

Kent and Medway Fire and Rescue Authority

C3. Information Update

19th October 2023



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C3 A. Inspection Update

October 2023

For further information please contact:

Nicola Harryman, Head of Data and Intelligence and KFRS Service Liaison Officer for HMICFRS



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1. His Majesty's Inspectorate of Constabulary and Fire and Rescue Services have completed 12 inspections in round three of the programme. The first set of reports have been published and are now available for Bedfordshire, Cambridgeshire, Cheshire, Cornwall, Surrey and Warwickshire. The Inspectorate have also issued an accelerated cause of concern for Avon.
2. From an assessment of the reports that have been published so far, the methodology appears to be consistent with previous inspections. There are no longer three graded pillars, instead results are published against 11 different criteria; the sub-diagnostic areas Members will be familiar with from our previous inspection reports. The Inspectorate have also introduced a new grade of adequate.
3. The Inspectorate are carrying out a thematic inspection on the handling of misconduct allegations across 10 services. This Authority has been selected as one of the services to be inspected. The ten selected services have been chosen to ensure evidence is gathered from large and small, and rural and urban services and ensuring different governance models are covered.
4. For this Authority, the misconduct thematic inspection will take place between 8 January 2024 and 26 January 2024. A document and data return are also required by 24 November 2023 and 15 December respectively.
5. We have also been made aware of our revised full round three inspection date, which has been pushed back to beginning in week commencing 10 March 2025.



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C3 B. Performance Update

October 2023

For further information: please contact

Nicola Harryman, Head of Data and Intelligence and KFRS Service Liaison Officer for HMICFRS



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Overview of the Authority's performance for financial year 2023-24 up to 31/08/2023

- So far this year, 16,406 emergency calls received in Authority's control room.
- **Fire Incidents**
 - Attended 1,985 fires of all types.
 - Attended 200 accidental fires in the home.
 - Accidental fires comprise 56.3% of the total fires attended. As a result of these fires, 36 people have suffered 'slight' fire-related injuries and 5 had suffered 'serious' injuries.
 - Since the report for the June meeting, there have been no fire-related deaths.
- **Road Traffic Collisions**
 - 475 road traffic collisions have been attended.
 - As a result of these incidents 16 people have died and 51 have been seriously injured.
 - Since the report for the June meeting, there have been 11 deaths resulting from road traffic collisions.



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- **Response times**

Life-threatening incidents

- 66.4% were reached within 10 minutes
- 78.6% were reached within 12 minutes

Non-life threatening incidents

- 89.4% were reached within 15 minutes

- **Availability**

- So far this year the average number of fire engines available has been 32 during the day (9am-6pm) and 46 in the evening (6pm to 9am).
- During the day we aim to have 32-44 fire engines available, known as our standard operating level. So far this year we have achieved this level of above 67% of the time during the day, and 90% of the time in the evening
- 2.8% of all contracted hours have been lost due to sickness. Operational employees have lost 2.9% of contracted hours to sickness and employees in Customer Service teams have lost 2.7%.



- **Home Fire Safety Visits and Safe & Well Visits**
 - 4,925 Safe and Well Visits to customers across Kent and Medway so far this year.
 - 10,954 Home Safety Visits.
- **Building Safety**
 - 99.4% of building consultations received (1044 of 1050) have been completed within 21 days.
 - 506 audits of business premises so far this year in line with the Authority's risk-based inspection programme.
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995**
 - So far this year 6 RIDDOR-reportable injuries has been recorded.



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C3 C. Response and Resilience Update

October 2023

For further information please contact:
Mark Rist, Director - Response and Resilience



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- First of three Members' exercises was held at Dreamland, Margate on 05/06/2023.
- Second exercise, due to take place in October 2023 at Givaudan, Ashford, has been delayed at the request of the site. Authority will be updated once rescheduled.
- Third will be held at Headcorn Aerodrome and test the response to a light aircraft crash involving spectators and parked vehicles during an airshow. Scheduled for March 2024, with exact date TBC.



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C3 D. Protection, Prevention and Engagement Update

October 2023

For further information please contact:

Jon Quinn, Director - Protection, Prevention and Customer Engagement



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Customer Safety

- The first cohort of eight fire cadets 'passed out' in June with a parade and demonstration at Ramsgate Fire Station
- A second cohort of 24 will begin in September at Ramsgate
- A further cohort is planned for the Medway area with recruitment beginning in September



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- The new Safeguarding Lead is working to identify trends from domestic homicide and safeguarding adult reviews to influence future policy changes
- From September 2023, schools and other education providers will move from a county wide approach to receiving targeted sessions based on risk. The programme will be supported by digital content and will map key safety messages to the national curriculum



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Building Safety

- Arrangements for the new Building Safety Regulator, under the Building Safety Act 2022, continue, with changes to training, processes and messaging
- We successfully prosecuted Canterbury Masala Ltd, who were issued fines of more than £4,000 and costs of nearly £20,000 in July 2023



