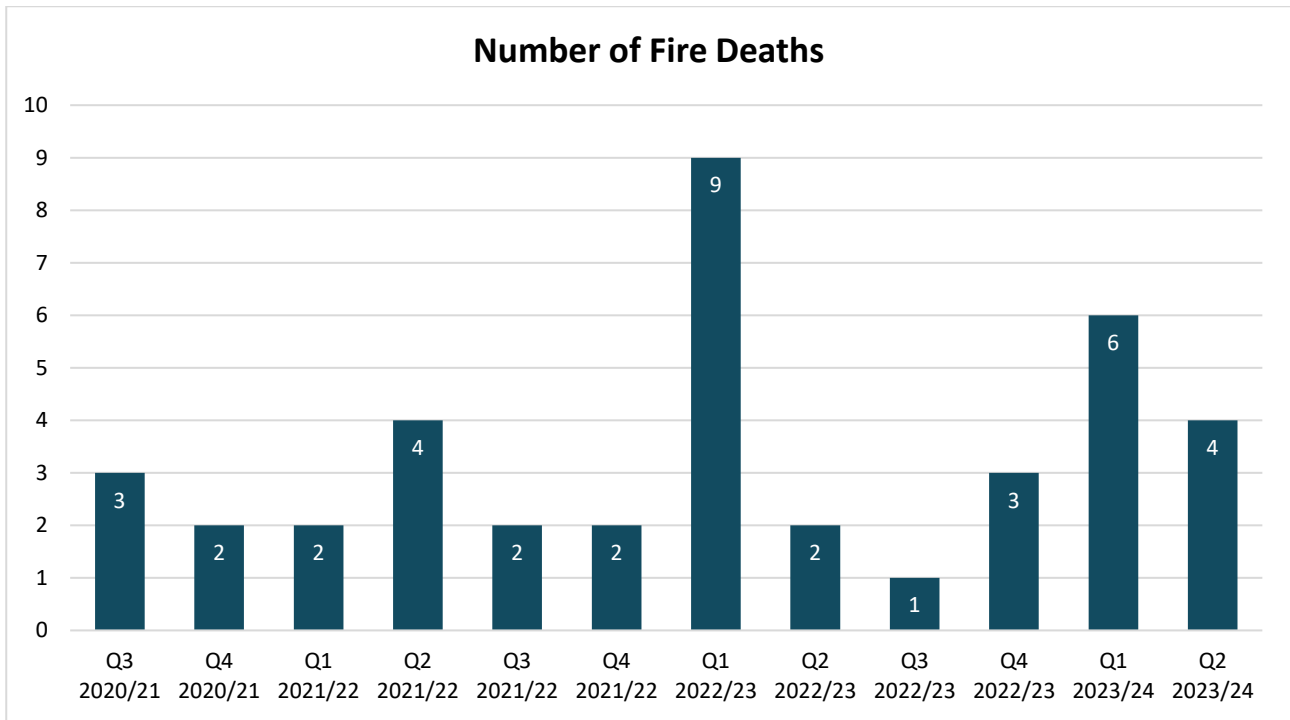
During April to September 2023 **15,489 Home Fire Safety Assessments** were delivered to high-risk homes across Greater Manchester, which is adverse to the target of 16,400, although the direction of travel is positive.



The year to date target for Operational Crews is 13,900 and the number achieved was 14,379; better than the target. The year to date target for Prevention Advisors is 2,500 and the number achieved was 1,110; 44% completion of target.

Fatalities from fire

Sadly, there have been **10 fire related fatalities** during the first half of the year, compared to 11 during the same period last year. Of these fatalities, seven occurred in unique accidental dwelling fires, one in a deliberate dwelling fire, one outdoor and one in a non-residential property.



Three of the accidental dwelling fires were in Stockport Borough, in different wards, all involving males; 2 were elderly members of the community and 1 a 39 year old. A further two were in Manchester Borough, (1 male and 1 female), both of which are believed to have been caused by carelessly discarded smoking materials. 2 were in Oldham, (1 male, 1 female), one is believed to have been caused by carelessly discarded smoking materials and the other matches and candles.

GMFRS have and continue to undertake substantial work with partners at social care and housing providers to update on our HFSA offer and the importance of referrals for persons most at risk of fire. This has been communicated and shared with all strategic leads across GM via the Community safety Partnerships.

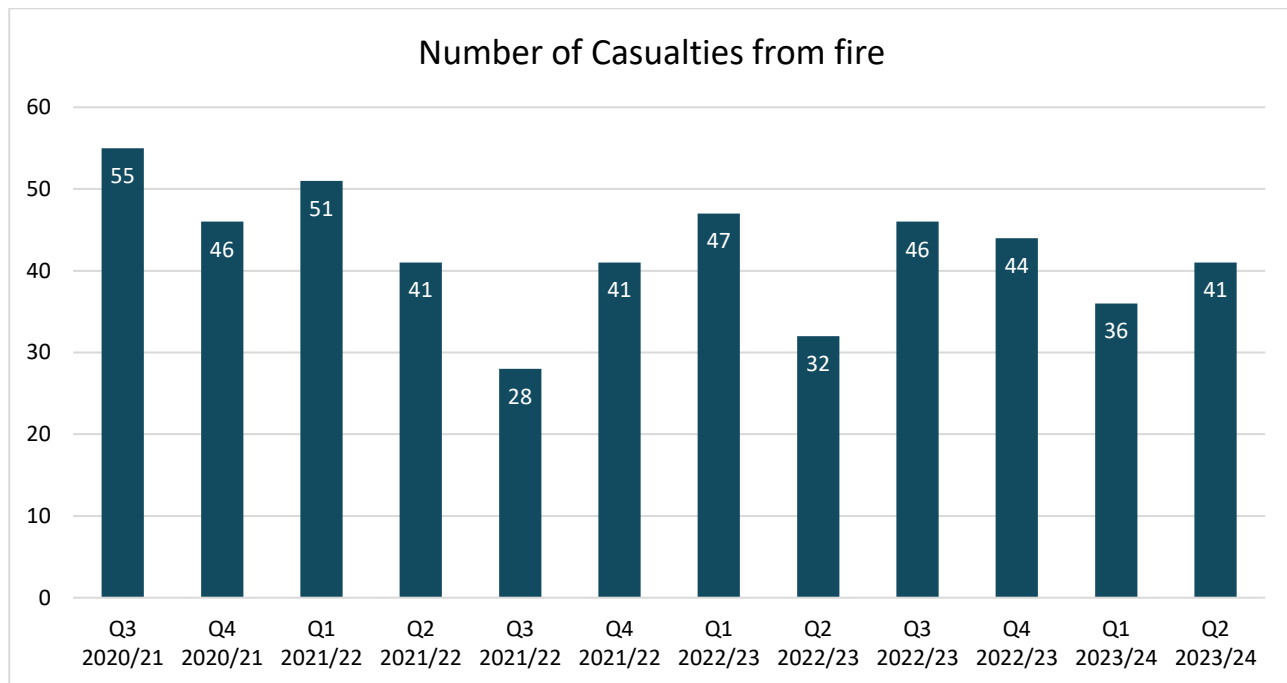
We also continue to undertake post fatal fire incident campaigns, targeting properties on street where incidents have happened via door knock and fire safety leaflet drop campaigns.



