



NORTH WEST FIRE CONTROL

Quarter

2

2021/2022

Lancashire Fire & Rescue Service Performance Committee

Delivering Outstanding Critical Control Functions

1.0 Executive Summary

Activity

A total of 6116 admin calls received in Q2 for LFRS. This is a 2.8% reduction compared to Q2 the previous year (6296 calls) and a 1.5% compared to Q1 this year (6203 calls).

In total, NWFC received 29432 admin calls for Q2. LFRS represents 20.7% of these calls.

A total of 10414 emergency calls received in Q2. This is a 21.6% increase compared to Q2 previous year (8164 calls) and 0% difference compared to Q1 this year (10431)

In total, NWFC received 43583 emergency calls for Q2. LFRS represent 23.9% of these calls.

Service Delivery

Call challenge for Q2 for all of NWFC is 42% of calls received and not mobilised to. Lancashire is currently unaligned to the other NWFC partners and therefore will mobilise resources to AFAs on a more frequent basis.

Mobilising performance times for all of NWFC for Q2 for fires are 79 seconds, which compares to 78 seconds for previous quarter. LFRS mobilising times for fires for Q2 are under the 90 second target.

Mobilising performance times for all NWFC for Q2 for special service calls are 124 seconds, compared to 125 seconds for previous quarter. LFRS mobilising times for special service calls for Q2 are slightly above the average.

