



NORTH WEST FIRE CONTROL

Quarter

4

2021/2022

Lancashire Fire & Rescue Service Performance Committee

Delivering Outstanding Critical Control Functions

1.0 Executive Summary

Activity

Admin Calls

A Total of 6,772 admin calls received in Q4, compared to 6,131 in Q3. This totals 25,222 for the full year compared to 23,799 last year or rise of 5.9%. In total, NWFC received 117,377 admin call for 2021/22 period. Lancashire Fire and Rescue Service represents 21.4% of these calls.

Emergency Calls

A total of 9,179 emergency calls received in Q4, compared to 9,234 in Q3. A total of 39,258 for LFRS in 2021/22 compared to 32,413 for the previous year or a rise of 21.1%. In total, NWFC received 162,590 emergency calls last year. LFRS represents 20% of these calls.

The increase in emergency call volume this year compared to the previous year may be accounted to the period of lockdown that the UK underwent in 2020/21 and by April 2021, the country came out of a lock down scenario, where more business began to fully open and operate.

Service Delivery

Call challenge for Q4 for NWFC is 42% of call received and not mobilised to. These figures also reflect similar for LFRS. NWFC has implemented a new call challenge process for automated fire alarms on behalf of LFRS, which commenced in April, which should ensure that resources are attending those fire alarms which present the most risks and ensure resources are available for other emergencies.

Mobilising performance times for NWFC for 2021/22 period for fires is maintained at 78 seconds. LFRS mobilising for Q4 is under 80 seconds for each month and under the 90 second target. NWFC has continued to mobilise resources to fires under the 90 target for the full year.

Mobilising performance times for NWFC for 2021/22 period for special service calls has improved to 119 seconds. The compares favourably to last year, which was at 126 seconds. LFRS mobilising times for special service calls in Q4 are all under 119 seconds.

NWFC continues to work with LFRS to look at how further improvements can be made.

Incidents of Note

During this period, NWFC experienced the prolonged storm of Dudley, Eunice and Franklin. This resulted in several days of increased call volume in Lancashire and other fire and rescue services we partner.

In February, NWFC received a call for a severe house fire in Penwortham involving persons inside the property. Based in the information the operator extracted from the caller, an additional two pumps were mobilised by the operator and were utilised at this incident. This is one of many incidents that NWFC dynamically risk assess to ensure that there are adequate resources.

Details of Penwortham incident extracted from LFRS Officer email

I just wanted to give a quick overview into the persons reported fire in Penwortham in the early hours and give some recognition to some of the early decisions made by NWFC and the initial crews in attendance (L57P1, L53P1, L53P2).

There were repeat calls for this incident and NWFC operators made a superb decision to mobilise a further 2 pumps to make it a 5 pump PDA for resource. Please pass on my thanks Sarah to your team for a great decision that supported the OICs ability to deal with the fire quickly. I'm also conscious they were busy with other incidents.

The premises was a quasi-semi and on arrival the house fronts and hallways of two houses were well alight, with the potential for further fire spread to both premises, as both gas meters had been affected by the fire and Cadent were required to make safe.