Casualties from fire

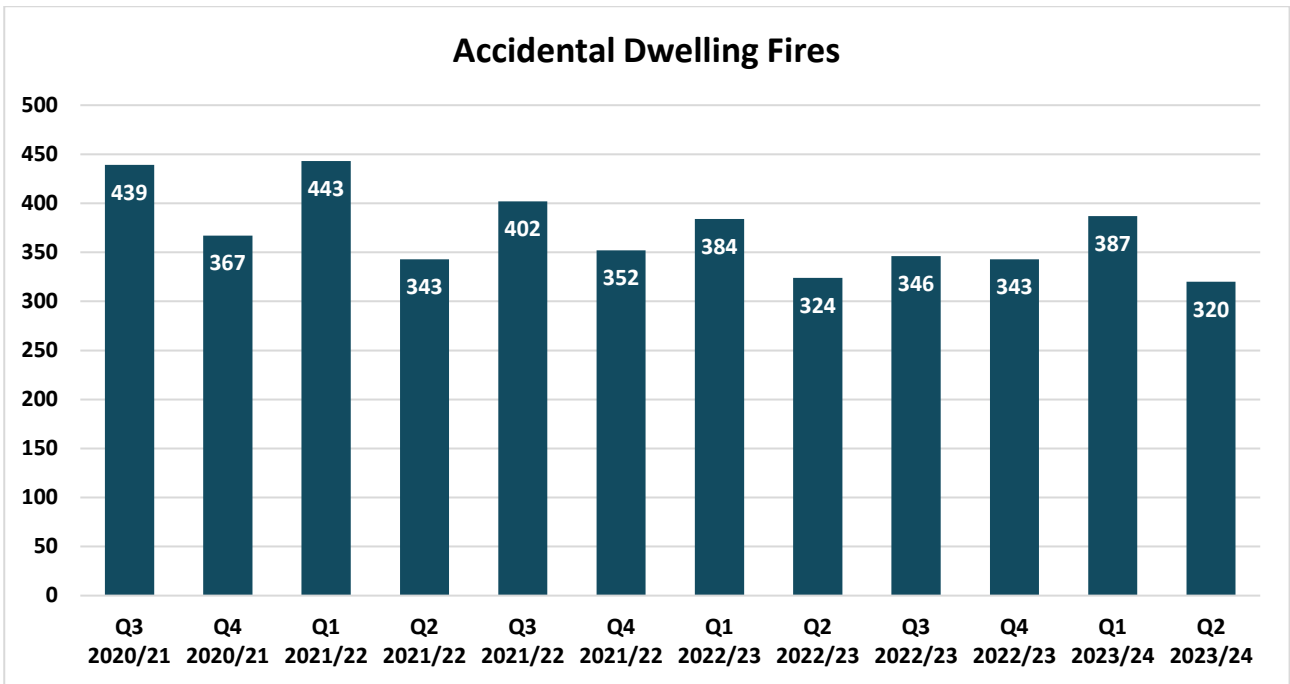
There have been **77 injuries** as a result of fire, **24 more** than the forecast and **15 less** than the same period last year. 60 of the injuries sustained were slight in nature and 17 serious. These injuries were associated with 64 unique incidents, 12 of which resulted in multiple casualties who required hospital treatment.

The majority of injuries continue to be sustained in dwelling fires, with 50 accidentally caused. We consistently promote home safety messages around safety cooking practices and carelessly disposing of smoking materials using a variety of media to help reduce injuries from fire and accidental dwelling fires.



Accidental Dwelling Fires (ADFs)

GMFRS attended **707** ADFs, **90 more** than the forecast and comparable to the 709 recorded during the same period last year. 90% (635 out of 707) ADFs sustained fire damage confined to the room of origin and 80% (567) had a smoke alarm fitted.



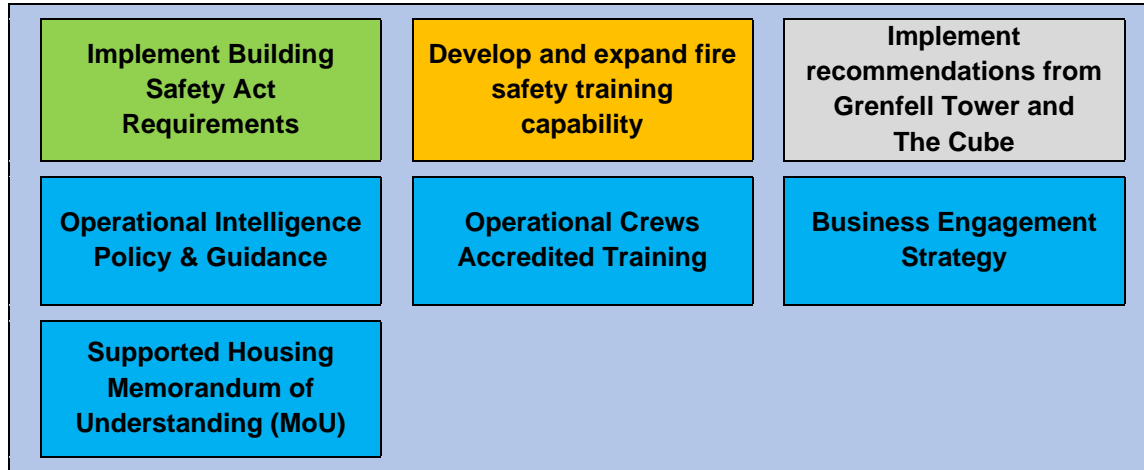
Our **Cook Safe campaign** launched in April 2023 and ran until the end of June, with the main objective to prevent accidental dwelling fires caused by cooking appliances. Our data shows that cooking related ADFs occur in all boroughs, with casualties within all age groups, genders, and ethnicities. Therefore, some universal cooking safety messages were promoted to all residents of Greater Manchester.

An emerging theme was identified locally and nationally involving e-bikes/scooters and their associated chargers being the ignition source of some accidental dwelling fires. In order for us to accurately record the data on these ignition sources, additional options have been added to our incident recording system to capture this. The data is analysed to identify any trends which is used to inform any prevention activities/campaigns.

Following an ADF a post incident Home Fire Safety Assessment (HFSA) is offered which includes fitting of a smoke alarm if required. Changes to our incident recording system (IRS) were made during Q1 to capture whether a post incident HFSA was completed, and if not the reason why. Where the reason is 'occupier went to hospital', or 'the fire damage was too extensive' a follow up visit is arranged via our Contact Centre utilising the data from IRS.

Priority 3: Help protect the built environment

ADP Activity Status



Key achievements

- ✓ The Built Environment project (implementing recommendations from Grenfell Tower and The Cube) was completed successfully in 2022/23 based on Phase 1 report recommendations. It is now on hold until the publication of Phase 2 report and any pertinent recommendations for GMFRS.
- ✓ The Business Engagement Strategy, launched during Business Week in September 2023, formalises and underpins significant engagement work by our Protection department. Themed events educate businesses to meet legal requirements and enhance the way we engage with local businesses.
- ✓ Collaborating with Greater Manchester Health & Social Care Partnership, Local Authorities, and Support Housing Providers, GMFRS has successfully developed and agreed upon a Supported Housing Memorandum of Understanding. The MoU ensures a consistent and effective approach to managing fire safety responsibilities.
- ✓ An Operational Crews Accredited Training pilot was successfully delivered. Operational staff are now trained to provide advice to businesses and undertake Fire Safety Checks in lower risk premises.
- ✓ The Building Safety Act and Fire Safety Regulations project has fully recruited Protection Support Officers and put in place processes required to implement and assure the new regulations. In addition, a Northwest Regional team has been established.

- ✓ An Operational Intelligence Policy and Guidance was successfully implemented, improving the way we gather operational risk information for the Service.
- ✓ Fire Safety Training Capability is improving with "Level 2 Award in Carrying out Fire Safety Checks" accredited and Level 4 sent for accreditation by Skills for Justice. All level two training dates are mapped out over the next 12 months to enable all GMFRS crews to carry out checks.

