



**GREATER
MANCHESTER**
FIRE AND RESCUE SERVICE

Measuring Progress

Performance Report

January 2021 – March 2021

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Introduction

The following pages set out Greater Manchester Fire and Rescue Service's (GMFRS) Performance Framework, an explanation of how our Key Performance Indicator's (KPI) are measured and how we are performing.

KPIs measure areas of performance that are important to us and are essential in helping us understand how well we are serving our communities. They set expectations to help managers to monitor and adapt to changing situations to assist in achieving our objectives. At GMFRS, we are committed to continually improving our performance through Service Excellence.

'Our aim is to improve performance year on year, but where we are unable to achieve this, we aim to be better than the three year mean'.

The document illustrates our performance across all our Corporate KPI's and where appropriate, analysis of any KPI's which are classified as being an exception, or where the target/forecast has not been achieved, along with root cause analysis and details of any actions taken to improve performance.

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Performance Framework

The Service sets targets for a range of key performance indicators (KPIs) which help us to monitor and measure our performance in achieving success and meeting our priorities. Performance against these KPIs is scrutinised every quarter at the Performance Board.

The below graphic illustrates our key priorities and how the respective KPI's fit within the overall performance framework.

RESPONSE	Provide a fast, safe, and effective response
	Average Response Time to 'life risk' Emergencies (includes call handling, turnout and travel)
	% of appliances crewed and available
	Maintenance of competencies (% completed against planned) – MoC3
	Maintenance of competencies (% completed against planned) – MoC6
	Maintenance of competencies (% completed against planned) – MoC12
	Firefighter fitness (Acceptable to Excellent)
% of statutory medicals in date	
PREVENTION	Helps reduce the risks of fire and other emergencies
	Number of Fire Deaths
	Number of Injuries from Fire
	Deliberate Primary Fires
	Deliberate Secondary Fires
	Hostilities towards GMFRS personnel/property
	Accidental Dwelling Fires
	All Special Service Calls
	Number of Safe and Well visits completed
	Princes Trust - % completion rate
PROTECTION	Help protect the built environment
	Total number of interventions
	Number of audits completed of which;
	% Satisfactory
	% Resulting in formal enforcement
	% Resulting in advice
	Number of businesses receiving advice
FADA (False alarm due to apparatus – non domestic)	
PEOPLE	Develop a culture of excellence, equality and inclusivity
	Number of RIDDOR reportable accidents
	All on duty accidents
	Absence levels (%) All staff
	% of Workforce; Male
	% of Workforce; Female
% of Workforce; Black, Asian and minority ethnic groups (BAME)	
SERVICE EXCELLENCE	Use our resources transparently and sustainably
	% Reduction in our Carbon Footprint (compared to baseline year (2018/19))

Performance Measures and XmR charts

KPI's are monitored either by using an XmR chart, comparing current performance against that achieved in the previous quarter, any forecast/target for the quarter/YTD, or against a pre-determined standard, for example, the response KPI is measured against an average time.

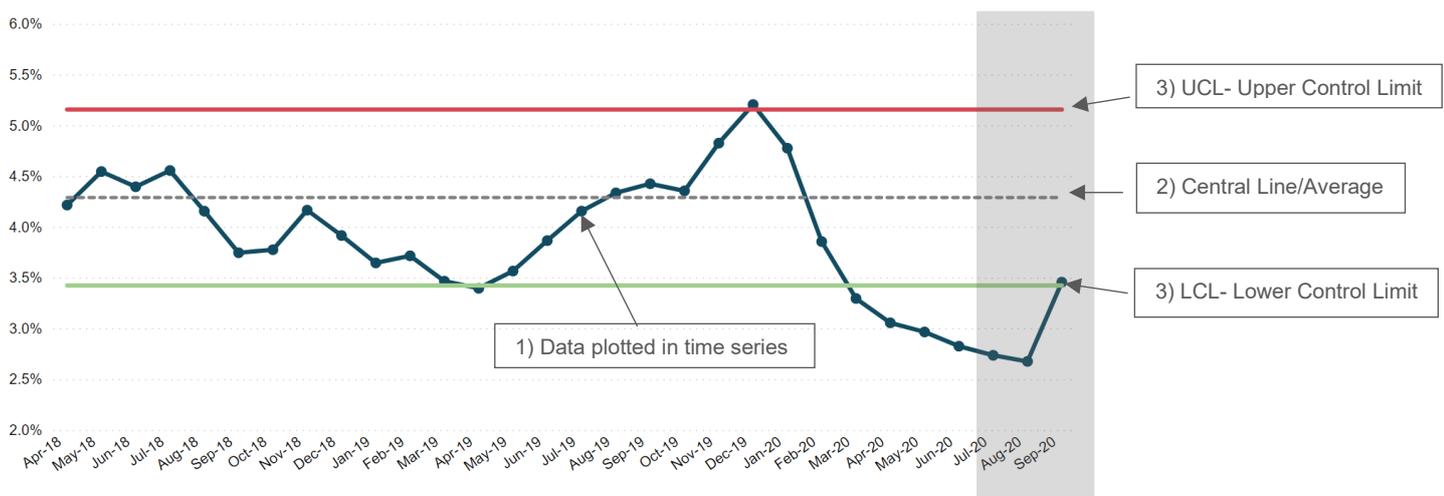
XmR Charts

What are they?

An XmR chart is a type of process control chart used to monitor and provide insights to a process over time. They are made up of the following components:

- 1) The data we want to measure plotted in time series
- 2) A Centre Line - this is based on the average value of our data sample
- 3) Upper and Lower Control Limits (UCL & LCL) – these are our 'Natural Process Limits' and tell us how much natural variation there is in the data

XmR chart example:



Why use them?

XmR control charts offer two major advantages over other reporting methods:

- We can quickly identify exceptions that fall outside of the normal random variation that occurs within any process or measure
- We don't waste time trying to fix or explain a problem that isn't there

The control limits are calculated in such a way that we can expect 99% of data points to fall between them. In other words, we know that any time they are exceeded something exceptional has occurred and therefore requires further investigation.

By clearly highlighting these exceptions, XmR charts allow us to focus on the signals that indicate something significant has changed (positively or negatively, planned or unplanned). Conversely, they also mean we avoid spending time investigating changes in the data that are likely to be caused by the natural variation in the process/measure.

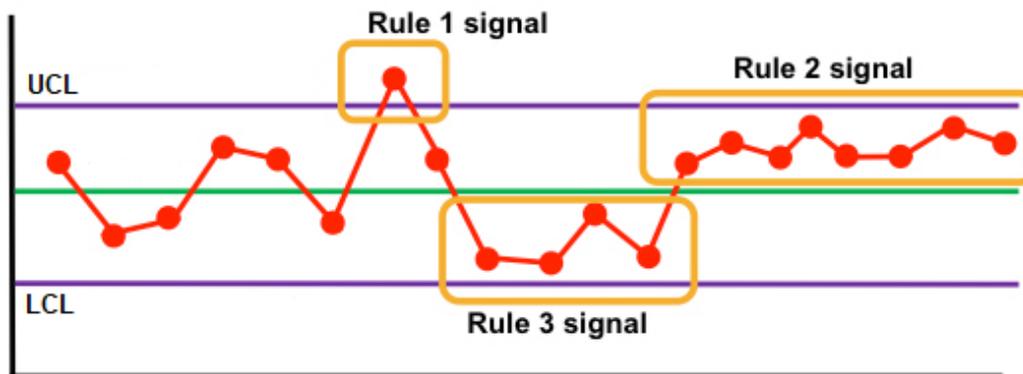
How to read XmR charts

There are three common signals we look for in an XmR chart that indicate a need for further investigation/intervention:

Rule 1) **Special Cause** or Outlier – A point outside the Control Limits

Rule 2) **Long Run** – At least 8 consecutive points running on one side of the Central Line

Rule 3) **Short Run** – At least 3 out of 4 consecutive points closer to a Control Limit than to the Central Line



An exception report is generated if one or more of these rules are triggered.

KPIs and Direction of Travel

This section provides an overview of the performance direction of the KPI's. Each KPI is shown within its strategic priority along with a 'direction of travel' indicator based on the trend over the last 12 months.

KPI ref	Provide a fast, safe and effective response	DoT	Page
n/a	All incidents	n/a	10
n/a	All incidents breakdown	n/a	11
Corp 1.0	Average Response Time to 'life risk' Emergencies (includes call handling, turnout and travel)	n/a	12
Corp 1.1	% of appliances crewed and available	↓	13
Corp 1.2	Maintenance of competencies (% completed against planned) - MoC3	n/a	14-15
Corp 1.3	Maintenance of competencies (% completed against planned) - MoC6	n/a	14-15
Corp 1.4	Maintenance of competencies (% completed against planned) - MoC12	n/a	15
Corp 1.5	Firefighter fitness (Acceptable to Excellent)	↓	16
Corp 1.6	% of statutory medicals in date	↑	17-18
KPI ref	Helps reduce the risks of fire and other emergencies	DoT	Page
Corp 2.0	Number of Fire Deaths	↓	19
Corp 2.1	Number of Injuries from Fire	↓	20
Corp 2.2	Deliberate Primary Fires	↓	21
Corp 2.3	Deliberate Secondary Fires	↑	22-23
Corp 2.4	Hostilities towards GMFRS personnel/property	↓	24
Corp 2.5	Accidental Dwelling Fires	↓	25-27
Corp 2.6	All Special Service Calls	↓	28-29
Corp 2.7	Number of Safe and Well visits completed	↓	30
Corp 2.8	Princes Trust - % completion rate	n/a	31
KPI ref	Help protect the built environment	DoT	Page
Corp 3.0	Total number of interventions	n/a	32
Corp 3.1	Number of audits completed of which:	n/a	33
Corp 3.1a	% Satisfactory	n/a	34
Corp 3.1b	% resulting in formal enforcement	n/a	34
Corp 3.1c	% resulting in advice	n/a	34
Corp 3.2	Number of businesses receiving advice	n/a	35
Corp 3.3	FADA (False alarm due to apparatus - non domestic)	↓	36-37
KPI ref	Develop a culture of excellence, equality and inclusivity	DoT	Page
Corp 4.0	Number of RIDDOR reportable accidents	n/a	38
Corp 4.1	All on duty accidents	n/a	39
Corp 4.2	Absence levels (%) All staff	↓	40-42
Corp 4.3	% of Workforce; Male	↑	43-44
	% of Workforce; Female	↓	43-44
Corp 4.4	% of Workforce; Black, Asian and minority ethnic groups (BAME)	↓	45
KPI ref	Use our resources transparently and sustainably	DoT	Page
Corp 5.0	% Reduction in our Carbon Footprint (compared to baseline year (2018/19))	n/a	46
DoT positive	DoT negative	n/a = New KPI for 2020/21	↑↔↔↓

Summary of Exception Reports

This report is not a true exception report, in that, a supporting narrative has been provided alongside the majority of KPIs, not just those which fall outside the upper or lower control limits. The rationale for this is that some of the KPIs are new for 2020/21 therefore do not have upper or lower controls limits and/or targets. The tables below provide a summary of positive and negative exception reports for Q4 2020/21;

Positive exceptions;

KPI name	Reason/s for an Exception Report	Analysis undertaken	Recommendations/Positive Action Taken to improve performance
Average Response Time to Life Risk emergencies	<p>Performance has been below the average line for the last 8 months. This is known as a 'long run' trigger.</p> <p>Q4 performance remains well within the target at 7mins 18secs.</p>	<p>Analysis of the data demonstrates that since the start of the COVID pandemic more appliances are being mobilised from their home station due to movement restrictions imposed on appliances. Additionally, there has been a reduction in traffic, in particular, during periods of lockdown resulting in quicker response times.</p>	<p>The Performance Improvement Team (PIT) will continue to monitor this, in particular when lockdown rules are relaxed and the volume of traffic increases.</p>
FADA (non-domestic)	<p>Performance has been below the average line for the last 8 months. This is known as a 'long run' trigger.</p> <p>There have been 892 FADA in non-domestic properties during Q4 2020/21, which represents a decrease of 23%, (264) less than Q4 2019/20.</p>	<p>Analysis of FADA data demonstrates a reduction of 321 attendances between the hours of 8am and 7pm in Q4 2020 compared to Q4 2019, which is a positive reflection of the AFA policy which is aimed at reducing mobilisations during these hours. Additionally, the COVID-19 pandemic may have contributed towards the reduction due to commercial premises being closed during periods of lockdown.</p>	<p>PIT and KPI owners to discuss a review of the Upper and Lower control limits in the XmR chart as they are currently based on performance data over the last 3 years during which time the new AFA policy was implemented to drive a reduction in attendance to these types of incident.</p>

Negative exceptions;

KPI name	Reason/s for an Exception Report	Analysis undertaken	Recommendations/Positive Action Taken to improve performance
Maintenance of Competence MoC 3 and MoC 6	The expectation of 100% was not achieved at the end of the reporting period. MoC 3 achieved 92.55% MoC 6 achieved 90.03%	Sickness absence and staff on modified duties impact on the ability for operational staff to achieve 100% completion rate. Uniformed sickness absence was at its highest in Q4, in particular, Jan '21 due to COVID-19.	A new target has been proposed for 2021/22 which reflects the challenges in achieving 100% completion rate which should see this measure move out of 'negative' exception.
Firefighter Fitness	The target of 100% was not achieved at the end of Q4, we achieved 96.61% , and the long-term trend is reducing.	This has potentially been impacted by the COVID-19 pandemic and availability of statutory medical appointments at Healthworks.	A new target has been proposed for 2021/22 which reflects the challenges in achieving 100% completion rate which should see this measure move out of 'negative' exception.
Workforce Diversity; %Male/Female and % BAME	Both female and BAME workforce percentages are showing a long-term reduction – with BAME at 4.58% , and Female at 14.91% .	Reductions are mainly due to a higher intake of non BAME male apprentices due to an acceleration in recruitment numbers and less time to invest in attraction strategies.	GMFRS' 2019-2022 recruitment strategy is now established with proactive activities ongoing, to attract a more diverse candidate pool to our frontline roles.

All Incidents



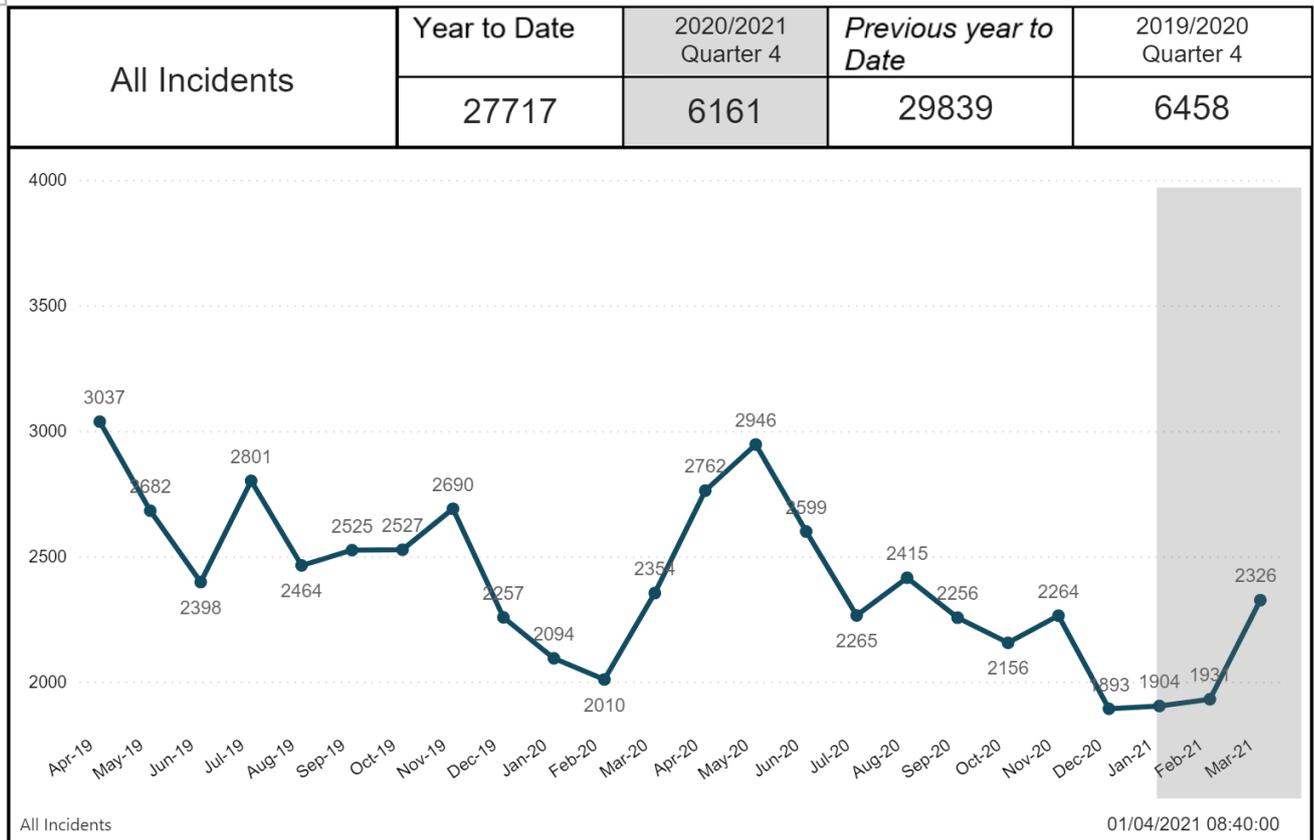
Quarterly Activity
6161

Direction of travel
▼



The number of incidents that GMFRS attend with one or more pumping appliances. Includes fires, special service calls, false alarms and collaborative work undertaken with other emergency services. For example, missing person searches on behalf of the Police and gaining entry incidents at the request of the Ambulance Service.

This is not a KPI, but provides an overview of the types of incident attended.



GMFRS attended **6,161 incidents** (fires, false alarms and special service calls) during Q4 2020/21, **a decrease of 15.48%, 297 fewer incidents** when compared with Q4 2019/20. The decrease is mainly associated with False Alarms which have **reduced by 285 (9.33%)** when compared to Q4 last year.

Year to date there have been a total of **27,717 incidents** attended compared to 29,839 during 2019/20, **2,122 (7.11%) fewer incidents**. The reduction is associated with Special Service Call and False Alarm incident types.

All Incidents

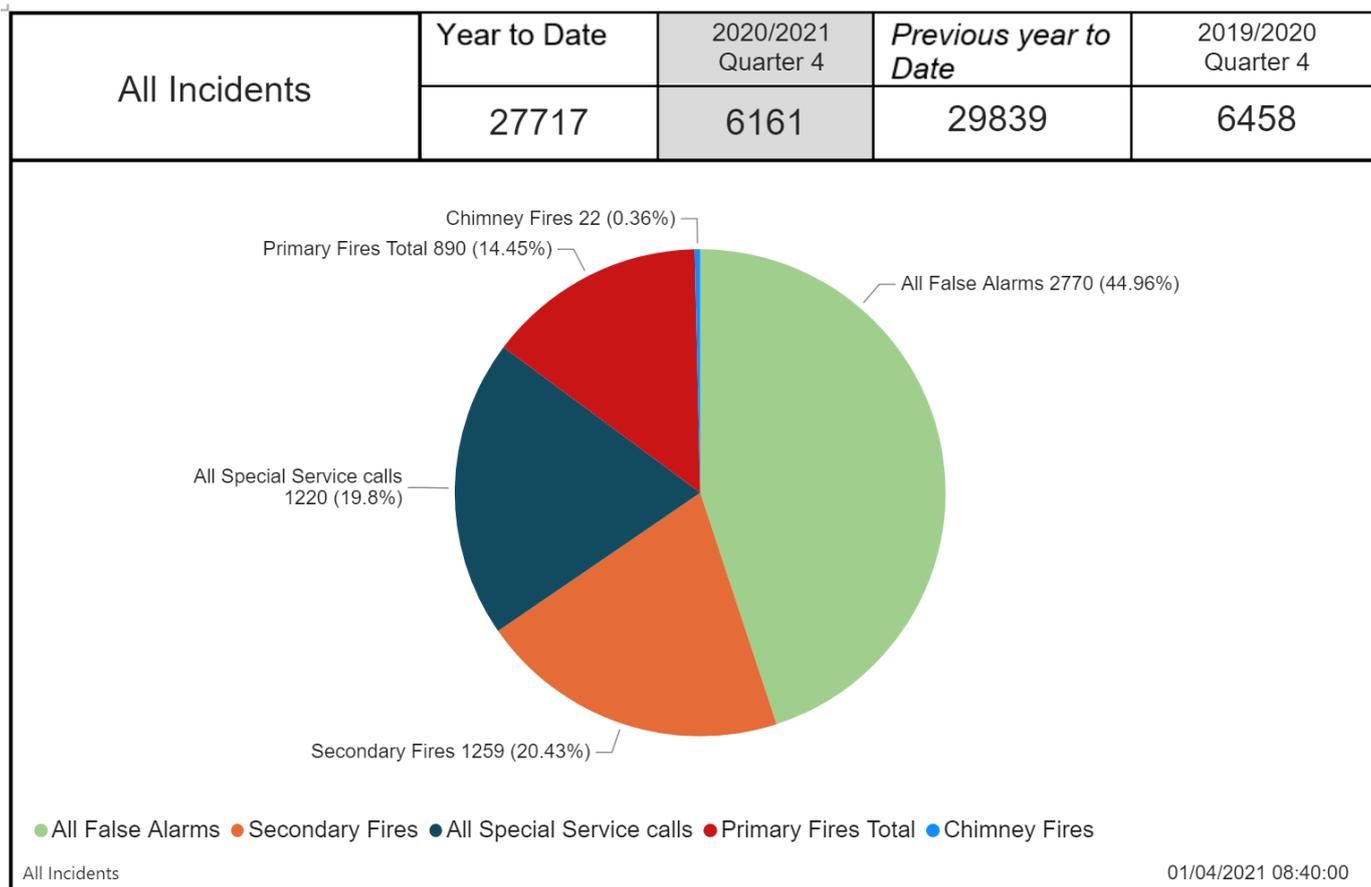


Quarterly Activity
6161

Direction of travel
▼



Incidents attended by GMFRS consist of a myriad of different types. The breakdown below, whilst not an exhaustive list, aims to illustrate how activity captured within 'All incidents' is split by the different types of incidents. The chart figures represent the count and percentage each activity contributes to the quarter's activity.



	<p>FALSE ALARM incidents make up almost half of the Service's activity. During quarter 4 false alarms consisted of; 71% Fire Alarm due to Apparatus (domestic and non-domestic), 26% Good Intent False Alarm, and 3% Malicious False Alarm.</p>
	<p>SPECIAL SERVICE incidents are made up of a number of different activities. During quarter 4 the top 5 SSC types are; 324 (27%) Road Traffic Collisions (RTCs), 122 (10%) Effecting entry/exit, 107 (9%) Flooding, 89 (7%) Hazardous Materials, and 74 (6%) Removal of Objects from People.</p>
	<p>SECONDARY FIRE incidents are typically anti-social behaviour fires. These mainly involve loose refuse and/or wheelie bins. During quarter 4, 'Loose refuse' continued to account for the largest proportion of deliberate secondary fires, 610 out of 1,090 (56%) and 'wheelie bins' accounted for the second highest proportion (173/16%).</p>
	<p>PRIMARY FIRE incidents encompass Accidental Dwelling Fires at 41% (367) and are shown later in the report under Corp 2.5, and Deliberate Primary Fires under Corp 2.2.</p>

Corp 1.0 Average 1st appliance response time to 'life risk' incidents



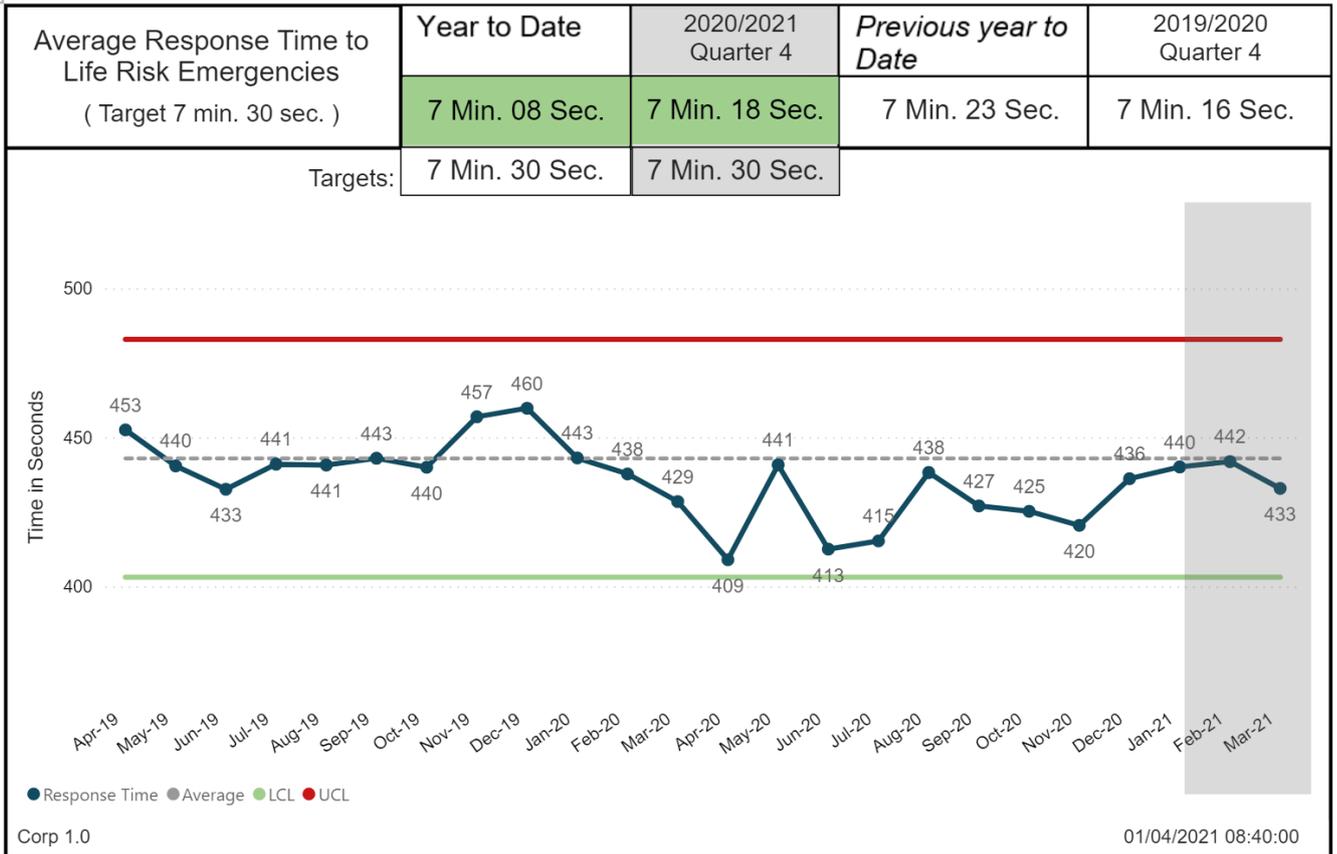
Quarterly Response
7 Min. 18 Sec.