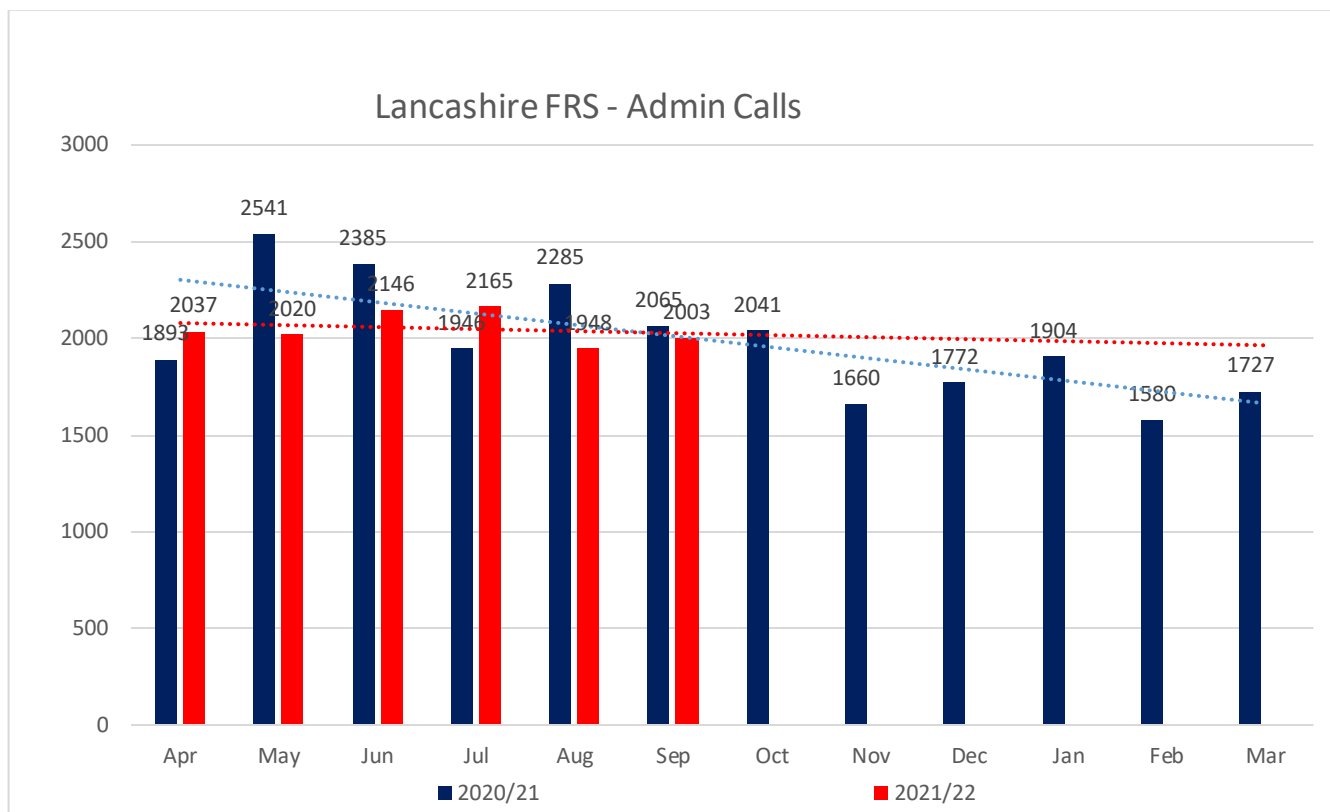
Incidents of Note

In August 2021, NWFC assisted LFRS with managing an incident involving petrol inside a building on Walton Summit Industrial estate, Bamber Bridge. Resources attending included 10 Pumps, 2 Aerial Ladder Platforms, 1 Stinger and 1 Hose Laying Lorry. It was deemed a Significant Incident for Fire Safety (SIFS).

In addition, NWFC dealt with other large-scale incident in other fire services we partner and also assisted with 118 calls and 115 calls respectively for London Fire Brigade for two large scale flooding incidents in July. The calls were received as part of the buddy arrangements that we provide for London.

2.0 Call Volume and Incidents

2.1 Lancashire Fire & Rescue Service – Admin Calls to NWFC



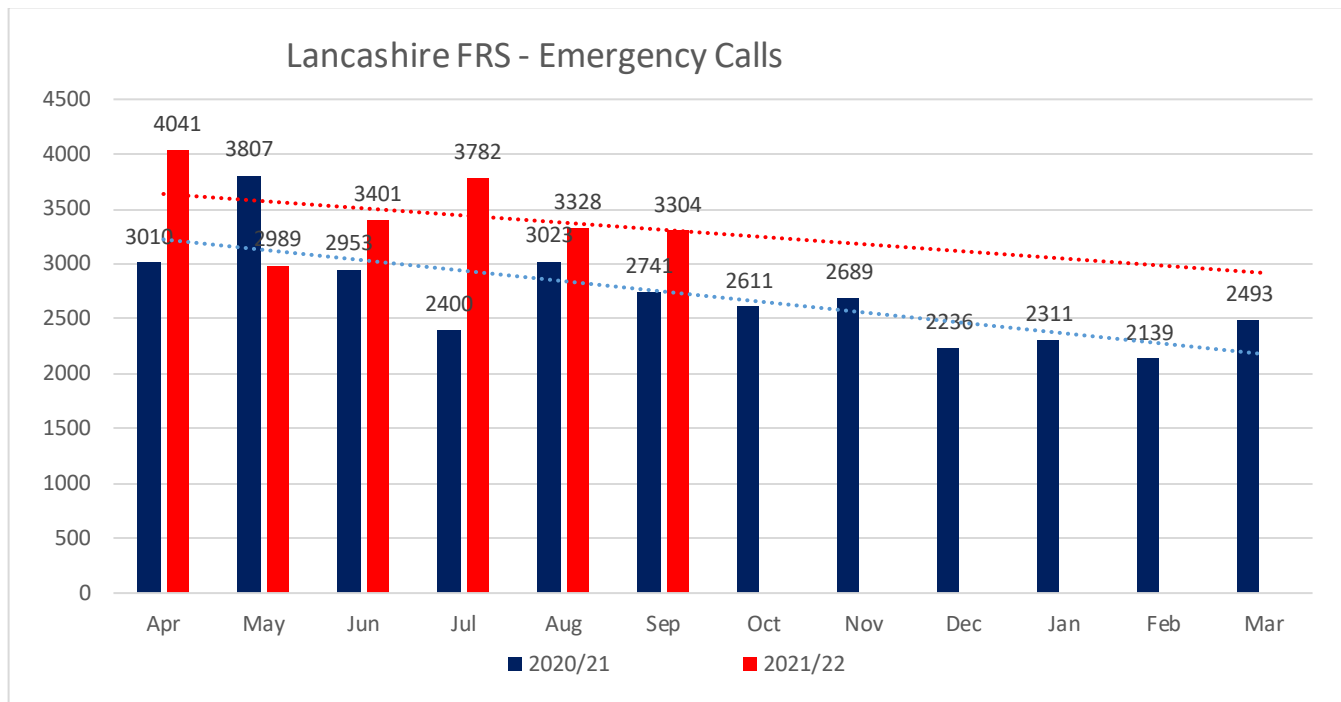
These calls will include crews and officers contacting NWFC for either guidance or to offer advice, for example: Notification of missing equipment, defective resources, liaising with control regarding exercises or resource availability.