Project delays:

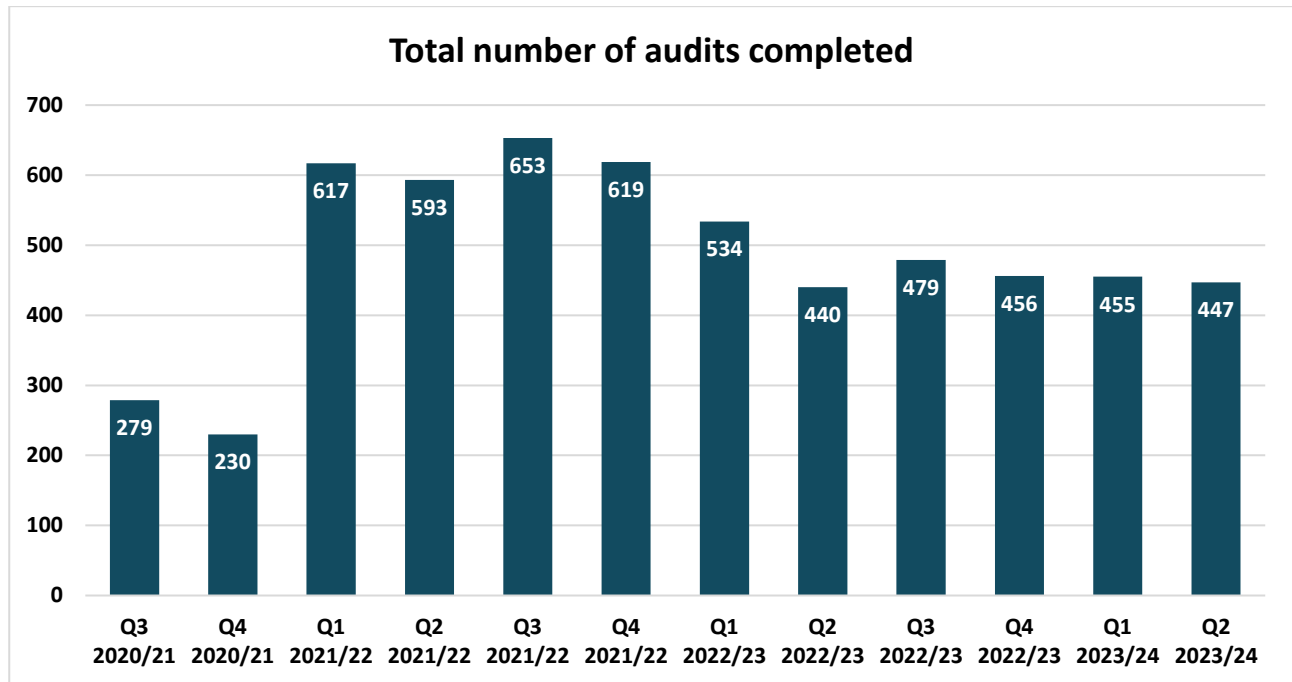
- ✗ Building Safety Act and Fire Safety Regulations project has experienced delays due to a lack of information from the Building Safety Regulator. This is a national issue, but GMFRS has prepared their response to any queries that may come through.
- ✗ There is a delay in accrediting the Level 3 Fire Safety Training as this is being reviewed at a national level by Skills for Justice.





Protection Audits

There have been **902 audits** completed during the first half of 2022/23, 84 (9%) less than the same time the previous year although the direction of travel is positive and increasing the number of audits undertaken remains a key focus for performance management.



The majority of audits were proactive audits taken from the Risk Based Inspection Programme (RBIP). There were also a number of responsive audits undertaken in response to complaints and intelligence, and as a result of post incident activity.

In addition to audits from the RBIP, Focussed Inspections have also been undertaken, these inspections are used when an audit cannot be undertaken or would not be appropriate – for example where the responsible person is not present or in response to complaints and intelligence and notice to undertake an audit cannot be provided.

The implementation of a new delivery model for Protection resulted in a reduction in performance during the first half of the year. There remains a considerable number of vacancies which are currently being recruited to with the establishment not anticipated being filled until Q4.

The outcome of audits has remained consistent, and enforcement can result in a number of notices being served in some cases with multiple notices being served against the same premises. During April to September 2023 there were 67 Prohibition Notices served and 140 Enforcement Notices served.

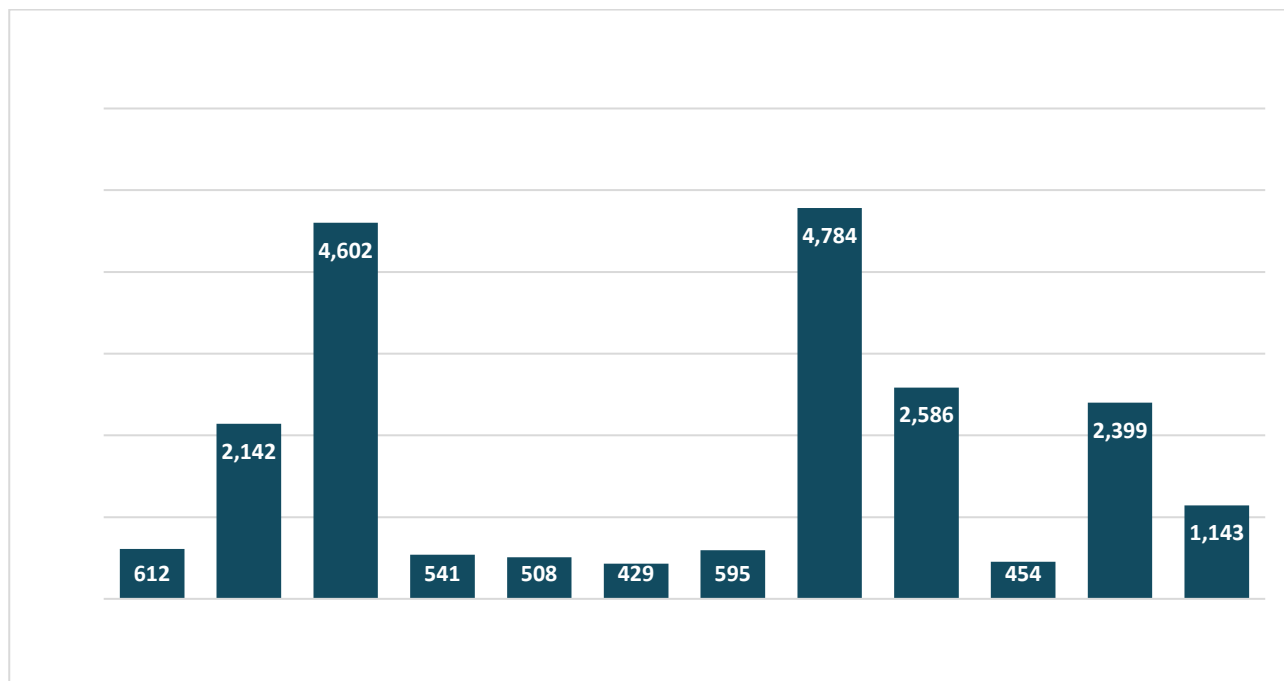
Audit outcomes at the end of Q2 are Satisfactory 263 (59%), Advice 105 (23%) and Enforcement 77 (17%).

The proportion of audits which are classified as 'satisfactory' remains consistent with previous quarters and slightly above the national average of 63% (based on 22/23 national data). However, the level of enforcement activity in GMFRS remains above the national average which is 3% of all audits resulting in enforcement action and 7% of unsatisfactory audits whereas in GMFRS enforcement action is taken against a 1/3 of unsatisfactory audits. This indicates that the revised Risk Based Inspection Programme and our approach to reactive audits is effective in targeting risk and non-compliance with the Fire Safety Order and the range of legislative powers are used appropriately.



Protection Advice

A total of **3,542 businesses received advice**, with the majority (2,399) being delivered during Q1.



There were a number of business engagement initiatives in Q1 and Q2. In Q1 the main initiative was a reminder to Licensed Premises of the risks of combustible decorations and the use of indoor fireworks following a fire in Madrid which resulted in fatalities. This built on the campaign undertaken in Q3 of last year and utilised a mailshot and a link to detailed guidance on the website. This was sent to 2,109 premises identified as being bars, pubs or restaurants.

