

Wholetime and Retained Duty System Performance Monitoring April to June 2017

Report of the Chief Fire Officer

For further information about this report please contact Chief Fire Officer, Rod Hammerton, on 01743 260204 or John Das-Gupta, Area Manager, Service Delivery on 01743 260284.

1 Purpose of Report

This report provides information regarding the ongoing performance and management in terms of the availability of wholetime and Retained Duty System (RDS) appliances in Shropshire.

2 Recommendations

The Committee is asked to note the contents of the report.

3 Background

Shropshire Fire and Rescue Service has 23 fire stations, 19 of which are solely crewed by RDS staff, and a further 3 stations have both a wholetime and RDS complement. Only Telford Central Fire Station is solely crewed by wholetime firefighters.

4 Wholetime Availability Update

Availability of wholetime appliances remains at 100%.

Wholetime crews continue to provide an increased level of resilience across the specialist operational areas of the Service, including Breathing Apparatus guidelines, enhanced water rescue, Rope access and stabilisation, Aerial Ladder Platform, Rescue Tender, Immediate Emergency Care, Animal Rescue and the Firefighter Assistance and Safety Team (FAST).

The Integrated Crewing Model (IRMP1) was implemented in January 2017.

5 Retained Duty System Performance

Overall availability of RDS fire appliances has remained high this quarter (97.09%). Recent success in recruitment is proving successful in maintaining these levels. Some improvements are being seen at Minsterley and Albrighton however the Service is still experiencing an impact on cover at Market Drayton (93.5%), this cover has demonstrated some improvement of late with the return of long term sickness and unpaid leave.

The table below shows stations who are performing very well and have required little/no support from the Group Support Teams.

No Group Support Team (GST) support and 100% availability	Stations performing above the service average (97.09%) and had less 10 hours GST support
Church Stretton Shrewsbury Whitchurch Bridgnorth	Ludlow Tweedale Wem Ellesmere Hodnet Craven Arms Baschurch Newport Wellington

Night-time cover remains at 99% availability between the hours of 18:00 hours and 09:00 hours across all stations.

To improve on the overall level of performance, the Service remains focused on those fire appliances / stations that are currently failing to meet the Service average. An outline of the factors affecting availability and the actions to improve performance is in the next section.

6 Factors Influencing Availability

RDS Working Group

The Group has now started work looking at:

1. The possibility of RDS staff being included in flexible working arrangements to cover deficiencies at other stations. This is being done in conjunction with the national Chief Fire Officers Association RDS Working Group.
2. The use of Facebook as a recruiting tool.

7 Background Station Specific Performance

This quarter both Minsterley and Albrighton fire stations have seen a decrease in the number of Retained Support Officer (RSO) hours and improved availability. However Market Drayton have seen an increase in RSO cover and this is mostly due to limited Officer in Charge availability.

The service has just run a RDS Assessment Development Centre, which has identified a number of potential crew managers who will be put forward for training in the near future.

8 Recruitment Campaign

Recruitment is a constant work stream for the Area Command teams but a number of stations, including Minsterley and Albrighton, are currently engaging with their local communities through specific recruitment initiatives, such as Open days, which are being held during this period.

8 women attended the Women's Taster Day at Oswestry Fire Station on 17 June 2017, 6 from the Oswestry area, 1 from Shrewsbury and 1 from Ellesmere. So far 1 application has been made for Oswestry and another is being processed for Ellesmere.

The next planned Taster day will be held on Saturday 16 September 2017 at Market Drayton to target predominately day cover at a station which has experienced performance issues.

All aspects of the recruitment campaign, including the use of social media networking as a method of attraction, continue to impact positively on the Service's desire to achieve 100% availability. Similar recruitment tactics will, therefore, be employed in the future, along with increased engagement with local employers and seeking support from local councilors and elected Members to raise the profile of "on-call" teams.

Positive action taster days have been scheduled for the next three years; an initiative driven by our Equality and Diversity Department and Steering Group.

9 Joint West Mercia Police and Shropshire and Hereford and Worcester Fire and Rescue Services Venture

The Service is still working closely with West Mercia Police and Hereford and Worcester Fire and Rescue Service on a joint RDS working policy. A number of recruits from both Services have been trained alongside Police Community Support Officers (PCSO). This is continuing to work well, and may be extended in the future.