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- The team organised a shared learning day with the Health and Safety Executive. Topics included risks posed by cross laminated timber and lithium-ion batteries in the built environment
- The project to share risk information across all teams has completed phase 3. All site-specific risk information (SSRI) is now directly accessible from the Dynamics database and the fire engine companion devices



Community Insight & Partnerships

- Working with colleagues and Police Neighbourhood Task Forces to solve problems in hot spots within local areas
- Working as a specified partner with the Kent and Medway Violence Reduction Unit, and other key agencies, KFRS forms part of the Serious Violence Prevention Board, developed to oversee the Serious Violence Duty



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- Throughout the summer the team have attended a number of events, engaging with diverse community groups, promoting HFSVs and collecting community risk information
- In July the team visited the Teeyan Festival in Gravesend, a Punjabi Dance Festival for women. The team gave safety advice in both English and Punjabi



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Engagement

- ‘Smoke is no Joke campaign’ is now live - encouraging people to close internal doors before going to bed to delay the spread of smoke and fire. We’ve had great community engagement and achieved national campaign coverage
- Our ‘Save Safely’ campaign goes live in early October, to encourage residents to stay warm and heat their homes safely in the colder months, in response to the cost-of-living
- In the run up to Christmas we will be re-launching our ‘Hook It, Don’t Cook It’ campaign in time for the festive season. This will be targeted and aimed at changing behaviours around hob safety and hanging tea towels in safe places away from the hob



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- Average engagement rate on Instagram for 2023 remains strong at 6.7%, well above the industry average of 1.9%, TikTok growth is considerable with 657 new followers since the end of May, and we've seen 88,821 visits to our Facebook page this year, which is up 58% when comparing this to 2022 (Jan-Sep)
- Safety messaging achieves the most engagement, providing a fantastic opportunity to the change behaviours of thousands of Kent and Medway residents
- We continue to look at further improving accessibility of our internal communication channels to consider the needs of our neurodiverse colleagues



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- We have successfully delivered three fire station 'Summer Open Day' events (Folkestone, Chatham, and Maidstone), each event selling out of their allocated tickets totalling over 6,000 bookings
- We had a great response to our attendance at several Pride events across the county, including Canterbury, Margate, Medway, and Dover – where we shared risk information and gathered community insights
- We are now preparing for activity over the autumn season, which includes our Autumn Open Days at Swanscombe, Sittingbourne and Tonbridge



Volunteers

- Our new Volunteering Manager, Jess Antoniou, has joined the organisation. Karen Grieves will be retiring next year after 10 years in post
- We're developing the upcoming January 2024 volunteer recruitment drive to expand the scheme to 100 volunteers
- Working hard to ensure vacancies are shared widely to all communities across Kent and Medway
- The Volunteer Response Team is now being reviewed, with a view of refining the team's responsibilities and to bring greater clarity around processes for all stakeholders



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Customer Experience



Review of ordering and distribution reviewed by iESE. Now consulting on recommendations and planning implementation



