

**WEST MIDLANDS FIRE AND RESCUE AUTHORITY**

**SCRUTINY COMMITTEE**  
**23 JANUARY 2023**

1. **FIRE CONTROL PERFORMANCE REPORT – Q3 2022/23**

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 THAT the operational performance of Fire Control for Q3 be noted.

2. **PURPOSE OF REPORT**

- 2.1 This report is submitted to provide the Committee with an update of the operational performance of Fire Control. The report covers a 3-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.

Staffordshire and West Midlands Fire Control received 17,749 emergency calls between 1 October 2022 and 31 December 2022 across both brigade areas.

This was split 13,096 calls for the West Midlands (74%), 4,178 calls for Staffordshire (24%) and 475 calls from outside of service areas (2%).

The table below show the breakdown of calls received for West Midlands Fire Service (WMFS) and Staffordshire FRS across a 3-year period.

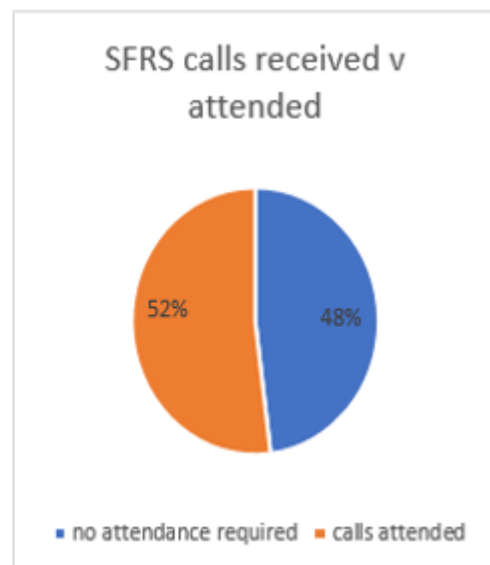
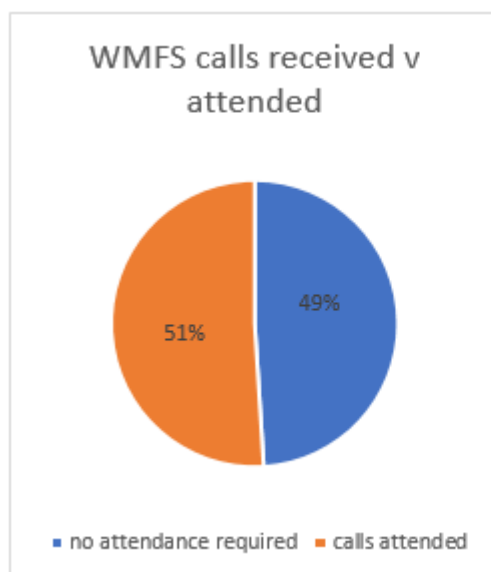
	WMFS			SFRS		
Period	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
Q1 Apr-Jun	12,514	13,005	14,273	5,569	7,123	5,431
Q2 Jul-Sep	13,168	12,871	19,688	5,330	7,149	6,610
Q3 Oct-Dec	9,996	11,613	13,096	4,478	6,231	4,178
Q4 Jan-Mar	9,349	11,467		4,593	6,126	

Of the 13,096 emergency calls received for WMFS across the reporting period, Fire Control mobilised to 6,726 (51%) incidents.

Of the 4,178 emergency calls received for Staffordshire FRS across the reporting period, Fire Control mobilised to 2,169 (52%) incidents.

This mobilisation to calls received ratio is because of several factors including –

- call challenging automated fire alarms (AFAs)
- call challenging special service calls which were deemed non-emergency
- repeat 999 calls
- use of 999eye footage and imagery



### 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.

The data below shows the median average call handling times for life and property incident across Q3 with incident types broken down for both Staffordshire and West Midlands.

Brigade (excl OB)	SFRS		WMFS		Total	
Incident Type	Call Handling	Count	Call Handling	Count	Call Handling	Count
FIRE	108	120	95	324	98	444
FIRE PR	108	10	99	12	105	22
HOUSE FIRE	69	88	69	196	69	284
HOUSE FIRE PR	88	6	78	24	83	30
RTC	132	118	105	454	111	572
RTC PR	113	67	99	190	103	257

Fire Control's continued focus on mobilising with the required urgency is a key factor in survivability and limiting damage to property. We have seen an increase in the median call handling time across Q2 and now Q3. The median call handling time for Q3 was 101 seconds. The increase in call handling time could be due to several factors, including the number of new entrants joining the fire control team, the introduction of Vision 4, our new command and control system, and enhanced questioning to support proportionate and appropriate mobilising of resources.

The table below shows the median call handling times across reporting periods.