In Q2, there were a number of initiatives which focused on changes to the Fire Safety Order and also Petroleum and Explosives. In August a Business Engagement Day was carried out in advance of Manchester Pride and events were held in September and October for Housing Providers and Managing Agents and Care Homes to outline changes to the Fire Safety Order.

All premises licensed to store explosives received a mailshot providing advice on compliance in advance of the 'selling period' for fireworks and a pro-active mailshot was sent to all Petrol Stations following a fatal incident which occurred in September at a petrol station.



Priority 4: Use resources sustainably and deliver the most value

ADP Activity Status

Deliver Financial Efficiencies £712k	Implement GMFRS Staff Intranet	Implement our Estates Programme
Implement our Sustainability Strategy	Implement Fleet & Logistics Review recommendations	Deliver our Station Refresh Programme
Implement Equipment, Maintenance & Testing System	Invest in our Fleet	

Key achievements:

- ✓ The multi-year Estates programme is progressing well with approved planning consent for Blackley and Whitefield stations; King Street's submission is on track for October 2023. This will create modern, sustainable fire stations that reflect the needs of the diverse workforce.
- ✓ Littleborough station refit is 99% complete. Operational Crews will reoccupy the station at the end of October.
- ✓ Our Station Refresh programme is on target to ensure our workforce benefit from facilities which provide high quality gyms, rest facilities and safe spaces to manage contaminants effectively.
- ✓ GMCA and GMFRS launched their first Sustainability Strategy in August 2023, focusing on five priority areas to reduce their negative environmental impact and enhance their positive impacts.
- ✓ GMFRS has been awarded the Green Apple Environment Award for 2023 within the 'environmental best practice' category for energy reduction schemes.
- ✓ Fleet and Equipment Management System procurement has commenced which will provide the Service with a fit for purpose Fleet and Equipment Management System to accurately capture and record all asset information in a central location for all Fleet, Operational Equipment and PPE assets.
- ✓ 12 new fire engines were received into GMFRS which represents a £3.5M investment in our fleet.

Project delays:

- ✘ There have been delays in some of the Estates and Refresh programme workstreams due to changes in scope, site investigation issues, and requirements for crews to be able to decant appropriately when stations are being rebuilt. The project plans have been revised and phased to ensure where areas can proceed there are no further delays.
- ✘ The Intranet project was delayed due to issues with the procurement process. The project has been rescoped and a successful supplier has been awarded a contract.



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

ADP Activity Status

Develop & embed Volunteering Strategy	Develop Engaged Workforce approach	Implement Training Review recommendations
Extend our Leadership Development Programme	Implement Phase 2 Recognition Report recommendations	Implement Organisational Learning Framework
Continue to embed Core Code of Ethics	Deliver the British Firefighter Challenge	Planning, Performance & Project Management Platform business case
Implement Wellbeing & Occupational Health Strategy & Framework	Implement FF Recruitment & Attraction Strategy	Implement Customer Insights solution
Anti Racist Practice		

Key achievements:

- ✓ Culture remains central to all Service activities. The Culture First Board has expanded its strategic significance and organisational influence, promoting values and behaviours central to our mission. An external co-chair adds objectivity and scrutiny, and the Cultural Sounding Panel ensures that staff concerns, future topics, and grassroots issues are shared transparently via two-way communication channels to the Culture First Board.
- ✓ New quarterly Middle Managers Leadership and Engagement Sessions have been established, driving organisational engagement, strategic oversight, and cultural alignment, with inspirational speakers invited for learning opportunities beyond the Fire and Rescue Service.
- ✓ Development of a dedicated dashboard to safely capture positive and negative feedback from frontline, non-managerial staff and supervisory leaders ensuring feedback is attained, themed, reported and acted upon.
- ✓ Cohorts of staff continue to be trained in CMI Level 5 and 7 Leadership and Management courses, with further sessions planned for Q3. The training promotes organisational alignment between future and current leaders of the Service, fostering a vision of excellence, equality, and inclusivity.

- ✓ GMFRS hosted the successful British Firefighter Challenge 2023 on the final weekend of July in central Manchester, with over 40 staff competing and several others supporting. Helena Brown, a firefighter at Whitefield station, became the new British Female Champion and the GMFRS Principal Officers team also won.
- ✓ GMFRS' new Organisational Learning element of the Active Monitoring System went live on July 1st. This system will electronically track learning actions from across the Service and ensure robust action plans are in place to address any issues.
- ✓ We have rolled out a new Promotion Pathway framework which has allowed the Fire Service to better identify *future leaders* candidates with high potential qualities and strong core competencies. This is already proving effective with a high volume of Crew Manager applicants and significant success rates.
- ✓ The project to implement recommendations from the training review aims to revise the training delivery model, addressing current inefficiencies and assigning equipment to individual staff instead of training courses. The pilot project is being tested in two boroughs to establish learnings before full implementation.
- ✓ The Staff Recognition and Awards Framework is vital in fostering a positive work environment, encouraging employee motivation, and enhancing productivity. By providing recognition and awards to deserving staff members, it has significantly impacted employee morale, engagement, and overall organisational performance.
- ✓ Three Long Service and Good Conduct award ceremonies celebrated GMFRS colleagues' combined total of 2,660 years of service. The events were held at the Bury Training and Development Centre, where 51 colleagues received their 20- or 30-years' service awards from the King's representative. The Chief Fire Officer, Dave Russel, presented the Long Service and Good Conduct trophy to non-frontline colleagues.
- ✓ The coronation held in May 2023 was celebrated in GMFRS stations and buildings, with the union flag flying over the bank holiday weekend. GMFRS colleagues who have served 5 years or more are eligible for the King's Coronation Medal, acknowledging their contribution to the historic event's success and their everyday efforts to keep communities safe.

Project delays:

- ✗ Whilst there have been some initial delays to the development of the Organisational Learning Framework to ensure stakeholder feedback was appropriately integrated, this has now been developed and will be approved and embedded into the Service through quarter 3.

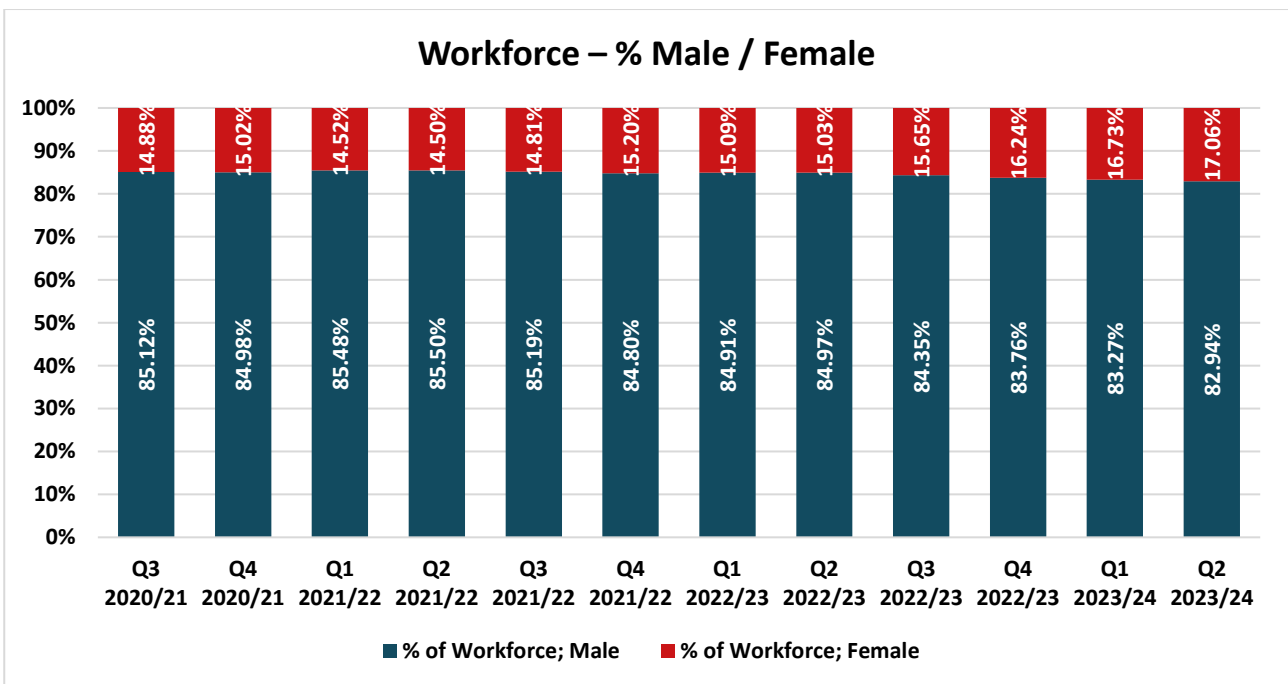
- ✘ There is a delay of 2 months to the *Planning, Performance & Projects Digital Solution Project*, due to both capacity and availability issues during scheduling period for the user requirements sessions. This has left very little time to complete both the business case and schedule via the appropriate governance. Mitigating activities have now been arranged to address the delay and minimise the impact on the wider Service.



