



NOTTINGHAMSHIRE & CITY OF NOTTINGHAM FIRE & RESCUE AUTHORITY - COMMUNITY SAFETY COMMITTEE

Date: Friday, 24 March 2017 **Time:** 10.00 am

Venue: Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold,
Nottingham, NG5 8PD

**Members are requested to attend the above meeting to be held at the time, place
and date mentioned to transact the following business**

A handwritten signature in black ink, appearing to read "M. J. Taylor".

Clerk to the Nottinghamshire and City of Nottingham Fire and Rescue Authority

AGENDA

Pages

- | | | |
|----------|---|---------|
| 1 | APOLOGIES FOR ABSENCE | |
| 2 | DECLARATIONS OF INTERESTS | |
| 3 | MINUTES
To confirm the minutes of the meeting held on 13 January 2017. | 3 - 6 |
| 4 | EMERGENCY FIRST RESPONDER WHOLETIME TRIAL SUMMARY
Report of the Chief Fire Officer. | 7 - 12 |
| 5 | SERVICE DELIVERY PERFORMANCE
Report of the Chief Fire Officer | 13 - 20 |

**ANY COUNCILLOR WHO IS UNABLE TO ATTEND THE MEETING AND WISHES TO
SUBMIT APOLOGIES SHOULD DO SO VIA THE PERSONAL ASSISTANT TO THE
CHIEF FIRE OFFICER AT FIRE SERVICES HEADQUARTERS ON 0115 967 0880**

**IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ABOVE,
PLEASE CONTACT THE CONSTITUTIONAL SERVICES OFFICER SHOWN ON THIS
AGENDA, IF POSSIBLE BEFORE THE DAY OF THE MEETING.**

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[<http://committee.nottinghamcity.gov.uk/ieDocHome.aspx?bcr=1>]



**NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM
FIRE AND RESCUE AUTHORITY**

**NOTTINGHAMSHIRE & CITY OF NOTTINGHAM FIRE & RESCUE AUTHORITY
(NFRS) - COMMUNITY SAFETY**

**MINUTES of the meeting held at Fire and Rescue Service Headquarters,
Bestwood Lodge, Arnold, Nottingham, NG5 8PD on 13 January 2017 from 10.01
- 11.14**

Membership

Present

Councillor Eunice Campbell (Chair)
Councillor Brian Grocock
Councillor Patience Uloma Ifediora
Councillor Dave Liversidge
Councillor Ken Rigby
Councillor Gordon Wheeler

Absent

Councillor Sybil Fielding
Councillor Roger Jackson

Colleagues, partners and others in attendance:

Wayne Bowcock - Deputy Chief Fire Officer, NFRS
Dan Quinn - Area Manager, NFRS
James Welbourn - Governance Officer

10 APOLOGIES FOR ABSENCE

Councillor Sybil Fielding (substituted by Councillor Brian Grocock)
Councillor Roger Jackson (substituted by Councillor Gordon Wheeler)

11 DECLARATIONS OF INTERESTS

None.

12 MINUTES

The minutes from the meeting held on 7 October 2016 were agreed as a true record and were signed by the Chair.

13 EMERGENCY FIRST RESPONDER TRIAL

Wayne Bowcock, Deputy Chief Fire Officer at NFRS updated Members on the trial collaboration with East Midlands Ambulance Service (EMAS) on the implementation of an Emergency First Responder (EFR) Scheme at Carlton, Edwinstowe and Worksop fire stations.

The following information was highlighted:

- (a) the trial has harmonised the training standard, as well as the way NFRS respond to incidents;
- (b) EFR trial was a voluntary process for NFRS staff to engage with.