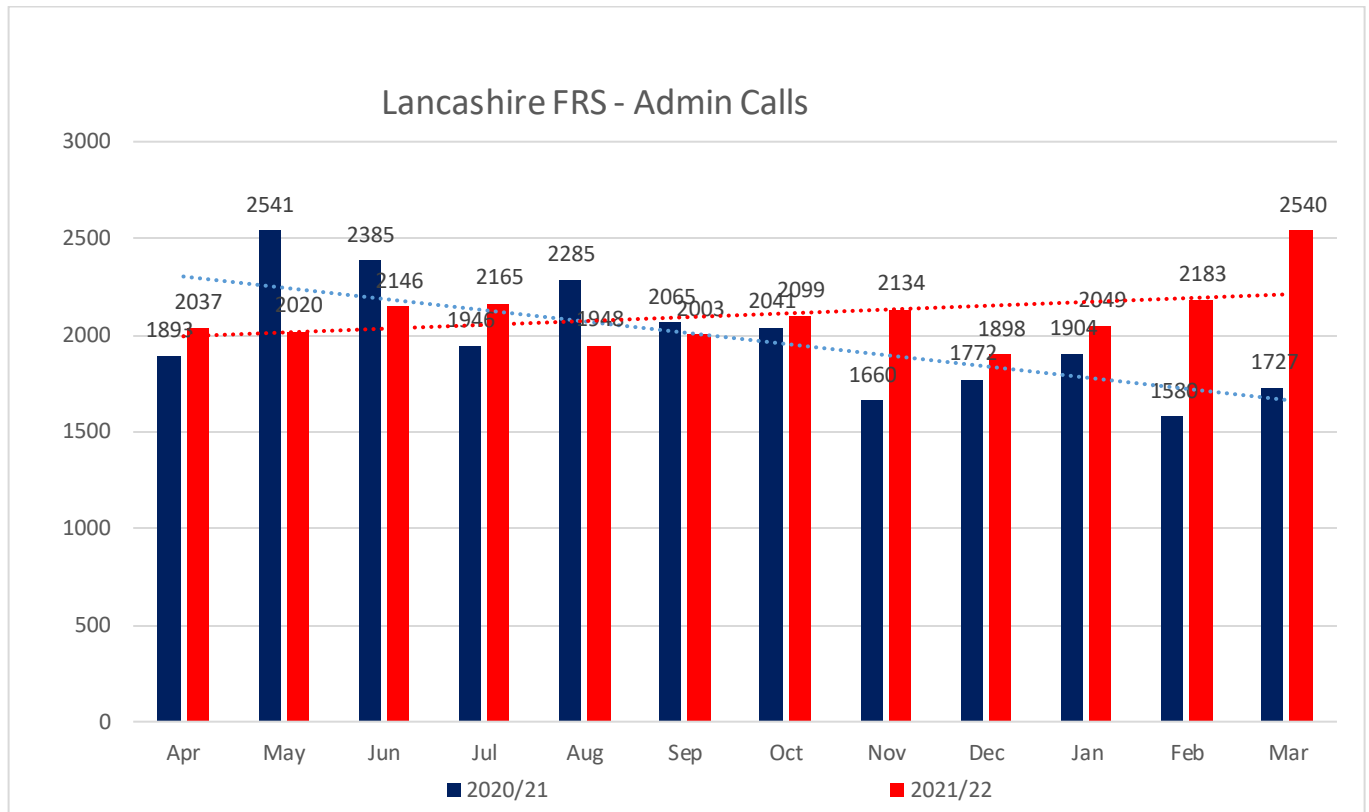
Crews were confronted on arrival by large gatherings of residents, including distraught young children who had luckily escaped from one of the homes.

We ascertained that one bed bound female on domiciliary care was missing and following a search BA crews found her with her son in a rear bedroom in safe air. Due to her condition, BA crews with WM Widdop approval made a great decision to keep the occupant in her bed with the BA team remaining with her, while colleagues attacked the fire and vented the property. Her condition would of been made much worse by bringing her outside and away from her medical equipment. A great demonstration of dynamic decision making while under a lot of pressure.

All casualties received the all clear from NWAS and we're relocated due to both homes being inhabitable.