Direction of travel
▼



This measure has been redefined for 2020/21 and is now calculated from the actual time the call was answered to the arrival of the first pumping appliance to 'Life Risk' emergencies.

GMFRS 1st appliance average response time to 'life risk' emergency incidents was **7 minutes 18 seconds** in Q4 2020/21, which is within the target of 7 minutes 30 seconds.



Year to date performance is **7 minutes 8 seconds** which is **15 seconds quicker** than the 7 minutes 23 seconds recorded during 2019/20. It is worth noting that whilst the data is available for 2019/20 for comparison purposes, the KPI definition has been re-defined for 2020/21.

Analysis of 2020/21 response data shows more pumps are being mobilised from their 'home' station than previous years due to a restriction in movement applied in March 2020 as a result of the COVID-19 pandemic.

Additionally, there has been less traffic on the roads due to the COVID-19 lockdown restrictions imposed by the government, which advises people to work from home where possible and only to travel if it is essential.

In January 2021, the Home Office published response data in relation to all FRSs, which highlighted that the average response time to **primary fires in England in 2019/20 was 8 minutes 43 seconds**. The **GMFRS average response time to primary fires was 7 minutes 5 seconds**, which is **1 minute 38 seconds better** than the England average.

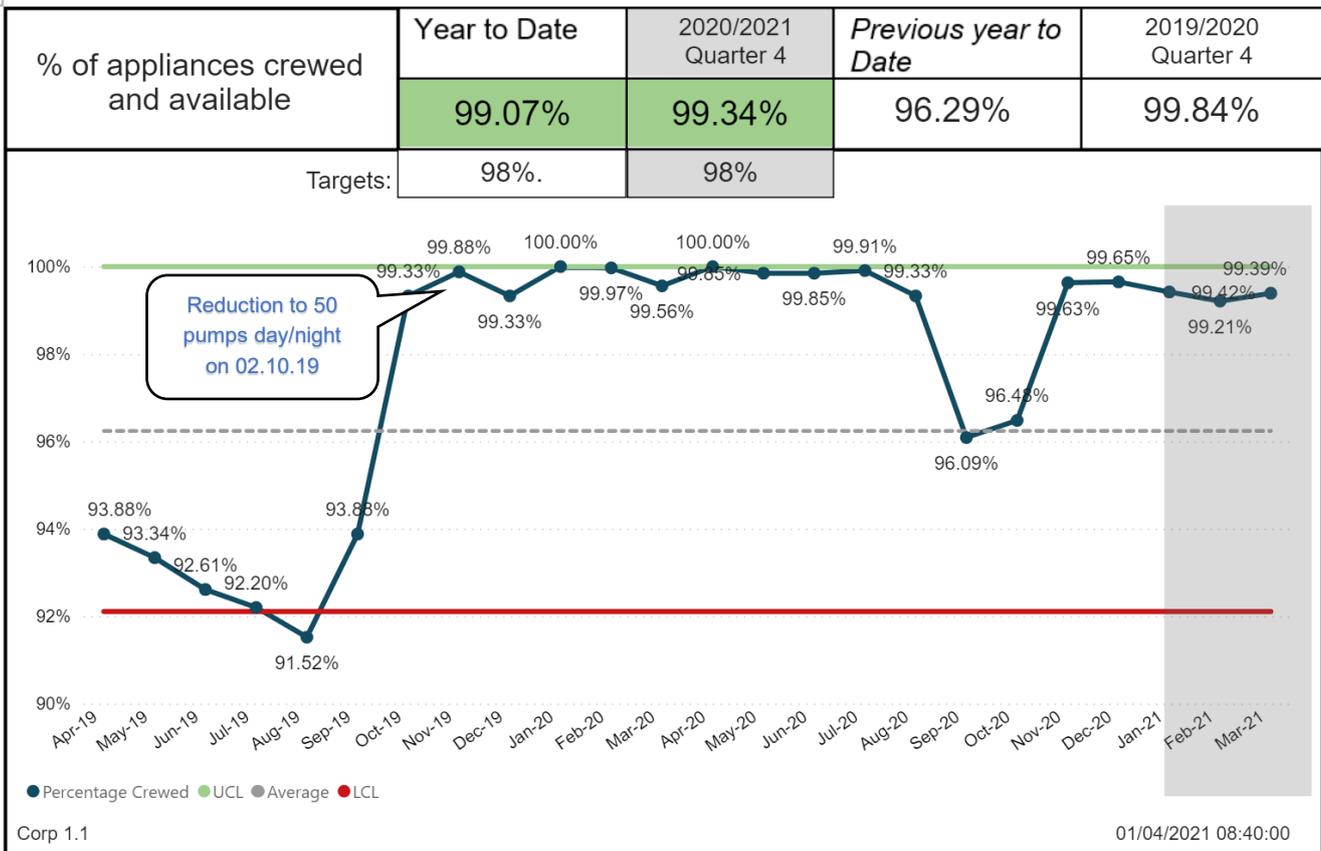
GMFRS has the 5th best average response time when comparing to our Mets family group.

Corp 1.1 Appliances crewed and available



Quarter
99.34%

Direction of travel
▼



99.34% of appliances were crewed and available during Q4 2020/21 which is a **marginal reduction of 0.5%** compared to Q4 last year, although better than the target of 98%. The Command bubbles (South, East and West Commands) are still in place following their introduction mid-way through October 2020, so we continue to see the number of pumps off the run reduce considerably.

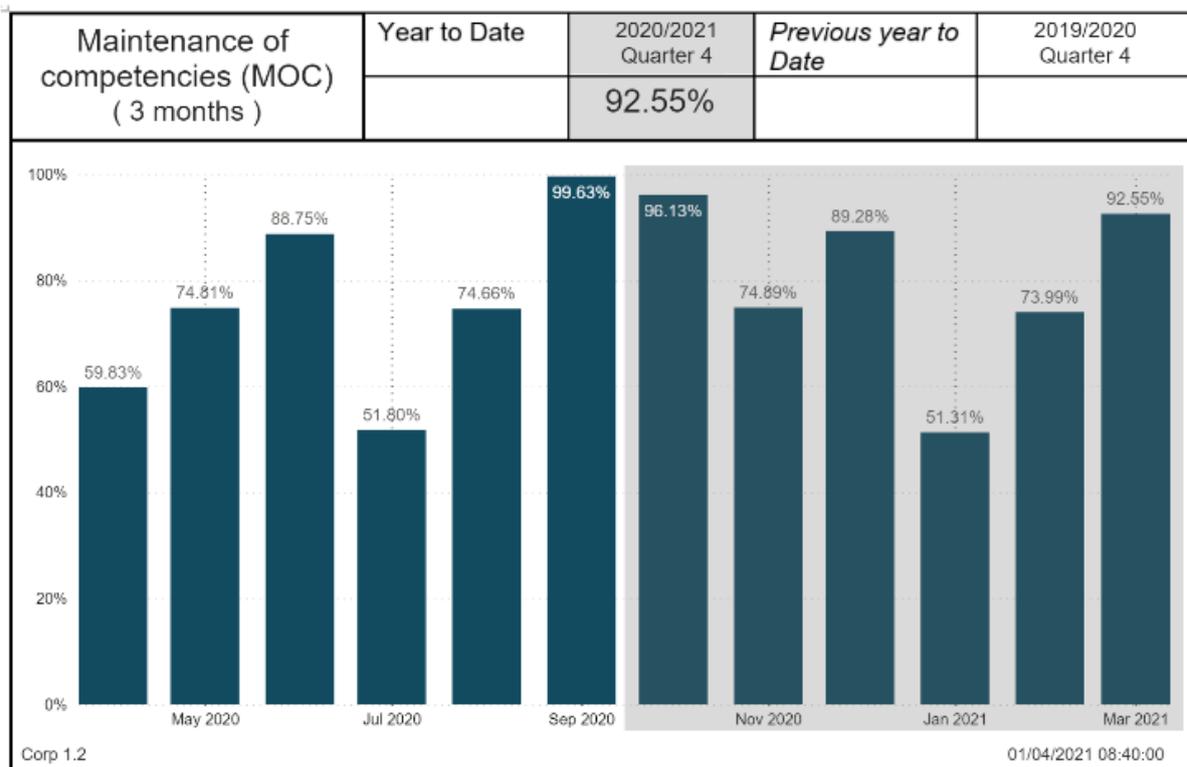
Year to date performance is **99.07%**, **an increase of 2.75%** compared to 2019/20. It is worth noting that on 2nd October 2019, the number of pumps available was reduced from 56 during the day and 54 during the night to 50 day and night, therefore this is not a 'like for like' comparison.

The Upper and Lower control limits in the XmR chart above are based on performance data over the last 3 years. The PIT recommends a review of these limits for 2021/22 to ensure they are more reflective of performance since the reduction to 50 pumps described in the paragraph above.

Corp 1.2 Maintenance of Competencies (MoC3)		Quarter 92.55%
Corp 1.3 Maintenance of Competencies (MoC6)		Quarter 90.03%
Corp 1.4 Maintenance of Competencies (MoC12)		Quarter 61.10%



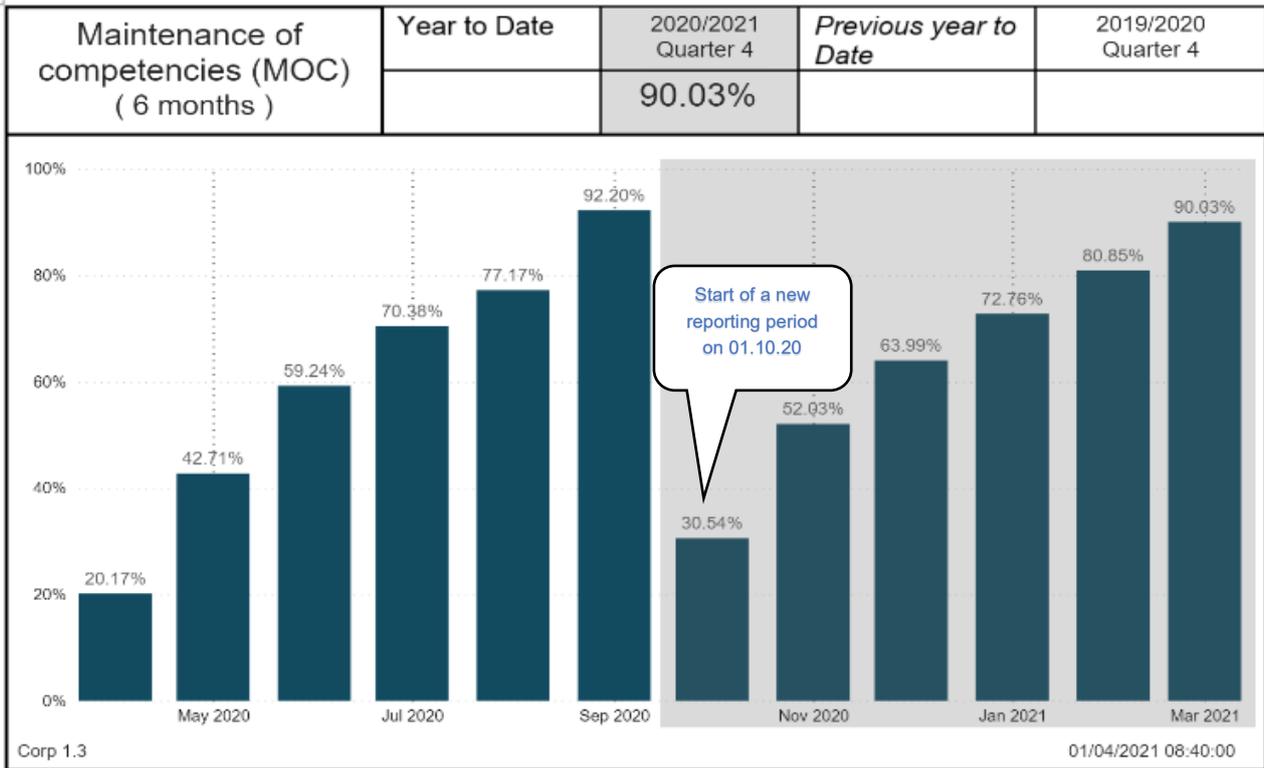
Whilst the reporting of maintenance of competencies has been an internal performance measure and regularly monitored, following the 2020/21 KPI review it has also been included as a corporate measure. At the end of the reporting period **MoC 3** completion rate achieved **92.55%** which is an **increase of 3.27%** compared to Q3 2020/21. A comparison to Q4 last year is not available.



MoC 6 performance is reported twice a year; at the end of Q2 (30th September) and at the end of Q4 (31st March). In between reporting dates performance is regularly monitored and scrutinised to ensure that whilst there is not currently a target for this measure there is an expectation that 100% will be achieved by the end of the reporting period.

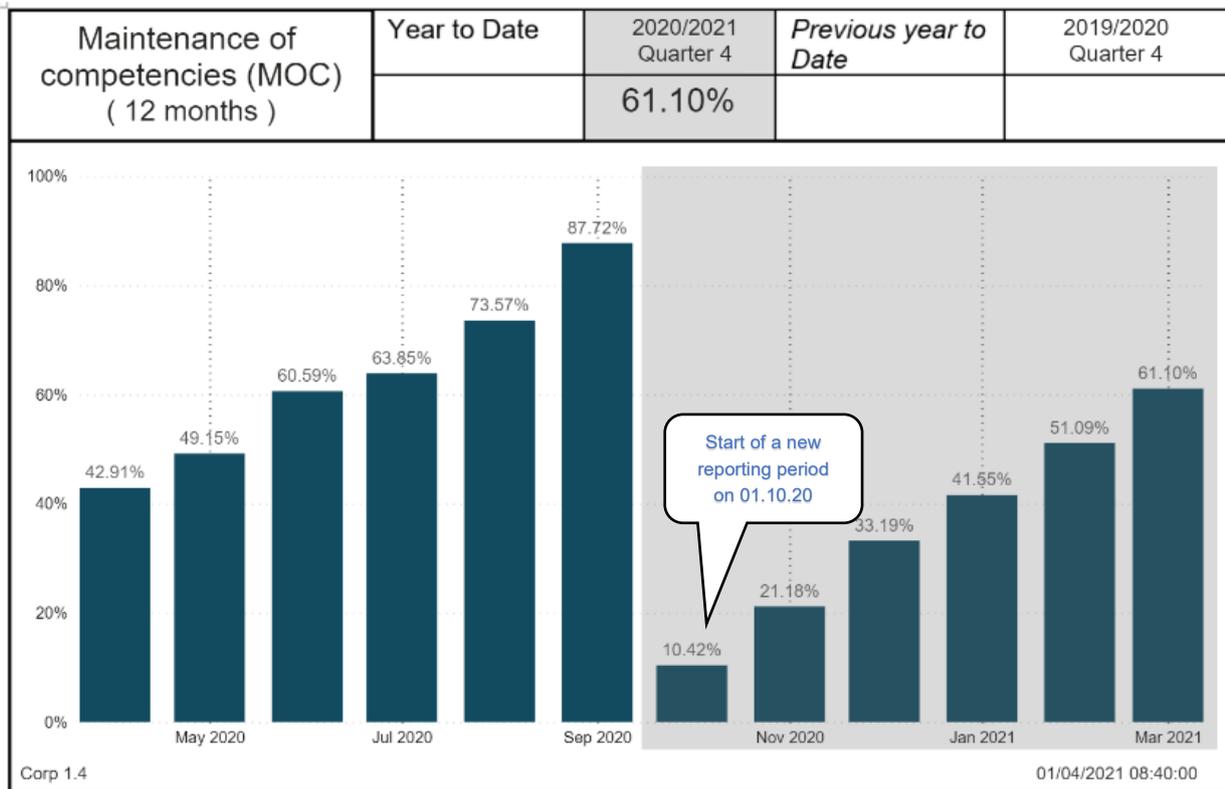
At the end of the Q4 reporting period **MoC 6** completion rate achieved **90.03%**, a **decrease of 2.17%** compared to the figure of 92.20% reported at the end of Q2.

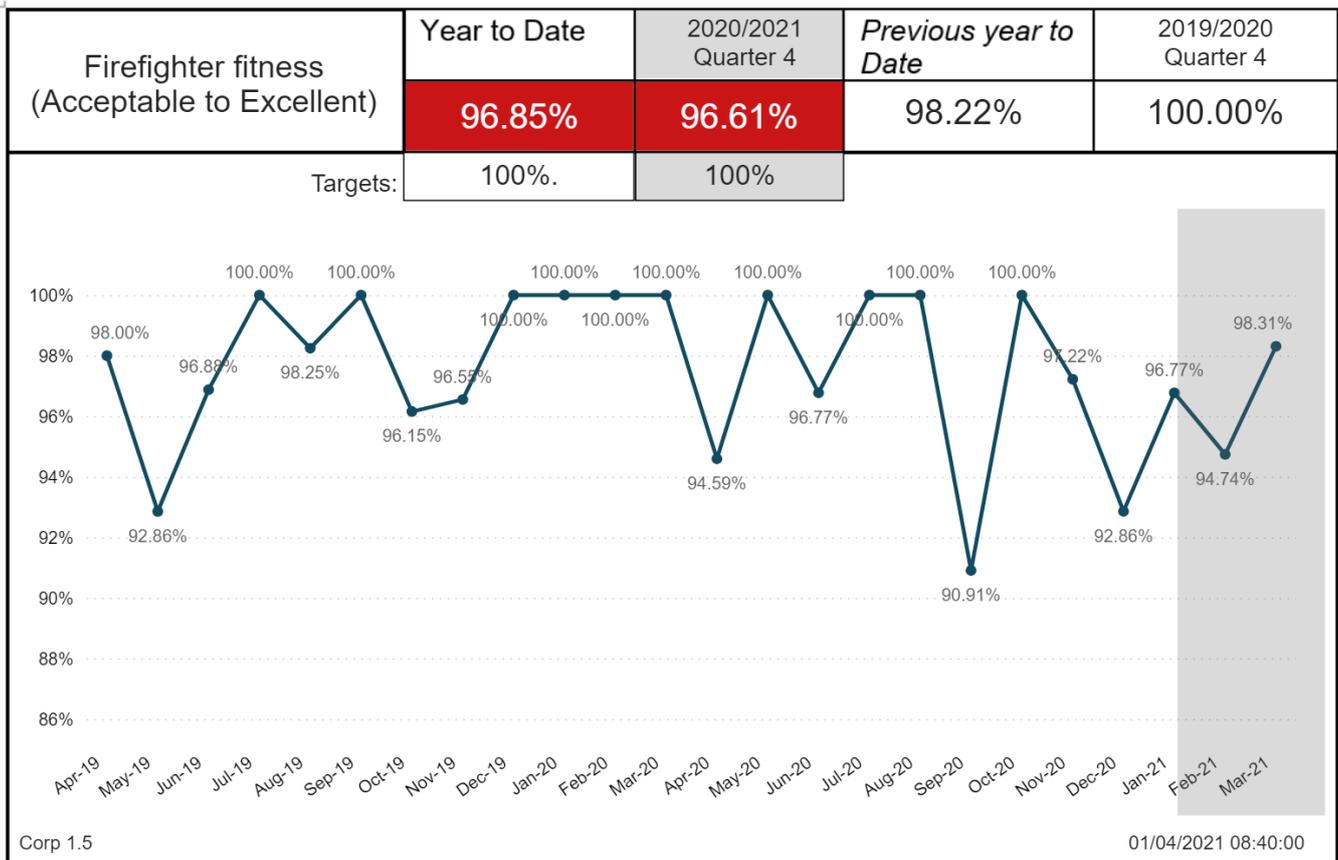
A number of factors can impact on the expectation of 100% being achieved, for example, sickness absence and modified duties. Uniformed sickness absence was at its highest in Q4 2020/21, in particular, during January 2021 when it was 5.01% mainly due to COVID-19.



MoC 12 performance is reported annually at the end of Q2 (30th September). In between reporting dates performance is regularly monitored and scrutinised to ensure that whilst there is not currently a target for this measure there is an expectation that 100% will be achieved by the end of the reporting period.

The chart below demonstrates month on month improvements and that MoC 12 is currently on track to achieve 100% by the end of September 2021.





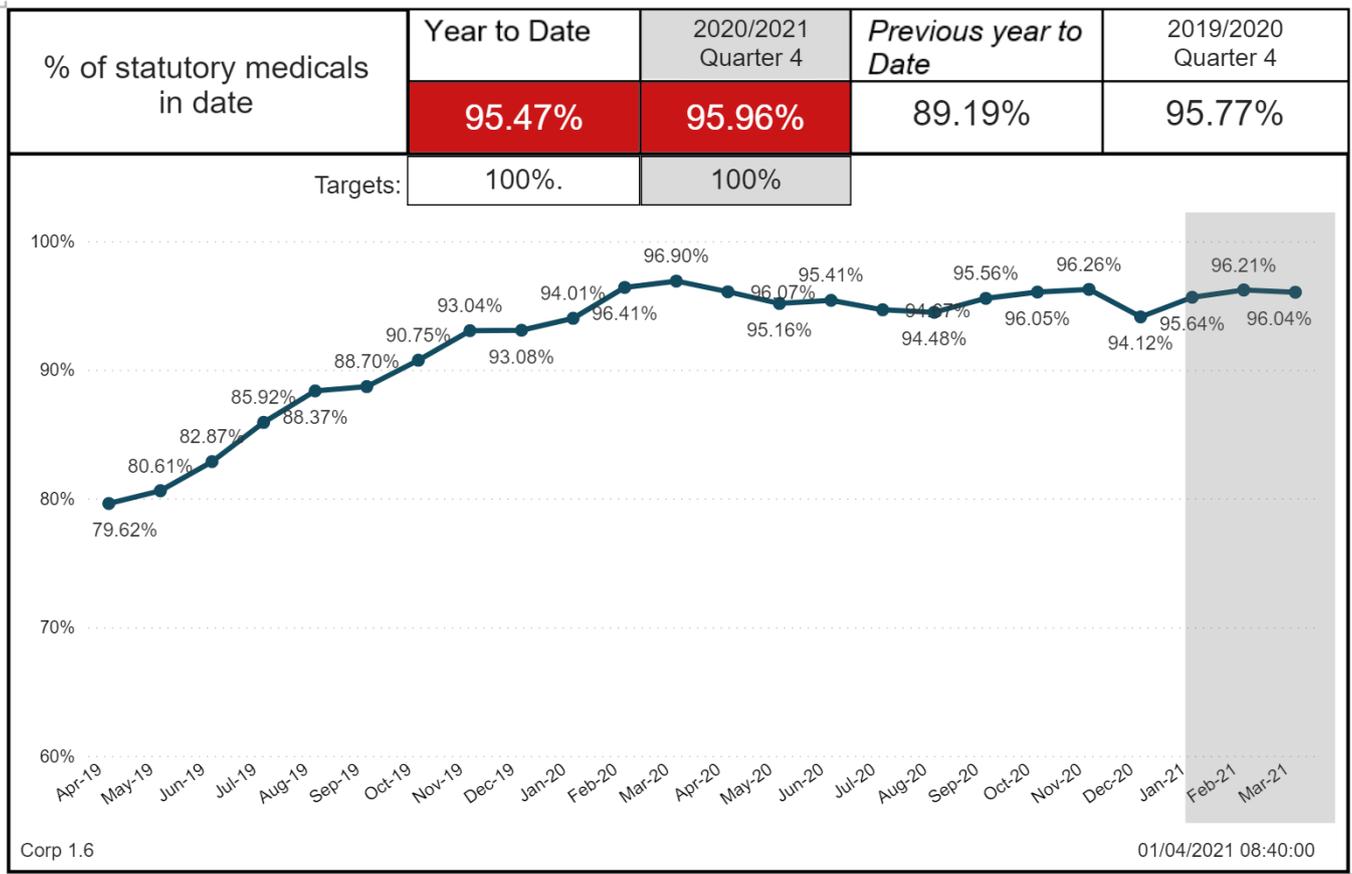
***Please note:** The data in the table above provides an average figure for each quarter and YTD, compared to the figures in the supporting narrative which reflect the actual figures – and therefore figures in the table above will differ slightly from the actual figures in the narrative below.