A total of 12,319 calls received at NWFC this year, with the graph showing a slight downward trend.

A total of 6116 admin calls received in Q2. This is a 2.8% reduction compared to Q2 the previous year (6296 calls) and a 1.5% compared to Q1 this year (6203 calls).

In total, NWFC received 29432 admin calls for Q2. LFRS represents 20.7% of these calls.

2.2 Lancashire Fire & Rescue Service – Emergency Calls to NWFC



These calls will include 999 calls from members of the public and emergency calls from Lancashire Constabulary and North West Ambulance Service.

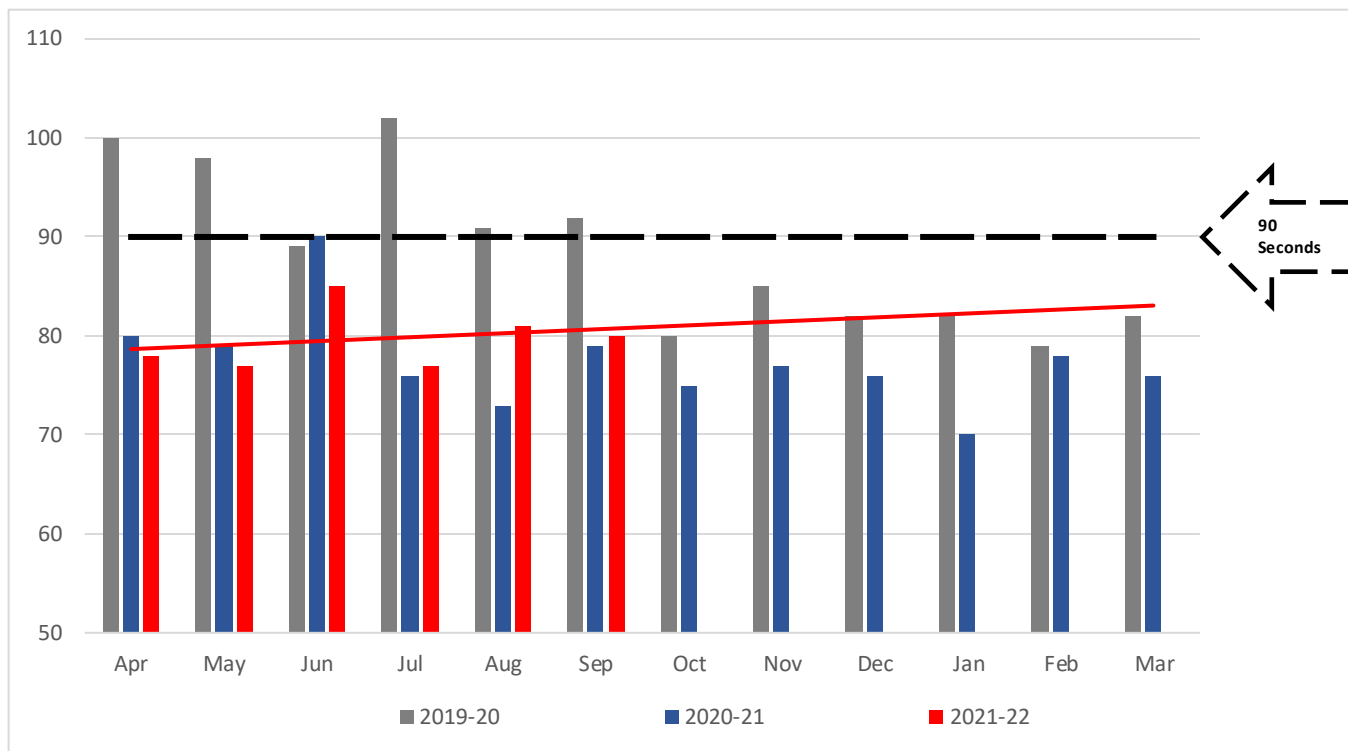
A total of 20,845 emergency calls received this year, with the graph showing a downward trend.

