

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No. 6

MEETING: POLICY AND PERFORMANCE COMMITTEE: 10 FEBRUARY 2020

SUBJECT: INCIDENT RESPONSE STANDARDS – QUARTER 3 PILOT UPDATE

JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (THE CLERK TO THE AUTHORITY) THE STRATEGIC FINANCE OFFICER AND THE PERSONNEL ADVISOR TO THE AUTHORITY

1 INTRODUCTION

- 1.1 The purpose of this report is to provide Members with an update regarding the pilot of incident response standards to the end of Quarter 3 (Q3), period 1 April 2019 to 31 December 2019 and seek an extension to the pilot to enable alignment with the review of the Integrated Risk Management Plan (IRMP).

2 BACKGROUND

- 2.1 The Authority's strategy has been to respond as quickly as possible to incidents whilst prioritising those where there is a higher risk to life and property. Our current strategy is:

'We aim to respond to emergency incidents as quickly as possible, prioritising our response to incidents where there is significant risk to life and property'

- 2.2 Members will recall the previously approved draft response standards as set out below (min 45/18 refers):

- to answer 96 per cent of 999 calls within 7 seconds;
- to dispatch resources to emergency incidents within an average 1 minute of answering the call;
- for the first fire engine to arrive within an average of 6 minutes from being dispatched to risk level 1 incidents;
- for the second fire engine (if required) to arrive within an average of 8 minutes from being dispatched to risk level 1 incidents;
- for the first fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 8 minutes in more than 90 per cent of occasions; and

- for the first fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 10 minutes in more than 95 per cent of occasions.
- 2.3 In addition to these standards our focus remains to respond to emergency incidents as quickly as possible, prioritising our response to incidents where there is significant risk to life and property.
- 2.4 An update was provided to Members at the end of Quarter 1 (Q1) for the period 1 April 2019 to 25 June 2019 (min 3/19 refers) where Members were advised that due to the relatively small data set that further detailed monitoring and analysis would continue throughout the pilot.
- 2.5 There remains a level of uncertainty regarding the medium to long term financial position of the service due to there being only a one year settlement for 2020/21. Added to this, the forthcoming Comprehensive Spending Review (CSR) is due to take place in summer 2020, the outcome of which will determine our financial settlement. Should further reductions in spending power result from this, the impact on our ability to meet our response standards may be challenging.

3 INCIDENT RESPONSE STANDARDS - PILOT UPDATE

- 3.1 Performance against the draft response standards is set out in table one and demonstrates that the public receive a swift response, with fire engines responding to our highest risk incidents well within the draft times set.
- 3.2 Taking account of the draft targets set for the pilot, the time for the arrival of the first fire appliance to risk level 1 incidents is well within the draft time set: target 6 minutes: actual 5 minutes 6 seconds.
- 3.3 A key aspect of the response standards pilot is to consider and evaluate the performance areas, as set out in table one below. Work is ongoing to analyse the factors influencing this performance, particularly the time to dispatch resources, where the data highlights the dispatch of resources to emergency incidents is outside of the draft target set for the pilot.
- 3.4 An initial review of time to despatch resources has confirmed that the call handling process ensures the correct and effective allocation of resources to each the incident type, providing assurance that the appropriate weight of initial response to an emergency incident achieved. Work will continue to analyse the processes of mobilisation of resources.

Description	Target	Actual
To answer 96 per cent of 999 calls within 7 seconds	96%	97%
To dispatch resources to emergency incidents within an average 1 minute of answering the call	00:01:00	00:01:30
First fire engine to arrive within an average of 6 minutes from being dispatched to risk level 1 incidents	00:06:00	00:05:06
Second fire engine (if required) to arrive within an average of 8 minutes from being dispatched to risk level 1 incidents	00:08:00	00:07:05
First fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 8 minutes in more than 90 per cent of occasions	90%	89%
First fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 10 minutes in more than 95 per cent of occasions	95%	95%

Table one: Performance against draft response standards: 1 April 2019 to 31 December 2019.

- 3.5 The data and information gathered from the pilot to date is supporting a detailed analysis of the response arrangements for the Service, following the implementation of previous IRMP reviews. There remains a requirement to further analyse the draft response standards to fully understand the information and what is influencing performance.

4 LOOK FORWARD

- 4.1 With the intelligence gathered to date and the current analysis and evaluation of the information in progress, further detailed work is required in conjunction with the update and refresh the services Community Risk Profile to inform our future IRMP. In aligning this work, Members are requested to agree extending this pilot for up to a period of 12 months.
- 4.2 In addition to the above, the ongoing financial uncertainty remains, as set out in section 2.5 of this report. The significant reduction in spending power over the past decade has been a significant challenge for this Service. No withstanding this, the dedicated and professional staff across the service are committed to continuous improvement. The extension of this pilot will further support our work in not only improving our Response arrangements but will also support our approach to the Prevention and Protection services to the Community we serve.

5 RISK MANAGEMENT

- 5.1 The extension of this pilot will provide the opportunity to both gather and analyse despatch, response and operational data and information for the Service. This data will be used in conjunction with the revised Community Risk Profile to inform the future Integrated Risk Management Plan.

6 FINANCIAL IMPLICATIONS

6.1 There are no financial implications in respect of this report.

7 EQUALITY AND FAIRNESS IMPLICATIONS

7.1 There are no equality and fairness implications in respect of this report.

8 HEALTH AND SAFETY IMPLICATIONS

8.1 There are no direct health and safety implications in respect of this report.

9 RECOMMENDATIONS

9.1 The Authority is recommended to:

- a) Note the content of this report
- b) Agree an extension to the pilot response standards project of up to 12 months
- c) Receive further reports as necessary

BACKGROUND PAPERS

The under noted mentioned background papers refer to the subject matter of the above report:

- Incident Response Standards – December 2018
- Incident Response Standards – Pilot Update July 2019