Workforce – % Male / Female

The overall female workforce percentage has shown **an improvement of 2.03%** when comparing to the end of Q2 last year and the direction of travel is positive.

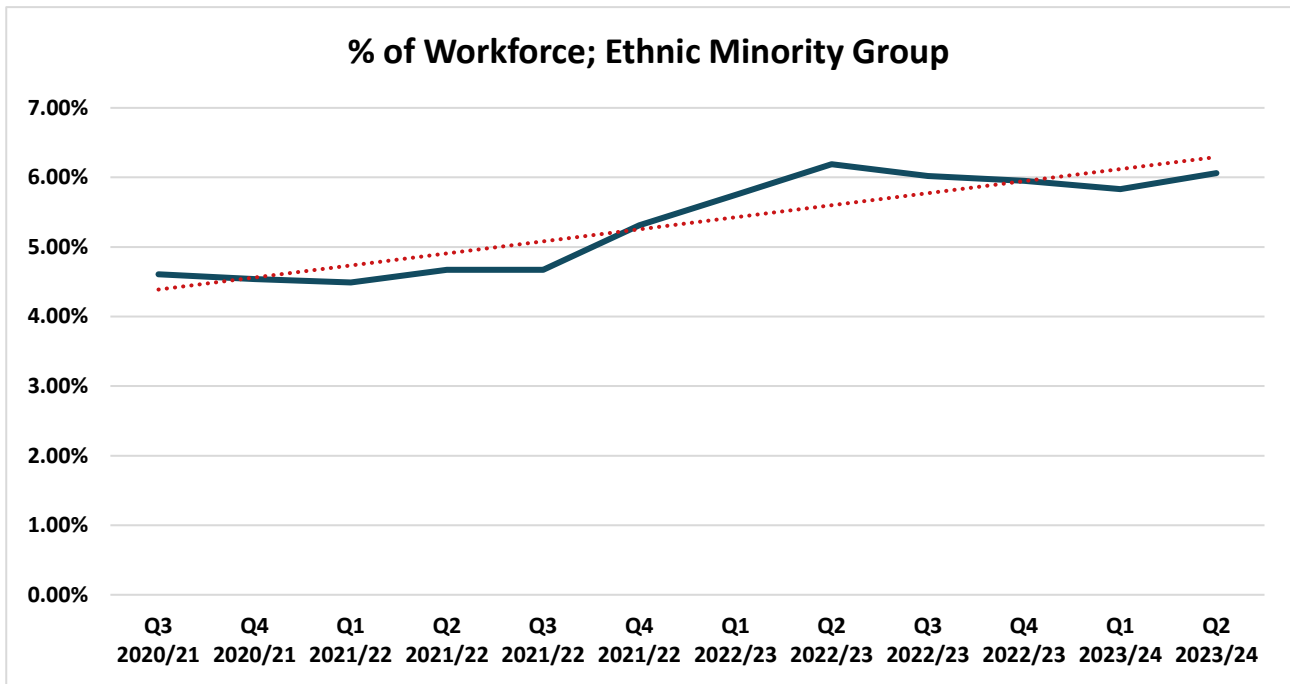
At the end of Q2 2023/24 **8.01% of firefighters were women** compared with 7.22% at the end of Q2 last year. This number continues to steadily increase from a low of 1.83% in April 2015.



Workforce - % Ethnic Minority Group

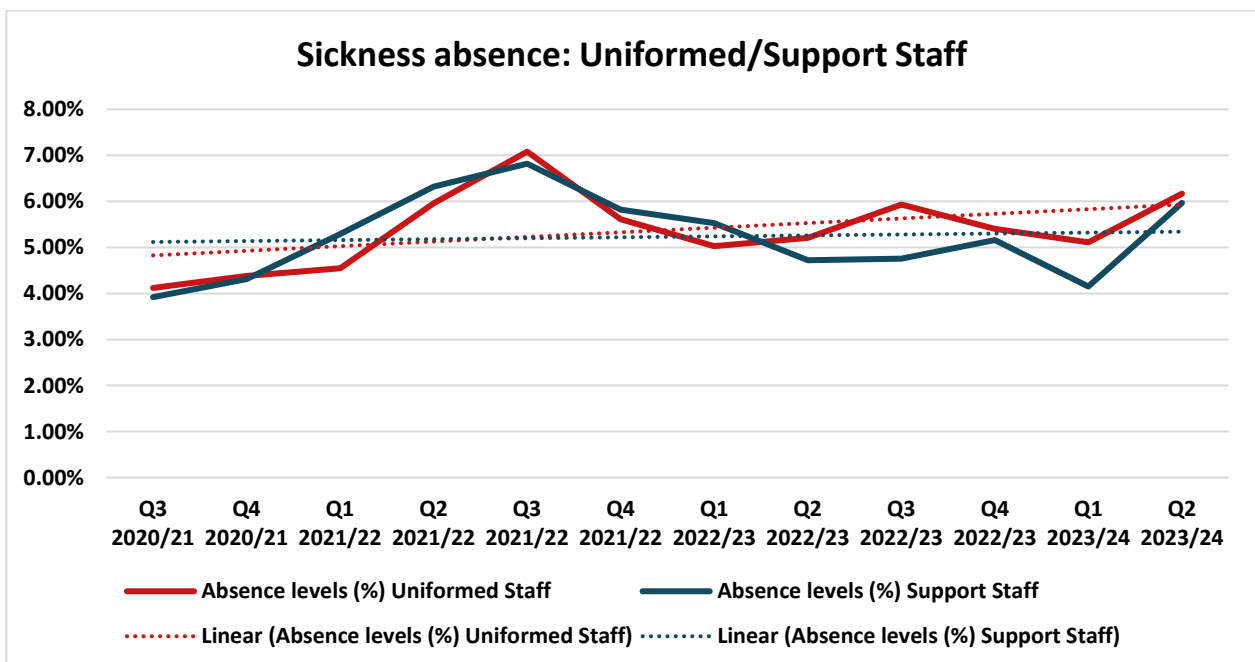
The overall proportion of staff from an ethnic minority group was **6.06%** which shows a **marginal decrease of 0.13%** when compared to Q2 last year, although a slight improvement of 0.23% compared to Q1 2023/24.

The proportion of **firefighters from an ethnic minority group** was **6.65%** in Q2 2023/24, equal to Q2 last year. In relation to **support staff**, this figure has decreased by **0.42%** when comparing the same reporting periods.



Absence Levels – All Staff

The overall level of **sickness absence** for the first two quarters of 2023/24 is **6.14%** which is adverse to the target of 5% and an increase of 0.44% compared to the same period last year. There has also been an **increase of 1.17%** when compared to the previous quarter.



