

# **WEST MIDLANDS FIRE AND RESCUE AUTHORITY**

## **SCRUTINY COMMITTEE**

**22 APRIL 2024**

### **1. FIRE CONTROL PERFORMANCE REPORT – Q3 & Q4 2023/24**

Report of the Chief Executive Officer

RECOMMENDED

THAT the operational performance of Fire Control for Q3 and Q4 be noted.

### **2. PURPOSE OF REPORT**

This report is submitted to provide the committee with an update of the operational performance of Fire Control. The report covers a 6-month period.

### **3. BACKGROUND**

#### **3.1 Emergency Calls Received and Call Handling**

Fire Control receives the emergency calls and effectively manages the resources for both Staffordshire and West Midlands Fire and Rescue Services.

##### **Quarter 3**

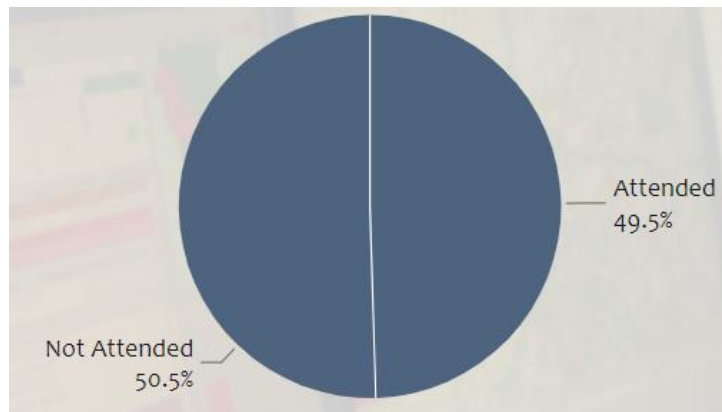
Staffordshire and West Midlands Fire Control received 18,054 emergency calls between 1 October 2023 and 31 December 2023 across both brigade areas.

The number of calls received for Q3 23/24 was split 13,277 calls for the West Midlands (73.5%), 4,208 calls for Staffordshire (23.3%) and 569 calls from outside of service areas (3.2%).

Of the 13,277 emergency calls received for WMFS in Q3, Fire Control mobilised to 6,620 (49.9%) of incidents.

Of the 4,208 emergency calls received for Staffordshire FRS across the reporting period, Fire Control mobilised to 2,037 (48.4%) of incidents.

The graph below represents the combined % of incidents attended and not attended.



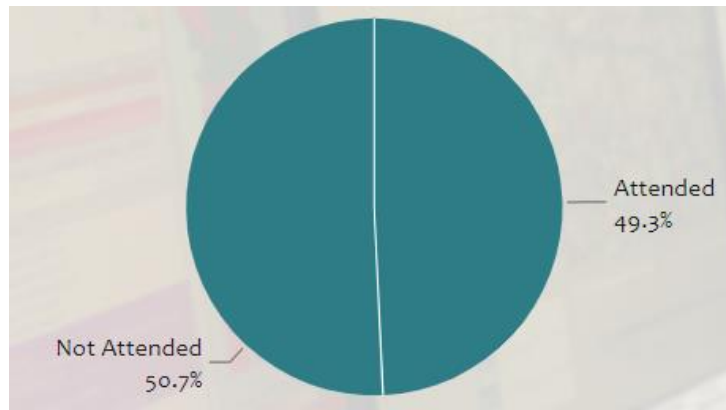
#### Quarter 4

Staffordshire and West Midlands Fire Control received 16,760 emergency calls between 1 January 2024 and 31 March 2024 across both brigade areas.

The number of calls received for Q4 23/24 was split 12,508 calls for the West Midlands (74.7%), 3796 calls for Staffordshire (22.6%) and 456 calls from outside of service areas (2.7%).

Of the 12,508 emergency calls received for WMFS across Q4; Fire Control mobilised to 6215 (49.6%) of incidents.

Of the 3796 emergency calls received for Staffordshire FRS across Q4, Fire Control mobilised to 1815 (47.8%) of incidents.



The proportion of incidents attended v not attended across Q3 and Q4 demonstrates consistent performance by Fire Control in call challenging, ensuring we only mobilise to those incidents where attendance is required.

### **3.2 Call Handling**

A key performance indicator for Fire Control is the length of time from answering a 999 call to mobilising appliances to category 1 (life and property) incidents. For these critical incident types, we aim to mobilise in under 80 seconds.

Fire Control's continued focus on mobilising with the required urgency is a key factor in survivability and limiting damage to property.

The median call handling for Q3 was 93 seconds. This is a 1 second increase from Q2.