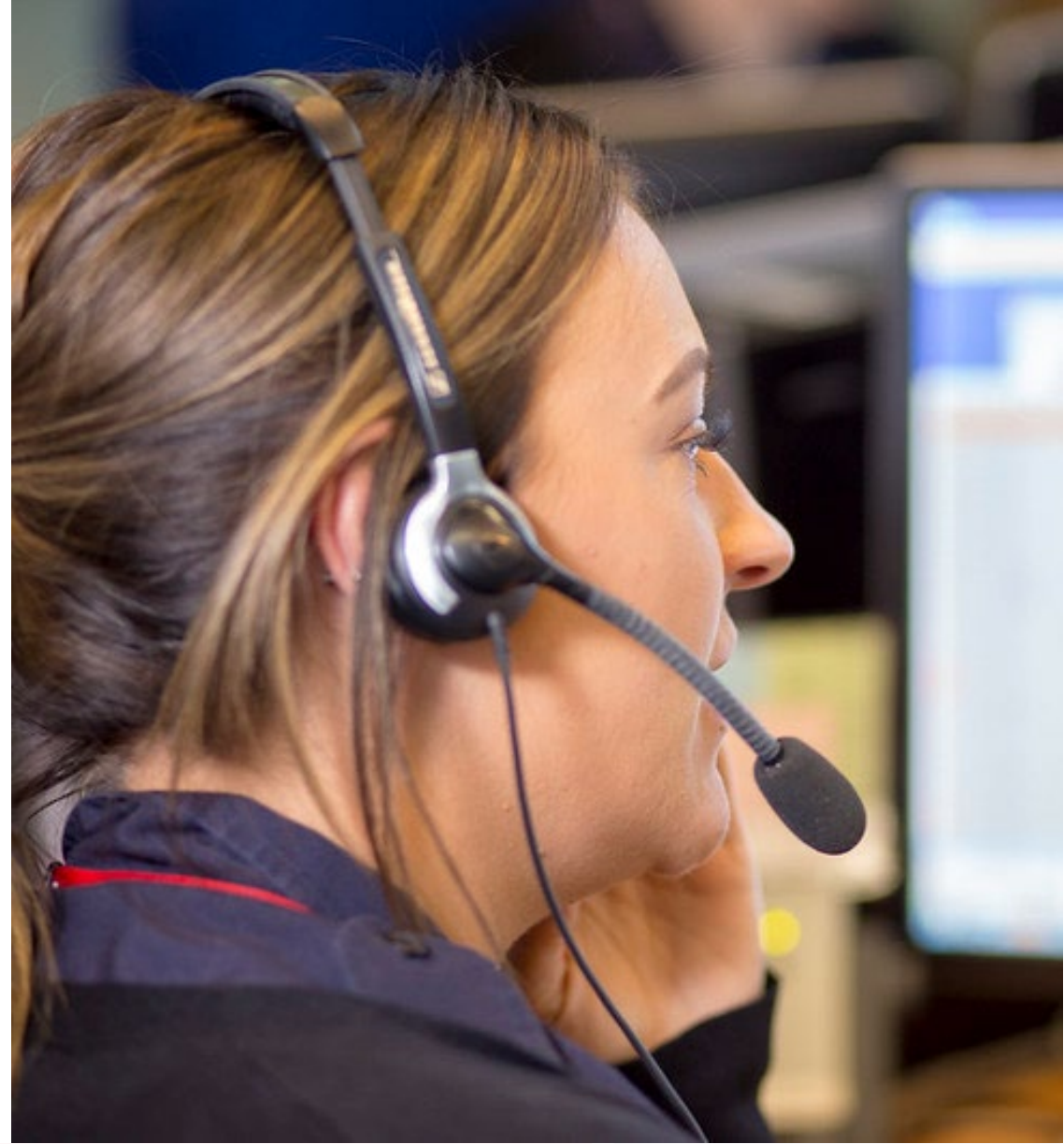
Recommendations from the recent review of internal customer services are being implemented



Level 1 training rolled out to customer service team

Customer Experience

- Customer journey map (CJM) being developed for when people call the Service in an emergency – to improve information gathering and understand journey from customer perspective
- CJMs being developed for booking a home fire safety visit, building safety and schools education visits



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C3 E. Freedom of Information Update

October 2023

For further information please contact:
Owain Thompson, Head of Policy



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Freedom of Information update

*Q2 is currently incomplete as it covers the period from 01/07/2023 to 17/09/2023.

**Although this is not a requirement in the Code, it is reported to Members.

	2023/24				
	Q1	Q2*	Q3	Q4	Total
The number of requests received during the period	45	35			80
The number of the received requests that have not yet been processed	0	7			7
The number of the received requests that were processed in full	45	28			73
The number of requests where the information was granted in full	30	19			49
The number of requests where the information was refused in full	3	2			5
The number of requests where the information was granted in part and refused in part	12	7			19
The number of requests received that have been referred for internal review	1	0			0
Number of data subject access requests**	4	4			8



C3 F. Annual Update on Members' Standards and Allowances

October 2023

For further information please contact:

Marie Curry, Clerk to the Authority or Jenny Waterman, Independent Person for Standards



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Standards

- Under the Localism Act 2011 all local authorities ‘must promote and maintain high standards of conduct’ by their Members.
- As part of this the Authority receives an annual report on Members’ Standards.
- Pleasing to report that no complaints related to breaches of the Code of Conduct made during the past year.
- To date, the Authority has never received an allegation of misconduct by a Member.
- Regular contact is maintained between the Independent Person and the Clerk to the Authority. This includes:
 - being in receipt of electronic agendas for all meetings of the Authority and Audit and Governance Committee.
 - annual attendance at this meeting and any other relevant meetings
 - keeping the Authority updated on relevant information that is published in relation to Local Government Standards in Public Life



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Member Allowances

- **Allowances and Expenses Paid to Members during 2022/23 financial year** - In order to meet the requirements of the 2003 Regulations, it is a legal requirement that the Authority publishes each year details of the allowances and expenses which it has paid to each of its Members during the preceding year.
- A schedule which lists each Member and the allowances and expenses they were paid by the Authority in accordance with its Members' Allowances Scheme during the 2022/23 financial year (1 April 2022 to 31 March 2023) can be accessed via [Item C3 Appendix 1](#) for Members' information.



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C3 G. Pensions and Pension Board Update

October 2023

For further information please contact:
Mark Rist, Director - Response and Resilience



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- In accordance with Public Service Pensions Act 2013, the Authority established a Pension Board for Firefighters' Pension Schemes.
- Board comprises representatives of both the employer and employees.
- To ensure Members are kept informed, and provide assurance of compliance with the Act, minutes of the Pension Board meetings are routinely reported to the Authority.
- The minutes of the last meeting of the Pension Board can be accessed here: [Item C3 Appendix 2](#)