Increases in sickness absence have been observed in both Uniformed and Support staff. The table below shows a breakdown of sickness absence performance by quarter, by staff group;

SICKNESS ABSENCE	Prev YTD	Current YTD	Target	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Absence levels Overall	5.12%	5.56%	5.00%	5.15%	5.77%	5.36%	4.97%	6.14%
Uniformed Staff	5.12%	5.64%	5.00%	5.21%	5.93%	5.40%	5.11%	6.17%
Support Staff	5.13%	5.06%	5.00%	4.72%	4.76%	5.16%	4.15%	5.97%

Overall, the top three reasons for sickness are Musculo Skeletal, Gastro Intestinal and Mental Health which make up almost 67% of long-term and short-term sickness, however in terms of time lost there was more time lost for Mental Health and Musculo skeletal absence.

GMFRS has a wide range of existing tools and support for staff to reach out to such as the Employee Assistance Programme provider Health Assured, Peer Supporters, Chaplains. We also increased health surveillance for some groups, along with embedding CISM. We also refreshed our Wellbeing Strategy in May 2022 and our supporting Health and Wellbeing Framework and Policy, addressing psychological, physical and workplace wellbeing in order to reduce sickness absence and improve overall staff wellbeing.

There has been a positive change in the working relationship between the Employee Relations and Wellbeing team which is focussed on improved management of cases and appropriate provision of welfare support for employees and managers engaged in these processes helping to minimise sickness absence and prevent further future absence.

A new report by the CIPD has found that sickness absence rates have reached a 10-year high, with stress being the biggest contributing factor. From previous studies it is already clear that stress, anxiety and depression have been among the leading causes of workplace sickness absence for several years – but rates have increased further since the COVID-19 pandemic and are now at their highest level for over two decades.

Rachel Suff, Senior Employee Wellbeing adviser at the CIPD, the professional body for HR and people development said: *“Despite our research showing that most organisations are focusing on employee wellbeing, the considerable rise in absences across all sectors is a worry.*

External factors like the COVID-19 pandemic and the cost-of-living crisis have had profound impacts on many people's wellbeing".

The report found the top causes of short-term absence are:

- Minor illnesses (94%)
- Musculoskeletal injuries (45%)
- Mental ill health (39%)

Causes of long-term absence are similar:

- Mental ill health (63%)
- Acute medical conditions, such as stroke or cancer (51%)
- Musculoskeletal injuries (51%)

A performance deep dive in relation to sickness absence was requested at our Q1 2023/24 performance board meeting and will be presented at the Q2 performance board meeting in November 2023. The findings and recommendations will be shared in the mid-year report covering the period October to March 2023/24.

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

ADP Activity Status

Implement Fire Station Community Pathway	Implement 'What Works Forum'	Enhance Blue Light Collaboration
Continue to implement Integrated Place Based Working Framework	Implement and evaluate Place-Based Plans	Serious Violence Duty Partnerships / Pathways

Key achievements: -

- ✓ GMFRS staff and partners undertook the Integrated Place Based Working (IPBW) Framework Maturity Assessment, tracking progress against the 30 commitments within the Framework to deliver integrated services in response to local risks. The report recommendations will feed into the 'What Works Forum' project for implementation, beginning in Q3 this year.
- ✓ Implementation of the newly designed Place Based Plans has begun, with templates and guidance in place for operational staff. Staff training on the new templates will precede development of locality Place Based Plans in Q4 2024/25. Additionally, the Community Engagement App has been refreshed and improved to support activity recording throughout the year.
- ✓ GMFRS worked on increasing visibility of area and station-based teams to partners and communities with a refreshed 'Your Area' website section. The website now includes management teams, available appliances, defibrillator locations, and home fire safety assessment information for each station.
- ✓ Work is ongoing to diversify and expand our social media platforms, allowing crews to be trained in their use to increase interaction with their local communities. A social media management platform, Orlo, has therefore been procured, and will be implemented in year.
- ✓ The Blue Light Collaboration Portal is now live, offering an innovative and accessible digital platform to share good practices, lessons learned, and ideas for future collaboration among all Blue Light Services. The portal demonstrates GMFRS' commitment to working collaboratively with other services in a solution-focused manner.

- ✓ GMFRS involved in developing Violence Reduction Unit strategy and work plan for Programme Challenger which is tackling serious and organised crime in Greater Manchester.

Project delays: -

- ✗ Positive have been no project delays during this period.



Evaluation and Assurance Activities

Evaluation

The GMFRS Evaluation Framework was developed to provide guidance on best practise that should be used when conducting evaluation across the Service. This framework and supporting toolkit was launched in July 2021; however, the framework started to be applied consistently following the launch of the Fire Plan 2021-25 and the first Annual Delivery Plan (ADP).

During the period 1st April 2023 to 30th September 2023, there has been continued focus on ensuring that projects outlined in the ADP are evaluated to understand the outcomes and impacts of the activities delivered. Evaluation is considered for all projects within the ADP and where appropriate, evaluation plans will be created for these projects. During this period, work has taken place to start embedding evaluation within directorate level, or business as usual, projects. This is important as it ensures the organisation is learning about the impact and effectiveness of projects and activities taking place at all levels within the organisation.

In this period, the new Evaluation Portal was officially launched and communicated with staff across the organisation. The portal contains the following information:

- An evaluation register: This is a list of all evaluation activities across GMFRS, and it will provide an 'at a glance' view of how each evaluation is progressing. It also links to any relevant reports or documentation.
- An evaluation library: This will be a repository for all evaluation documentation and reports. It brings together all evaluation reports and documentation into one accessible location so colleagues can review evaluation findings from work that has been completed. This information may be useful in supporting planning for future projects.
- Guidance and training materials: The portal also contains links to GMFRS evaluation guidance and any other relevant training materials.

Work will continue during the remainder of 2023/24 to add additional functionality to the portal.

Some key evaluation activities completed during this period include:

- The Atlas project evaluation
- Evaluation of MTA training
- Integrated place based working maturity assessment
- Launch of an evaluation framework for Operational Equipment and Technical team (to capture standardised feedback when new equipment is on trial.

Work will continue to deliver evaluation activities during the remainder of 2023/24. During this period, the following evaluations are expected to be completed:

- Independent review of Safe Drive Stay Alive
- Evaluation of Home Fire Safety Assessments
- Launch of an evaluation framework for training
- Health and wellbeing maturity assessment
- Review of Customer Insight surveys.

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services



GMFRS was first inspected by the HMICFRS in 2019 and subsequently in 2021. The HMICFRS inspects each Fire and Rescue Service (FRS) against the 3 pillars of Effectiveness, Efficiency and People; within each of these pillars they assess specific areas of each FRS.

An Improvement Action Plan was developed in response to the inspection findings. The action plan not only included the 16 identified Areas for Improvement, but also those areas the inspection had commented where the Service could be better.

Over the last two years extensive work has been undertaken across the Service to address the Areas for Improvement, all of which have now been fully discharged.

Significantly, GMFRS was issued with a Cause for Concern regarding its ability to respond to a marauding terrorist attack (MTA) and addressing this area has been a priority for the Service. Due to the extensive work addressing policies, procedures, training, exercising and the provision of equipment this Cause for Concern was closed by HMICFRS in September 2022. Further training, exercising and the provision of equipment continues to ensure that GMFRS has one of the best MTA responses in the UK.

Our third inspection commenced in September 2023. The process involves reporting against the Cause of Concern and Areas for Improvement from the 2021 inspection.

Question	This inspection
Effectiveness	Requires improvement
Understanding fires and other risks	Good
Preventing fires and other risks	Requires improvement
Protecting the public through fire regulation	Requires improvement
Responding to fires and other emergencies	Good
Responding to major and multi-agency incidents	Requires improvement

Question	This inspection
Efficiency	Requires improvement
Making best use of resources	Requires improvement
Future affordability	Good

Question	This inspection
People	Good
Promoting the right values and culture	Good
Getting the right people with the right skills	Good
Ensuring fairness and promoting diversity	Good
Managing performance and developing leaders	Requires improvement

As part of this process, we provide a comprehensive range of documents, data, and information for the HMICFRS to review. This included the production of a Self-Assessment of our Service all of which will inform the HMICFRS where we are on our improvement journey and the progress made since our last inspection.