In Q4 2020/21, firefighter fitness performance was **96.88%**, a marginal decrease of **0.15%** compared to Q3 2020/21, and slightly adverse to the target of 100%.

Year to date performance is **96.83%**, a decrease of **1.19%** compared to the previous year. This is due to the lingering effects of COVID-19 on individuals’ respiratory functions and therefore impacting on fitness levels.

For those members of staff who were diagnosed with COVID-19, we introduced a return-to-work process, which ensured they were fit and safe to return to work. For operational staff this may have included a treadmill test to ensure they were safe to wear breathing apparatus. Employees also receive a further consultation with our Occupational Health Practitioner after three months to check for any impact of long Covid symptoms. We are currently developing a pathway to support those suffering symptoms of long covid.

Corp 1.6 % Statutory Medicals in date		Quarter 95.96%	Direction of travel 	
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***Please note:** The data in the table above provides an average figure for each quarter and YTD, compared to the figures in the supporting narrative which reflect the actual figures – and therefore figures in the table above will differ slightly from the actual figures in the narrative below.

The % of statutory medicals in date in Q3 2020/21 was **94.12%**, a slight decrease of **1.44%** compared to the 95.56% reported in Q2 2020/21, and **an increase of 1.04%** compared to Q3 last year. Whilst the target of 100% has not been achieved this is a very good result considering we are in the midst of the COVID-19 pandemic.

Statutory medical referrals are made each month for medicals due in the next three months. This enables Healthworks to book the appointment in before the actual due date. The general response in complying with the 3 yearly statutory medicals has been encouraging, with people now booking their medicals in up to three months prior to the renewal date. Reminder emails are regularly sent out to individuals to complete their health questionnaires and these go further up the line managers the more time goes by. Also, for those with medicals booked in, reminder emails are sent out one week before their appointment time.

We do still have some overdue statutory medicals for different reasons, some individuals are on long term sick, so their medicals are on hold, and unfortunately, we are still seeing some non-attendances and late cancellations, the financial impact of which was £2,628.36 during Q3.

The new monthly HR/OD SHW dashboard referred to in the Q2 performance report was launched in November. The HR/OD SHW MI analyst provided demo's to various management teams on how to use the dashboards and the associated underlying data.

The aim of the dashboard and base data is to assist managers with their responsibility to ensure they have a sufficient way to ensure PRAs, Stat Meds, driving licences, to name a few are up to date, with the ability to track progress along with an audit trail. It is also to support work streams such as Employee Diversity and Inclusion awareness. Feedback from managers since the launch has been very positive.

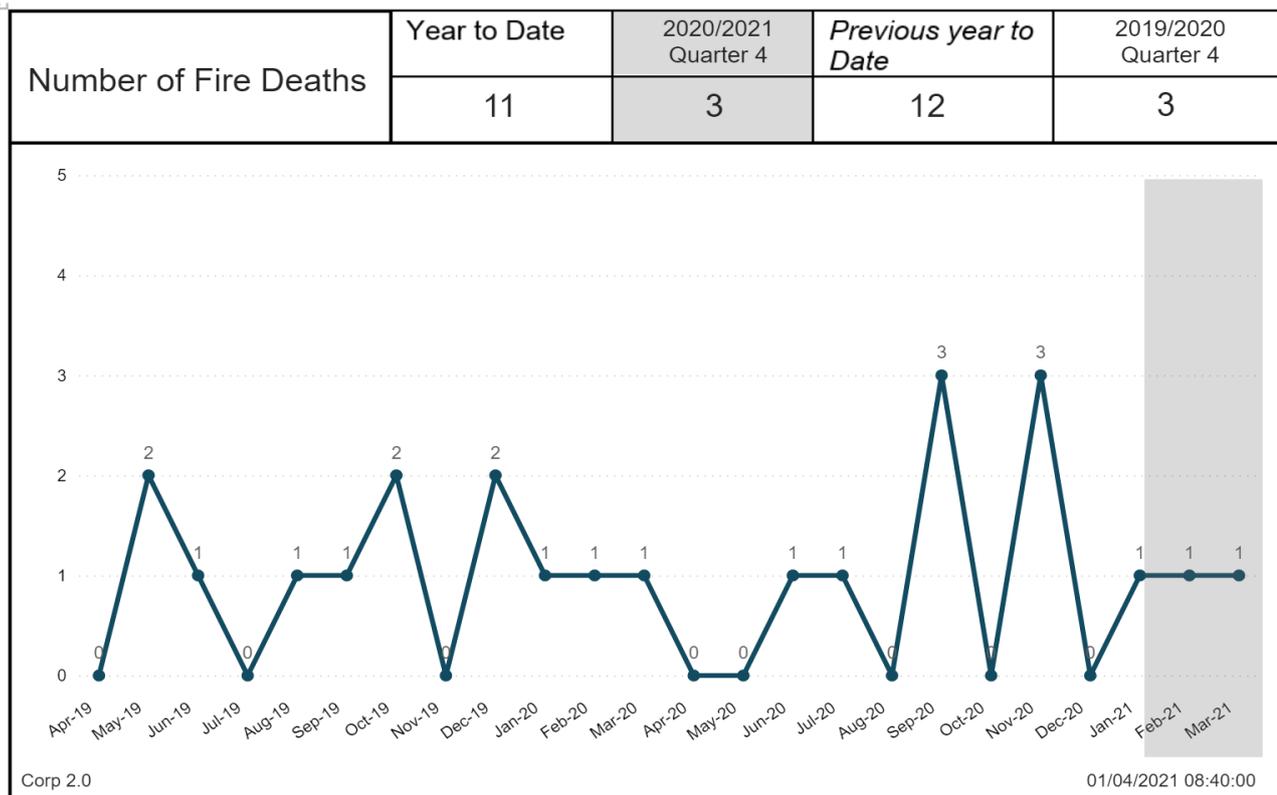
During Q4 2020/21, the percentage of statutory medicals in date was **96.04%, an increase of 1.92%** compared to Q3, although adverse to the target of 100%. This is a very good result considering we are in the midst of a pandemic.

Statutory medical referrals are made each month for medicals due within the next three-month period. This enables Healthwork to book the appointment in before the actual due date. We do still have some overdue statutory medicals for different reasons, as some individuals are on long-term sick, so their medicals are on hold.

The general response in complying with the 3-yearly statutory medicals has been encouraging, with people now booking their medicals in up to three months before the renewal date. Reminder emails are regularly sent out to individuals to complete their health questionnaires. For those with medicals booked in, reminder emails are sent out one week before their appointment time.

Individuals appear to have been completing their health questionnaires slightly quicker, however, to improve statutory medical completion rates even further, we need all employees to complete the questionnaire upon receipt. This way Healthwork can book their appointments before the renewal date. Sometimes individuals do not respond until they are chased 2-3 times and by then their medical is due and Healthwork are unable to give them a date straight away, so they become overdue.

Another reason these become overdue, is where individuals receive their reminder email, but following a booked appointment, subsequently contact Healthwork and change the date of their original appointment. The Health and Safety team keep a note of where this is happening and bringing this to the attention of the manager when this occurs.



Sadly, there was **3 fire related fatalities** in Q4 2020/21 all of which occurred in different months and different Boroughs. 2 occurred in separate accidental dwelling fires, 1 in Bolton and 1 in Manchester as well as a deliberate (suicide) incident in Wigan. Both accidental dwelling fires involved females and both were smoking related.

Year to date there have been **11 fire related fatalities**, 1 less than the previous year. 7 involved males, of which 5 were accidental and 2 deliberate. The Home Office Detailed analysis of fires attended by FRSs, England, 2019/20 reported that *'the likelihood of dying in a fire is not uniform across age and gender ... men are nearly twice (1.7 times) as likely to die in a fire as women'*.

Borough	Incident Date	Age	Sex	Probable Cause	Smoke Alarm	Additional Information
Oldham	22.06.20	54	M	Accidental	Yes	Individual located first floor in the rear bedroom. Conclusion - fire started accidentally. Electrical in the rear bedroom where victim was located.
Manchester	22.07.20	51	M	Accidental	No	1 adult male rescued from first floor bedroom suffering from smoke inhalation & burns. CPR given at scene but male later died in hospital. Alleged suicide note found. Case is under police investigation.
Salford	13.09.20	57	M	Deliberate	N/A	1 adult male attempted suicide by setting fire to himself in car. GMFRS treated casualty for 90% burns across whole of body. NWSAS treated casualty at scene and taken to Wythenshawe hospital by air ambulance.
Stockport	22.09.20	60	M	Accidental	NK	Severe fire involving private semi-detached property. 1 adult male located ground floor lounge. Inconclusive – therefore recording as accidental.
Trafford	28.09.20	78	M	Accidental	Yes	Origin of fire; bedding of single bed. Cause by careless smoking materials due to deceased falling asleep. Deceased conveyed to Wythenshawe and died on the evening of the 28th. Coroner's report and inquest TBC.
Salford	10.11.20	84	M	Accidental	Yes	Fire involving rear dining room of end terraced property caused by faulty electrical lead/wiring. Fire well developed on arrival of FS. Deceased male found in dining room.
Salford	13.11.20	85	F	Accidental	Yes	Casualty confirmed deceased by NWSAS. FI - fire deemed accidental caused by bread overheating in toaster. Occupant is thought to have attempted to extinguish, resulting in death from smoke inhalation.
Manchester	14.11.20	48	F	Deliberate	N/A	Incident first reported as small fire in wooded area. Crews entered area with a hose reel and extinguished small fire. A further fire spotted approximately 2 metres away, turned out to be body of a female.
Bolton	12.01.21	58	F	Accidental	Yes	2nd floor of 6 storey block. Fatal incident attributed to lighted cigarette in living room of flat. Occupant discovered by FFs in BA. Occupant known to partners and previously visited by FRS.
Wigan	01.02.21	NK	M	Deliberate	No	Police in attendance. FS used for gas monitoring equipment. FI attended ongoing investigations not considered suspicious at this time.
Manchester	22.03.21	71	F	Accidental	Yes	Fire involving ground floor flat. Occupier rescued prior to arrival of GMFRS suffering extensive burns to whole of body. Casualty conscious & breathing on arrival. Trauma care administered until arrival of NWSAS. FI - most probable cause discarded cigarette. Coroner's inquest pending.

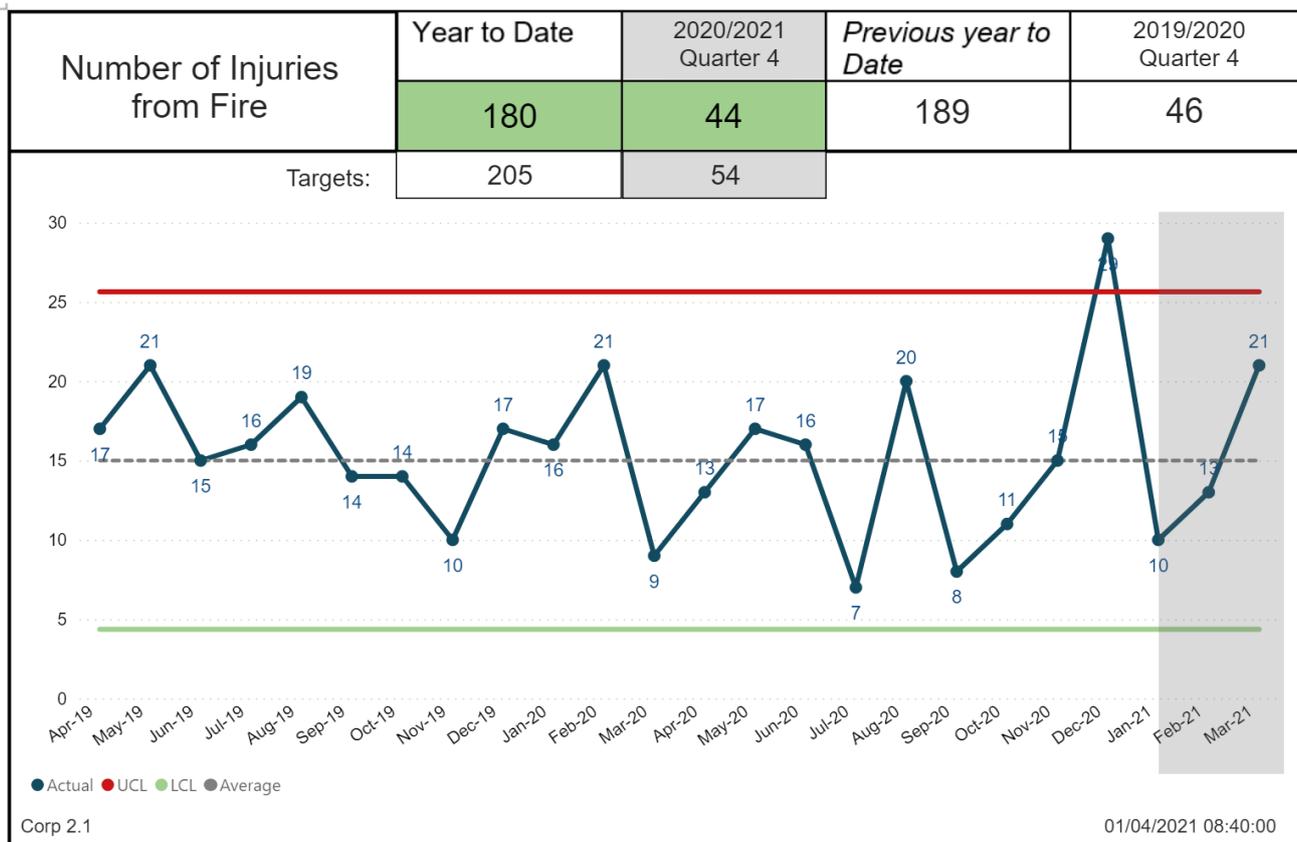
Corp 2.1 Number of casualties from fire (*victim went to hospital with a serious/slight injury)



Quarterly Activity

44

Direction of travel



There have been **44 injuries** as a result of fire in Q4 2020/21, which is within the forecast of 54 and **2 less** than Q4 last year. 41 of the injuries sustained in Q4 this year were slight in nature and 3 serious and were associated with 32 unique incidents. 9 incidents involved multiple casualties with 1 accidental dwelling fire in Littleborough resulting in 4 people sustaining slight injuries.

Year to date there have been **180 injuries** from fire, within the forecast of 205 and **9 less** than YTD last year. 158 were slight in nature and 22 serious with the majority sustained in accidental dwelling fires.

As the majority of injuries are sustained in accidental dwelling fires, it was anticipated this number might increase during the pandemic. Home safety messages around safety cooking practices, carefully disposing of BBQs and household/garden waste have been reinforced during the pandemic using a variety of media and are believed to have had a positive impact on injuries from fire and accidental dwelling fires.

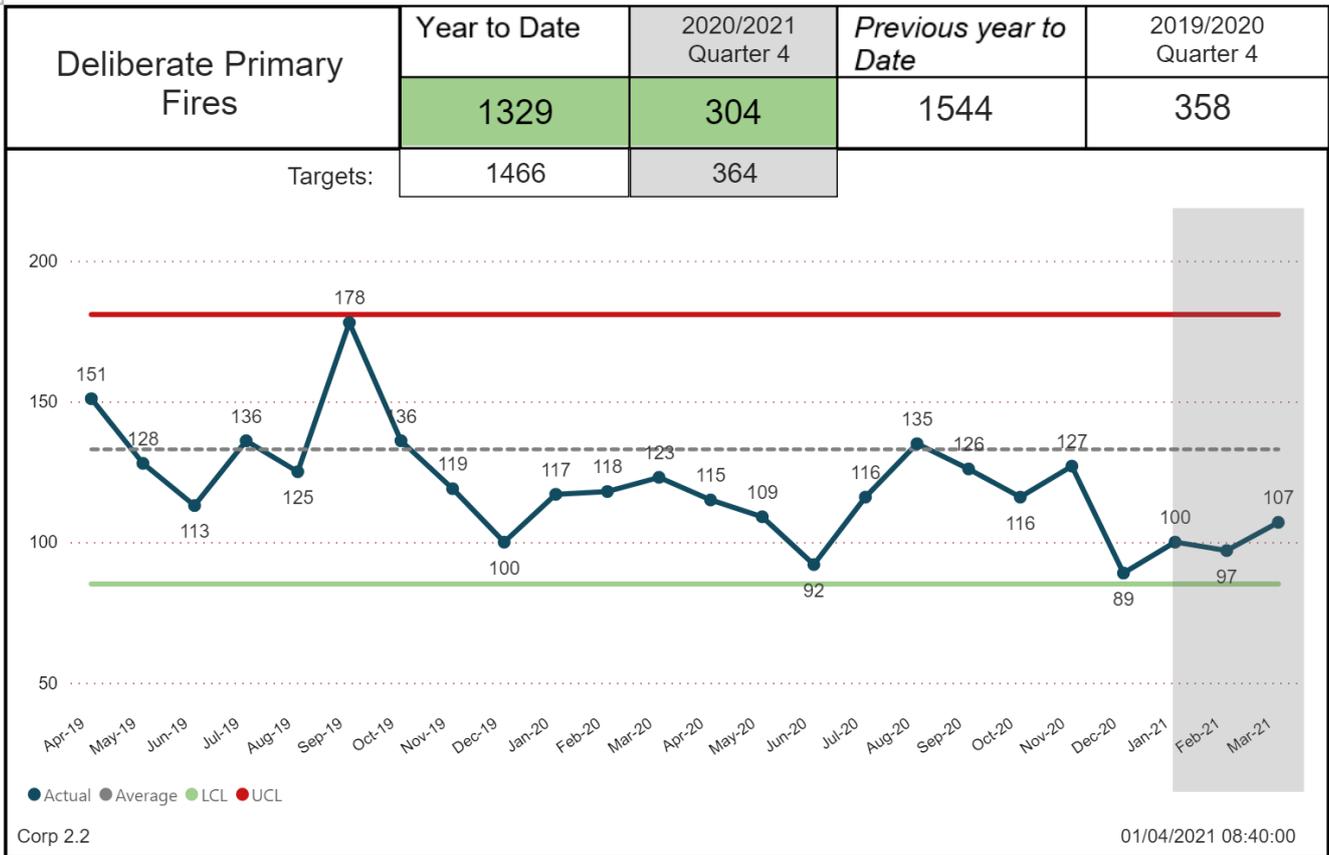
**A slight injury is defined as; a person attending hospital as an outpatient (not precautionary check). A serious injury is defined as; at least an overnight stay in hospital as an in-patient.*

Corp 2.2 Deliberate Primary Fires



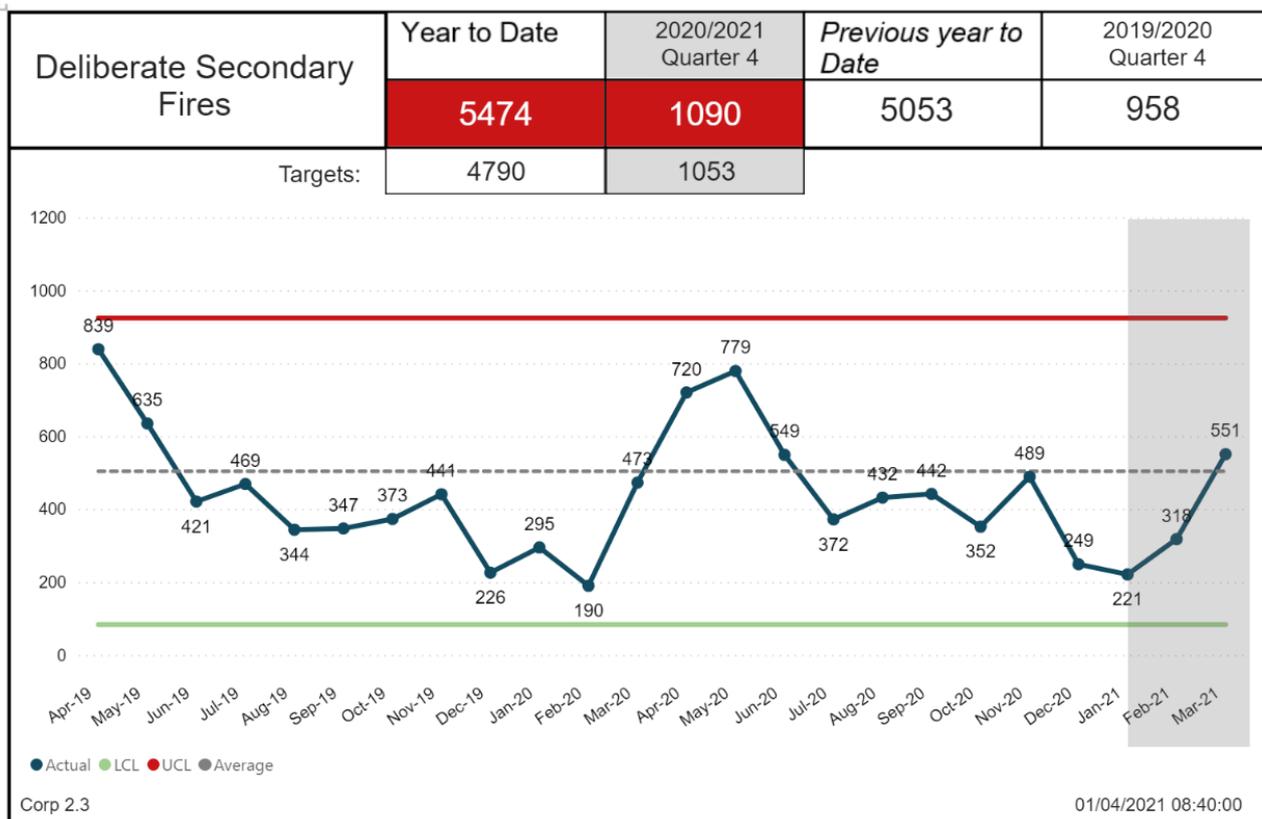
Quarterly Activity
304

Direction of travel
▼



There have been **304 deliberate primary** fires in Q4 2020/21, 60 less than the forecast of 364 and **54 less** than Q4 last year. The majority (148) involved road vehicles, 99 of which were cars and 137 buildings; 69 non-residential, 64 dwelling and 4 other residential.

Year to date there have been **1,329 deliberate primary** fires, **137 (9.3%) less** than the forecast of 1,466 and **215 (13.9%) fewer** than year to date last year.



There were with **1,090 deliberate secondary** fires during Q4 2020/21 which is slightly adverse to the forecast of 1,053, and **an increase of 132 (13.78%)** compared to Q4 last year. ‘Loose refuse’ continues to account for the largest proportion of deliberate secondary fires, 610 out of 1,090 (56%). ‘Wheelie bins’ account for the second highest proportion (173/16%).

8 out of 10 Boroughs attended more incidents that was predicted in Q4. A number of consistently problematic areas exist within some Boroughs, for example;

- **Oldham Borough;** Alexandra and Medlock wards which border each other are the busiest wards in the Borough. Crews have attended repeat fire related ASB incidents at the old Maple Mill site. In order to address the issues a ‘Day of action’ was carried out on 09.04.21 with GMP, the Council and Housing Providers where letters were posted containing a joint message from all 4 organisations. Follow up activities will also be carried out in local schools during Q1 2021/22, COVID permitting, to address the issues in both wards.
- **Salford Borough;** 104 incidents and within the forecast of 111 in Q4, however, persistent issues and repeat attendances at Bryn’s skip yard. The regulatory Officer in Environmental Protection for Salford Council has been in contact with Bryn skips to inform them that they were breaching the terms of their environmental permit by burning in the open and in skips, and that they had been reported to the Environmental Agency due to the number of times they had breached their permit. They were also informed that if they continued, they would be issued with an abatement order from the local authority.
- **Stockport Borough;** 20 more incidents than the forecast. Busiest ward in Q4 and YTD is Brinnington and Central with 20 and 69 incidents respectively. The majority of incidents

involve the homeless community on/around Millgate/Newbridge lane/Aldi which are in close proximity of each other. One individual has been identified as contributing towards a large volume of these incidents and also inciting other members of the homeless community to start fires. A lot of work has been done with Stockport Housing, GMP and the Wellspring homeless charity to support the main individual causing the majority of incidents, although the individual is not engaging with these organisations.