Months/Quarter	Median Call Handling time
Apr – Jun 2021 (Q1)	74 sec
Jul – Sep 2021 (Q2)	79 sec
Oct – Dec 2021 (Q3)	78 sec
Jan – Mar 2022 (Q4)	81 sec
Apr – Jun 2022 (Q1)	90 sec
Jul – Sep 2022 (Q2)	99 sec
Oct – Dec 2022 (Q3)	101 sec

### 3.3 **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

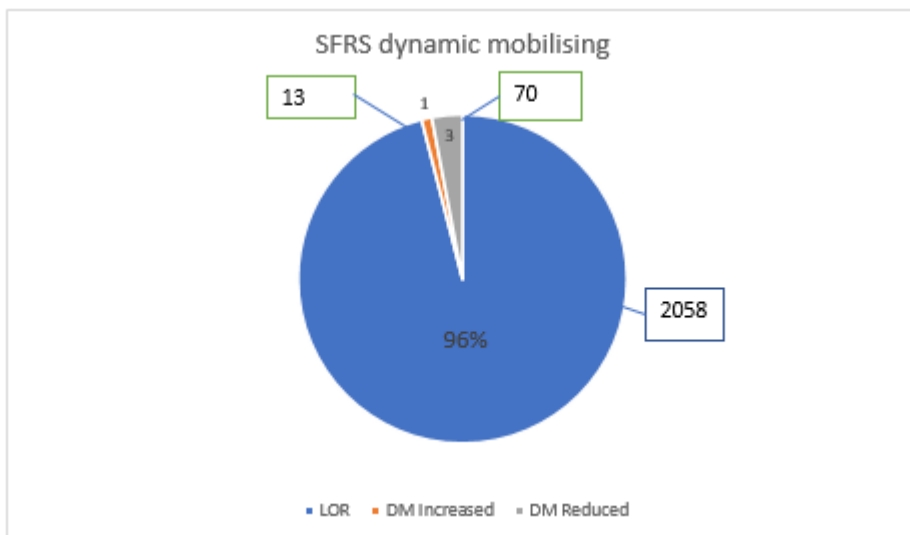
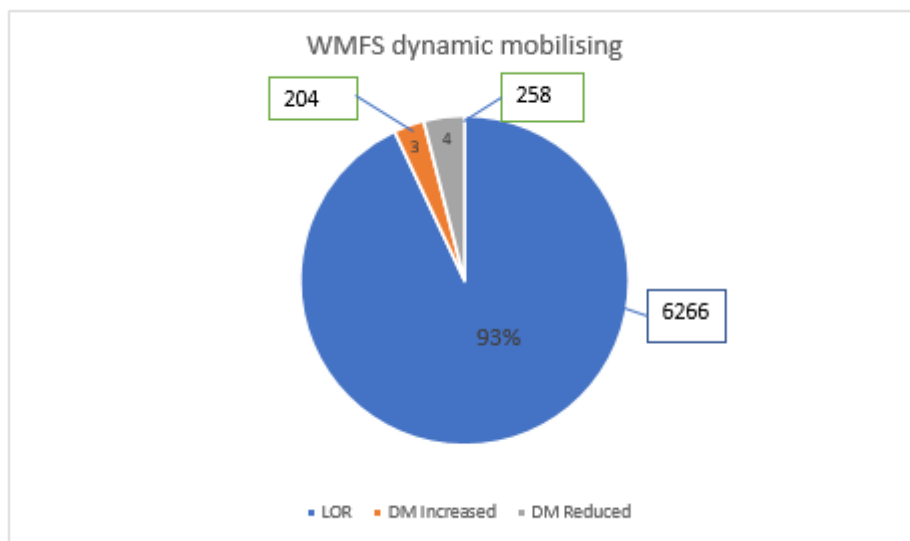
The charts below show the dynamic mobilising data captured for the reporting period.

Fire Control dynamically amended the initial level of response 549 times throughout the quarter, increasing the attendance 219 times and reducing the attendance 330 times.

These totals are either an increased or decreased attendance from the standard pre-determined levels of response.

On the occasions Fire Control reduce the attendance, this results in an increased number of appliances being available for category 1 incidents and to support prevention and protection activities, thereby increasing the effectiveness of our resources.

On the occasions Fire Control increased the attendance, this supported the speed and weight of attack allowing for safe systems of work to be implemented leading to effective and efficient resolution of incidents.