We believe we have made significant progress and we are looking forward to the HMICFRS having the opportunity to assess and recognise all the work we have completed, not only in addressing improvement areas, but across every aspect of our endeavours to serve the public of Greater Manchester. We also value the external scrutiny they may offer in identifying further development opportunities which will inform our plans for the future. We anticipate our inspection report will be published in February 2024.

To better inform the national picture of culture within fire and rescues services in England HMICFRS are undertaking a thematic inspection on the handling of misconduct. Our Service has been selected as one of ten services to ensure we evidence is gathered from large and small, and rural and urban services as well as different governance models that operate throughout England. As this is a thematic inspection, HMICFRS will not be publishing reports on individual services or making graded judgments however, we welcome being selected and anticipate feedback on the effectiveness of our policies and procedures in this regard.

Fire Standards

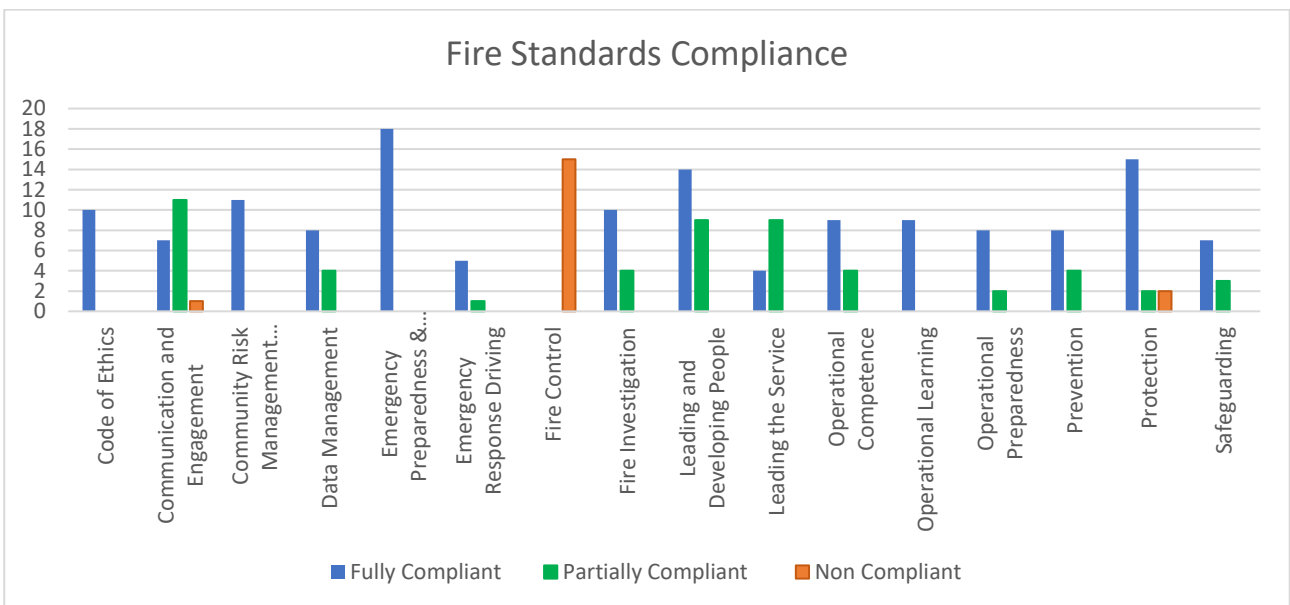
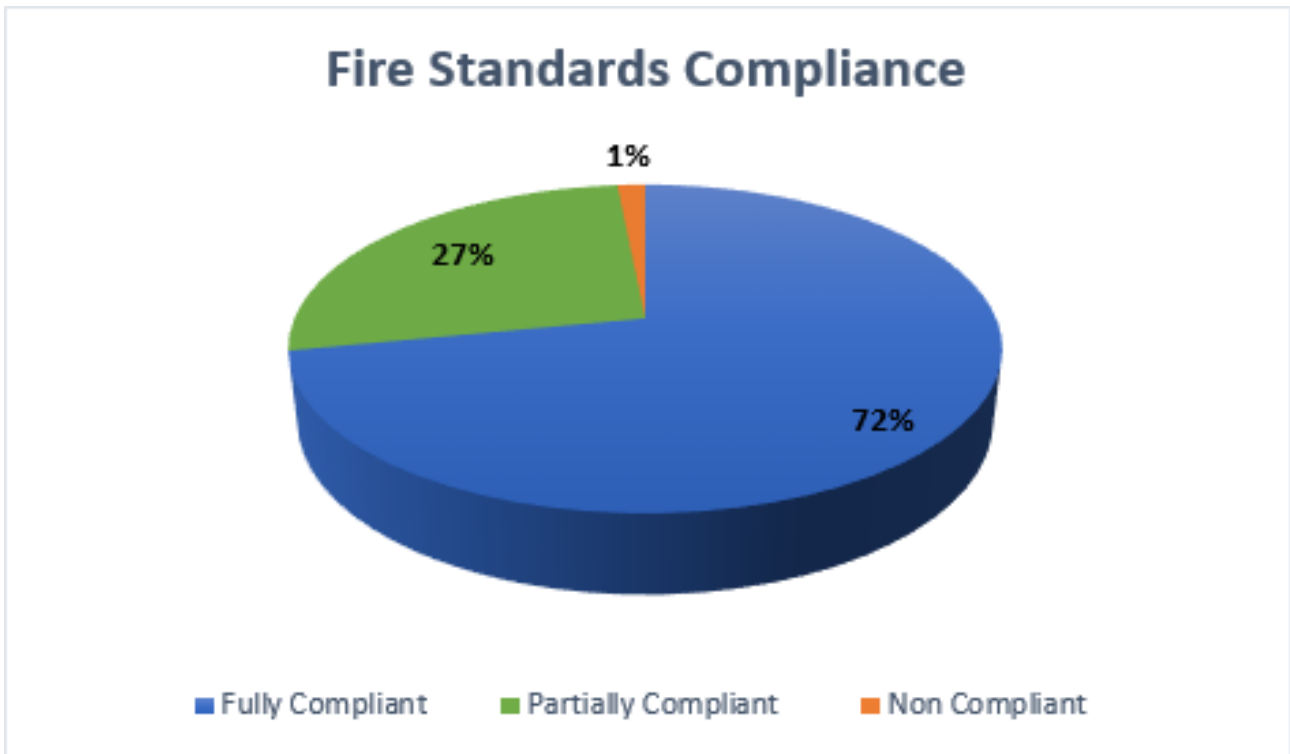
The Fire Standards Board has been set up to oversee the identification, organisation, development, and maintenance of professional Standards for fire and rescue services in England and is responsible for approving Standards and the approach to their development.

Each Standard identifies the desired outcome, what Services must have in place to achieve that outcome and the expected benefits of meeting the Standard. These Standards are principle-based rather than prescriptive, allowing GMFRS to implement them within the Service with a degree of individuality, whilst reassuring the public of commonality and consistency across the sector.

There have been sixteen Fire Standards released to-date, the most recent were Fire Control and Communication & Engagement standards both released in March 2023. Each standard sets out a range of compliance criteria requirements, with a total of 214 standard requirements across the sixteen released.

The Service has done extensive assurance activities to evaluate compliance with fifteen Standards, excluding the Fire Control Standard published in March, which is being overseen by North West Fire Control and we are currently awaiting the outcome of their gap analysis.

Currently our evidence identifies that we are fully or partially compliant against 196 (99%) of the 199 criteria requirements across the 15 standards (excluding Fire Control).