- **Wigan Borough**; Leigh West ward is problematic with repeat attendances around Firs Park and Hulme Rd which borders Firs Park and repeats on Browning St and Kipling Grove, Cameron St, Wordsworth Ave which are all in close proximity. 'Operation Bluefin has been implemented and will see GMP, Wigan council and GMFRS crack down on ASB in areas experiencing the most problems. Wigan Borough has experienced a sharp rise in reports to police in relation to ASB. Locations will be prioritised using GMP data, intelligence and reports from the community, with weekly reviews of the operation to agree actions and responses as well as developing strategic and tactical plans'. A new process is being trialled where 'Acceptable Behaviour Contracts' (ABCs) are issued by GMP and Wigan Council which replace prosecution if appropriate as a final warning. The area performance rep is part of the interview process with parents of the child/GMP/Council to potentially avoid the individual getting a criminal record. Once evaluated, if this approach is successful it may be an opportunity to replicate across other Boroughs.

Year to date there have been **5,474 deliberate secondary** fires, **684 (14%) more** than the forecast of 4,790 and **421 (8.33%) more** than year to date last year. Quarter 1 2020/21 saw the highest volume of deliberate secondary fires during any quarter this year, where there were 2,048 incidents; 292 more than the forecast, and the highest volume during quarter 1 in the last 3 years.

Analysis of historical data demonstrates there is correlation between the weather and deliberate secondary fires; more sunshine and less rainfall=more deliberate secondary fires. During the month of May 2020, the Met Office reported that "*May 2020 is the driest May on record since 1896*". Sampling of the data shows that a number of incidents were caused by people burning garden/household waste due to household waste recycling centres being temporarily closed due to COVID-19 restrictions and a number were associated with anti-social behaviour, for example, setting alight to fly-tipped rubbish.

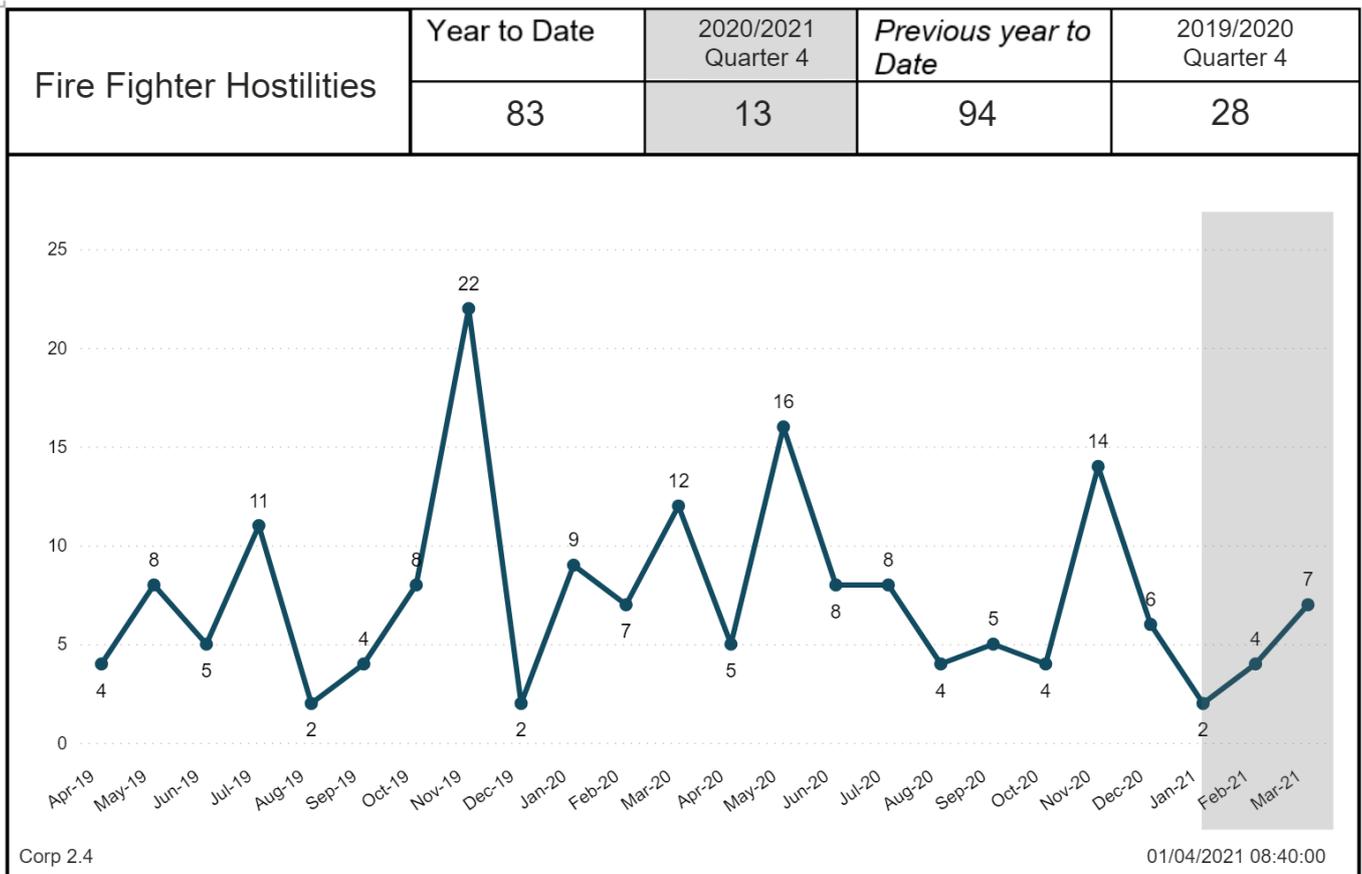
An increase was also observed in particular during quarter 1 in False Alarm Good Intent incidents and Accidental Secondary fires which were largely due to members of the public carelessly discarding of BBQs and their embers, and people burning household and garden waste in their gardens.

Corp 2.4 Hostilities towards GMFRS personnel / property



Quarterly Activity
13

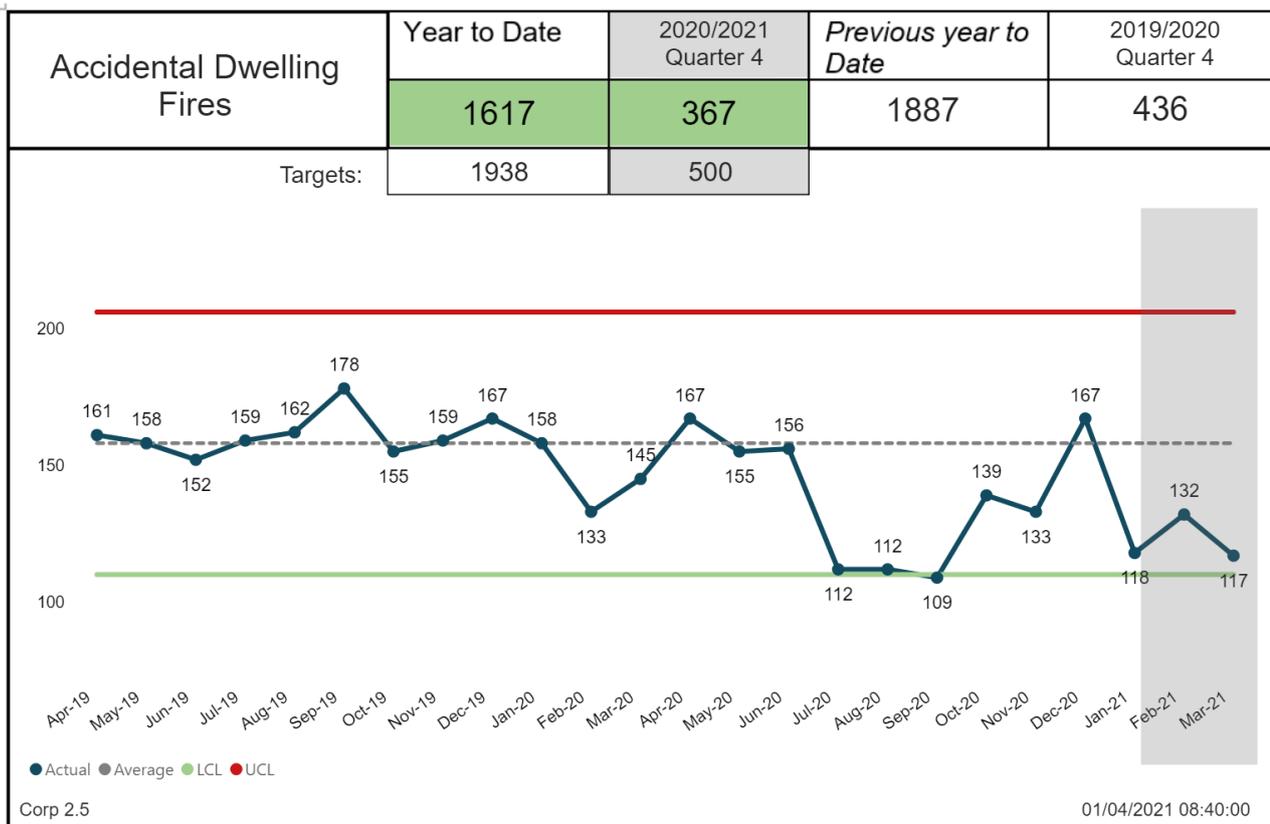
Direction of travel



There have been **13 hostilities** towards firefighters reported during Q4 2020/21, a **decrease of 54% (15)** when compared to Q4 2019/20. 9 out of 13 hostilities involved 'verbal abuse', 3 'objects thrown at firefighters/appliances' and 1 'physical abuse'.

Year to date there has been a total of **83 hostilities** towards firefighters compared to 94 during the same period last year. The majority, 53 out of 83 involved 'verbal abuse' which continues to be the main hostility type towards GMFRS personnel and aligns to the national trend.

In addition to the number of hostilities towards firefighters captured in our Incident Recording System (IRS) whilst in attendance or en-route to an incident, there was a hostility towards a member of staff whilst carrying out a fire safety visit bringing the total number of hostilities towards all GMFRS personnel to **84** during 2020/21, **12 less** than the 96 reported in 2019/20.



There were **367 Accidental Dwelling Fires (ADFs)** attended during Q4 2020/21, well within the forecast of 500 and **69 (15.83%) fewer** than Q4 last year. 88% (324 out of 367) ADFs in Q4 were confined to the room of origin and 83% (305) had a smoke alarm fitted.

Year to date there have been **1,617 ADFs**, well within the forecast of 1,938 and **14.31% (270) fewer** than YTD last year.

Analysis of the data shows that the majority of ADFs continue to be cooking related; 806 out of 1,617 (50%) in 2020/21, which aligns to the national trend. The Home Office Detailed analysis of fires attended by FRSs report, England, 2019/20, published on 1st October 2020 states 'cooking appliances were by far the biggest ignition category for accidental dwelling fires (48%)'.

In order to reduce the risk of fires occurring in the home, we undertake a wide range of activities such as campaigns and social media, age appropriate safety education and community engagement. Due to the COVID-19 pandemic there has been a change in the approach to delivering home safety advice, for example, Safe and Well visits have been replaced with telephone offers.

During Q4 2020/21 our Comms and Engagement team ran a number of campaigns;

- 'Stay at home' campaign supported by a press release urging people to take extra care to prevent more accidental fires during the current national lockdown. The focus of the campaign was on potential fire sources associated with winter and the lockdown, along with general home safety messaging.
- 'CookSafe', the aim of which was to provide information about cooking and kitchen fire safety and was promoted across social media, Twitter, Facebook and Instagram and also

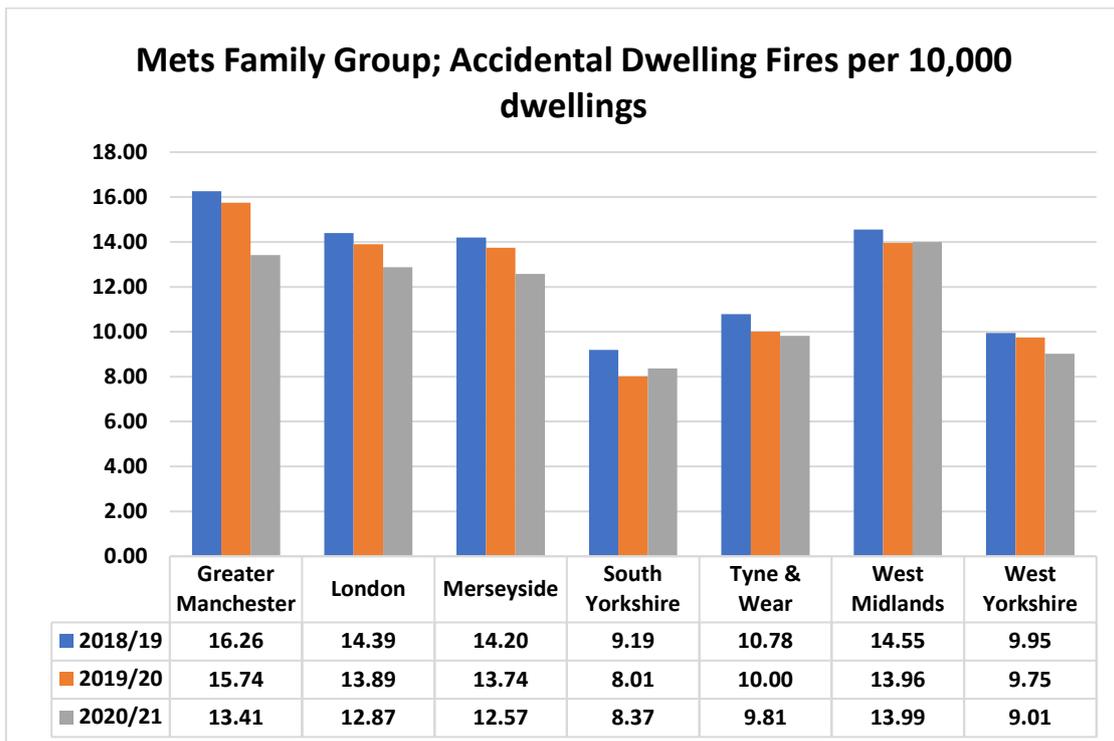
highlighted local incidents. We also released a new deep fat frying safety advice film on our website.

- “Balcony fires’ following 2 incidents on the same day involving disposable BBQs being placed directly onto a wooden balcony.

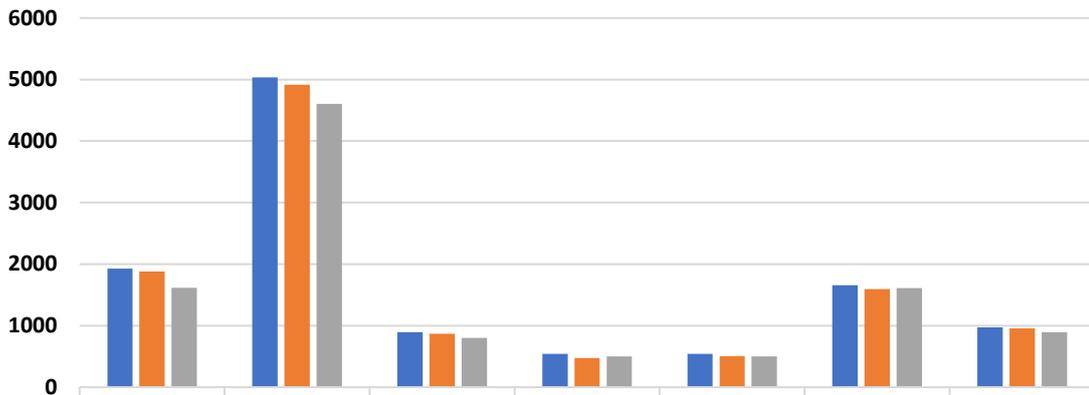
The number of ADFs was expected to increase during 2020/21 due to people being at home during the COVID pandemic, however, this has not been the case. This may be due to a slight change in how ADFs are recorded, which was implemented on 1st April 2020 and is aimed at recording these types of incident more accurately and therefore driving a reduction. In order to understand this further our strategic analyst is undertaking a piece of work to demonstrate the effectiveness of the change in recording. Whilst ADFs may reduce, we may see an increase in the number of False Alarm Good Intent (FAGI) incidents attended.

At the end of Q4 2020/21 GMFRS had the 2nd highest number of ADFs per 10,000 dwellings when compared to our Mets family group, which is an improvement on previous years where GMFRS have had the highest volume.

It is worth noting that the data in the table below has been collated by the performance improvement team as the Home Office incident data for England for 2020/21 has not yet been published.

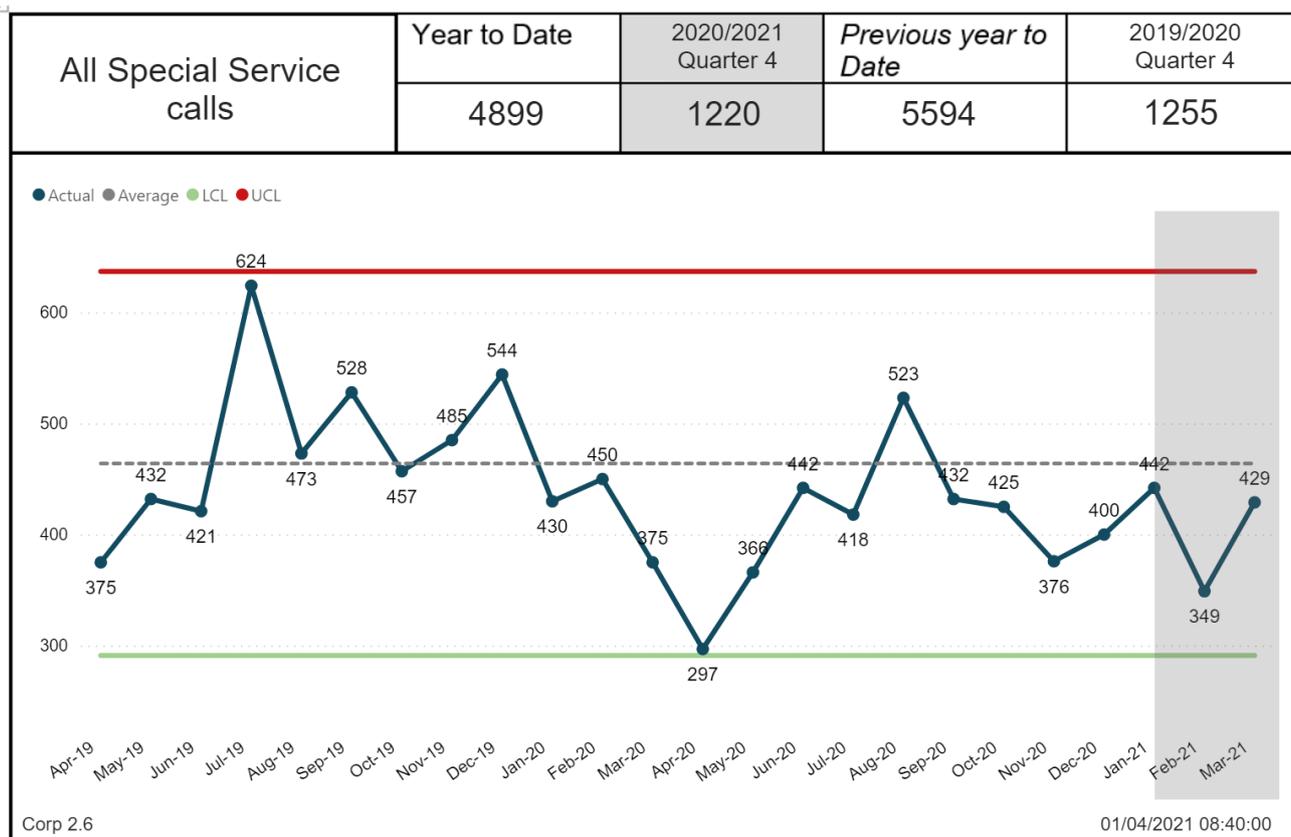


Mets Family Group; Actual Number of Accidental Dwelling Fires



	Greater Manchester	London	Merseyside	South Yorkshire	Tyne & Wear	West Midlands	West Yorkshire
■ 2018/19	1927	5034	892	543	543	1656	970
■ 2019/20	1879	4,915	867	476	507	1596	957
■ 2020/21	1617	4,603	799	501	501	1608	892

5 out of 7 Mets FRs saw a reduction in ADFs in 2020/21 compared to 2019/20 with GMFRS seeing the most significant reduction; 13.94% (262) fewer incidents.



A total of **1,220 special service calls (SSCs)** have been attended during Q4 2020/21, which is **35 (2.79%) less** than the 1,255 attended during Q4 the previous year. The reduction is mainly associated with 'RTC' incidents, (63 fewer than Q4 last year), although reductions can also be seen in 'lift release' and 'no action (not false alarm)' SSC types.

It is highly likely a third period of national lockdown rules imposed by the Government due to COVID-19 have contributed towards the reduction in RTCs, i.e., on 4th January 2021 the government announced a national lockdown effective from 5th January 2021 and instructed people to stay at home to control the virus, protect the NHS and save lives.

Year to date there have been **4,899 SSC** incident types attended, **a reduction of 695 (12.42%)** compared to the previous year. The top 5 SSC incidents by type can be found in the table below;

SSC type	2020/21	2019/20	Variance	% difference
RTC	1470	1828	-358	-19.58%
Effecting entry/exit	552	667	-115	-17.24%
Flooding	386	539	-153	-28.39%
Hazardous Materials incident	328	324	4	1.23%
Removal of objects from people	279	283	-4	-1.41%

- **'RTC's** continue to make up the highest volume of SSC types; 1470 (30%) during 2020/21, although have reduced significantly when compared to 2019/20. This is mainly due to a number of periods of lockdown since March 2020 as a result of the COVID-19 pandemic and government advice to members of the public which asked them to work from home where possible and travel only if it is essential.

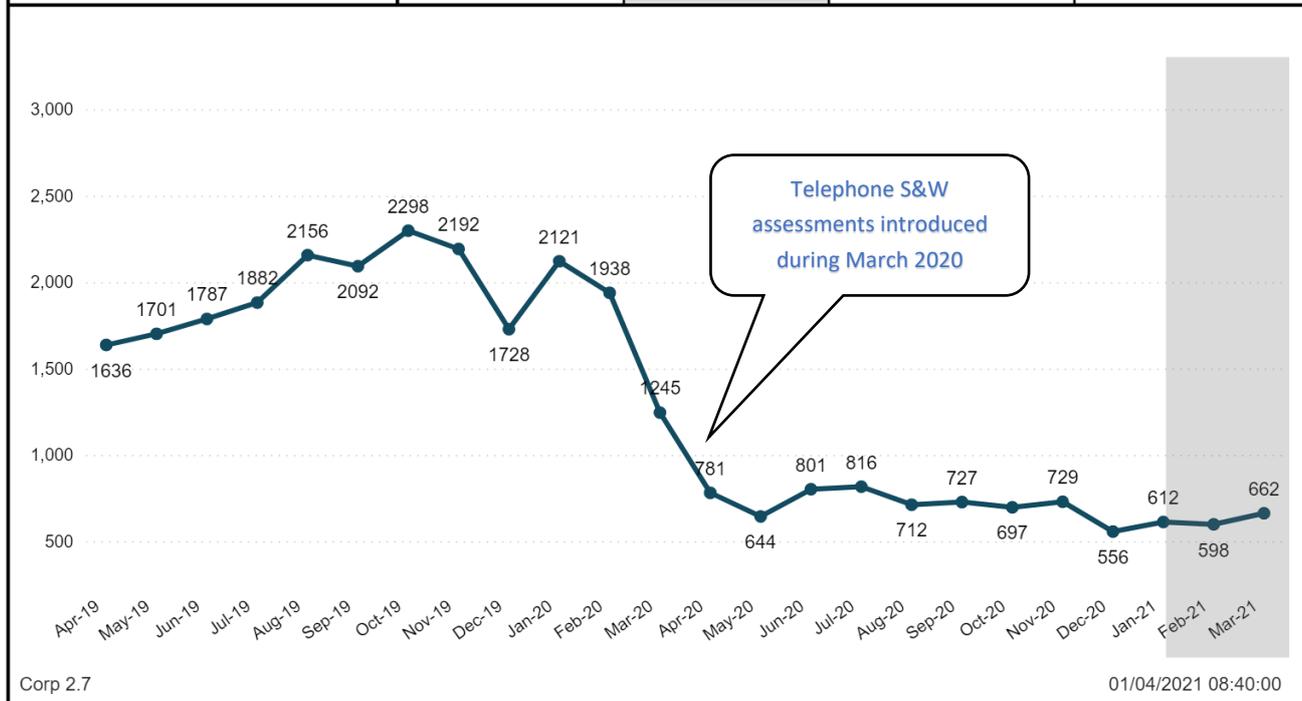
The Department for Transport Road Traffic Estimates Great Britain 2020 report published in April 2021, advises that *'road traffic trends during 2020 have been affected by the COVID-19 pandemic in the UK'.....'280.5 billion vehicle miles were driven on Great Britain's roads in 2020, a decrease of 21.3% compared to the previous year'*.