### 3.4 **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.

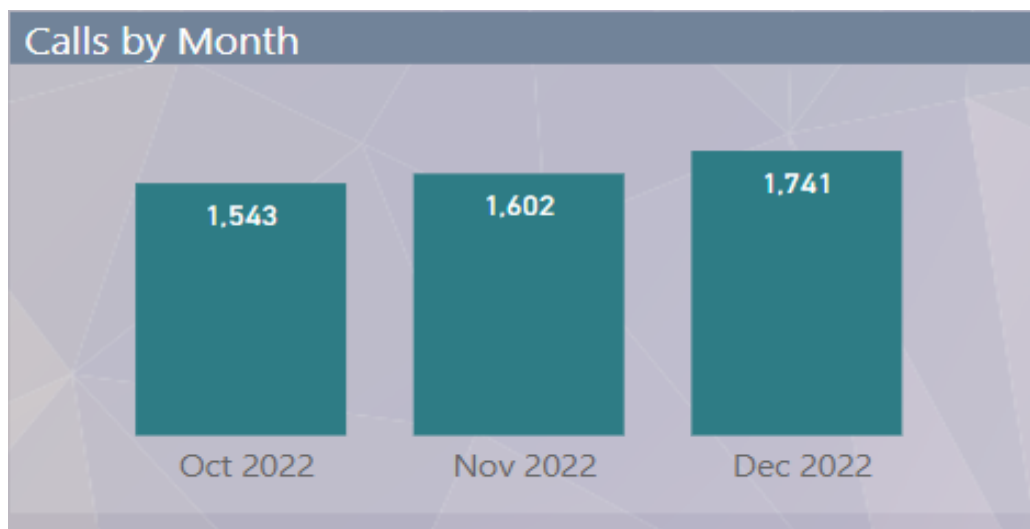
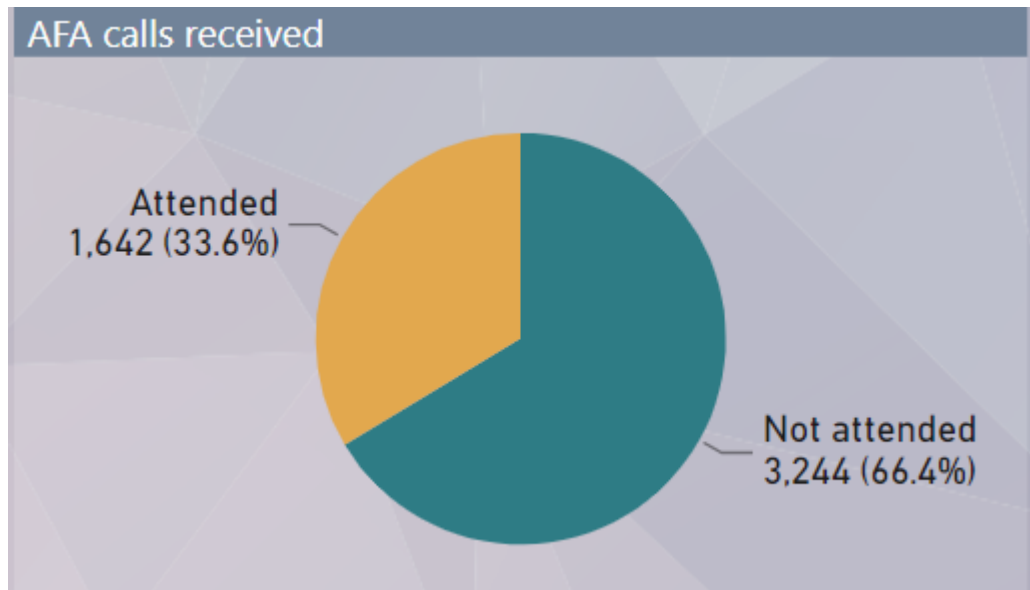
The table below shows the recorded use of 999eye across the reporting periods.

	Q3 21/22	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23
WMFS	1738	1848	2158	3127	1518
SFRS	481	549	597	695	436
<b>Total</b>	<b>2219</b>	<b>2397</b>	<b>2755</b>	<b>3822</b>	<b>1954</b>

### 3.5 **Automated Fire Alarm Calls**

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

A total of 4,886 calls were received relating to Automated Fire Alarms; of those calls 1,642 were attended (33.6%) and 3,244 required no attendance (66.4%).



#### 4. **EQUALITY IMPACT ASSESSMENT**

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

#### 5. **LEGAL IMPLICATIONS**

- 5.1 There are no legal implications arising from this report.

#### 6. **FINANCIAL IMPLICATIONS**

- 6.1 There are no financial implications arising from this report.

## 7. **ENVIRONMENTAL IMPLICATIONS**

- 7.1 There are no environmental implications arising from this report.

## **BACKGROUND PAPERS**

None.

The contact for this report is Samantha Burton, Strategic Enabler Fire Control and Business Continuity.

WAYNE BROWN  
CHIEF FIRE OFFICER