10 Retained Support Officer (RSO) Cover

The deployment of RSOs during this quarter was again significant in supporting performance at Market Drayton and Minsterley although there was less cover needed at Minsterley this period. Cover at Market Drayton has seen an improvement during June with the return of key staff however the station still requires support.

The Market Drayton increase is due to long term sickness and a lack of particular skills. A driving course and incident command training have been put in place to address these issues. This should take effect next quarter.

There are 4 stations who did not use any RSO cover at all during the last quarter and a further 9 stations who used less than 10 hours in the quarter.

11 Availability System

The Service utilises the SEED RDS Availability System and it is in use on every station. The area command dashboard is now completed and used across Area Command, providing constantly available data.

This has enabled the Area Command team to view live data to performance manage their stations.

12 Financial Implications

There are no direct financial implications arising from this report.

13 Legal Comment

There are no direct legal implications arising from this report.

14 Initial Impact Assessment

This report contains merely statements of fact / historical data. An Initial Impact Assessment is not, therefore, required.

15 Appendix

Retained Duty System Fire Station Availability Analysis

16 Background Papers

A quarterly RDS performance review summary is presented to the Fire Authority's Audit and Performance Management Committee. Previous reports can be accessed via the following link:

<http://www.shropshirefire.gov.uk/managing-service/fra/meetings>

Retained Duty System Fire Station Availability: Analysis

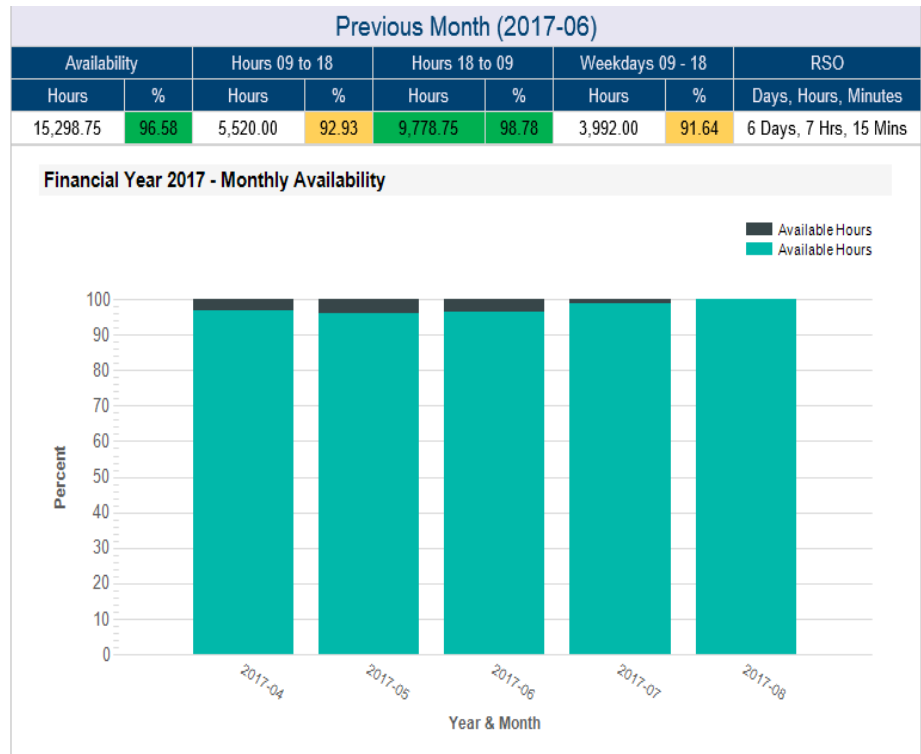
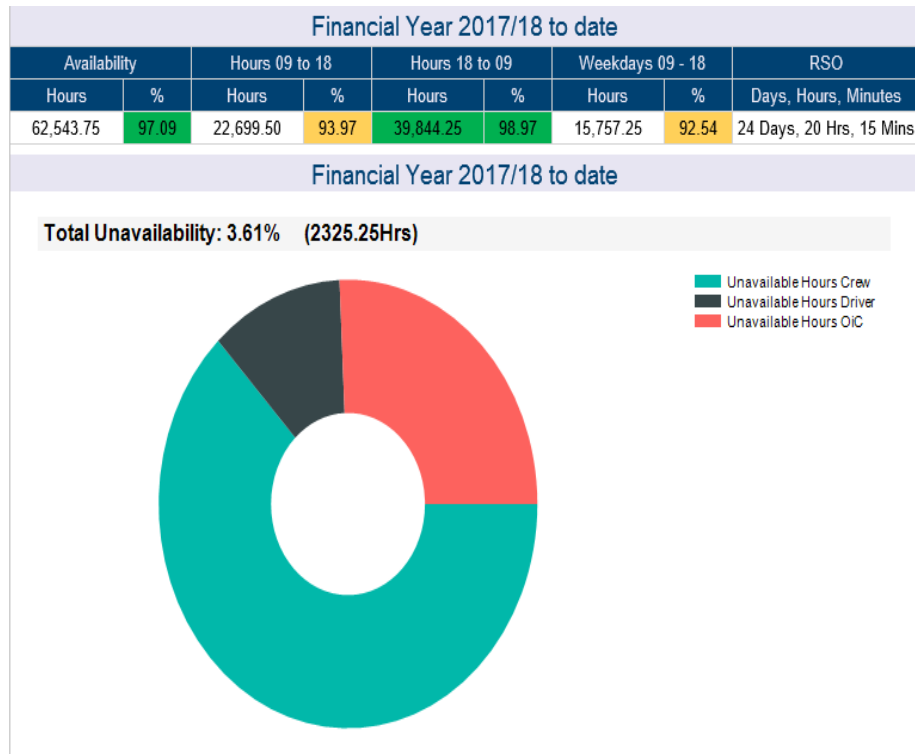
In the following tables one (1) unit is equivalent to one person being available for full cover (i.e. over 120 hours a week), so two crew members each committing three quarter cover (i.e. up to 120 hours, but no less than 84 hours per week) would equate to 1.5 units.