'Car traffic decreased by 24.7% from 2019 levels. The figure of 209.6 billion vehicle miles (bvm) is the lowest annual estimate of car traffic in the last 29 years'.

- **'Effecting entry/exit'** incident types have reduced by 115 (17.24%) in 2020/21 compared to 2019/20. The majority of incidents during both years involve those recorded as 'for child', which have reduced from 250 during 2019/20 to 144 during 2020/21 and again may be associated with COVID-19; more people being at home and not using their cars.
- **'Flooding'** incident types show a reduction of 153 incidents (17.24%) in 2020/21 when compared to 2019/20. 2019/20 was an unusually high year for these types of incident due to a number of storms and periods of heavy rain causing flash flooding which swept across the nation during July and August 2019, and again in February 2020 when the Met Office recorded it as *'the wettest February since 1862'*. 2020/21 figures are more consistent with previous years.



Number of Safe and Well Visits	Year to Date	2020/2021 Quarter 4	Previous year to Date	2019/2020 Quarter 4
		8335	1872	22776



In Q4 2020/21, **1,872 Safe and Well** telephone assessments were made to homes across Greater Manchester. At present we cannot compare to the same period last year as the delivery approach has changed. During this unprecedented time, GMFRS is trying to balance how we keep households safe from fire whilst limiting the exposure of our operational staff to the public and/or the COVID-19 virus.

We have updated our website <https://www.manchesterfire.gov.uk/staying-safe/what-we-do/fire-safety-at-home> and social media with an increased focus on fire safety in the home messaging, recognising increased numbers of people will be spending extended periods at home.

At the same time, we took the decision to cease delivery of face-to-face Safe and Well. Instead, we moved to a telephone offer, whereby FRS staff will contact households who have requested, or been referred for, a visit and we will provide a verbal fire risk assessment. Where the risk assessment deems that risk reduction equipment should be installed to keep the occupant safe from fire, GMFRS will either post risk reduction devices to self-fit where possible or attend the property and fit risk reduction devices using PPE and following the government guidance on social distancing. We will continue to provide fire safety advice to assist them to mitigate their fire risk, and where we identify that the support of other agencies may be required to help them further, we will continue to signpost or refer to those agencies.

As anticipated there has been a minor reduction in the volume of Safe and Well telephone assessments recorded during Q4 2020/21. This may be due to the implementation of a new step in the process in January 2021, supporting CSAs and operational crews to record any follow up activity following a telephone assessment on the same safe and well record rather than creating a new one.

Corp 2.8 Princes Trust % completion rate



Quarter
0.00%

Direction of travel
N/A



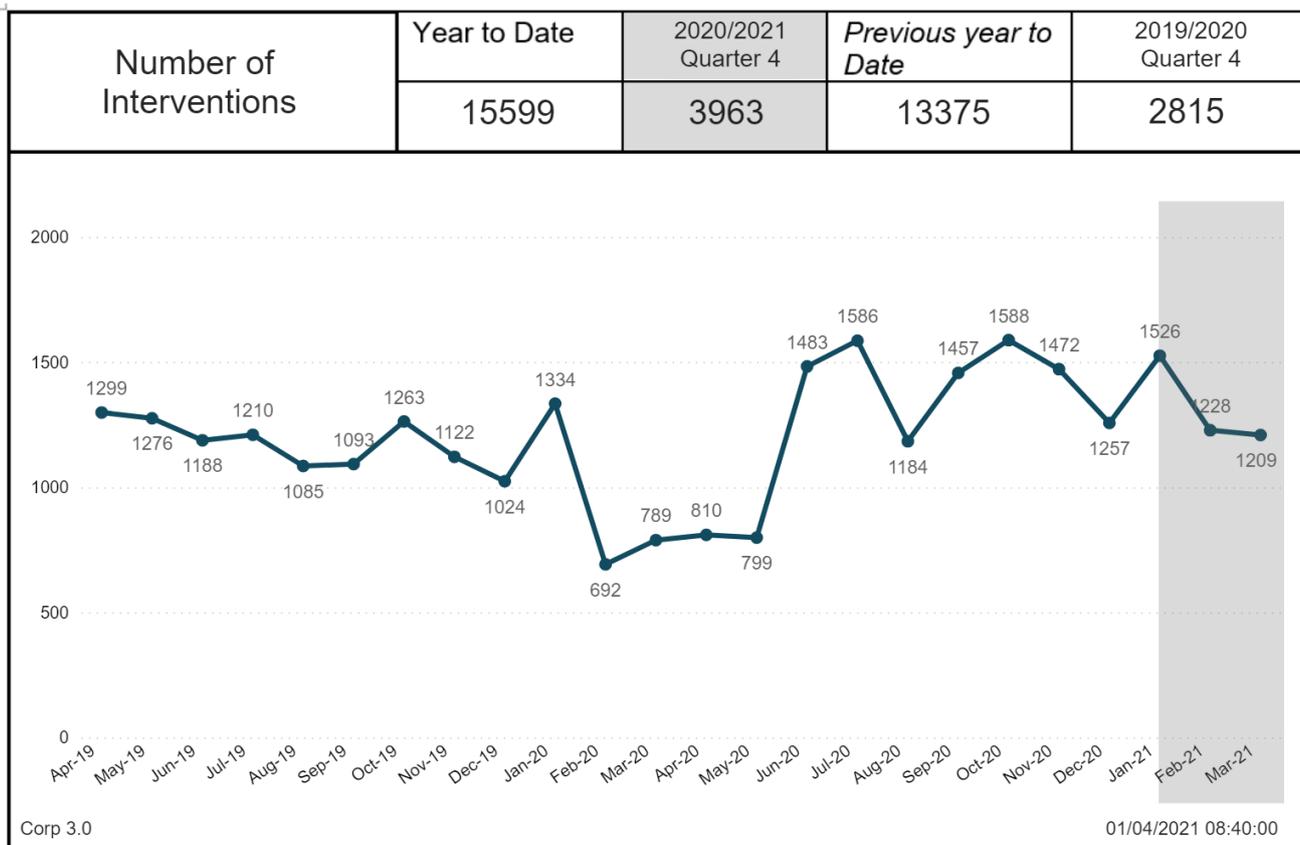
The Princes Trust rotation which commenced in Q4 will be reported in Q1 2021/22.

Corp 3.0 Number of Interventions



Quarter
3963

Direction of travel
N/A



There were **3,963** interventions recorded during Q4 2020/21, which comprises Fire Safety Compliance Inspections, Fire Safety Evaluations, Risk Data Capture Visits and emails, to name a few.

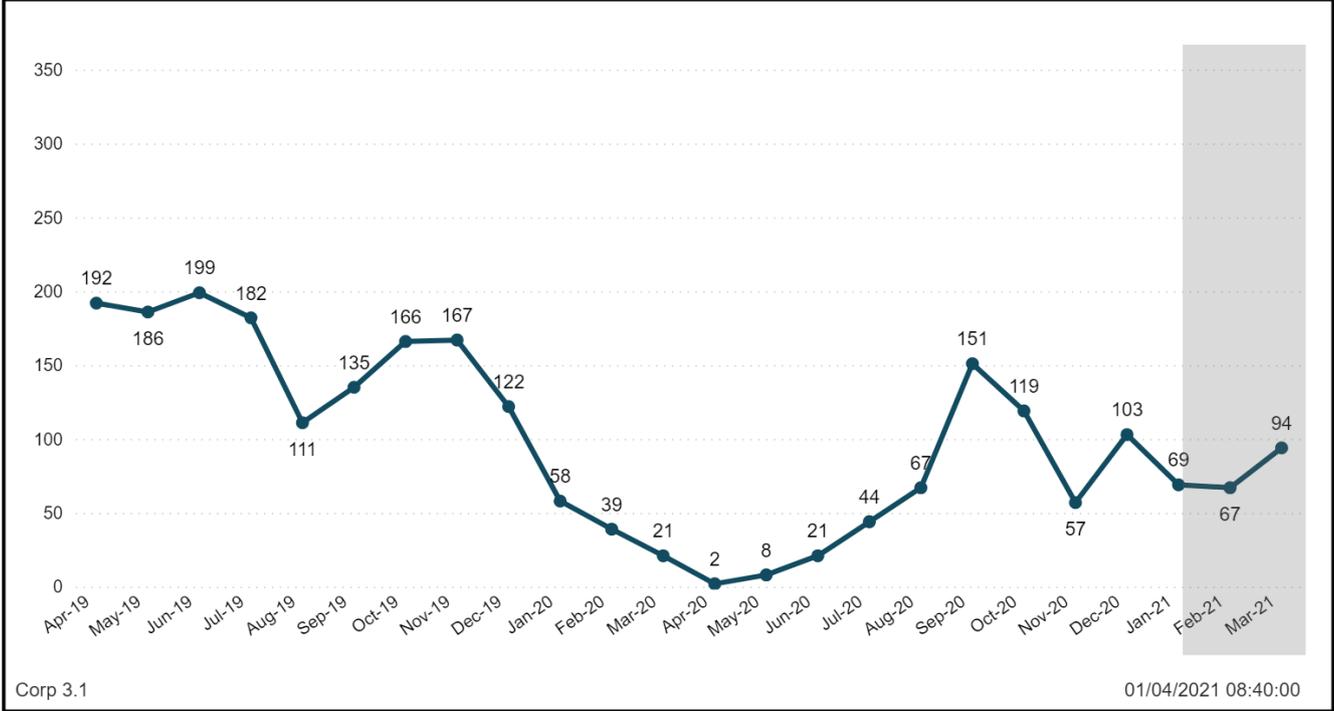
Whilst this is a new measure for 2020/21 data for the previous year is available. There were **15,599** interventions recorded during 2020/21 compared to 13,375 the previous year, **an increase of 2,224 (16.63%)**.

The key areas of focus for the protection team are captured in the KPIs on pages 30 to 33.

Corp 3.1 Number of Audits Completed		Quarter 230	Direction of travel N/A
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Number of Audits Completed	Year to Date	2020/2021 Quarter 4	Previous year to Date	2019/2020 Quarter 4
	802	230	1578	118



There have been **230 audits** completed in Q4 2020/21, **49 fewer** than Q3. During February and March there was face-to face training delivered to all Fire Safety Officers on Enforcement Notices and the Building Risk Review. This was onerous in that we could not get a room “Covid safe” for one training session for three days and so had to deliver the same course four times due to room size, equating to 12 separate days which different people attended instead of three days.

March was the busiest month which is due to fewer days being lost to annual leave, meaning more ‘available’ days, and some of the Officers who started their training in mid-2020 are also now starting to audit, increasing the number of inspecting Officers within Protection. In addition to carrying out audits, the protection team continued to deal with complaints, post-fires, AFAs and Intelligence led jobs.

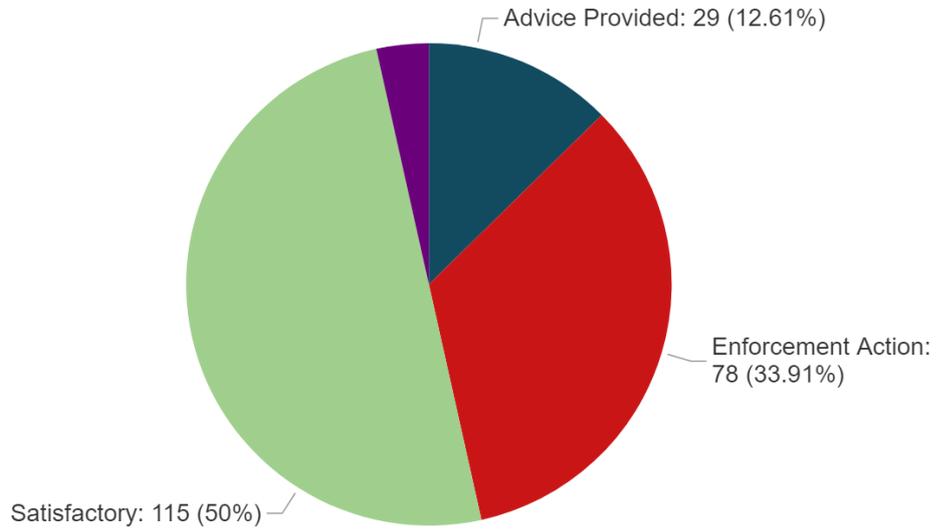
Year to date there have been **802 audits** reported compared to **1,578** the previous year, a **reduction of 776 (49%)**. The suspension of the RBIP for 3 months as a result of the COVID-19 pandemic significantly impacted on the ability for fire safety officers to carry out audits particularly during quarter 1. During quarter 3 the RBIP was suspended for a further 1 week during the 2nd national lockdown. As the number of inspecting officers increases there should be an increase in the number of audits carried out during 2021/22.

During the recent collation of the Home Office annual return figures, it was identified that some audits had not been included in the reported figures quoted above. The number of audits reported to the Home Office for 2020/21 was 918. This number takes the reduction from the previous year down to 660 (42%). All reports are being reviewed as part of the performance portal update program.

Corp 3.1a; % of audits satisfactory, b; % resulting in formal enforcement and c; % resulting in advice



Result of Audits	Year to Date	2020/2021 Quarter 4	<i>Previous year to Date</i>	2019/2020 Quarter 4
		802	230	1578



Corp 3.1a, Corp 3.1b, Corp 3.1c

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Corp 3.2 Number of businesses receiving advice

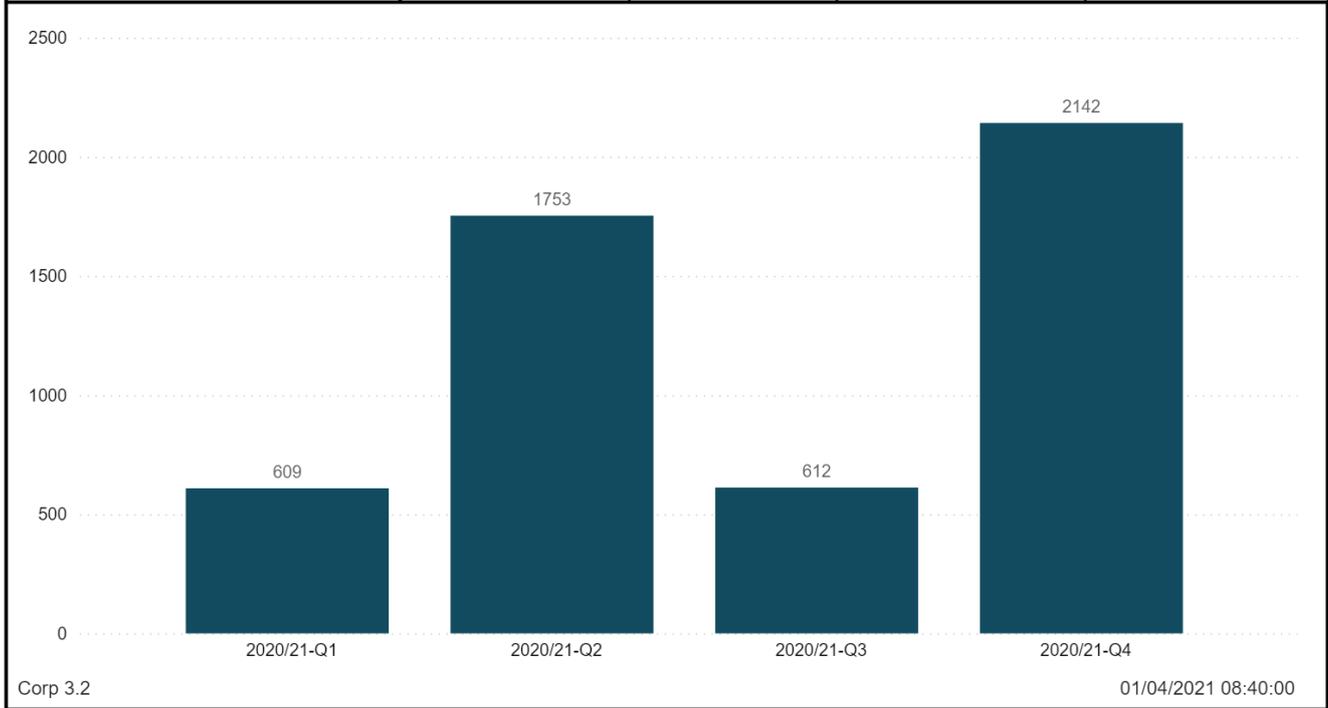


Quarter
2142

Direction of travel
N/A



Number of Businesses Receiving Advice	Year to Date	2020/2021 Quarter 4	Previous year to Date	2019/2020 Quarter 4
		5116	2142	(Blank)



2,142 businesses received advice in Q4 2020/21 which is **an increase of 1,530** compared to Q3, and the highest quarterly volume this year.

The increase is mainly due to the volume being unusually high in March where two pro-active pieces of work were undertaken by fire safety officers which involved providing advice to two separate targeted premise types. These were a letter being sent to all Residential Care Homes in Greater Manchester and an email being sent to primary and secondary schools in Greater Manchester. The letter and email provided advice to the Responsible Persons on how to ensure continued Fire Safety within the premises whilst also considering limiting the spread of COVID-19.

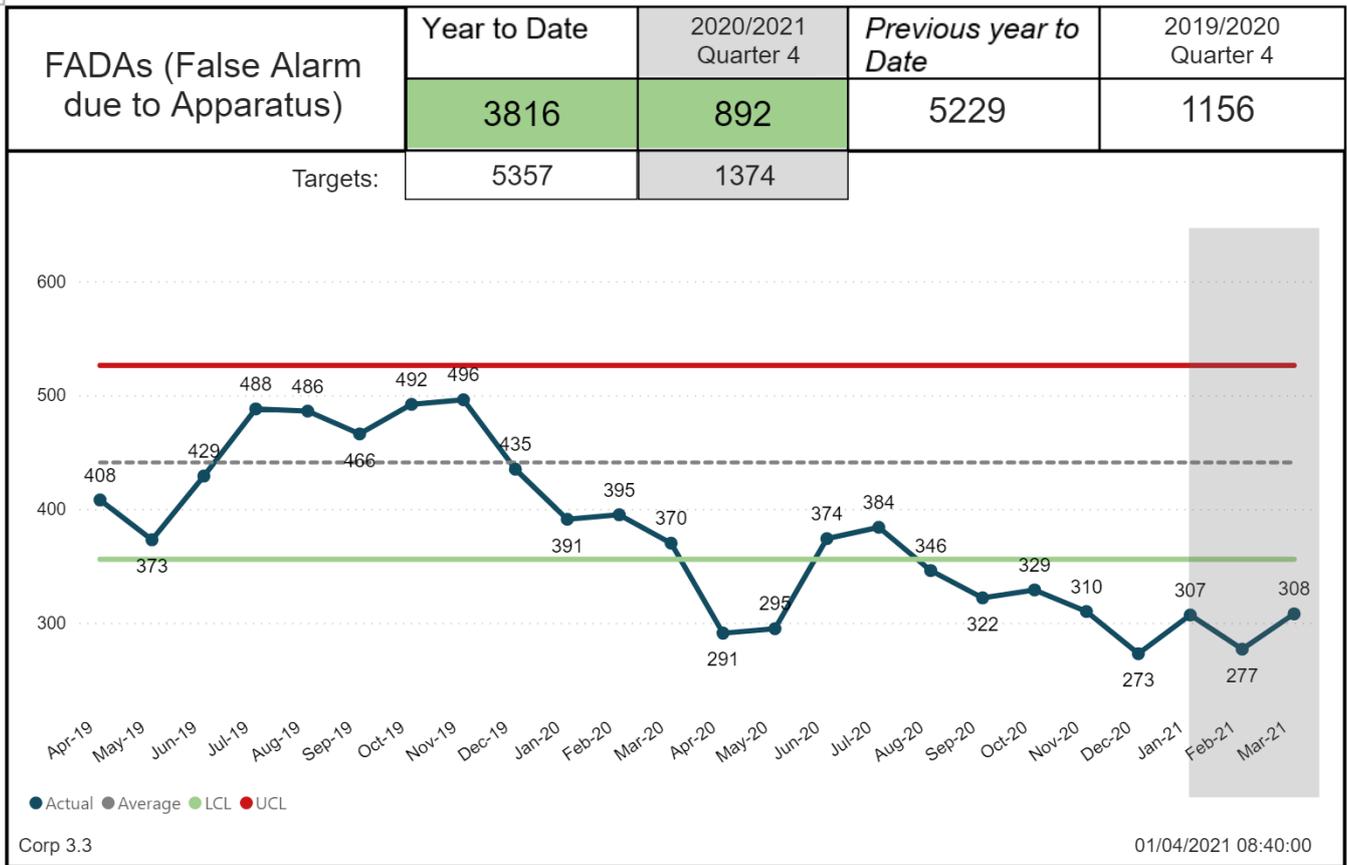
Year to date **5,116** businesses have received advice from Fire Safety Officers. This is a new measure for 2020/21 therefore a comparison to the previous year is not available.

Corp 3.3 FADA (false alarm due to apparatus; non-domestic)



Quarter
892

Direction of travel



There have been **907 FADA** in non-domestic properties during Q3 2020/21, which represents a **decrease of 36%, (516)** less than Q3 2019/20.

Analysis of FADA data demonstrates a **reduction of 470** attendances between the hours of **8am and 7pm** during Q3 2020 compared to Q3 2019, which is a positive reflection of the AFA policy which is aimed at reducing mobilisations during these hours.

The new process implemented where Operational Crews are required to leave an AFA01 form after every attendance at an FADA was implemented on 1st August. An internal KPI has been developed to support effective monitoring of this; '**% of AFA incidents attended where advice provided**' with a target of 100%. Of the 907 FADA attended during Q3, 757 (83%) had an AFA01 form left.

Through performance analysis the Performance Improvement Team (PIT) have identified a number of data quality issues and are working with key stakeholders to agree an approach to support operational crews to accurately record the data in IRS.

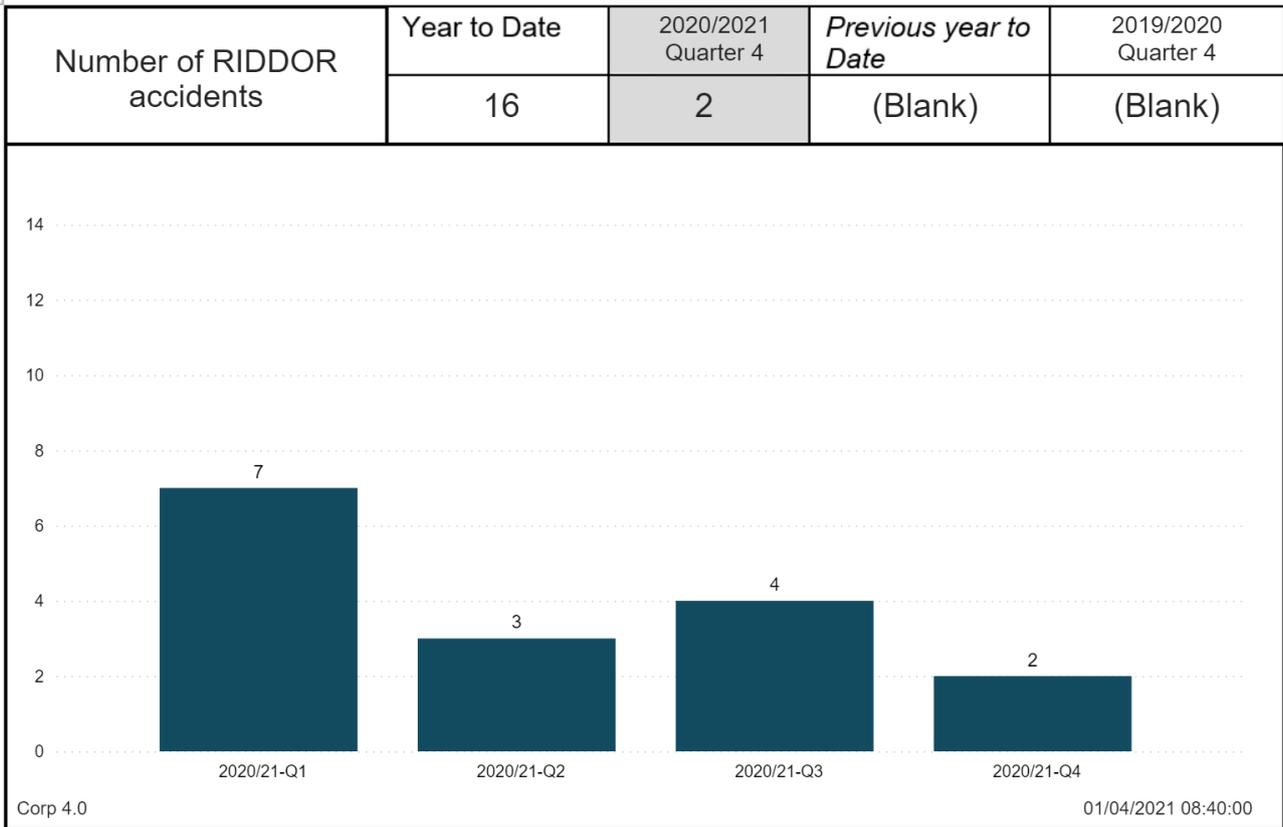
There have been **892 FADA** in non-domestic properties during Q4 2020/21, which represents a **decrease of 23%, (264)** less than Q4 2019/20.