NFRS would like to get involved with data and evidence and give the trial a more solid footing ahead of the National Joint Committee (NJC) meeting in February;
- (c) the trial has only been run at retained stations so far; once the results of the Harworth and Newark trial are known there is a possibility of it being run at wholetime stations;
- (d) there have been occasions where it has not been possible to get an ambulance to support the fire crew within the 8-10 minute guideline;
- (e) Red 1 and Red 2 are the most life threatening calls. If the Fire Service are first on the scene, they can provide basic support to patients until EMAS arrive;
- (f) Carlton appears to be the busiest of the three locations;
- (g) the average wait time until the arrival of an EMAS resource at an incident for the Fire Service is 40 minutes. This is not impacting on the ability of the Fire Service to respond to fire incidents;
- (h) Emergency First Response incidents are very different to a fire situation or a Road Traffic Accident (RTA). Emergency First Response is very personal and puts a set of different pressures on the crews. Enhanced welfare is in place;
- (i) NFRS are talking to EMAS to enquire about their sickness levels and how that may affect the fire crews;
- (j) the EFR trial ends on 21 February;

After questions from Members, further information was provided:

- (k) the NJC commissioned the University of Hertfordshire last year to carry out a review of the trials. The contract with the University of Hertfordshire is due to end and will produce a report back to the NJC. Wayne Bowcock has asked for a copy of this report;

- (l) fire appliances turning up at locations that are in need bolsters the reputation of NFRS, and also offsets the reduction in demand for fire incidents. However, it is clear that NFRS are not trying to stray into a different area of business, as fire incidents will remain the core business.

RESOLVED to:

- (1) note the report;**
- (2) ask for a joint report of EMAS and NFRS to come back to the Community Safety Committee outlining the benefits of the trial.**

14 SERVICE DELIVERY RESPONSE PERFORMANCE

Dan Quinn, Head of Service Delivery at NFRS provided Members with an update on the development of performance reporting for Service Delivery Response.

The following information was provided:

- (a) it is not often heard in public how well the Service is doing; success should be celebrated and better communication with the public is needed;
- (b) NFRS is looking at preventative measures with other Blue Light services, such as the Winter Campaign video;

Following questions from Councillors, further information was provided:

- (c) there is no upward trend on vehicle fires through the data that NFRS has available. On major road networks, lorry fires are generally because of a fire in the load, or something to do with the brakes of the lorry;
- (d) new vehicle technology is causing concern; for example, NFRS will have to stay up to date with advancing battery technologies;
- (e) highest level objectives will be in the Integrated Risk Management Plan; performance can ultimately be measured against these in this 2014-19 plan;

Councillor Wheeler left at 1104, shortly before the end of this item due to other County Council commitments.

- (f) some measures are used by NFRS to try and prevent fires in the homes of vulnerable people, such as issuing deep fat fryers and electric blankets;
- (g) messages about the services that NFRS offer are established under the Health agenda. 'Safe and Well' will be one of the signposting agencies.

RESOLVED to note the content of the report.

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NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Community Safety Committee

EMERGENCY FIRST RESPONDER WHOLETIME TRIAL SUMMARY

Report of the Chief Fire Officer

Date: 24 March 2017

Purpose of Report:

To update Members on the wholetime emergency first responder trial.

CONTACT OFFICER

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1. BACKGROUND

- 1.1 Emergency first responding (EFR) is the attendance of fire service personnel at medical incidents in support of emergency calls to the ambulance service. The close proximity of fire crews to some incidents allows them to attend the emergency prior to the arrival of the ambulance service, allowing life-saving intervention, or stabilisation of a patient, to occur as soon as possible.
- 1.2 The EFR trial saw crews attend 'Red 1' and 'Red 2' incidents. These are incidents that are categorised as 'critical to life' such as cardiac arrest, difficulty breathing, chest pains or serious bleeding.
- 1.3 Members will be aware, from the paper presented to the Community Safety Committee in January 2017 that three wholetime duty system (WDS) stations had undertaken EFR duties for a period of three months, as part of the National Joint Council (NJC) trial. These stations were Carlton, Worksop and Edwinstowe.
- 1.4 This was in addition to the two retained duty system (RDS) stations, Newark and Harworth, who had been undertaking this role since April 2015, as part of the NJC trial.
- 1.5 The trials within the WDS and RDS have been undertaken on a voluntary basis with full representative body inclusion and compliance with the NJC trial.