This quarter the following stations have been selected for comparison:

- Albrighton
- Minsterley.

Please note that there is an error on the graphs that show Monthly Availability. The black bar on these graphs denotes Unavailable Hours.

Overall RDS availability

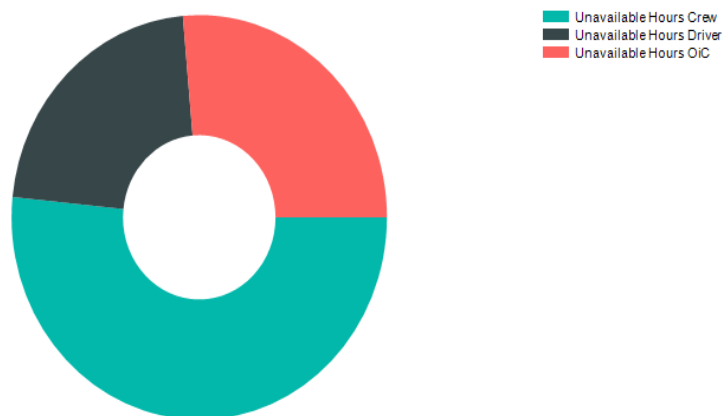


Albrighton

Financial Year 2017/18 to date								
Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes
2,467.75	84.28	740.25	67.42	1,727.50	94.40	491.25	63.47	1 Days, 13 Hrs, 15 Mins

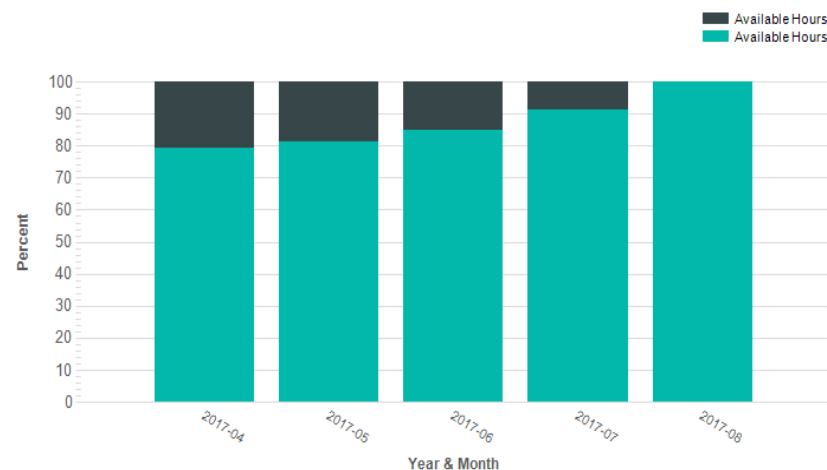
Financial Year 2017/18 to date

Total Unavailability: 23.91% (700.00Hrs)