2.0 Call Volume and Incidents

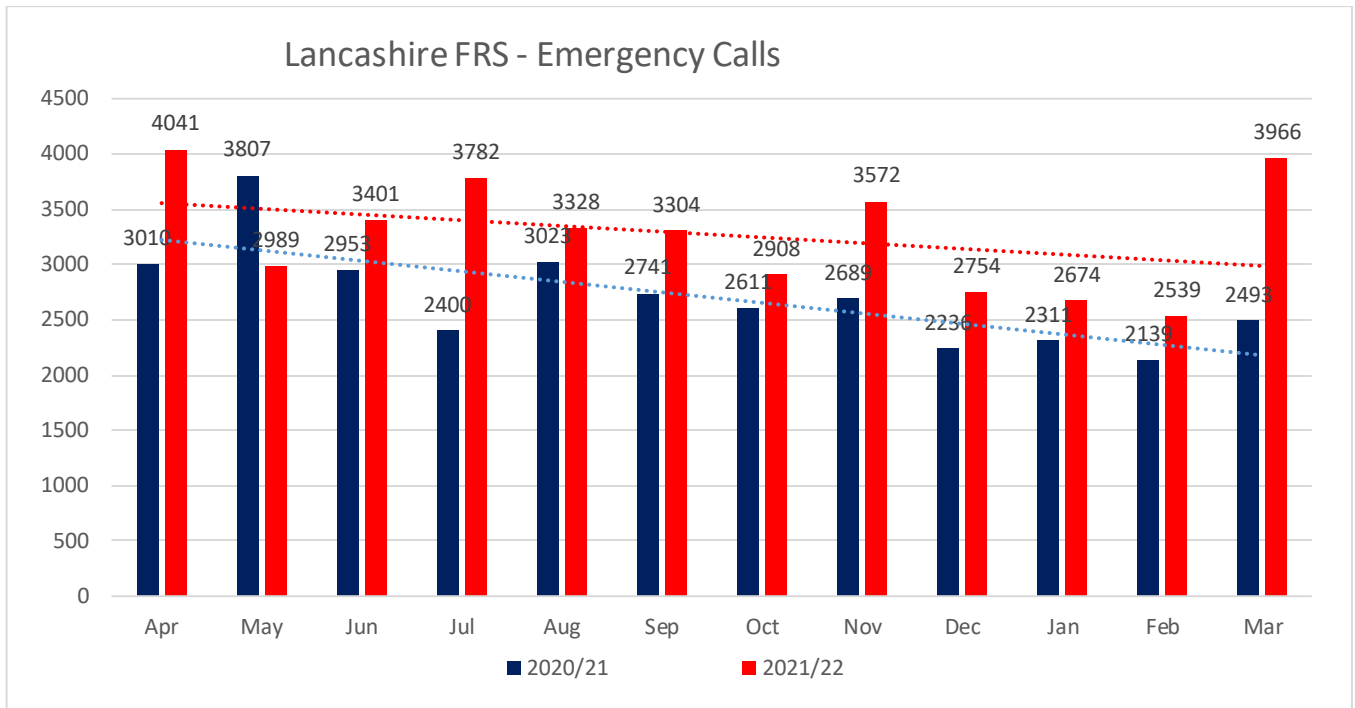
2.1 Lancashire Fire & Rescue Service – Admin Calls to NWFC



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 6,772 admin calls received in Q4, compared to 6,131 in Q3. This totals 25,222 for the full year compared to 23,799 last year. This represents a 5.9% increase in admin calls.