A total of 10414 emergency calls received in Q2. This is a 21.6% increase compared to Q2 previous year (8164 calls) and 0% difference compared to Q1 this year (10431)

In total, NWFC received 43583 emergency calls for Q2. LFRS represent 23.9% of these calls.

3.1 Lancashire FRS Fires: Call Handling Mobilisation Time

The graph indicates the length of time from answering the call to mobilising the first resource for incidents that involve fires.



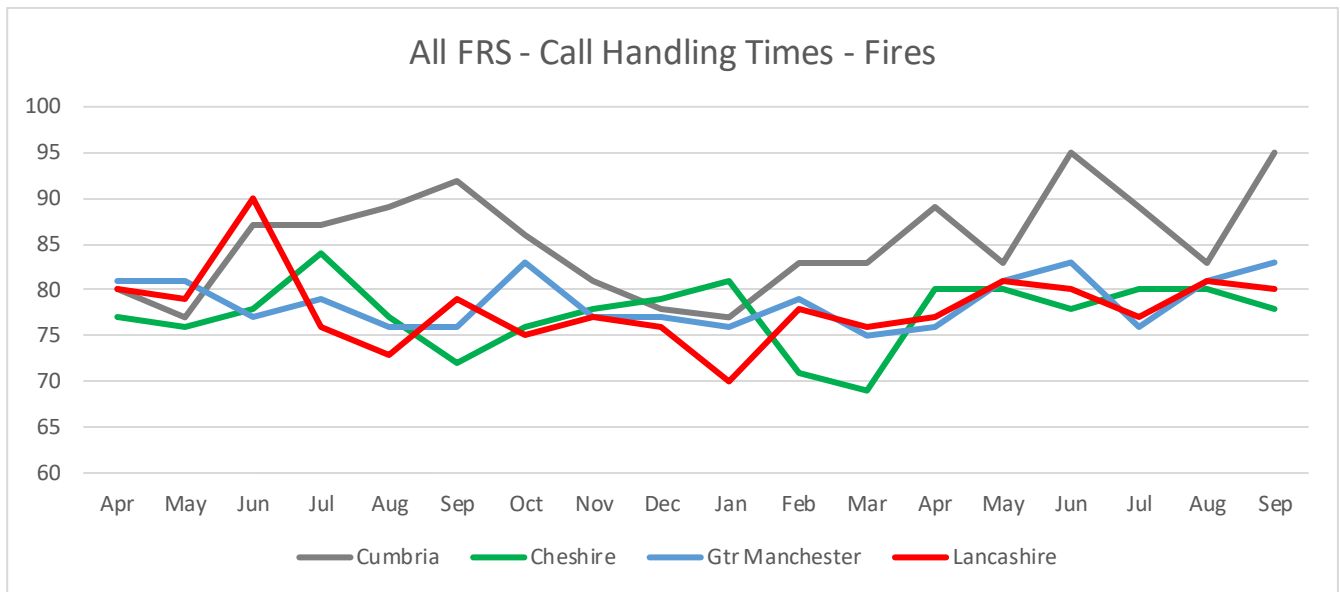
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019-20	100	98	89	102	91	92	80	85	82	82	79	82
2020-21	80	79	90	76	73	79	75	77	76	70	78	76
2021-22	78	77	85	77	81	80						

Mobilising performance times for all NWFC for Q2 for fires are 79 seconds, which compares to 78 seconds for previous quarter.