The median call handling for Q4 was 86 seconds. This is a 7 second decrease from Q3.

| Quarter   | Median Call Handling | Performance |
|-----------|----------------------|-------------|
| Q1        | 95                   | ▲           |
| April     | 99                   | ▲           |
| May       | 95                   | ▲           |
| June      | 93                   | ▲           |
| Q2        | 92                   | ▲           |
| July      | 90                   | ▲           |
| August    | 89                   | ▲           |
| September | 98                   | ▲           |
| Q3        | 93                   | ▲           |
| October   | 94                   | ▲           |
| November  | 96                   | ▲           |
| December  | 89                   | ▲           |
| Q4        | 86                   | ▲           |
| January   | 92                   | ▲           |
| February  | 84                   | ▲           |
| March     | 84                   | ▲           |

The data demonstrates a sustained improvement in both February and March with a reduction of 8 seconds since January.

Since February, one additional supervisory manager has been trialed on each of the four watches to support improved mobilisation and decision making. The call handling times for February and March indicate early success in this area.

### 3.3 **999 Call Ring Time**

Emergency call ring time demonstrates the reactivity and responsiveness of Fire Control when answering emergency calls.

Q3 average 999 call ring time was 5.6 seconds and Q4 average was 4.9 seconds.

Emergency call ring time is a new metric that we measure performance against therefore we are gathering some data to enable us to develop a target.

### 3.4 **Dynamic Mobilising**

Dynamic mobilising involves using resources flexibly and efficiently in our approach to emergency call management

and mobilising, resulting in a proportionate and appropriate initial incident response.

The approach enables Fire Control to reduce and increase an incident response to achieve the best match for the incident needs, which includes selecting the most appropriate number and type of resource.

Fire Control continue to utilise several tools to support decision making including –

- Dynamic emergency call handling
- Information gathered at the time of call
- Location of the incident, both geographically and demographically
- Repeat calls
- Footage and images from 999eye
- Number and type of incidents in progress
- Weather
- Time of day

### Quarter 3

Fire Control dynamically amended the initial level of response 538 times throughout Q3 (8.1% of all incidents mobilized to), increasing the attendance 140 times and reducing the attendance 402 times.

On the occasions Fire Control reduced the attendance, six of the incidents resulted in a subsequent make up (1.4%).

The target is set at 2% as it is recognized that additional resources may be required for additional equipment or due to incident escalation between the point of mobilising to in attendance.

The six incidents have been reviewed and learning has been identified for 2 incidents which relate to mobilising to fires in derelict buildings. This has been managed with individuals as well as learning shared across Fire Control.

### Quarter 4

Fire Control dynamically amended the initial level of response 538 times throughout Q4 (6.6% of all incidents mobilized to), increasing the attendance 139 times and reducing the attendance 409 times.

On the occasions Fire Control reduced the attendance, seven of the incidents resulted in a subsequent make up (1.7%).

The seven incidents have been reviewed and no learning has been identified for Fire Control.

### 3.5 **999Eye**

Intelligence led mobilisation and resource management enables Fire Control to send the most appropriate number and type of resource based on the level of risk, this directly contributes to the achievement of our risk-based attendance standards.

999eye is enhancing the quality of intelligence and information that is received within Fire Control, thereby enabling Fire Control personnel to make more informed dynamic mobilisations using this technology; further supporting our key aim of sending the right level of resource to the right incident type.

|   | <b>Q3</b> | <b>Q4</b> |
|---|-----------|-----------|
| 999Eye proposed                         | 3773      | 4084      |
| 999Eye proposed for % of all incidents* | 43.5%     | 50.8%     |
| % of successful images received         | 67.2%     | 69%       |
| 999Eye images shared with responders    | 448       | 432       |
| 999Eye used to support DM               | 64        | 67        |

\*It is not appropriate for 999eye footage to be obtained for **all** incidents.

The data demonstrates that Fire Control is proactively enhancing the situational awareness of responders by assessing and sharing footage obtained from callers.

### **3.6 Automated Fire Alarm Calls (WMFS only)**

Fire Control continue to be an integral function supporting the introduction of CRMP projects by ensuring a proportional level of response to incidents, including those involving Automated Fire Alarms.

A total of 4,979 AFA calls were received for Q3 and 4604 for Q4. This equates to approximately 37% of all emergency calls received for the quarter for WMFS.

Whilst Fire Control call challenged and did not respond to approximately 66% of these calls, there is still an ongoing impact on time spent managing these types of call.

Approximately 165 hours across the two quarters was spent handling these types of calls based on an average of 2 minutes per call.

## **4. EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out.

## **5. LEGAL IMPLICATIONS**

There are no legal implications arising from this report.

## **6. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

## **7. ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications arising from this report.

## **BACKGROUND PAPERS**

None

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CHIEF EXECUTIVE OFFICER