Analysis of FADA data demonstrates a **reduction of 321** attendances between the hours of 8am and 7pm in Q4 2020 compared to Q4 2019, which is a positive reflection of the AFA policy which is aimed at reducing mobilisations during these hours. Additionally, the COVID-19 pandemic may

have contributed towards the reduction due to commercial premises being closed during periods of lockdown.

Year to date there have been **3,816 FADA**, well within the forecast of 5,357 and a **reduction of 1,413 (27%)** compared to the previous year.

The Performance Improvement Team recommend a review of the Upper and Lower control limits in the XmR chart as they are currently based on performance data over the last 3 years during which time the new AFA policy was implemented to drive a reduction in attendance to these types of incident.



Whilst the reporting of RIDDOR related injuries has been an internal performance measure and regularly monitored, it was included as a Corporate measure for 2020/21.

During Q4 2020/21, there were **2 RIDDOR reportable accidents** reported to the HSE, neither of which resulted in 'over 7-day injuries'.

Year to date there have been **16 RIDDOR reportable accidents**; 10 occurred during training and routine activities, 9 of which were 'over 7-day injuries' and 1 'major injury'. A further 6 occurred during operational incidents (all fires); 5 of which resulted in 'over 7-day injuries' and 1 'RIDDOR major injury'.

'**Over 7 day injuries**' are injuries sustained during an 'activity', which were not 'major' as defined in RIDDOR, but resulted in the person being unavailable for their normal duties for a period of more than 7 days.

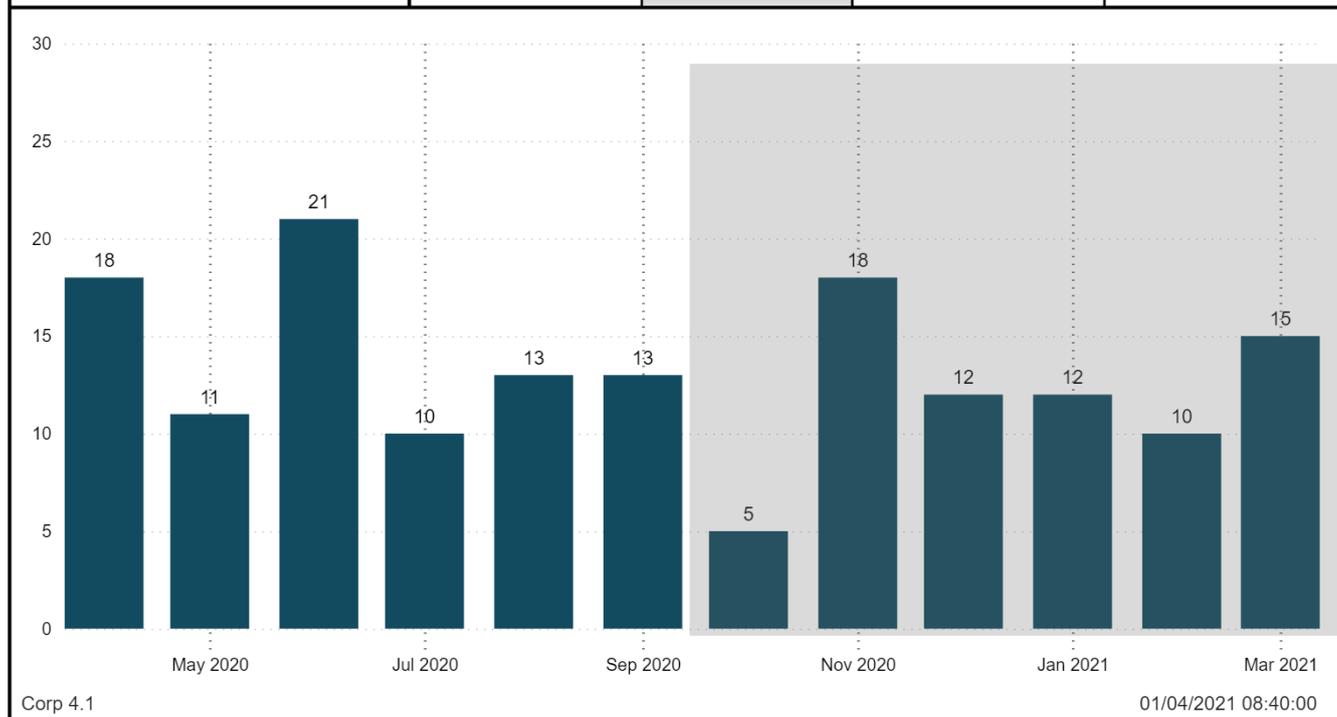
'**RIDDOR major injuries**' are those injuries sustained during an activity which resulted in any injury that is defined in RIDDOR as a 'major injury'. The list of injuries that are 'RIDDOR major injuries' are;

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Serious burns
- Causes significant damage to the eyes, respiratory system or other vital organs

This list is not exhaustive, with further detail on 'major' injuries available on the HSE website.



On Duty Accidents	Year to Date	2020/2021 Quarter 4	Previous year to Date	2019/2020 Quarter 4
		158	37	(Blank)



Whilst the reporting of 'All on duty incidents' has been an internal performance measure and regularly monitored, following the 2020/21 KPI review it has also been included as a corporate measure.

37 'on duty' accidents occurred during Q4 2020/21. 16 accidents caused injury, 5 caused damage to equipment and 16 caused damage to a vehicle. All accidents are fully investigated and scrutinised, with trends and detail being presented at the Joint Health and Safety Committee meetings. Any learnings are shared across the organisation to prevent future accidents.

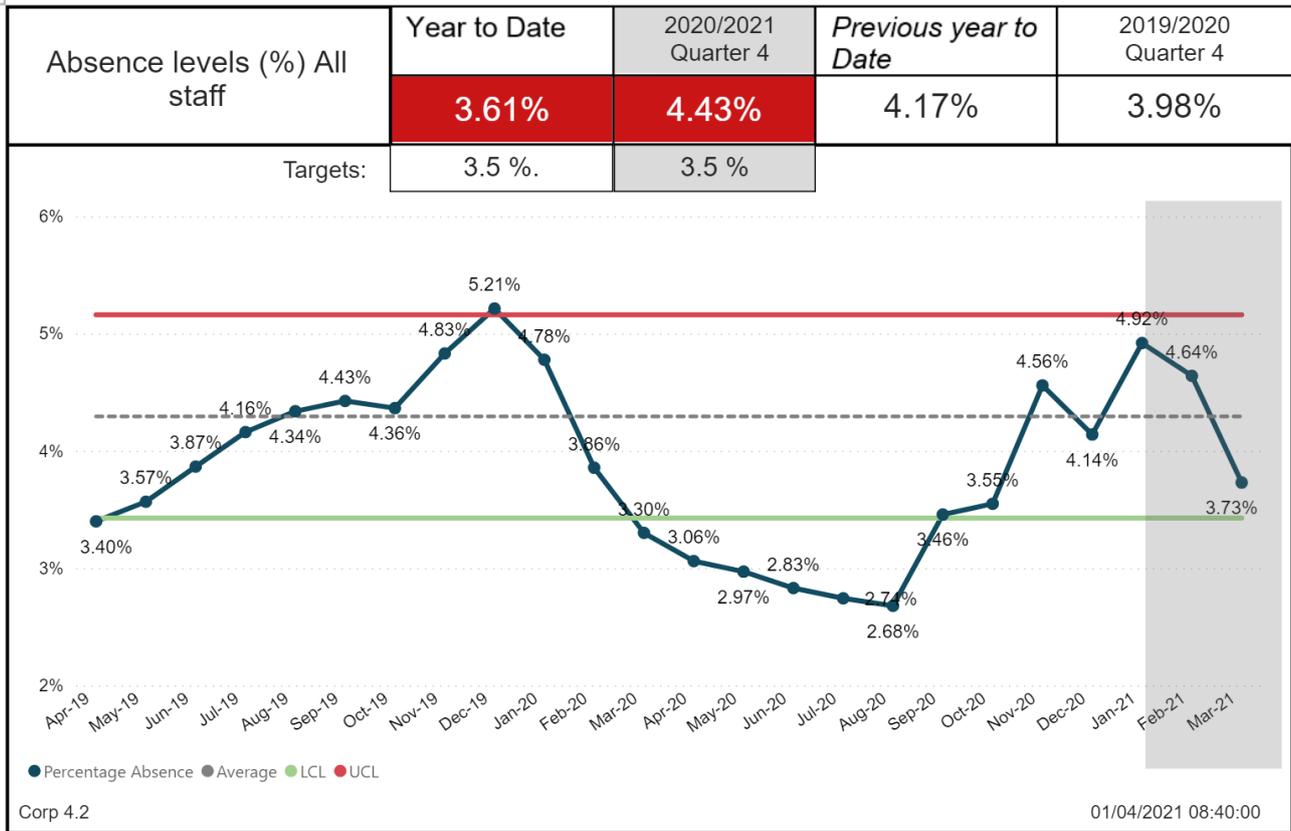
Year to date there have been **158 'on duty'** incidents which comprise 82 accidents causing injury, 28 causing damage to equipment and 48 causing damage to a vehicle.

Corp 4.2 Absence levels (%) All staff



Quarter
4.43%

Direction of travel
▼



***Please note:** The data in the table above provides an average figure for each quarter and YTD, compared to the figures in the supporting narrative which reflect the actual figures – and therefore figures in the table above will differ slightly from the actual figures in the narrative below.

The overall level of **sickness absence** for Q4 2020/21 is **4.37%** which is **higher than the target of 3.5%**, a **marginal increase of 0.44%** when compared to Q4 2019/20, and an **increase of 0.28%** when compared to Q3 2020/21.

As per the table below, increases in both uniformed and support staff have been observed;

PEOPLE - Develop a culture of excellence, equality and inclusivity	Previous YTD	Current YTD	Target YTD	Q1	Q2	Q3	Q4
Absence levels (%) Support Staff	4.59%	3.16%	3.50%	2.80%	1.62%	3.92%	4.31%
Absence levels (%) Uniformed Staff	4.08%	3.64%	3.50%	2.95%	3.11%	4.12%	4.38%

Support staff absence - The level of sickness absence during Q4 2020/21 is **4.31%** which is adverse to the target of 3.5%, a **reduction of 0.71%** when compared to Q4 2019/20, and an **increase of 0.39%** when compared to Q3 2020/21. The increase from the previous quarter is due to both long- and short-term sickness (LTS/STS). The number of long-term instances of Mental Health and Respiratory illness has increased.

The top 2 reasons for long-term sickness remain Mental Health and Respiratory which make up 68.75% of all LTS instances. COVID-19 and Gastro-Intestinal are the 2 most common causes responsible for STS and make up 46.67% of all these instances for Support staff.

Uniformed absence - The level of sickness absence for Q4 2020/21 is **4.38%** which is adverse to the target of 3.5%, **an increase of 0.71%** when compared to Q4 2019/20, and **an increase of 0.26%** compared to Q3 2020/21. The top 2 reasons for LTS remain Mental Health and Musculo Skeletal injuries which make up 70.59% of all LTS instances. COVID-19 and Musculo Skeletal are the 2 most common causes responsible for STS and make up 56.44% of all these instances for Uniformed staff.

Within long- and short-term sickness COVID-19 viral infections account for 7681.40 hours of lost time (20.26%) and 85 (26.90%) instances. COVID-19 is captured as sickness absence where the employees have exhausted self-isolation or household-isolation, or if they have tested positive for COVID-19. These figures DO NOT include any of the employees who are in self-isolation. From Q4 2020/21 these figures also include those who have had a vaccination reaction or who are suffering from long COVID.

It remains a challenging time as everyone adapts to the developing situation relating to COVID-19. We all continue to work hard to minimise the impact on our services. In Q4 2020/21, we have seen COVID-19 figures start to reduce again from February 2021 onwards, following a spike in January 2021 after the Christmas period and emerging new strains of the virus. COVID-19 figures for Mar 2021 look extremely positive following the UK's vaccination roll out.

The coronavirus (COVID-19) pandemic has affected the 2020/21 sickness absence data in several ways; while the virus may have led to additional sickness absence, measures such as social distancing, shielding and increased homeworking appear to have helped reduce other causes of absence, allowing for a downward trend from the previous year.

According to the office of National Statistics *"the UK sickness absence rate has fallen to 1.8% in 2020; this is the lowest recorded level since the data time series began in 1995. Furloughing has impacted some of the measures used in this analysis. Individuals may have been asked to "shield" during the pandemic; we cannot quantify how many of these are employed throughout the UK according to National Statistics and able to work from home, how many were furloughed or how many are otherwise classified. This group of people would normally have a higher sickness absence rate than the not shielding group as they may be more vulnerable to catching viruses and illnesses; if fewer from this group are in work then they will be contributing less to the number taking days off because of sickness or injury and could be one explanation for the reduction in the sickness absence rate in 2020."* As individuals take the necessary steps to protect themselves from the virus and reduce contact by working from home, they are also protecting themselves from other easily transmittable illnesses such as winter viral infections, coughs and colds and gastro intestinal illnesses.

In GMFRS since April 2020, the COVID-19 pandemic accounted for;

- 16.75% of all occurrences of sickness absence in Q1 of which Support staff = 13.79% and Uniformed 17.24%.
- 11.90% of all occurrences of sickness absence in Q2 of which Support staff = 0.00% and Uniformed 13.17%.
- 28.85% of all occurrences of sickness absence in Q3 of which Support staff = 9.76% and Uniformed 31.82%.
- 26.90% of all occurrences of sickness absence in Q4 of which Support staff = 19.57% and Uniformed 28.15%.

For those members of staff who were diagnosed with COVID-19, we introduced a return-to-work process, which ensured they were fit and safe to return to work. For operational staff this may have included a treadmill test to ensure they were safe to wear breathing apparatus.

Employees also receive a further consultation with and our Occupational Health Practitioner after three months to check for any impact of long Covid symptoms. We are currently developing a pathway to support those suffering symptoms of long covid.

Health and Wellbeing is working to change the culture and stigma of mental health by promoting awareness and encouraging people to talk openly about their mental health issue. Previously employees may have reported absence with a reason other than a mental health issue, where in reality it was stress, anxiety or depression. As we break down the stigma and change the culture more employees should report their absence with a true reflection of their reasons.

Earlier this year GMFRS committed to providing a package of training, of which some is already underway, to support individual's own resilience and helping to support each other, whether as a colleague or a manager.

In line with central government and National Fire Chief's Council (NFCC) guidance, and in line with our own business continuity plans, we have taken the following steps:

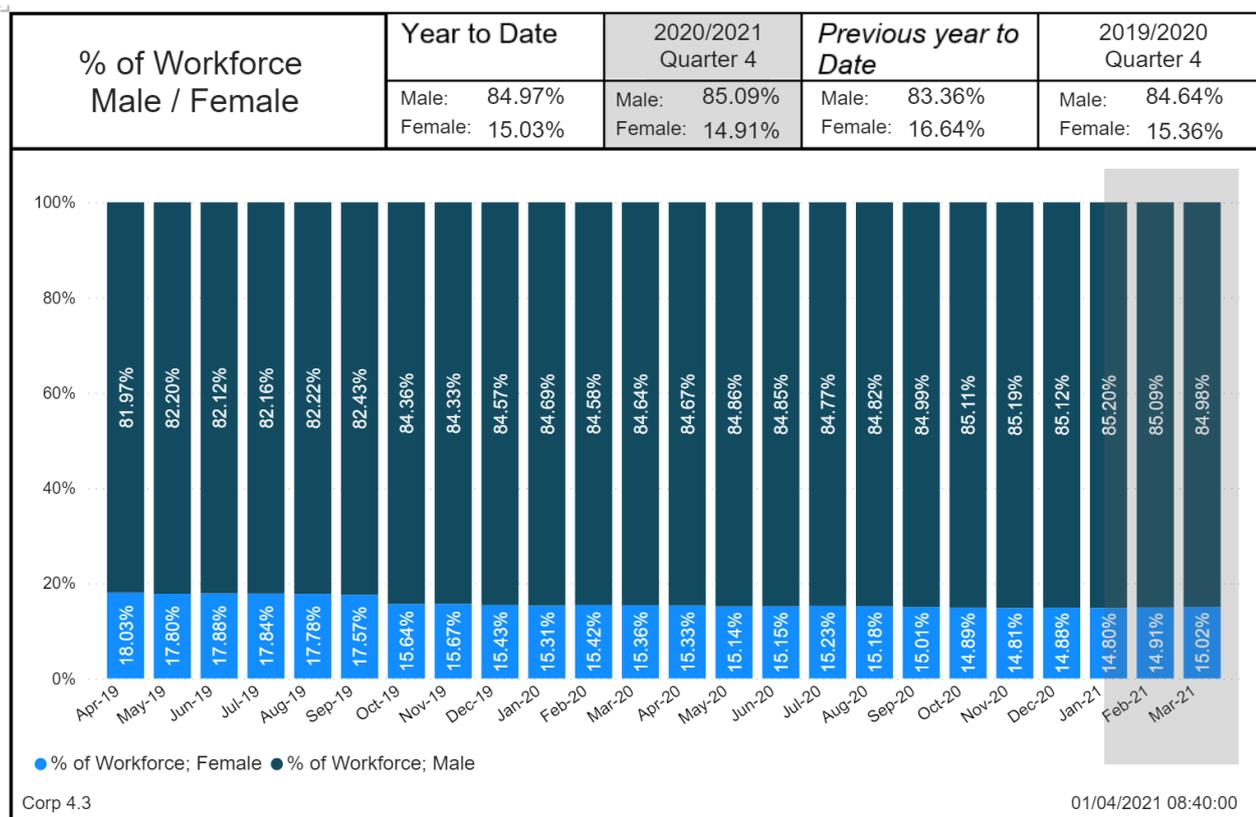
- We are continuing to respond to emergencies and focus on fire safety where there is risk to life.
- We are providing Safe and Well advice over the phone to our most vulnerable residents, or where there is an urgent threat to life from fire.
- We have scaled back non-emergency work in an attempt to reduce the exposure of our staff to COVID-19 and protect residents from any potential infection risk.

We are doing everything we can to make sure that our frontline firefighters and staff are protected so we can continue to provide an effective service and also to protect the public of Greater Manchester.



Quarter	
Male:	85.09%
Female:	14.91%

Direction of travel
N/A



***Please note:** The data in the table above provides an average figure for each quarter and YTD, compared to the figures in the supporting narrative which reflect the actual figures – and therefore figures in the table above will differ slightly from the actual figures in the narrative below.

The overall workforce percentage, male and female has shown a **marginal reduction of 0.34%** when comparing Q4 2020/21 to Q4 2019/20, however, **female** staff have **increased** from **14.88%** in Q3 2020/21 to **15.02%** in Q4 2020/21.

At the end of Q4 2020/21 **6.54% of firefighters were women** compared with **5.97%** at the end of Q4 2019/20.

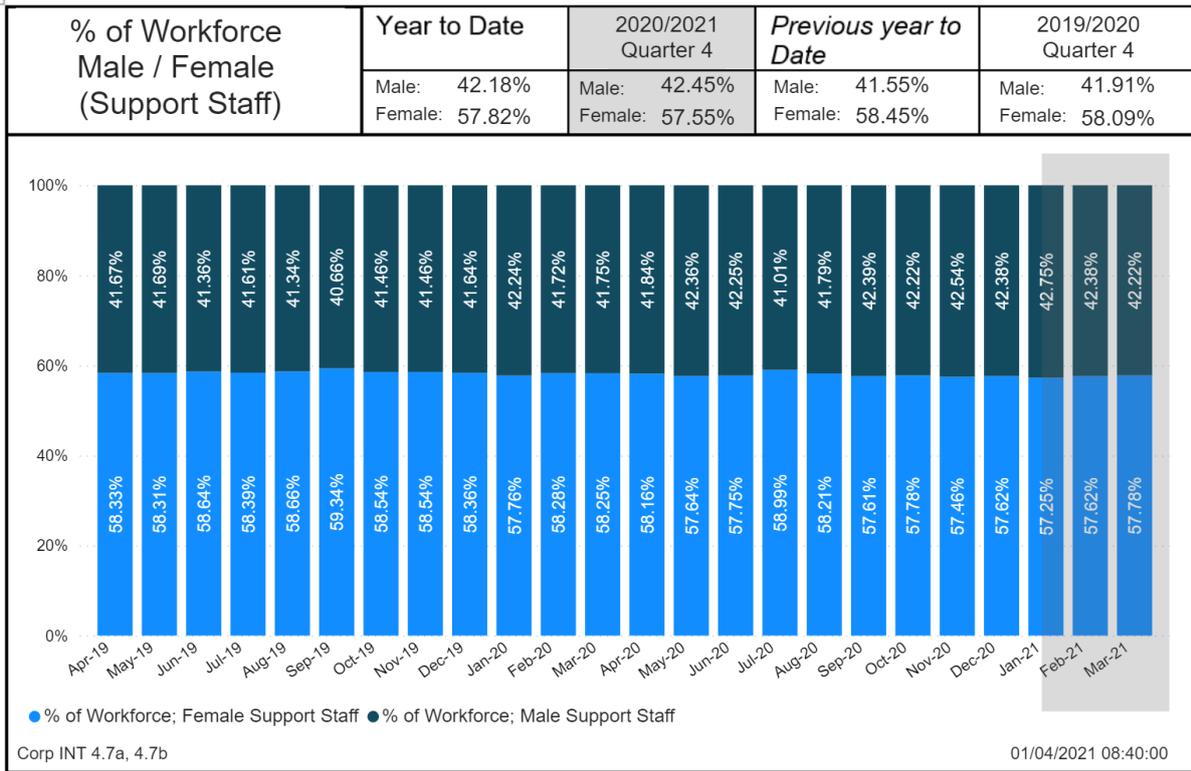
A GMFRS Attraction Strategy 2019 – 2022 is now established and we are proactively undertaking 'Positive Action' steps to attract a more diverse candidate pool to our front-line roles. Scoping work for an independent ED&I Audit of our recruitment processes is now underway, with a plan for this to happen in Q1 2021/22. This will support us in identifying areas for improvement and how we can be more inclusive in our recruitment and hiring processes.

