

Wholetime and Retained Duty System Performance Monitoring April to August 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 during July and August (95%). This is a very commendable performance during the summer holiday / factory shutdown period. Recruitment remains healthy and assists in maintaining these levels. Support continues at Minsterley (70%) and Albrighton (65%), however the Service has experienced an impact on cover at Wem (96.5%) due to a shortage of Incident Commanders.

During the previous quarter Market Drayton had been experiencing crewing shortages (93.5%) but availability has risen during July and August to (95%).

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 (95%) and had less than 10 hours GST support
Baschurch Church Stretton Ellesmere Hodnet Shrewsbury Whitchurch	Bishops Castle Bridgnorth Craven Arms Ludlow 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 Background Station Specific Performance

Wem have seen an increase in Retained Support Officer cover and this is mostly due to limited Officer in Charge availability.

This has now improved and should result in an increase in availability.

7 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.

The next women's taster session is planned for 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 councillors and elected Members to raise the profile of "on-call" teams.

The service has also held open days at its 3 Wholetime stations over the summer, RDS recruitment information has been available at all of these with a number of people expressing an interest.

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

8 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.

9 Retained Support Officer (RSO) Cover

The deployment of RSOs during July and August was again significant in supporting performance at Albrighton and Minsterley. Cover at Wem and Market Drayton has seen an improvement during August with the return of key staff, however these stations still require support.

The Wem increase is due to long term sickness and a lack of particular skills. Incident command training has been put in place to address this issue. This should take effect next quarter.

There are 6 stations who did not require any RSO cover at all during July / August and a further 5 stations who required less than 10 hours.

10 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.

The use of this dashboard has now been extended to Watch Managers at each station.

11 Financial Implications

There are no direct financial implications arising from this report.

12 Legal Comment

There are no direct legal implications arising from this report.

13 Initial Impact Assessment

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

14 Appendix

Retained Duty System Fire Station Availability Analysis

15 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.
- Wem

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

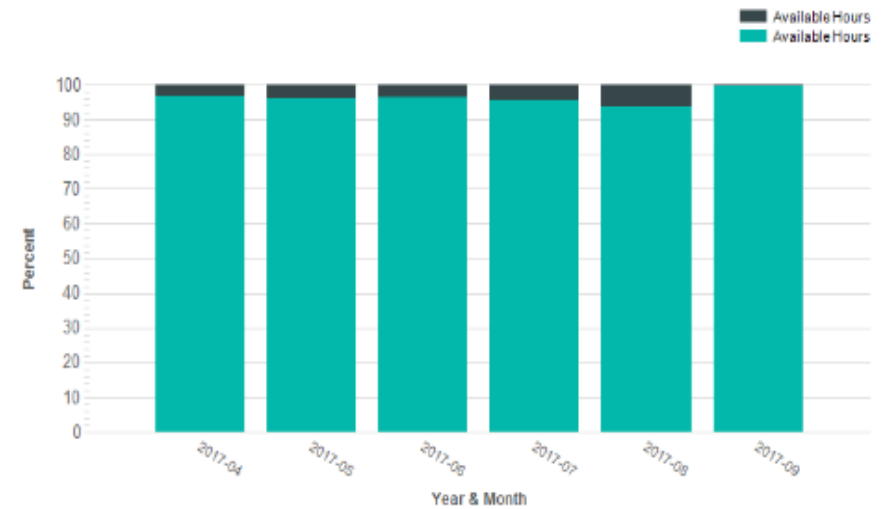
Financial Year 2017/18 to date									
Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO	
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes	
93,201.75	96.46	33,662.75	92.90	59,539.00	98.59	23,525.75	91.40	35 Days, 17 Hrs, 45 Mins	

Previous Month (2017-08)									
Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO	
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes	
15,355.00	93.81	5,399.75	87.97	9,955.25	97.31	3,907.50	85.80	3 Days, 12 Hrs, 30 Mins	

Total Unavailability: 4.59% (4439.25Hrs)



Financial Year 2017 - Monthly 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
3,468.00	78.88	1,003.00	60.90	2,466.00	88.84	671.00	57.35	2 Days, 23 Hrs, 15 Mins