Previous Month (2017-06)								
Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes
610.50	84.79	182.50	67.59	428.00	95.11	128.00	64.65	16 Hrs, 30 Mins

Financial Year 2017 - Monthly Availability



Station profile	Reasons for availability issues	Actions taken
13 units available (10 units occupied = 12 personnel)	Rebuilding following 3 personnel leaving in 2016	1 x just completed recruits course 1 x on current recruits course 1 x at medical

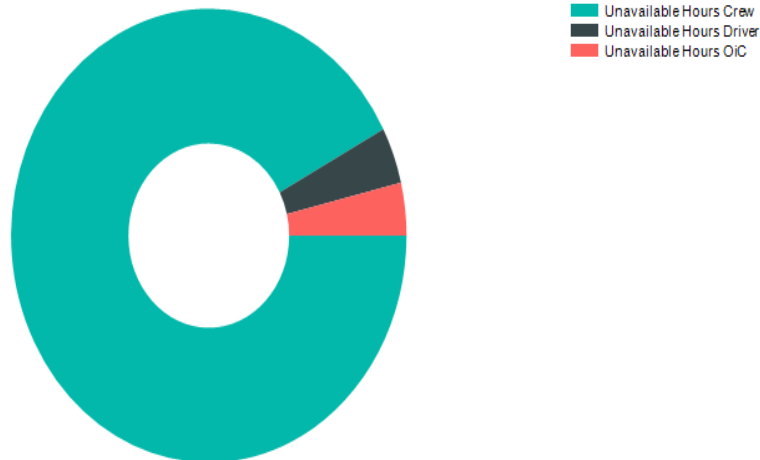
Minsterley

Financial Year 2017/18 to date

Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes
2,301.25	78.59	591.50	53.87	1,709.75	93.43	280.75	36.27	8 Days, 2 Hrs, 0 Mins

Financial Year 2017/18 to date

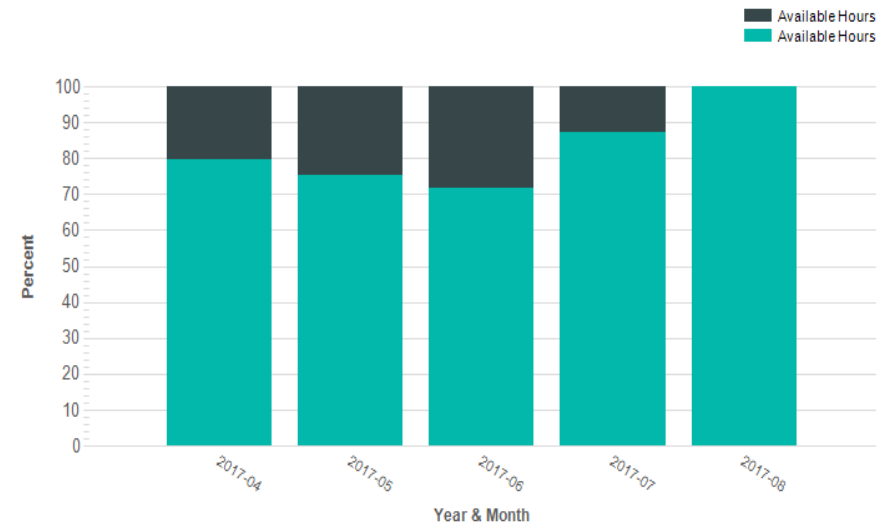
Total Unavailability: 23.19% (679.00Hrs)



Previous Month (2017-06)

Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes
516.50	71.74	106.25	39.35	410.25	91.17	43.50	21.97	2 Days, 3 Hrs, 0 Mins

Financial Year 2017 - Monthly Availability



Station profile	Reason for availability issues	Actions taken
Although 14 units are budgeted for, only 7.5 units = 9 personnel are currently on station strength. Daytime crewing is presenting the greatest challenge.	Number for personnel presents a challenge	1 x on current recruits course 1 x personnel changing to shift work