2.2 Lancashire Fire & Rescue Service – Emergency Calls to NWFC



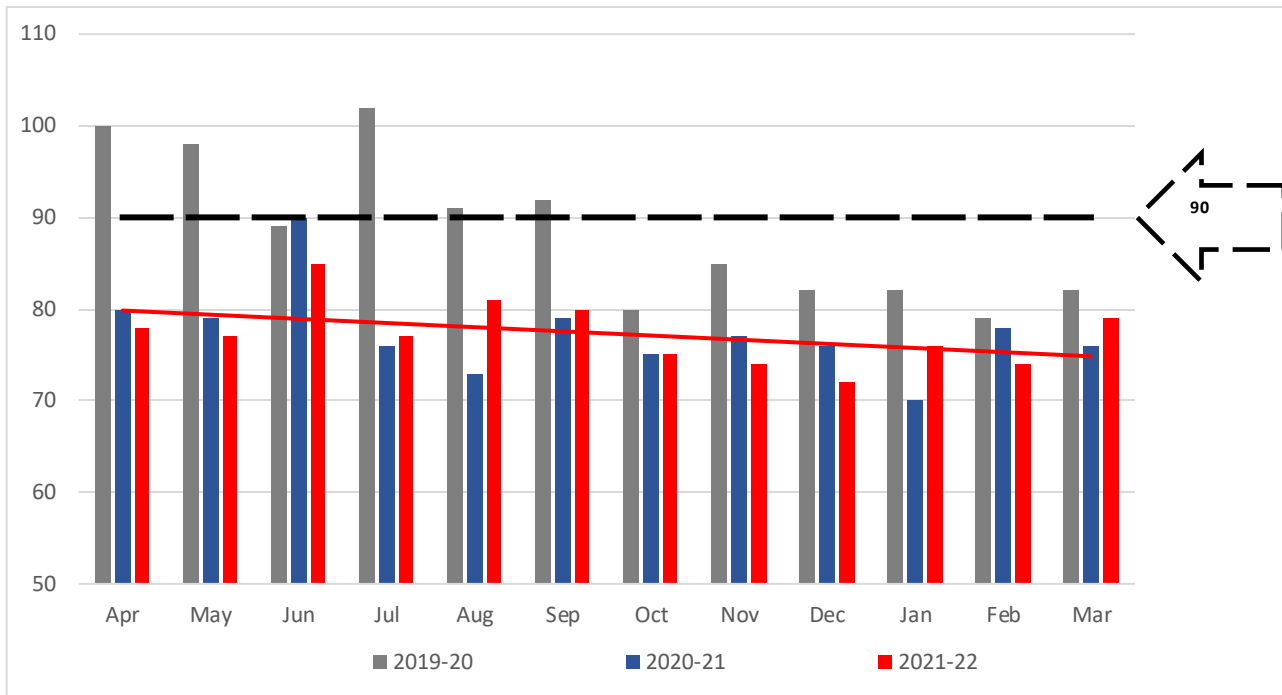
These calls will include 999 calls from members of the public and emergency calls from Lancashire Constabulary and North West Ambulance Service.

A total of 39,258 emergency calls received this year, with the graph showing a downward trend for this year but an increase compared to the previous year where 32,413 emergency calls were received. This represents a 21.1% increase in emergency calls this year.

A total of 9,179 emergency calls received in Q4. This compares to 9,234 emergency calls received in Q3.

3.0 Call Handling Times

3.1 Lancashire FRS Fires: Call Handling Mobilisation Time



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019-2020	100	98	89	102	91	92	80	85	82	82	79	82
2020-2021	80	79	90	76	73	79	75	77	76	70	78	76
2021-2022	78	77	85	77	81	80	75	74	72	76	74	79

