

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

23 MAY 2022

1. **FIRE CONTROL PERFORMANCE REPORT – QUARTERS 1 TO 4 2021/22**

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 THAT the Committee note the Fire Control Performance update for Quarters 1 to 4 2021/22.

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 12-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 70,573 emergency calls between 1 May 2021 and 31 March 2022 across both brigade areas.

This was split 48,956 calls for the West Midlands (69%) and 21,617 calls for Staffordshire (31%).

The table below show the breakdown of calls received for West Midlands Fire Service (WMFS) and Staffordshire FRS

across a 3-year period.

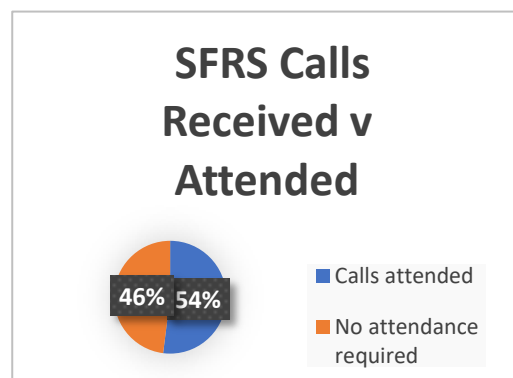
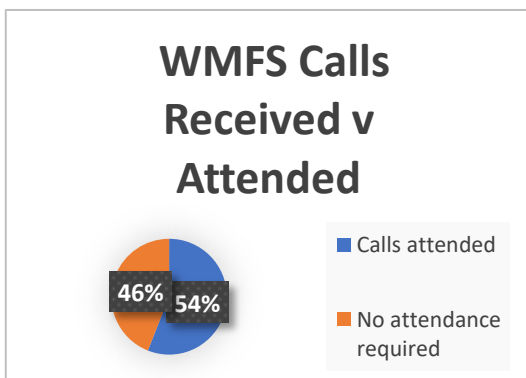
Period	WMFS			Staffordshire		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Q1 Apr - Jun	13,135	12,514	13,005	5,437	5,569	7,123
Q2 Jul - Sept	13,353	13,168	12,871	5,288	5,330	7,149
Q3 Oct - Dec	10,588	9,996	11,613	4,479	4,578	6,231
Q4 Jan - Mar	10,382	9,349	11,467	4,746	4,593	6,126

Of the 48,956 emergency calls received for WMFS across the reporting period; Fire Control mobilised to 26,629 (54%) incidents.

Of the 21,617 emergency calls received for Staffordshire FRS across the reporting period, Fire Control mobilised to 11,653 (54%) 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 types broken down for both Staffordshire and West Midlands:

Q1 – Q4 2021/22

brigade	SFRS		WMFS		Total	
Incident Type	Call Handling	Count	Call Handling	Count	Call Handling	Count
FIRE	85	474	79	1385	81	1859
FIRE PR	77	22	76	51	76	73
HOUSE FIRE	62	320	58	1101	59	1421
HOUSE FIRE PR	76	52	56	132	63	184
RTC	92	397	78	2004	80	2401
RTC PR	90	304	70	718	74	1022

For the above reporting period captured in the table, Fire Control have maintained an average mobilisation time below 80 seconds. Fire Control's continued focus on mobilising with the required urgency is a key factor in survivability and limiting damage to property.

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 following charts show dynamic mobilising data captured for the period, 2021/22 for both organisations.

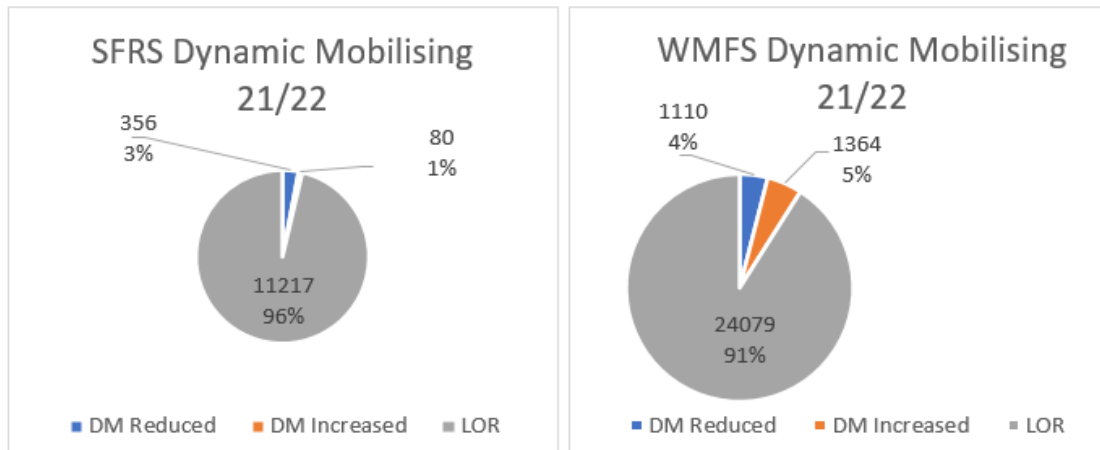
Fire Control dynamically amended the initial level of response 2,474 times throughout 2021/22 times for incidents in West Midlands area.

They dynamically amended the initial level of response 436 times for incidents in Staffordshire area.

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 through the use of this technology; further supporting our key aim of sending the right level of resource to the right incident type.

We have recorded a 6% increase in 999eye proposals recorded against the same period of the previous year.

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

	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22
WMFS	3815	2455	1738	1848
SFRS	1182	549	481	549
Totals	4997	3004	2219	2397

3.5 **Vision 4 Command and Control System Upgrade**

We continue to work with our Command and Control supplier, to upgrade the current Vision 3 system to Vision 4. This upgrade will enhance our ability to interface our system with other required systems, supporting the value release of

the project, through efficiency, for both brigades and includes examples such as:

- Automatic retrieval of call location details from BT (information without manual intervention), with input into the 'call collection screen' for improved call handling times
- Enhanced Mobile Location (EML) – more accurate GPS location for mobile phones making 999 calls to pinpoint incident addresses pre-alert for faster mobilisation
- Attribute Mobilising, i.e. the ability to tailor responses to fully utilise the blended fleet and enhance resource management
- Integration of Fire Watch (SFRS staffing system) into Vision 4, automating a currently manual and time-consuming procedure.
- It has also enabled the replacement of system hardware and Windows operating systems.

The go live for Vision 4 has been delayed to 6 June 2022, due to issues occurring during testing which could affect mobilisation and Staffordshire Fire and Rescue Service's back-office processes.

Mobilising effectively is critical to ensuring our response is proportionate to the incident type and keeping our communities safe. We would not go live with a new system unless we had a very high level of assurance that there would be no issues for us or Staffordshire.

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

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CHIEF FIRE OFFICER