2. REPORT

- 2.1 Since the start of the trial, the wholetime crews have attended 676 EFR incidents, of which 62 were classified as the more serious 'Red 1' category; a category that includes patients in cardiac arrest, where every second counts towards the patient's chances of survival.
- 2.2 Of these calls, Carlton attended 341 incidents, Edwinstowe attended 266 and Worksop (where only one watch is taking part in the trial) attended 69.
- 2.3 Crews attended incidents in the same format as any other emergency call, with the call from East Midlands Ambulance Service (EMAS) going to Fire Control who then mobilised crews to the incident. Crews, once alerted by Control, have taken an average of six minutes to attend the incident address.
- 2.4 Nottinghamshire Fire and Rescue Service (NFRS) was first on scene at 387 incidents and were detained at the scene of these incidents for an average of just under 40 minutes.
- 2.5 EMAS has a target of attending 75% of 'Red 1' and 'Red 2' calls within eight minutes and NFRS has met this target at 297 of the incidents (76.7%).

- 2.6 During the three months of the trial, the Service reported seven incidents where an appliance was committed to an EFR incident and may have been the nearest appliance to a simultaneous call which was reported to Fire Control if it had been available at its home station. None of these incidents were 'life risk' incidents. All seven incidents were handled in accordance with existing protocols for simultaneous demand.
- 2.7 Crews attended 19 EFR incidents involving fatalities during the trial. The welfare of crews has been monitored through monthly meetings with Occupational Health, Officer welfare calls and visits, monitoring of exposure to incidents involving fatalities and establishing notifications to managers for all incidents involving fatalities and incidents where cardio pulmonary resuscitation (CPR) has been given by crews.
- 2.8 NFRS crews carried out action at 76% of incidents during the trial, however Carlton crews were only required at 60% of the incidents they attended. This was due to the actual emergency differing from that which was initially reported to EMAS control.
- 2.9 There were five incidents reported where patients refused treatment from crews and one report was submitted during the trial reporting verbal abuse being received by a crew.
- 2.10 During the trial, crews have recorded five 'return of spontaneous circulation' at incidents. This is deemed to be the highest level of medical success in acute, pre-hospital emergencies. There have also been a number of incidents where crews saved people from choking, swallowing their tongue and suffocating; undoubtedly the trial has saved lives.
- 2.11 Crews, and the Service, have received a number of cards and letters of thanks from patients and their families, including gifts and donations to The Fire Fighters Charity. One such letter has been sent to the Chief Fire Officer, Chief Executive of EMAS, local MP, Chair of the Parish Council and the Fire Brigades Union (FBU) General Secretary, Matt Wrack, for the attendance and intervention of NFRS crews.
- 2.12 Crews have reported the benefits of increased activity levels and the increased opportunities for operational 'blue-light' driving, exposure to medical incidents and working with EMAS colleagues, as well as the additional medical skills being used at non-EFR incidents.
- 2.13 A survey was circulated to all personnel taking part in the trial to gauge opinion of a number of factors relating to the trial.
- 2.14 63% of respondents reported that the introduction of EFR had had a positive effect on their working day and 60% reporting a positive effect on their job satisfaction. The majority of personnel highlighted how they felt that the trial had had a positive effect on their community with personnel highlighting both positive and negative responses from members of the public when a fire appliance arrives.