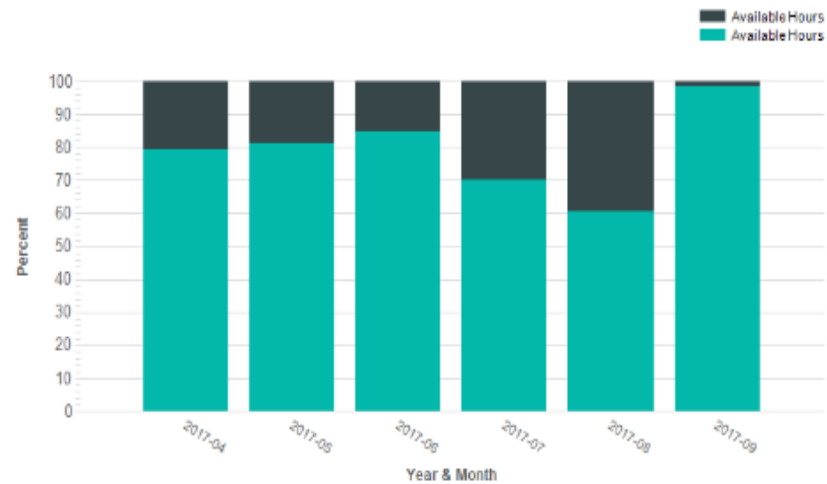
Financial Year 2017/18 to date

Total Unavailability: 34.77% (1527.00Hrs)



Previous Month (2017-08)								
Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes
450.25	60.52	95.75	34.32	354.50	76.24	60.25	29.11	7 Hrs, 45 Mins

Financial Year 2017 - Monthly Availability

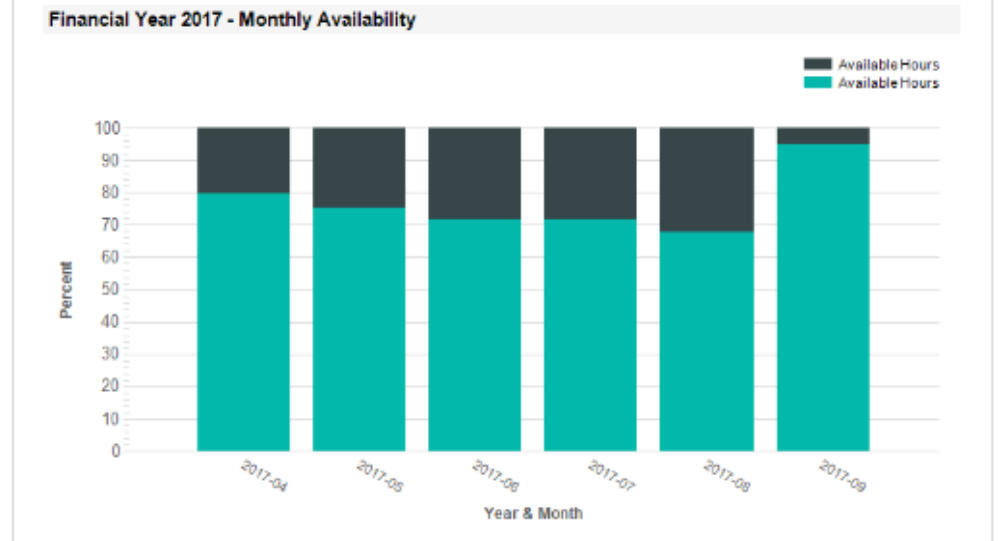


Station profile	Reasons for availability issues	Actions taken
13 units available 10 units occupied = 12 personnel Daytime crewing is presenting the greatest challenge.	Rebuilding following 3 personnel leaving in 2016	1 x on current recruits course 1 x at medical

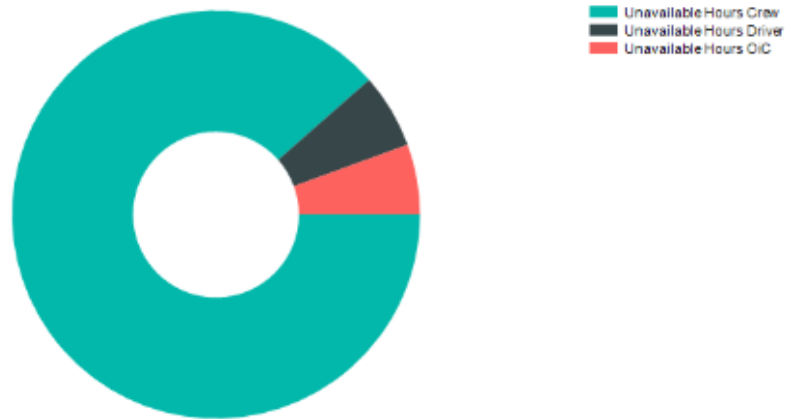
Minsterley

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	
3,372.50	76.79	834.25	50.65	2,538.25	92.47	384.75	32.88	10 Days, 21 Hrs, 45 Mins	