INT 4.7a, 4.7b % of workforce; male/female (Support Staff)



Quarter
 Male: 42.45%
 Female: 57.55%

Direction of travel
 N/A

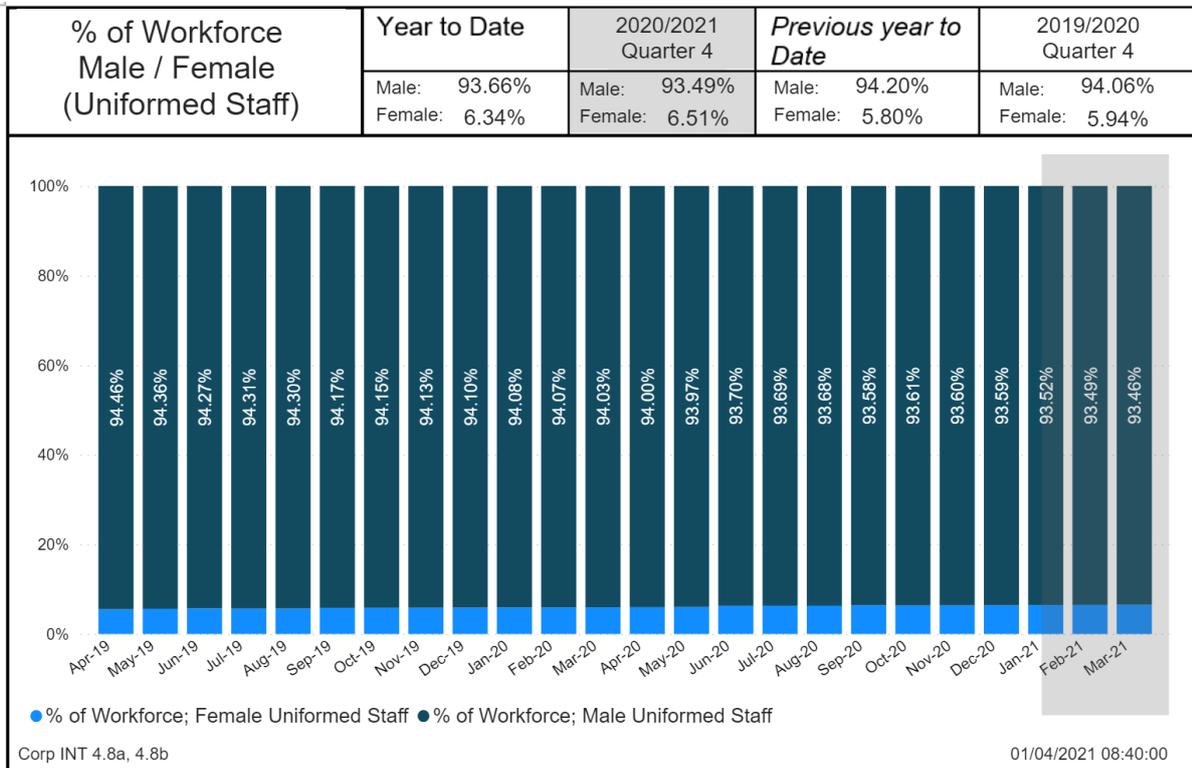


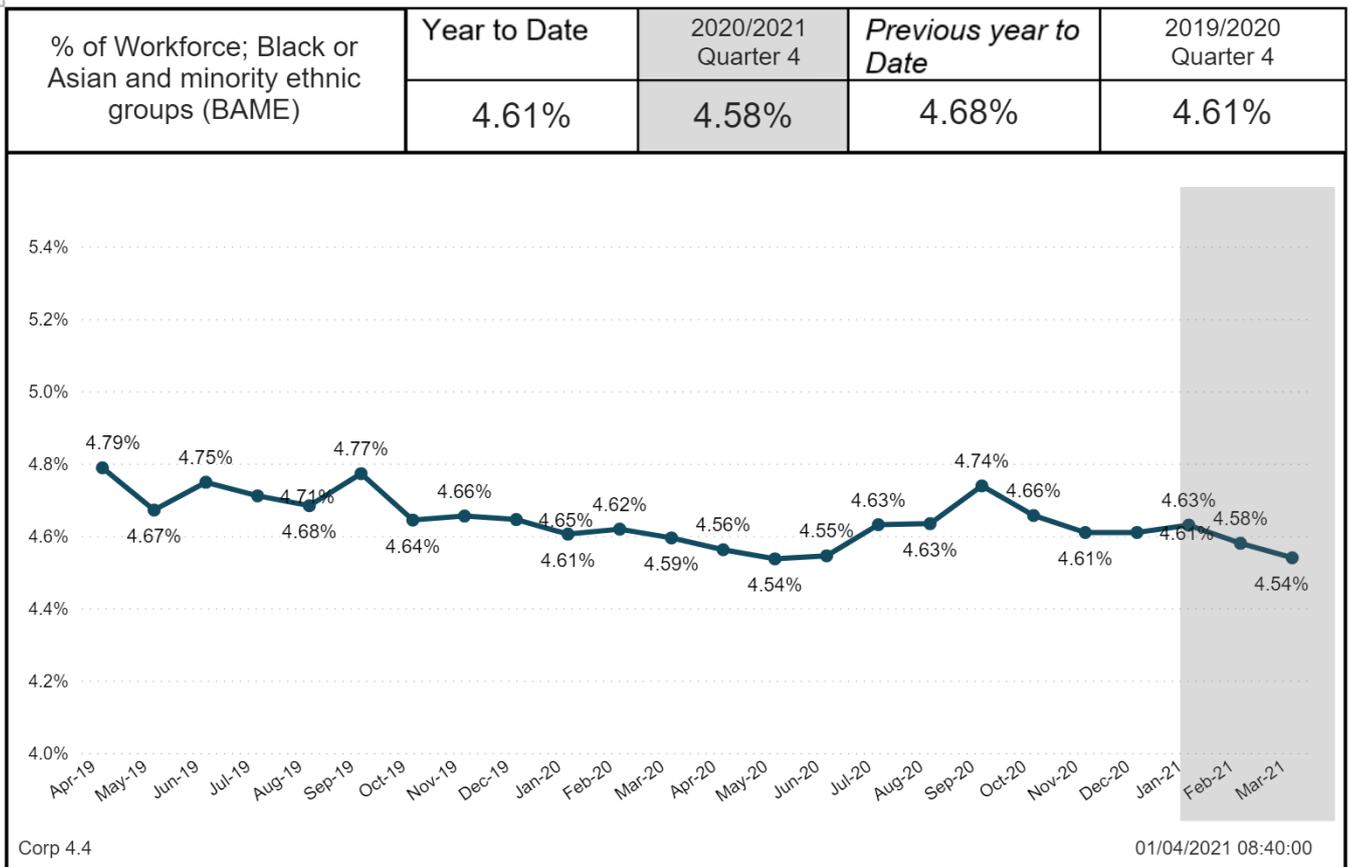
INT 4.8a, 4.8b % of workforce; male/female (Uniformed Staff)



Quarter
 Male: 93.49%
 Female: 6.51%

Direction of travel
 N/A





***Please note:** The data in the table above provides an average figure for each quarter and YTD, compared to the figures in the supporting narrative which reflect the actual figures – and therefore figures in the table above will differ slightly from the actual figures in the narrative below.

In Q4 2020/21 the overall BAME figures were **4.54%** and show a **marginal decrease of 0.06%** when compared to Q4 2019/20.

The proportion of **firefighters from an ethnic minority group was 4.70%** in Q4 2020/21, an **increase of 0.21%** compared to Q4 the previous year. However, in relation to **support staff**, this figure has **reduced from 5.05%** in Q4 2019/20 to **3.70%** in Q4 2020/21

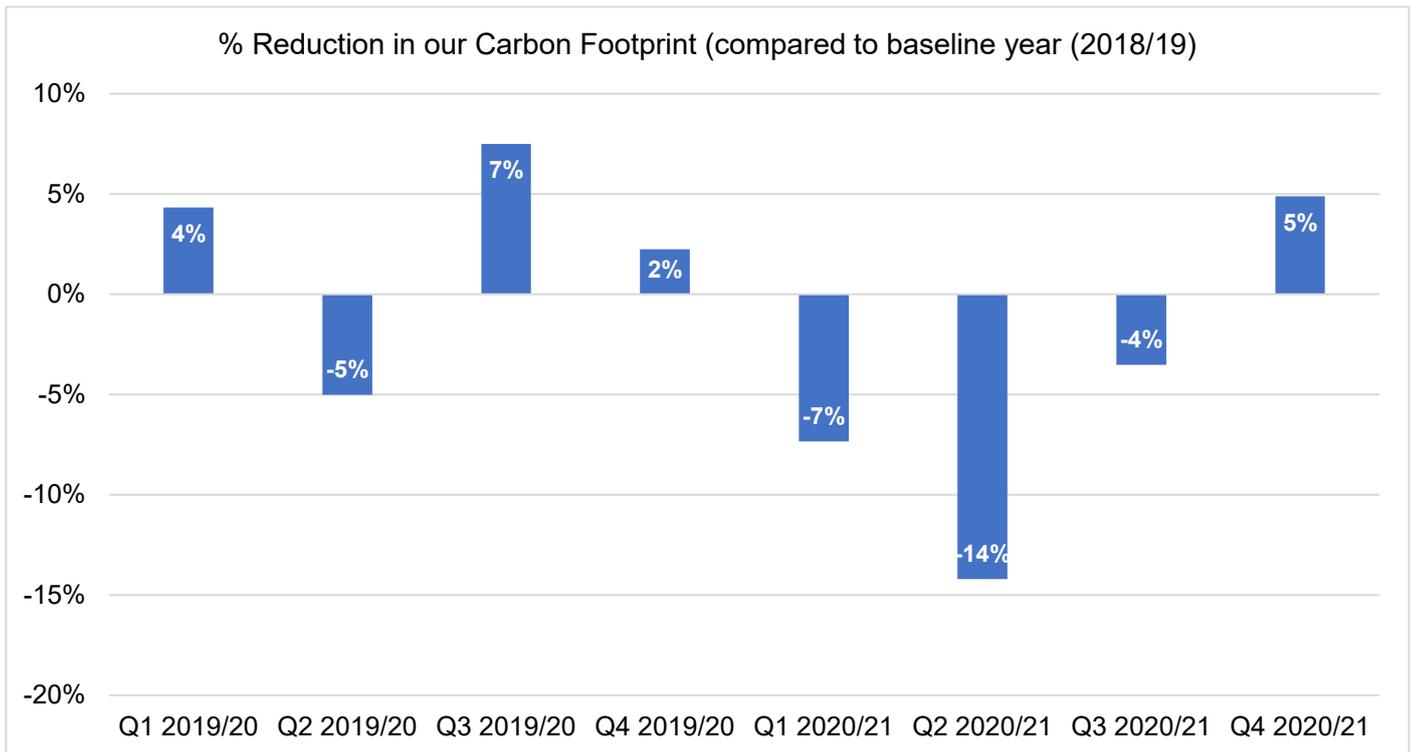
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Corp 5.0 % Reduction in our Carbon Footprint (compared to baseline year (2018/19))



Quarter
5.00%

Direction of travel
N/A



GMCAs carbon footprint is **2.6% higher** than Q4 2019/20 and **2.6% higher** than Q4 in the 2018/19 baseline year. The increase could be due to colder temperatures and an increase in heating demand resulting in more gas usage.

The target year to date carbon reduction is aligned with the ambitious and challenging carbon reduction target set within the 5-Year Environment Plan for Greater Manchester.

Equality, Diversity and Inclusivity (ED&I)

Further to the Q1, Q2 and Q3 performance reports in which we advised measures are being developed to support the ED&I strategy, please find below a suite of proposed ED&I measures which are not currently formal KPIs but provide a view of ED&I across GMFRS.

New measures for 2020/21	Q1 2020/21	Disclosed	Not Disclosed	Q2 2020/21	Disclosed	Not Disclosed	Q3 2020/21	Disclosed	Not Disclosed	Q4 2020/21	Disclosed	Not Disclosed	*DoT
% Apprentice Gender, male	86.42%	n/a	n/a	86.92%	n/a	n/a	87.68%	n/a	n/a	87.89%	n/a	n/a	↑
% Apprentice Gender, female	13.58%	n/a	n/a	13.08%	n/a	n/a	12.32%	n/a	n/a	12.11%	n/a	n/a	↓
% of Apprentices from current workforce BAME	7.82%	n/a	n/a	7.01%	n/a	n/a	5.91%	n/a	n/a	5.38%	n/a	n/a	↓
Sexual orientation by occupational group;													
Support functions	n/a	70.12%	29.88%	n/a	71.32%	28.68%	n/a	71.28%	28.72%	n/a	71.92%	28.08%	↑
Uniformed FF	n/a	79.93%	20.07%	n/a	81.52%	18.48%	n/a	81.04%	18.96%	n/a	81.11%	18.89%	↑
Religion by occupational group;													
Support functions	n/a	68.08%	31.92%	n/a	69.27%	30.73%	n/a	69.34%	30.66%	n/a	70.10%	29.90%	↑
Uniformed FF	n/a	72.48%	27.52%	n/a	73.45%	26.55%	n/a	73.49%	26.51%	n/a	74.13%	25.87%	↑
Disability by occupational group													
Support functions	n/a	81.69%	18.31%	n/a	82.97%	17.03%	n/a	82.90%	17.10%	n/a	83.33%	16.67%	↑
Uniformed FF	n/a	70.57%	29.43%	n/a	71.53%	28.47%	n/a	71.63%	28.37%	n/a	72.30%	27.70%	↑
Starters; % from under-represented groups	0.06% (1)	n/a	n/a	0.24% (4)	n/a	n/a	0.00% (0)	n/a	n/a	0.12% (2)	n/a	n/a	↓
Leavers; % from under-represented groups	0.12% (2)	n/a	n/a	0.06% (1)	n/a	n/a	0.18% (3)	n/a	n/a	0.18% (3)	n/a	n/a	n/a
Mandatory EDI training; % completed by occupational group													
Support functions	67.74%	n/a	n/a	73.57%	n/a	n/a	80.01%	n/a	n/a	81.61%	n/a	n/a	↑
Uniformed FF	30.28%	n/a	n/a	36.23%	n/a	n/a	43.87%	n/a	n/a	47.78%	n/a	n/a	↑
Total GMFRS	75.40%	n/a	n/a	81.09%	n/a	n/a	87.18%	n/a	n/a	88.32%	n/a	n/a	↑

*Direction of travel (DoT)
DoT positive
DoT negative

As you can see from the above table, there has been an improvement across the majority of measures when comparing Q4 2020/21 to Q1 2020/21, with the exception of ‘% of apprentices from current workforce male/female’, ‘% of apprentices from current workforce BAME’ and ‘% of starters from under-represented groups’.

The reduction in both Apprentices Gender (male/female) and Apprentices BAME is due to a higher intake of non BAME male apprentices due to an acceleration in recruitment numbers and less time to invest in attraction strategies.

The GMFRS Attraction Strategy 2019 – 2022 referred to in previous performance reports is now established and being worked towards, using 'Positive Action' steps to attract a more diverse candidate pool to our front-line roles.

Scoping work for an independent ED&I Audit of our recruitment processes is now underway, with a plan to happen in Q1 2021/22. This will support us in identifying areas for improvement and how we can be more inclusive in our recruitment and hiring processes.

The tables below provide a view of protected characteristic by staff group at the end of Q4 2020/21;

Occupational Group	Sexual Orientation							Gender Identifier					Gender Reassignment					
	Bi	Gay	Lesbian	Heterosexual/Straight	Prefer not to disclose	Total Disclosed	Not Disclosed	Female (Cisgender - corresponds with birth sex)	Male (Cisgender - corresponds with birth sex)	Other	Prefer not to disclose	Total Disclosed	Not Disclosed	Yes	No	Information refused	Prefer not to disclose	Total Disclosed
Support Functions	0.37%	1.11%	1.48%	71.85%	6.30%	81.11%	18.89%	0.00%	0.00%	0.31%	0.00%	0.31%	62.97%	0.25%	27.96%	0.61%	0.49%	29.31%
Uniformed FF	0.44%	0.22%	0.66%	61.28%	7.35%	70.10%	29.90%	0.00%	0.00%	0.00%	0.00%	0.00%	91.77%	0.00%	0.87%	0.00%	0.00%	0.87%
Total GMFRS	0.43%	0.37%	0.80%	63.03%	7.17%	71.92%	28.08%	0.00%	0.00%	0.27%	0.00%	0.27%	66.54%	0.21%	24.60%	0.54%	0.43%	25.78%

Religion by Occupational Group	Buddhist	Christian	Hindu	Jewish	Muslim	No Religion	Other	Sikh	Prefer not to disclose	Total Disclosed	Not Disclosed	Total GMFRS
Support Functions	0.00%	44.81%	0.37%	0.37%	0.74%	27.04%	4.81%	0.00%	5.19%	83.33%	16.67%	100.00%
Uniformed FF	0.44%	35.19%	0.00%	0.07%	1.10%	25.94%	3.01%	0.15%	6.39%	72.30%	27.70%	100.00%
Total GMFRS	0.37%	36.79%	0.06%	0.12%	1.04%	26.12%	3.31%	0.12%	6.19%	74.13%	25.87%	100.00%

Disability by Occupational Group	Physical disability	Hidden disability	Other disability	No disability	Prefer not to disclose	Total Disclosed	Not Disclosed	Total GMFRS
Support Functions	0.37%	2.59%	2.96%	70.00%	1.48%	77.41%	0.00%	100.00%
Uniformed FF	0.00%	1.47%	0.59%	60.03%	3.09%	65.17%	0.00%	100.00%
Total GMFRS	0.06%	1.66%	0.98%	61.68%	2.82%	67.20%	0.00%	100.00%

Over the past twelve months we have significantly adapted our attraction, assessment and selection techniques to meet the challenges the pandemic has presented us. In March and April 2021, we moved from majority face to face interviews, to entirely virtual interview processes. Our hiring managers have adapted extremely well to this change and have been supported by the Talent and Resourcing Team through additional training offered, COVID-19 assessment toolkits and dedicated coordinator support for each vacancy, including inducting new employees into the organisation remotely.

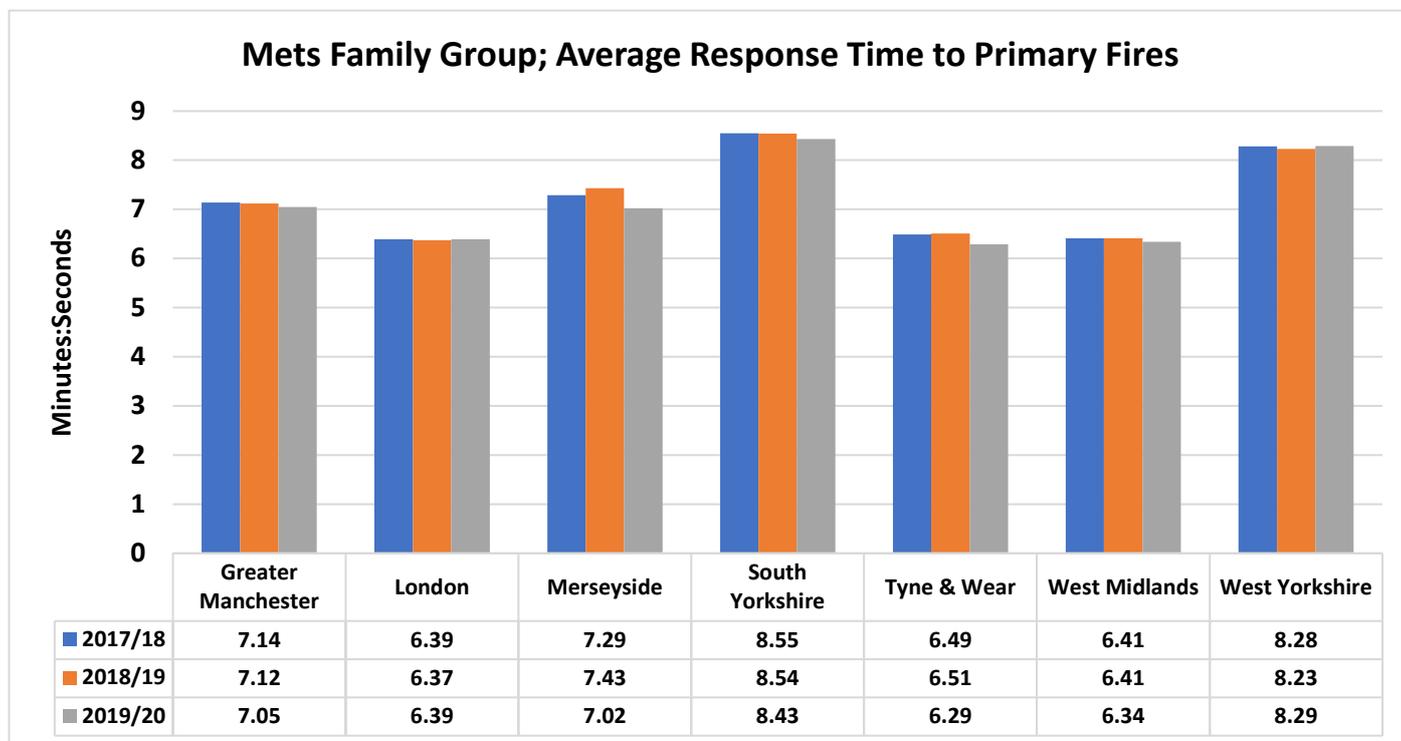
Later in the year our recruitment activity was frozen, seeing all roles go through additional levels of scrutiny to be approved. This saw a reduction in the volume of requests received from July 2021, and only recently have we started to see a significant increase.

Alongside this activity further recruitment has been delivered in higher volumes, mainly for GMFRS' frontline Firefighter roles and Promotional processes – all of which have followed a similar transformation in how we deliver attraction, recruitment and selection activity in a global pandemic. A 'root and branch' review of the current promotional process is underway, and GM Fire have a current strategy in place to recruit 240 new Firefighters to the frontline by September 2022. This data is reported separately to Fire Executive and Performance Board.

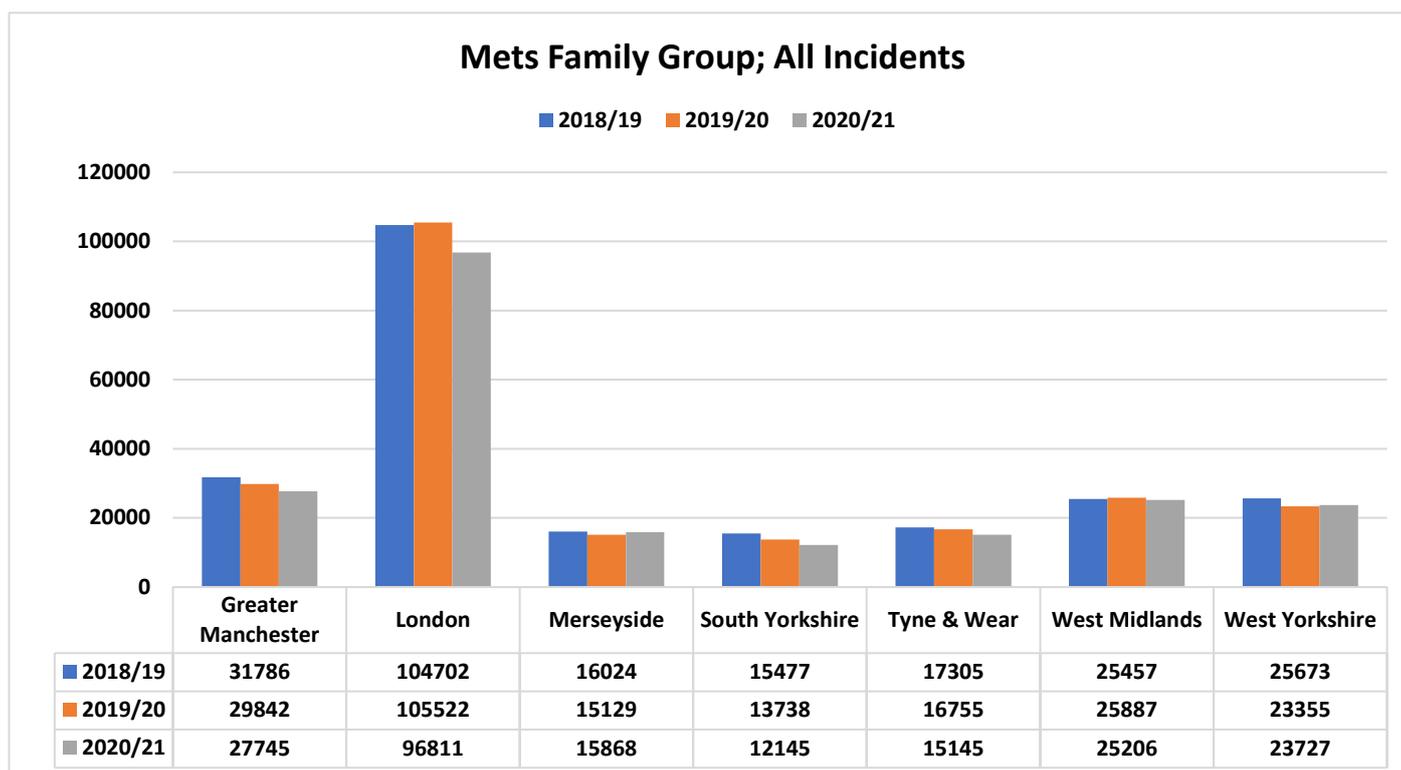
Looking at the year ahead we will continue to evolve our approach to attracting, recruiting and retaining talent, including taking any good practice learnt during our response to the pandemic. 2021/22 will see an era of talent pathways, further investment in entry level schemes, including the Kickstart programme and Graduate Training schemes, to support the communities of GM who are classed as Not in Employment, Education or Training (NEET), including people who have been affected by the pandemic and those who are starting work for the first time.