- 2.15 In total, 70% of respondents reported that they would like to see EFR continue. Of the 30% who reported that they would not, a number stated that they would support the continuation of EFR if changes were made to how it was delivered and the incidents which were attended (for example, not attending mis-diagnosed incidents).
- 2.16 The attendance at EFR incidents has seen an increase in the number of safeguarding referrals through the Service, and associated work in the Community Safety Team. There have also been a number of home safety checks referred to the Service and carried out at EFR incidents, where appropriate.
- 2.17 In January, the decision was taken to relocate one of the retained EFR trials from Newark to Collingham due to a lack of availability at Newark. This has seen Collingham crews maintain near 24/7 availability since 22 January, and attend over 50 EFR incidents in six weeks.
- 2.18 The WDS trial stopped on 17 February 2017 as originally scheduled. This has enabled the Service to compile this evaluation feedback, ensure it is passed on to the NJC trial nationally and take steps to improve the practice of EFR for future engagement by reviewing the operational procedures and equipment associated with it.
- 2.19 The national position in relation to EFR is still under negotiation as currently, the role does not fall within the fire fighter role map (contract of employment). NFRS is awaiting the conclusion of these negotiations in order to advise Members on the future of EFR.
- 2.20 Following recent NJC negotiations, the FBU have scheduled a recall conference for 21 March 2017 during which the future of EFR will be debated. Service management will await the outcome of any decisions reached by the recall conference to inform Members of the options in relation to WDS EFR within Nottinghamshire.
- 2.21 The RDS trial is separate from, and not affected by, the cessation of the WDS trial and continues at this time.

3. FINANCIAL IMPLICATIONS

- 3.1 The use of wholetime personnel for the EFR trial saw an increase in unplanned overtime and 'spoilt meal' expenditure of just over £2000 in the three months of the trial.
- 3.2 The agreed memorandum of understanding with EMAS outlined a single payment of £5,000 to cover the cost of the three month trial. EMAS also provided all associated equipment for the trial.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 A voluntary approach to engagement with the trial was taken with personnel. This led to three of the four watches at Worksop declining to take part in the EFR trial.
- 4.2 The national NJC trial has been extended until 21 March 2017, pending a recall FBU conference where a decision will be taken on whether to extend participation in the national NJC trial.
- 4.3 The training required to undertake the EFR role was provided by the Service's trainers and has been adopted as part of an 'up-skill' in medical skills that all operational personnel will receive in 2017.
- 4.4 Additional monitoring and support was put in place for crews in relation to the increased number of incidents involving fatalities that are being attended.

5. EQUALITIES IMPLICATIONS

An equality impact assessment was undertaken and the assessment highlighted the beneficial impact to particularly vulnerable and rural communities who may benefit from the earlier attendance of emergency care.

6. CRIME AND DISORDER IMPLICATIONS

There are no specific crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

- 7.1 There are no specific legal implications arising from this report.
- 7.2 Collaboration with EMAS may assist in satisfying the requirement for collaboration from the Police and Crime Bill 2017.

8. RISK MANAGEMENT IMPLICATIONS

There may be a corporate reputational risk from the withdrawal of EFR response to local communities, however this will be proactively managed through close liaison with media outlets to highlight the reasoning for the withdrawal of this provision.

9. COLLABORATION IMPLICATIONS

- 9.1 The EFR trial has seen NFRS collaborating with East Midlands Ambulance Service in the provision of immediate emergency care to people within our communities.
- 9.2 The EFR trial has been delivered in collaboration with other fire and rescue services in the East Midlands through sharing of resources, training and guidance in order to increase efficiency of the project and enhance community outcomes.

10. RECOMMENDATIONS

That Members note the contents of this report and agree to receive a further update following the outcome of national negotiations.

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

John Buckley
CHIEF FIRE OFFICER



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Community Safety Committee

SERVICE DELIVERY PERFORMANCE

Report of the Chief Fire Officer

Date: 24 March 2017

Purpose of Report:

To provide Members with an update on the performance of the Service Delivery Directorate.

CONTACT OFFICER

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1. BACKGROUND

- 1.1 The Service gathers data on a range of performance covering response and prevention activity, absence management and availability.
- 1.2 As the Service works towards a performance culture and builds the processes to capture the data required, in order to produce a quarterly performance report against key performance indicators (KPI), it has been agreed that the Head of Service Delivery will produce a high level highlight report of Service Delivery performance on a quarterly basis.
- 1.3 This will evolve and develop over the coming months as new data sets become available and KPIs are agreed by the Strategic Leadership Team.
- 1.4 This report is based on performance data between 1 December 2016 and 31 January 2017.
- 1.5 At January's Community Safety Committee meeting, the previous performance report covered data from November 2016.