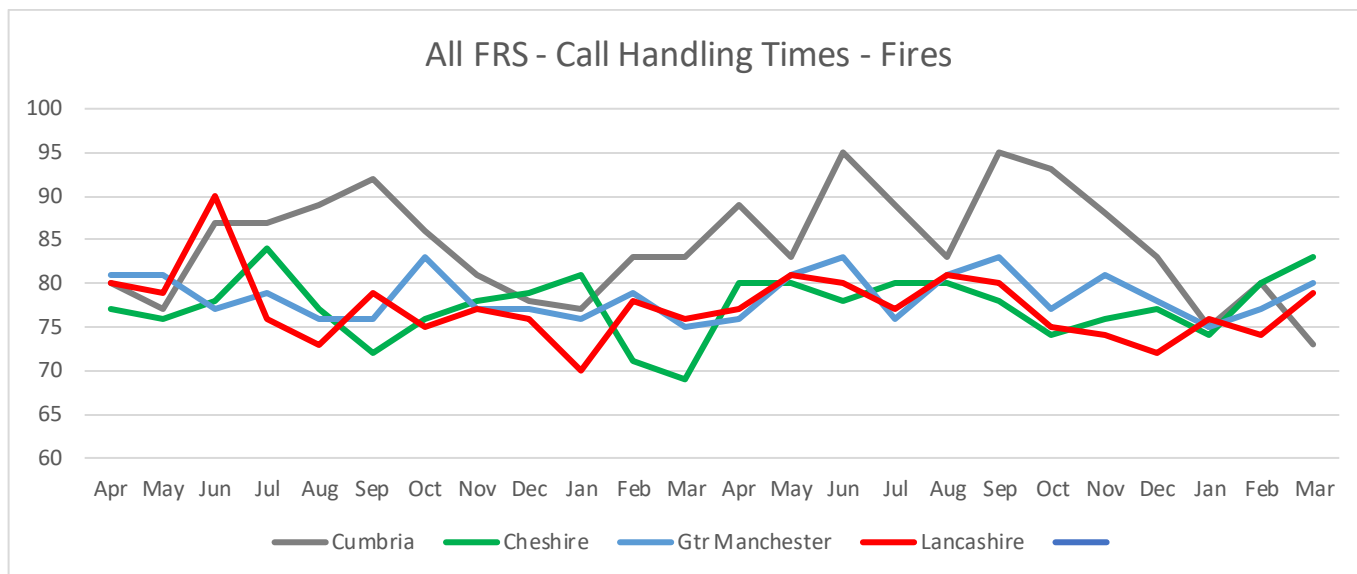
The graph indicates the length of time from answering the call to mobilising the first resource for incidents that involve fires.

Mobilising performance times for all NWFC for 2021/22 period for fires are 78 seconds. Our target is 90 seconds.

LFRS mobilising times for fires for Q4 continue to be well under the 90 second target. Overall, the direction of travel is showing sustained improvement.

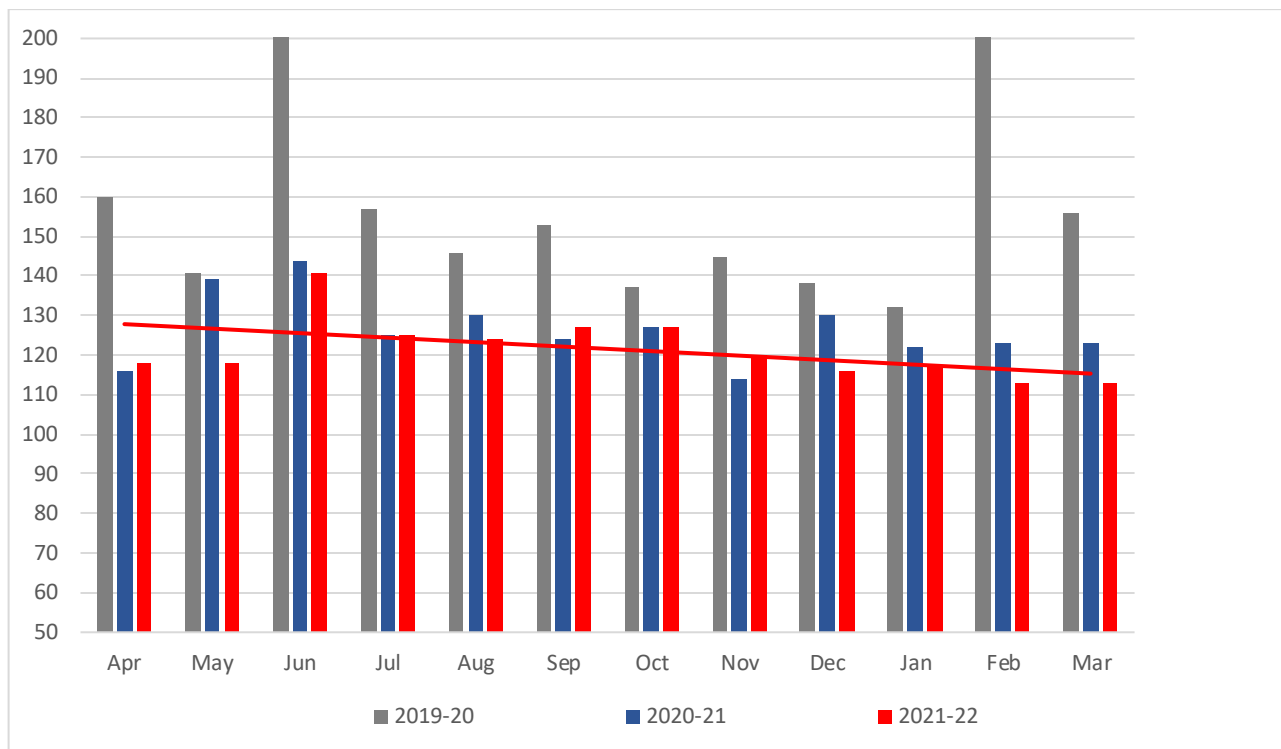
3.2 Call Handling Times for Fires for Each FRS – 2020/22