LFRS mobilising times for fires for Q2 continue to be under the 90 second target. The graph shows an upward trend mobilising times, however this is due to the spike of 85 seconds in June.

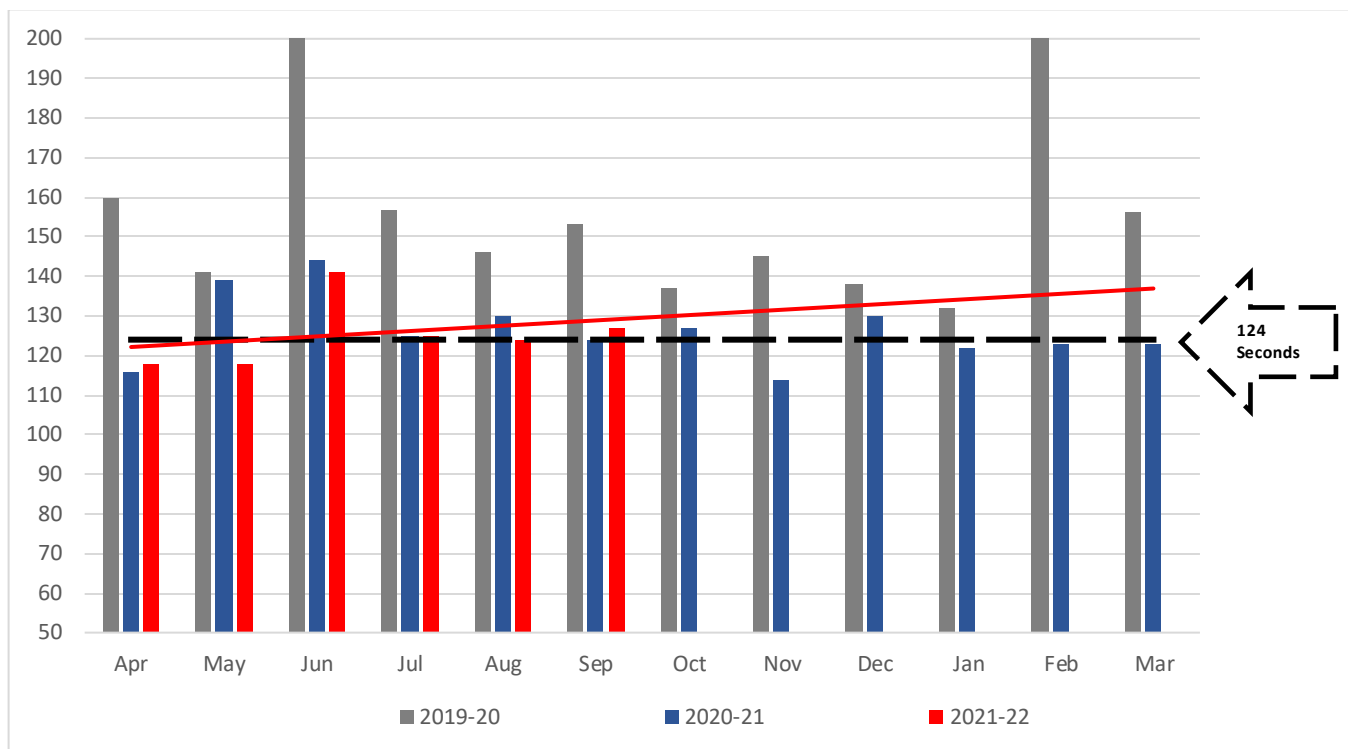
3.2 Call Handling Times for Fires for Each FRS – 2020/21

The table below compares the call handling mobilisation times for the four different fire and rescues services partnered with NWFC, for fire related incidents.



The red line represents the call handling times for fires for LFRS over the previous 18-month period, which continues to be relatively favourable compared to other fire and rescues services.