2. REPORT

PERFORMANCE DATA

- 2.1 A total of 1950 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 December 2016 and 31 January 2017, which is an increase of 476 incidents during the same months in the previous year. The following incidents were attended during this period:
 - 90 accidental dwelling fires;
 - 110 deliberate secondary fires;
 - 2 fatalities;
 - 7 reported casualties;
 - 843 special service calls (SSC), including 96 road traffic collisions (RTCs) and 560 emergency first responding incidents assisting East Midlands Ambulance Service (EMAS) as part of a trial at Worksop, Carlton, Edwinstowe, Harworth, Newark and more recently Collingham fire stations.

RETAINED DUTY SYSTEM AVAILABILITY

- 2.2 Service Delivery has developed systems to capture data on retained duty system (RDS) availability. RDS availability is recorded within the Systel system, the service is working to develop this data into a format which is more useable as management information.
- 2.3 Existing resources from within Service Delivery and the Shaping Our Futures Programme Team have worked closely to deliver a report for January 2017 presenting RDS availability across the majority of RDS sections within NFRS.

- 2.4 Members should note that the RDS availability for January 2017 (Appendix A) reports 90% availability, with each section averaging 669.6 hours of availability over the month. Seven out of the thirteen analysed sections performed above 90%, with highest level of availability being at Retford with 99.8%.
- 2.5 January 2017 RDS availability should be celebrated as a success, not only as a Service but locally by RDS sections. Over the coming months the data will continue to be analysed to identify areas for improvement. Service Delivery will continue to work closely with Human Resources, District Managers and RDS Watch Managers to plan how to further improve performance through recruitment, retention, and development to support the RDS.

OPERATIONAL ASSURANCE

- 2.6 Operational assurance performance data was collated for December 2016 and January 2017. A total of 32 incidents of interest were attended in December 2016 an increase of 6% in November (30 incidents). In January 2017, 26 incidents of interest were attended a decrease of 23%.
- 2.7 NFRS attended the following incidents of interest in December 2016:
- 2.7.1 Crews attended nine fires (ten in November) resulting in:
- Two dogs rescued (one person and two dogs in November);
 - One person led to safety (eight in November);
 - Unfortunately, NFRS attended one fire fatality (zero in November).
- 2.7.2 Crews attended 16 Road Traffic Collisions (RTC) in December resulting in:
- NFRS extricated 14 members of the public.
 - Unfortunately, we attended one fatality as a result of an RTC
- 2.7.3 NFRS rescued two adults from non-fire/RTC incidents, including person rescued from an unmoored boat.
- 2.7.4 There was one animal rescue in December.
- 2.7.5 Two incidents involving Hazardous Materials (HAZMAT) were attended which resulted in two fatalities.
- 2.7.6 One incident required a multi-appliance attendance (five or more appliances) compared to seven in November. This was a building fire in Clifton requiring 4 appliances + 1 x Aerial Ladder Platform (ALP).
- 2.7.7 Officers attended and monitored performance at 36 incidents in December (24 in November). All returns noted both good practice and areas for improvement.

2.7.8 Crews completed 42 debrief returns in December (54 in November), all following incidents to support organisational learning.

2.8 NFRS attended the following incidents of interest in January 2017.

2.8.1 Crews attended ten fires resulting in:

- Four persons, two dogs and one rabbit rescued;
- Zero persons led to safety;
- NFRS had no fire fatalities.

2.8.2 Crews attended 13 Road Traffic Collisions (RTC) in January resulting in:

- NFRS extricated 12 members of the public;
- Attending zero RTC Fatalities.