Comparisons;

Data source for 'Average Response Time to Primary Fires' is the Home Office 'Response times to fires attended by fire and rescue services, England, April 2019 to March 2020' published in January 2021;



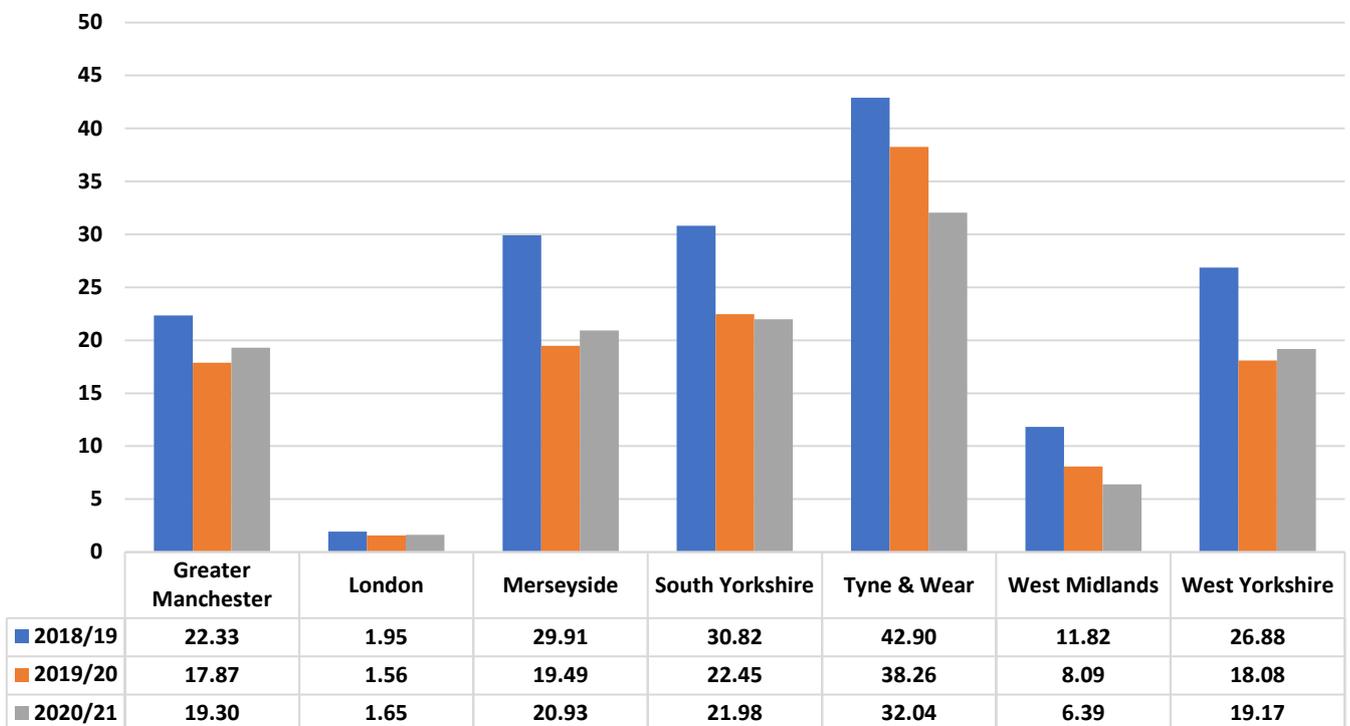
Incident Comparisons; data has been provided by individual FRSs as the Home Office 2020/21 fire incident data has not yet been published;



Mets Family Group; Deliberate Primary Fires per 10k population

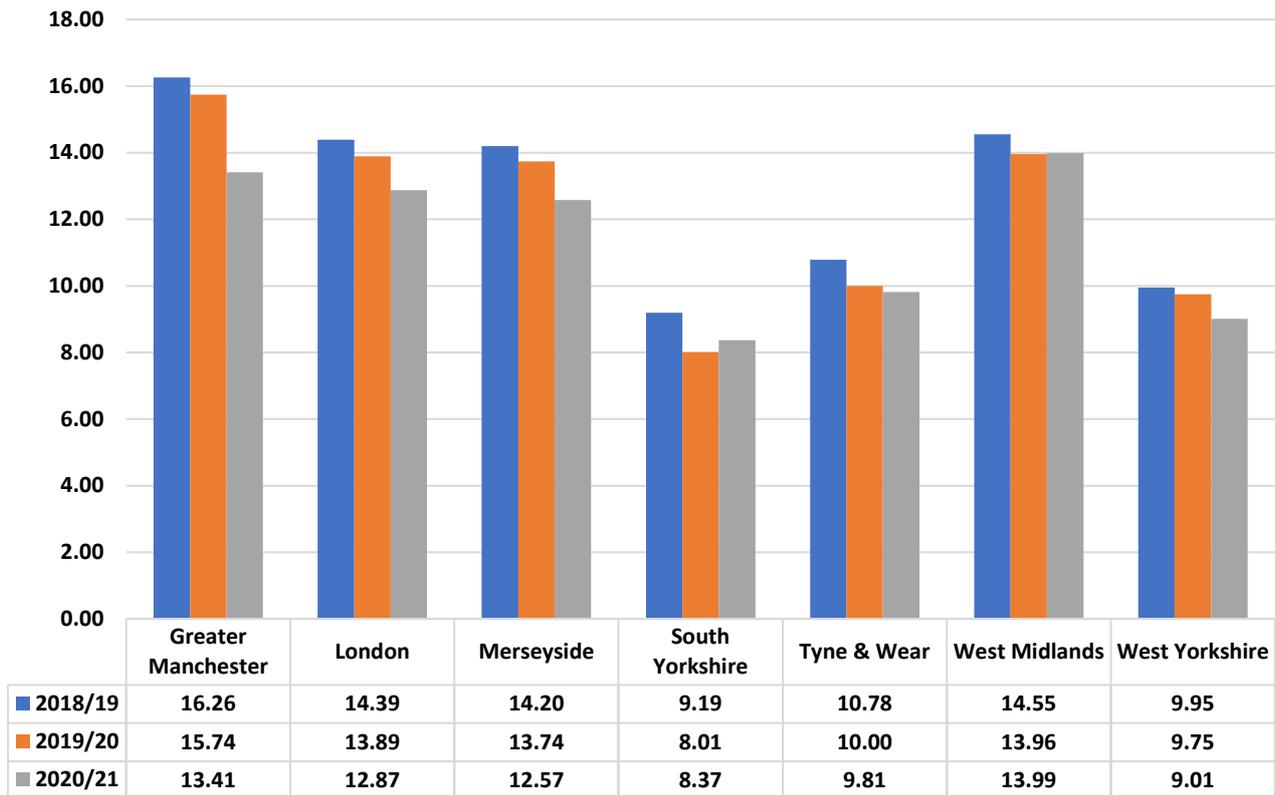


Mets Family Group; Deliberate Secondary Fires per 10k population

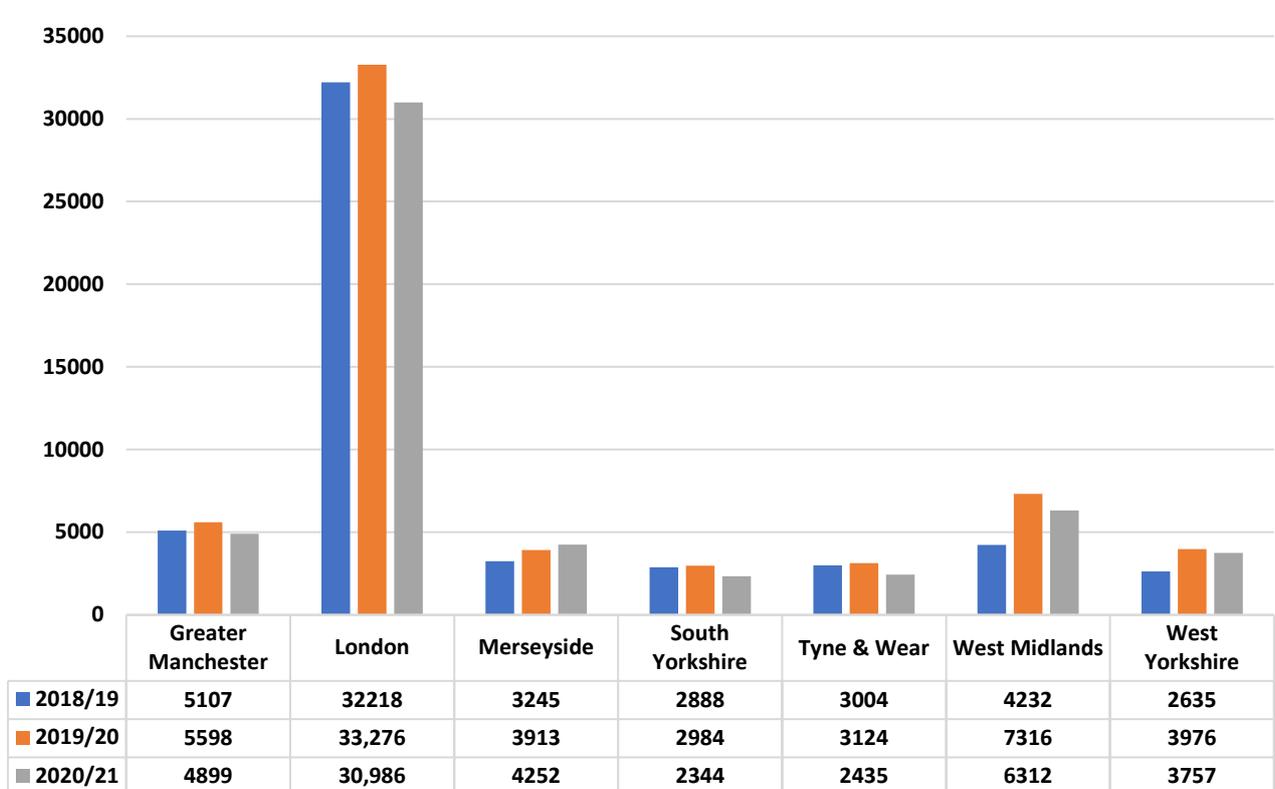


Please note that deliberate fire volumes for London FRS are significantly lower than any brigade due to a different approach in the recording 'motive', i.e. accidental or deliberate.

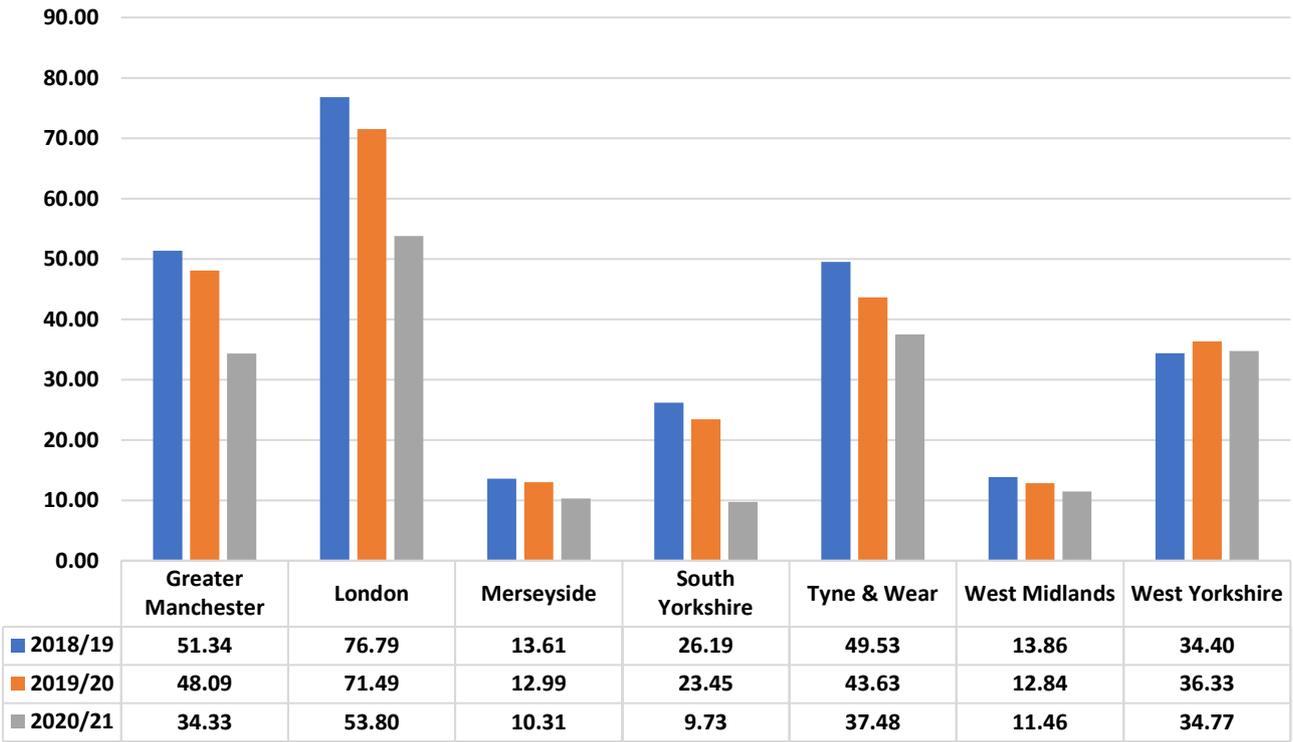
Mets Family Group; Accidental Dwelling Fires per 10,000 dwellings



Mets Family Group; Special Service Calls

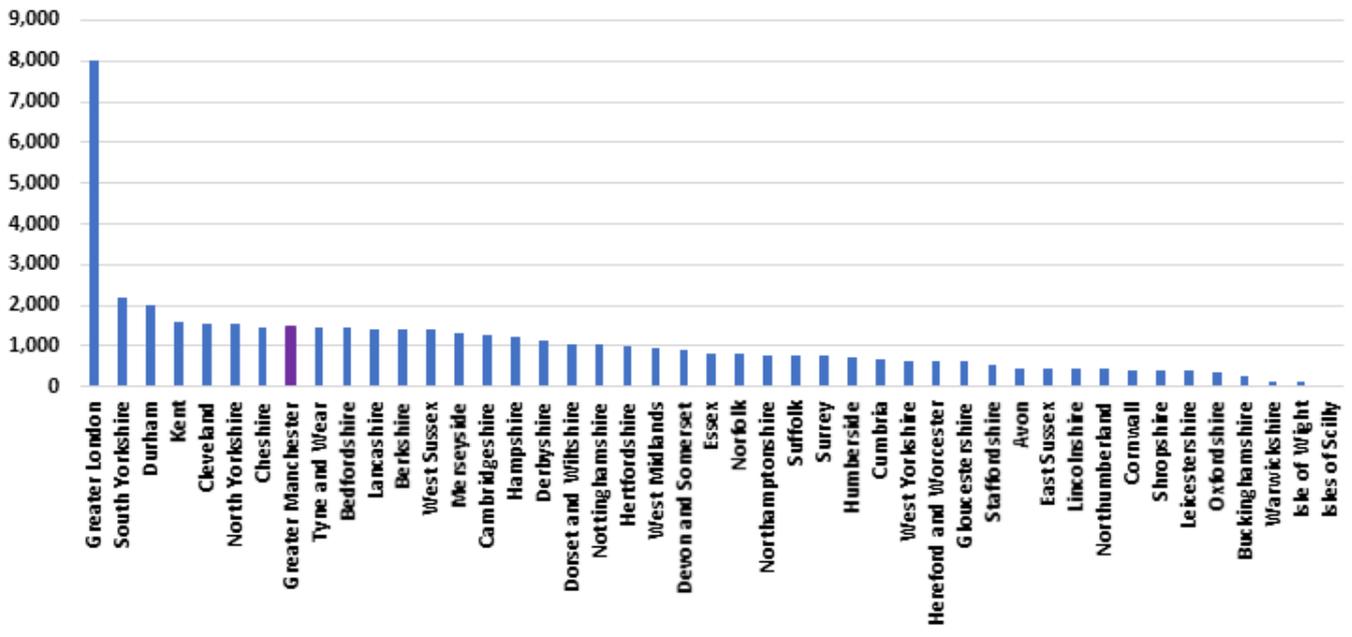


Mets Family Group; FADA per 1,000 non domestic properties

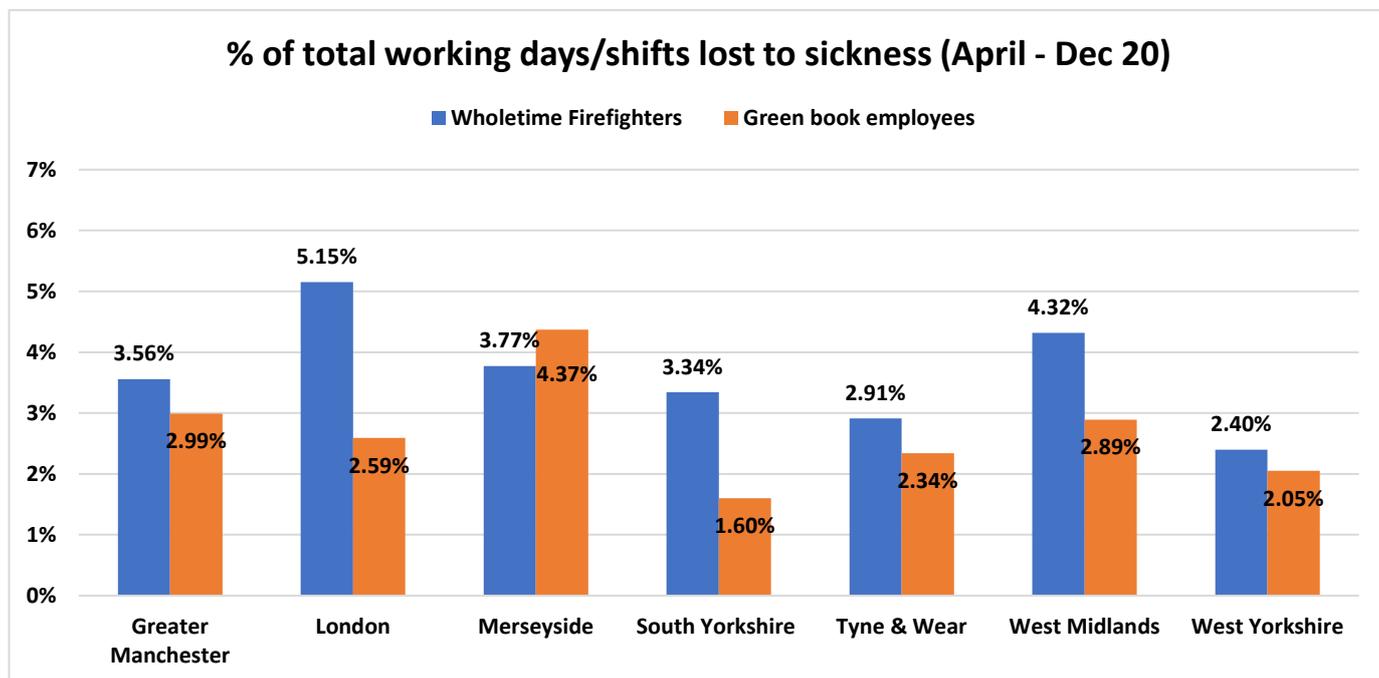


Data source for 'Fire safety audits' is the Home Office 'Fire Prevention and Protection statistics, England, April 2019 to March 2020' published in September 2020;

Fire safety audits completed by FRS's in England; 2019/20



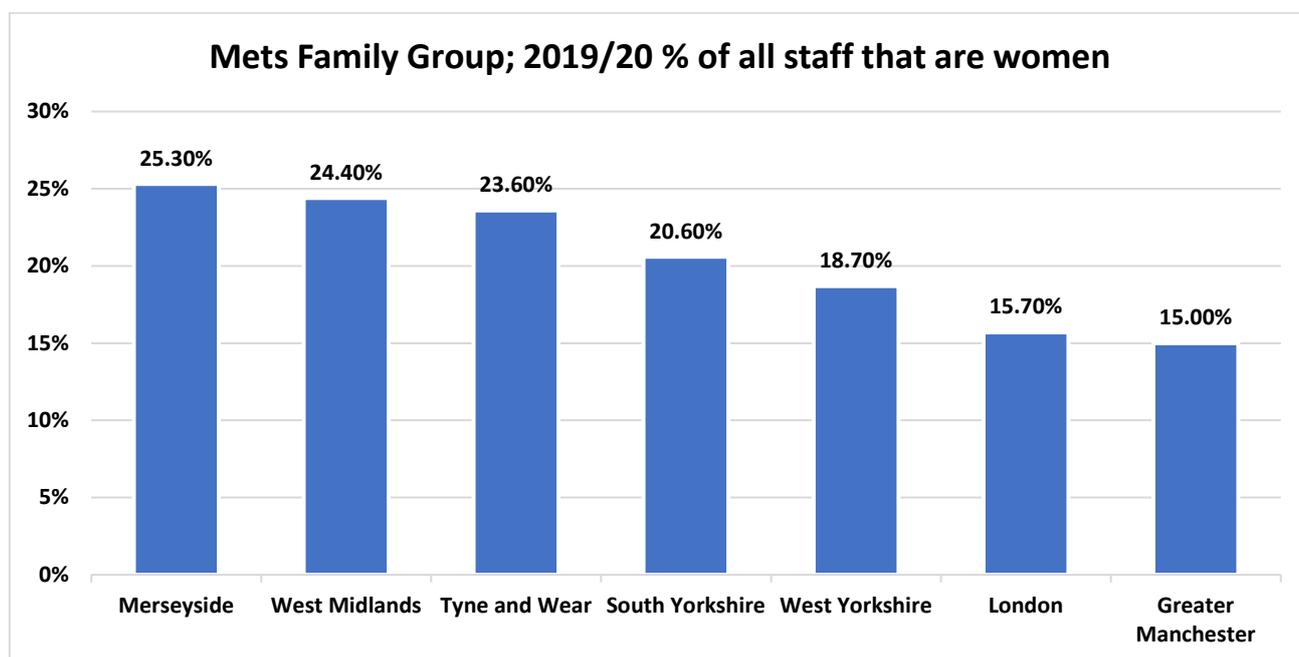
Data source for ‘% of working days/shifts lost to sickness’ is the Cleveland ‘National Fire and Rescue Sickness Absence Report April 2020 to December 2020’, published in January 2021;



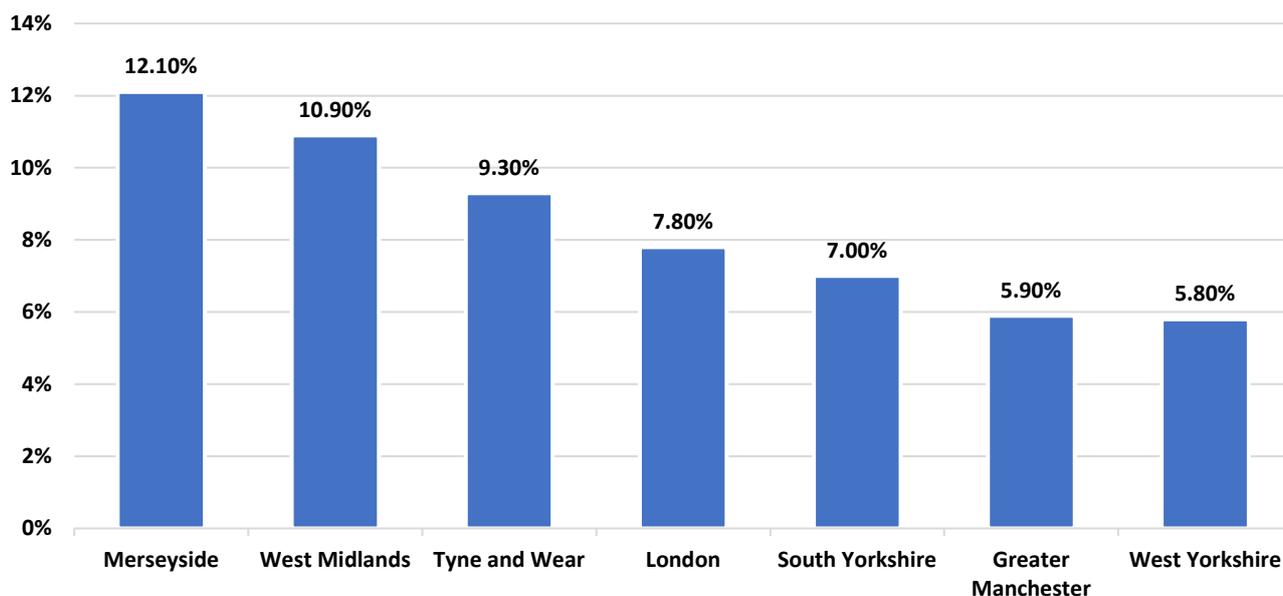
The report advises, ‘the average percentage of duty days/shifts lost to sickness per **wholetime** personnel during April – December 2020 was **3.9%**’ and ‘the average percentage of duty days/shifts lost to sickness per **green book** personnel during April – December 2020 was **2.28%**’.

‘Musculo skeletal’ and ‘Mental Health’ are the top 2 sickness absence reasons for wholetime personnel and for Green book staff the top 2 absence reasons are the same albeit ‘Mental Health’ is the top reason followed by ‘Musculo Skeletal’.

Data source for Gender and Ethnicity comparisons is the Home Office ‘Fire and Rescue Workforce statistics, England, April 2019 to March 2020’ published in October 2020;



Mets Family Group; 2019/20 % of firefighters that are women



2019/20	England & Mets Family Group; % of staff from an ethnic minority		
	All staff	Firefighters	Support staff
England	5.10%	4.40%	8%
London	15.90%	13.50%	29.50%
West Midlands	12.80%	11.60%	18%
Greater Manchester	11%	5.10%	4.90%
West Yorkshire	5%	3.90%	8.50%
South Yorkshire	4.60%	3.80%	7.10%
Merseyside	4.60%	2.10%	2.70%
Tyne and Wear	1.80%	1.90%	2.10%