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 24-month period, which continues to be relatively favourable compared to other fire and rescues services. A drive at NWFC to highlight how a quick response can reduce fire damage, including some basic fire behaviour training, and a requirement for operators to record and rationalise any delays in mobilising have taken place over the previous 12 months.

3.3 Lancashire FRS Special Service Calls: Call Handling Mobilisation Time



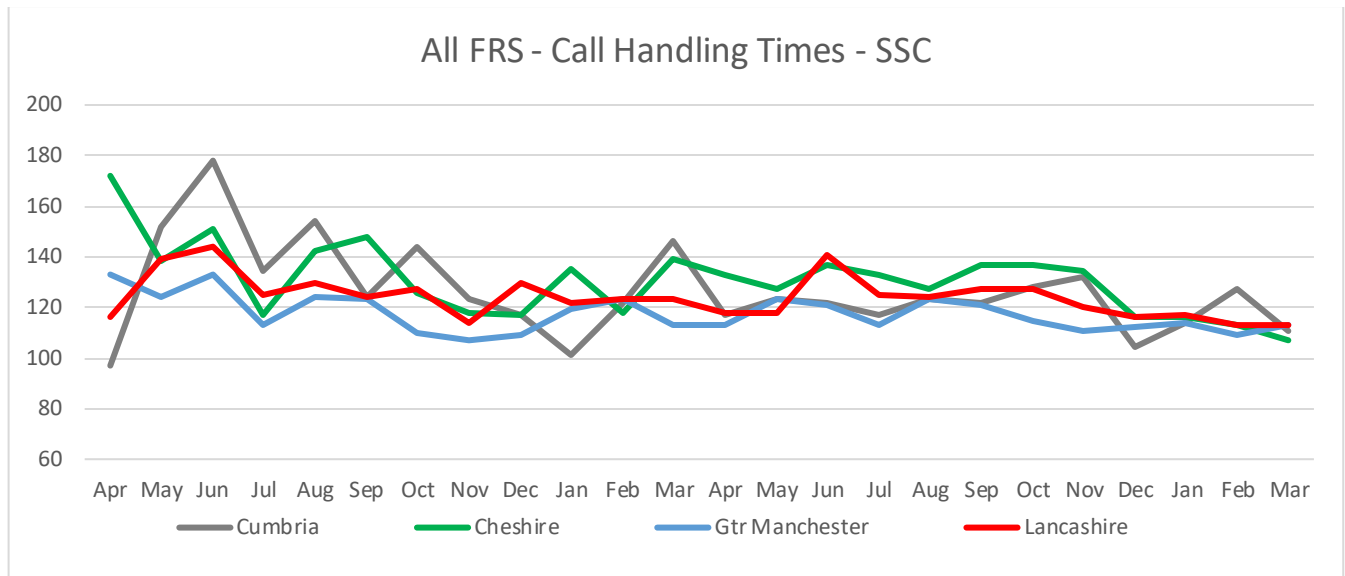
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2019-2020	160	141	208	157	146	153	137	145	138	132	227	156
2020-2021	116	139	144	125	130	124	127	114	130	122	123	123
2021-2022	118	118	141	125	124	127	127	120	116	117	113	113

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 across NWFC for 2021/22 period for special service calls average at 119 seconds, compared to 126 the previous year. LFRS's average mobilisation times for special service calls are calculated currently monthly and are well under the NWFC average of 119 seconds.