2.8.3 NFRS successfully rescued three members of the public from non-fire / RTC incidents.

2.8.4 There were three animal rescues (from fires).

2.8.5 January recorded one HAZMAT incident.

2.8.6 One incident required a multi-appliance attendance (five or more appliances). This was a fire involving a large HGV trailer containing 1000 plastic crates of pre-packed food, Trowell Services M1 North.

2.8.7 Officers attended and monitored performance at 20 incidents in January. All returns noted both good practice and areas for improvement.

2.8.8 Crews completed 20 debrief returns in January, all following incidents to support organisational learning.

EXERCISE PLANNING

2.9 A new Exercise Planning Procedure has been introduced for exercises to be undertaken from April 2017. The themes to be covered are:

- Fire fighting in high-rise buildings;
- Fire fighting in basements;
- Use of breathing apparatus (BA), particularly BA command and control;
- Incident command system.

2.10 A deadline was set for a total of 26 exercise submissions by 31 December 2016. January's report states all 26 returns have now been received by Service Delivery

3. FINANCIAL IMPLICATIONS

Financial implications are contained within existing budgets.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 Service Delivery and Human Resources completed an internal and external Station Manager selection process during January and February 2017 and the following outcomes should be noted.
- 4.2 12 applicants (1x external) were selected to progress to Stage 2 and three candidates were successful and deemed immediately appointable, this included one external candidate. The remaining candidates will receive development support.
- 4.3 successful applicants will now attend the Fire Service College to complete an initial Station Manager Incident Command Course.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because the information contained in this report does not relate to a change in policy or procedure.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

An effective performance culture ensures that the Service is focussing on key objectives as set by the Fire and Rescue Authority. This ensures that Members are able to apply effective scrutiny to be satisfied that statutory obligations are being met.

8. RISK MANAGEMENT IMPLICATIONS

An effective performance culture and regime ensures that the Service focuses on key objectives which contribute to the management of strategic and corporate risks. Robust performance information and analysis supports effective decision making and efficient use of resources.

9. COLLABORATION IMPLICATIONS

Service Delivery is currently conducting a review of which appliances attended incidents, identifying any opportunities to work closer with other fire and rescue services in an effort to maximise efficiency and to provide the best level of service to the public.

10. RECOMMENDATIONS

That Members note the content of the report.

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

John Buckley
CHIEF FIRE OFFICER

RETAINED DUTY SYSTEM AVAILABILITY DATA BY STATION

STATION	Available (no. of hours and %)		Unavailable Insufficient Crew (no. of hours and %)		Unavailable No Officer in Charge (no. of hours and %)		Unavailable No Driver (no. of hours and %)		Unavailable More Than 1 Variable (no. of hours and %)	
02 Blidworth	731	98%	12.5	2%	0.5	0%	0	0%	0	0%
05 Ashfield	701	94%	1	0%	23	3%	2	0%	17	3%
08 Worksop	711.5	95.6%	18	2.4%	5	0.7%	9.5	1.3%	0	0%
10 Harworth	735	98.8%	4.5	0.6%	2.5	0.3%	1	0.1%	1	0.1%
11 Misterton	461.5	62%	162.5	22%	114.75	15%	0	0%	5.25	1%
12 Retford	742.5	99.80%	1.5	0.20%	0	0%	0	0%	0	0%
14 Southwell	631	84.8%	11	1.5%	46.25	6.2%	26	3.5%	29.75	4.0%
15 Collingham	663.75	89%	15.25	2%	22.25	3%	0	0%	42.75	6%
16 Newark	701	94%	5.5	1%	23.5	3%	7.5	1%	6.5	1%
17 Bingham	593.25	79.7%	40.25	5.4%	32.25	4.3%	52	7.0%	26.25	3.5%
24 Eastwood	613.75	82.5%	18.5	2.5%	51	6.9%	23.75	3.2%	37	5.0%
25 Hucknall	686.25	92.2%	27.25	3.7%	28.75	3.9%	0.5	0.1%	1.25	0.2%
28 East Leake	733.25	98.6%	1	0.1%	1.25	0.2%	4.5	0.6%	4	0.5%

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