[View the standards](#)

Community Activities

Working with partners and in communities is a fundamental to ensure the effective delivery of our Services to the communities, and the below highlights some of these activities:

Road Safety - GMFRS have started to deliver road safety education using Virtual Reality Headsets that provide an immersive 360° film experience. We are now a member of THE ICE HUB, with access to 360° films, that include all road users and age groups. The membership consists of Fire, Police, Local Authority and other Road Safety Organisations from across the United Kingdom. Virtual reality lends itself perfectly to many safety and awareness and education messages and now being a member of the ICE group we can co-fund new films to meet our messaging needs. This new technology has been showcased at a Road Safety Event in May at Farnworth Station. Several Partners supported the event, this included GMP, Highways England and the British Red Cross. The event involved an overview of the Air Unit, TRU equipment and capabilities and an RTC practical demonstration. We had attendance from our Deputy Mayor Kate Green who came to launch the new headsets, along with Deputy Chief Fire Officer Ben Norman. The Deputy Mayor was the first to experience our new 360° films along with Partners.

Prisons - following some increased activity in HMP Forest Bank Prison relating to Deliberate Primary Fires, the Agecroft Station Manager has been involved in a joint exercise with a view to improving procedures and also engaging with prison residents to improve relations. Blue Watch Manager Si Ryder carried out some sessions with the residents which involved running Firefighter Tests to support rapport building and increase awareness among residents on the impact these incidents have on the local crews.

Pride Parade - Staff and volunteers from across our Service and GMCA took part in the Pride parade on Saturday 26 August. With a great slot up front in the parade, we got the best of the weather and had a fantastic time engaging with people along the route. We gave out lots of goodies that promoted fire alarm testing too. Along with participation in the parade, our Protection colleagues carried out door step advice activity recorded as periodic theme interventions.

Open Days - Over 300 hours were logged for open days, hosted across 19 stations. On Sunday 3 September, our colleagues at Blackley Community Fire Station organised an open day supporting The Fire Fighters Charity with over £410 raised. On Saturday 19 August Wythenshawe crews hosed a wonderful open day and received the following feedback from a member of the public "Just to say a big thank you to all the staff who

worked on the Family Open Day last Saturday. My two boys had a great time and really enjoyed interacting with all the firefighters, police officers and paramedics. Thank you for all your efforts."

Student Fire Safety Week - (25 September – 1 October) Advertising in student magazines for fresher's/welcome week - using campaign artwork for water safety and cooking fire safety. Social media messages throughout the week. Friday 29 September - Day of action in high-risk high rise student premises, in Manchester and Salford, to talk to residents about flat fire safety. The day saw crews speaking with students about flat fire safety, smoke alarms, and building evacuation procedures – as well as promoting water safety (don't drink and drown) and e-bike/e-scooter battery safety messages.

Operation Vulcan – We have been part of another successful Op Vulcan seizure. We raised safety concerns over a distribution warehouse on Great Ducie Street, Cheetham Hill, and served a prohibition order on the property. Greater Manchester Police recently executed a warrant there after intelligence came to light suggesting it was being used to supply a network of counterfeit stores throughout Cheetham Hill. The number of items seized have an estimated worth of £1.2million pounds.

High Rise Day of Action – The Service ran a high rise day of action with operational crews out and about in Salford, Manchester and Bolton visiting high rise properties and talking to them about flat fire safety and their building evacuation procedures.



Water Safety – Fire Crews and partners across Greater Manchester engaged in World Drowning Prevention Day on 25th July 2023. Crews from Manchester trained door staff from water-side bars on what to do if someone falls or jumps in the water; Salford crews engaged with the public in Salford Quays, sharing the messages of Stay Calm, Stay on Land and Call 999 as well as how to access and use the public throwlines in the area.

Our prevention education team held a firefighter experience day at Pennington Flash with young people from Leigh Youth Hub. Working with Leigh Station Green Watch the group learnt about water safety, the role of a firefighter and tried out some drill yard skills like shipping a hydrant and rolling out hose. Green Watch also gave them a practical demo of how to throw a throw line to somebody in difficulty in the water.



Festival of Rescue - Our Extrication, Rope and Trauma teams took part in this year's United Kingdom Rescue Organisation Festival of Rescue to test and expand their skills.

Our Extrication Team has proudly retained their title as Best Extrication Team. They've also taken home Best Incident Commander, Best Medical Team, and were placed second in 'Technical Rescue Operators'. For the first time, two of our Corporate Trainers competed in the trauma care challenge where they gained positive feedback and invaluable learning to bring back to GMFRS.

On the back of last year's win, the team is already back at training for the 2023 World Rescue Challenge taking place in Lanzarote next month.



Incidents of Note

April 19, 2023 – Bradley Lane, Stretford.

Firefighters were called out to a large fire involving two commercial units containing a number of vehicles and machinery on Bradley Lane, Stretford. Several fire engines, a hose laying lorry and a hydraulic platform from across Greater Manchester attended along with our Scorpion appliance.



May 8, 2023 – Spa Road, Bolton.

Operational crews were dispatched to Spa Road, Bolton, in response to a fire at a dilapidated mill. The blaze covered three levels of the five-story structure and was extinguished by firefighters using water jets. Due to hazardous conditions, the crew used a hydraulic platform to tackle the situation from the building's exterior. The incident was attended by six fire engines from Bolton, Bolton North, Farnworth, and Horwich stations. The Leigh hydraulic platform, Bolton's command support unit, Leigh's technical response unit, and the air unit also responded to the scene.



June 17, 2023 – Victoria Works, Clifton Street, Manchester.

Operational crews tackled a fire affecting two industrial buildings on Clifton Street. The fire involved a large multi occupied commercial site and spread to several neighbouring units. At the height of the incident we had eight appliances and numerous other support vehicles were in attendance.



June 17, 2023 – Railway Road, Horwich.

GMFRS crews were called to reports of a fire at a derelict commercial property on Railway Road, Horwich. Three fire engines from Horwich, Wigan and Atherton stations, alongside the hydraulic platform from Leigh, attended the incident.



June 24, 2023 – St Thomas Street, Oldham.

Emergency services were called to reports of a fire on Saint Thomas Street North in Oldham and response teams from GMFRS, GMP and accompanying medical professionals rushed to the scene. Sadly, a 42-year-old woman passed on despite the best efforts of first responders, and a 15-year-old was conveyed to the hospital with serious injuries. Firefighters worked through the night to extinguish the fire and contain it. Residents residing in neighbouring homes were evacuated, and nearby streets were cordoned off.

June 27, 2023 - Highfield Industrial Estate, West End Street, Oldham.

GMFRS were called to Highfield Industrial Estate on West End Street just outside Oldham town centre to reports of smoke coming from one of the units. The unit was said to contain large quantities of hazardous chemicals. Five fire engines from Heywood, Chadderton, Ashton, Bury and Blackley fire stations were quickly mobilised to the scene and decontamination procedures were implemented. Greater Manchester Police evacuated Oldham College and a nearby gym as a precaution.



August 17, 2023 – SS Simon and Jude CofE Primary School, Bolton.

Operational crews worked tirelessly to extinguish a major fire at SS Simon and Jude CofE Primary School on Newport Road in Bolton. At the height of the response, 17 fire engines from across Greater Manchester were in attendance at the primary school.



August 9, 2023 – Chester Road, Old Trafford.

Firefighters tackled a huge blaze at a derelict building on Chester Road, Old Trafford. At its height, 10 fire appliances attended the scene, supported by specialist vehicles and equipment, used to douse the flames with water on aerial platforms.

August 31, 2023 - Chorley Old Road, Bolton.

Firefighters were called to a blaze at a vacant terraced house on Old Chorley Road, Bolton around 3am on Thursday, August 31st. The fire covered both floors of the building and was tackled defensively due to risk to firefighters. It required eight fire engines, along with several specialised appliances from across Greater Manchester, to extinguish it.