3.4 Call Handling Times for Special Service Calls for Each FRS – 2020/22

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.

4.0 999Eye

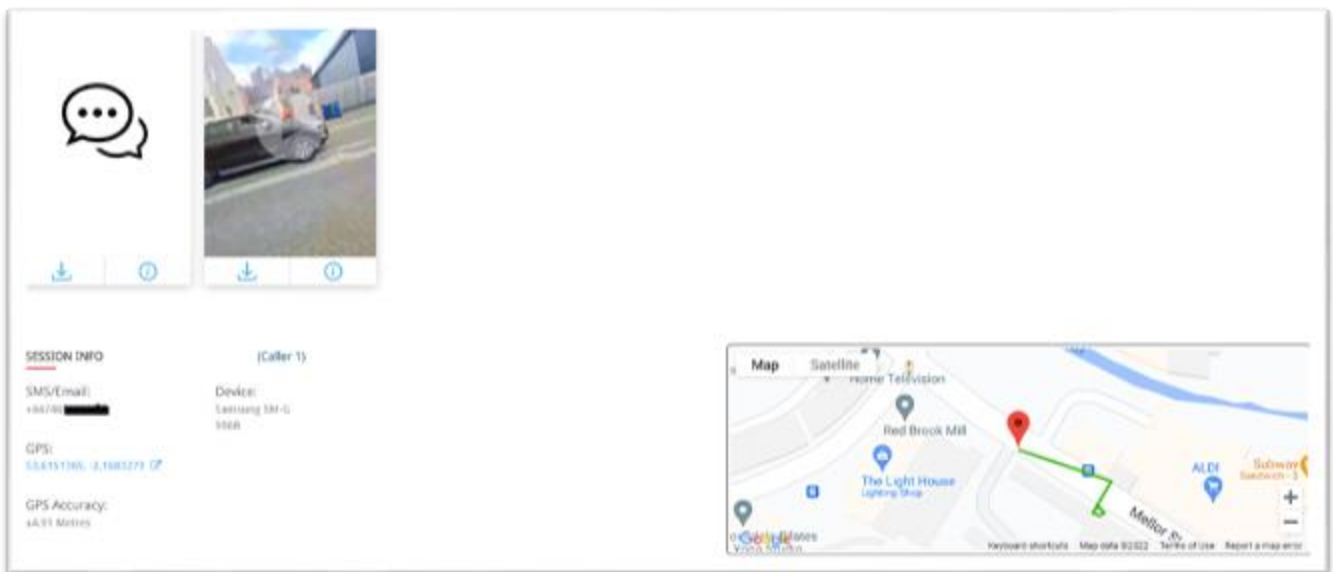
999Eye is a commercial product that NWFC uses to gain additional situational awareness from callers and allows our operators to request access to a smart phone's camera which then appears on the operators mobilising desk.

999Eye allows operators to view live footage, it also enables them to pin point the caller and instant message them. This went live back in October 2021, when Greater Manchester Fire & Rescue Service purchased the product, but since March 2022, NWFC has been using this for all its partners.

NWFC will mobilise resources prior to mobilising and then utilise 999Eye. The operators will then consider sending additional resources if the footage indicates that more are required than the default pre-determined attendance.

All footage is stored by the 999Eye application for 30 days. Individual incidents can be downloaded and stored indefinitely.

View of 999 on CROs Mobilising Desktop



Use of 999Eye at NWFC for Q4 (March only)

NWFC started using 999Eye for Lancashire FRS in March. The image below indicates the locations where it has been utilised in the North West.