3.3 Lancashire FRS Special Service Calls: Call Handling Mobilisation Time



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019-20	160	141	208	157	146	153	137	145	138	132	227	156
2020-21	116	139	144	125	130	124	127	114	130	122	123	123
2021-22	118	118	141	125	124	127						

The data has several incidents exempted. These include those incidents where there is not an automatic response from NWFC, but when Lancashire FRS have asked that further clarification is sought from a specialist officer, e.g. NILO, prior to mobilisation due to the type of incident, such as suspect packages, missing persons. Other incidents excluded are where crews have proceeded to fix a defective smoke alarm several hours after being notified or where incidents have had to be queued due to a depletion of FRS resources in a location.

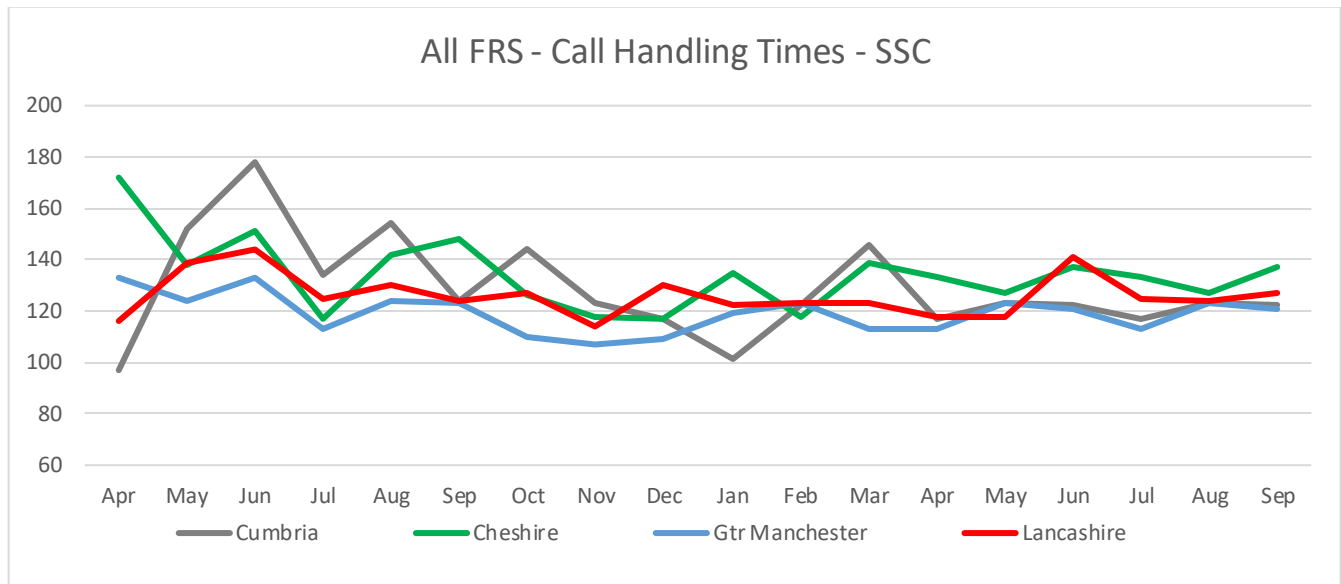
Mobilising performance times for all NWFC for Q2 for special service calls are 124 seconds, compared to 125 seconds for previous quarter.

LFRS mobilising times for special service calls for Q2 are slightly above the average of 124 seconds and there is an upward trend due to the relatively low mobilising times in April and May, with the spike in June.

The NWFC board of directors have asked for NWFC not to report a target of 90 seconds for special service calls, but to look at improving the average mobilising times for special service calls, due to complexity of the call challenge process when dealing with this type of incident compared to fires.

3.4 Call Handling Times for Special Service Calls for Each FRS – 2020/21

The table below compares the call handling mobilisation times for the four different fire and rescues services supported by NWFC for special service calls.



The red line indicates the month-by-month performance indicators for LFRS compared to other FRSs.