Previous Month (2017-08)									
Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO	
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes	
503.75	67.71	91.00	32.62	412.75	88.76	28.00	13.53	1 Days, 7 Hrs, 0 Mins	



Total Unavailability: 26.18% (1150.00Hrs)



Station profile	Reason for availability issues	Actions taken
14 units available 6.75 units occupied = 8 personnel Daytime crewing is presenting the greatest challenge.	Number for personnel presents a challenge	1 x on current recruits course 1 x on next recruits course (Nov) 2 x on Job related tests

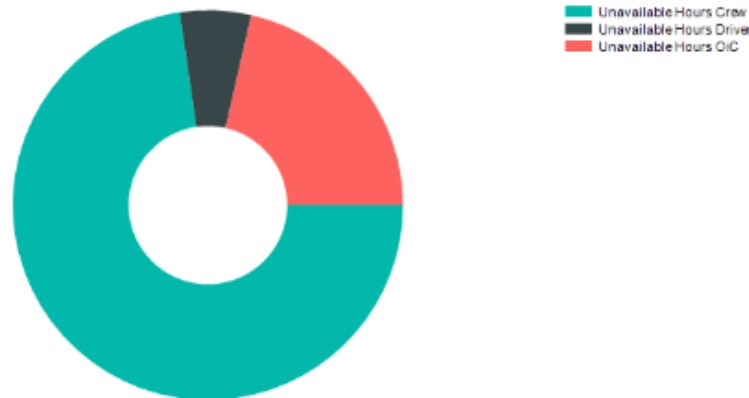
Wem

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	
4,336.25	98.73	1,602.50	97.30	2,733.75	99.59	1,132.25	96.77	1 Days, 0 Hrs, 30 Mins	

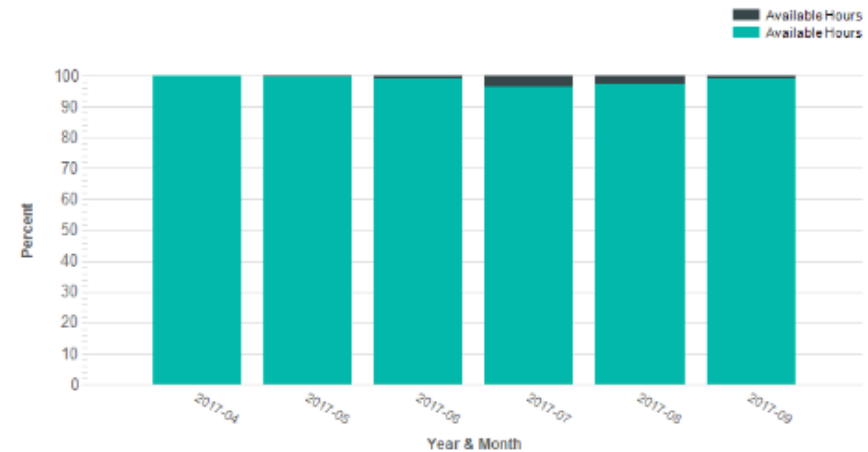
Previous Month (2017-08)									
Availability		Hours 09 to 18		Hours 18 to 09		Weekdays 09 - 18		RSO	
Hours	%	Hours	%	Hours	%	Hours	%	Days, Hours, Minutes	
724.75	97.41	260.50	93.37	464.25	99.84	190.00	91.79	0 Mins	

Financial Year 2017/18 to date

Total Unavailability: 1.35% (59.50Hrs)



Financial Year 2017 - Monthly Availability



Station profile	Reason for availability issues	Actions taken
13 units available 12.75 units occupied = 14 personnel	Shortage on Incident Command trained personnel, now being addressed.	No recruits within the system