



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*

Nottinghamshire and City of Nottingham  
Fire and Rescue Authority

# **ANNUAL STATEMENT OF ASSURANCE 2013-14**

Report of the Chief Fire Officer

---

**Date:** 26 September 2014

**Purpose of Report:**

To present the Annual Statement of Assurance 2013-14 for approval.

## **CONTACT OFFICER**

**Name :** John Buckley  
Chief Fire Officer

**Tel :** (0115) 967 0880

**Email :** john.buckley@notts-fire.gov.uk

**Media Enquiries  
Contact :** Bridget Aherne  
(0115) 967 0880 bridget.aherne@notts-fire.gov.uk

## 1. BACKGROUND

- 1.1 The Fire & Rescue Service National Framework places a mandatory requirement on Fire Authorities to provide Assurance on financial, governance and operational matters, with due regard to the expectations set out in the Integrated Risk Management Plan.
- 1.2 The production of an Annual Statement of Assurance contributes to the requirement for greater public sector transparency and accountability and with its publication offers and promotes accessibility to information.
- 1.3 The Authority previously approved the 2012-13 Statement of Assurance, with the publication of the 2013-14 version, these will now be considered as the 'Annual report' as supported by guidance from the Chief Fire Officers Association.

## 2. REPORT

- 2.1 The Annual Statement of Assurance 2013-14 provides a backwards look at organisational performance, providing confidence to local communities and central government in support of the Services national resilience role.
- 2.2 The Annual Statement of Assurance 2013-14 signposts available information that can be accessed, for example, Statement of Accounts or Fire Authority reports.
- 2.3 The following sections summarise the content of the Annual Statement of Assurance 2013-14:
  - **The communities we serve** – provides an overview of the city and county's natural and built environment and their heritage;
  - **The risks we face** – this section highlights the social, economic, environmental and risk beyond the county border;
  - **Overview of the Service** – will give a clear structure of the organisation, the people and resources and how they deliver services to the community;
  - **Governance arrangements** – ensure that the arrangements for delivering services through the Integrated Risk Management Plan are within legislation, National Framework and are effective;
  - **Our purpose** – highlights the vision, aim and objectives set for the organisation, how it will work in collaboration with others and how resilient it is through business continuity measures;

- **Our performance** – provides overarching information about how the organisation performed during 2013-14 and compared to its family group;
- **Our future plans** – this section provides a forward looking aspect for the year ahead and supports the current Integrated Risk Management Plan 2014-19;
- **Our community engagement** – forms part of the arrangements for transparency and how further information and feedback will be dealt with by the organisation e.g. general enquires for information or complaints.

2.4 With revisions to the committee structures, the reporting of performance is under review and this will include the link between the Integrated Risk Management Plan and Annual Statement of Assurance and how these are to be reported to members in future.

### 3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report

### 4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are no human resources or learning and development implications arising from this report.

### 5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken as this report does not change policy or service delivery functions.

### 6. RISK MANAGEMENT IMPLICATIONS

Failure to produce the statement and make it publicly available could lead to Government intervention, and undermine community confidence in the Service.

### 7. CRIME AND DISORDER IMPLICATIONS

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

### 8. LEGAL IMPLICATIONS

The requirement to produce an Annual Statement of Assurance and make it publicly available is statutory within the National Framework Document, as enacted through the Fire and Rescue Services Act 2004.

**9. RECOMMENDATIONS**

That Members approve the Annual Statement of Assurance 2013-14.

**10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)**

None.

John Buckley  
**CHIEF FIRE OFFICER**



**NOTTINGHAMSHIRE**  
Fire & Rescue Service  
*Creating Safer Communities*



Statement of Assurance 2013 - 2014

# Contents

1	Foreword by the Chair of Fire Authority	4
2	Introduction by the Chief Fire Officer	5
3	The communities we serve	6
	3.1 Our community	6
	3.2 Our natural environment	6
	3.3 Our built environment	6
4	The risks we face	7
	4.1 Social risk	7
	4.2 Environmental risk	7
	4.3 Economic risk	7
	4.4 Risks beyond our borders	8
5	Overview of Fire and Rescue Service	9
	5.1 Overview of our structure	9
	5.2 Our people	10
	5.3 Our resources	10
	5.4 Our values	10
	5.5 Our services to the community	11
6	Governance arrangements	13
	6.1 Your Fire and Rescue Authority	13
	6.2 Our legal responsibilities	13
	6.3 The Fire and Rescue Service National Framework	14
	6.4 Management of Risk	14
7	Our Purpose	15
	7.1 Our Vision and Purpose	15
	7.2 Our Aims and Objective	15
	7.3 Our Challenges and Priorities during 2012/13	15
	7.4 Our collaborative arrangements	17
	7.5 How we secured business continuity	17

8	Our Performance: How we performed during 2013/14	18
8.1	What others have said about our performance	20
8.2	Lessons learnt	20
9	Financial Performance	21
9.1	Our Budget for 2013/14	21
9.2	Where our money comes from and what your money is spent on	21
9.3	How we provide value for money	22
10	Our Future Plans	23
10.1	Our future challenges	23
10.2	Our future commitments	23
11	Our Community Engagement	25
11.1	How you can become involved	25
11.2	Access to information	25
11.3	How to make a compliment or a complaint	25



# 1 Foreword by the Chair of Fire Authority

This Statement of Assurance sets out the financial, governance and operational arrangements that Nottinghamshire and City of Nottingham Fire and Rescue Authority had in place for the period 1 April 2013 to 31 March 2014.

This statement has been compiled in accordance with the [guidance](#) published by the Department for Communities and Local Government on Statements of Assurance for Fire and Rescue Authorities in England.

I am satisfied that Nottinghamshire and City of Nottingham Fire and Rescue Authority has ensured that its business was conducted in accordance with law and proper standards and that public money was properly accounted for and used economically, efficiently and effectively. I am further satisfied that the requirements of the Fire and Rescue National Framework for England have been met.

Signed

A handwritten signature in black ink, reading "Darrell Pulk". The signature is written in a cursive style and is positioned above a horizontal line.

Councillor Darrell Pulk

Chair of Nottinghamshire and City of Nottingham Fire and Rescue Authority



## 2 Introduction by the Chief Fire Officer

As the Chief Fire Officer of Nottinghamshire Fire and Rescue Service I am pleased to introduce our Statement of Assurance for 2013/14.

This statement is a requirement of the Fire and Rescue National Framework for England which was published in July 2012. I believe it is important to provide you, the members of our communities, with clear information about how we manage public funds and assure the effectiveness of our financial, governance and operational fire service activities.

Nottinghamshire Fire and Rescue Service provides an emergency response to deal with fires, road traffic collisions and a wide range of other emergencies. Our staff deliver a range of activities to reduce the risk of fires and mitigate the impact of incidents, increasing community safety and enforcing fire safety legislation. In order to effectively achieve these objectives, it is important for us to have a clear understanding, as well as strong working relationship, with our partner agencies and our local communities. The Service prides itself on having achieved this and works hard to maintain it.

The services we provide ensure Nottinghamshire is a safe county. We will continue working, both individually as a Service and alongside our local partners and other 999 emergency responders, to reduce fires, other incidents and injuries and drive to deliver initiatives which create safer communities.

Signed

A handwritten signature in black ink, appearing to read 'J Buckley', with a horizontal line underneath the name.

John Buckley  
Chief Fire Officer

## 3 The communities we serve

### 3.1 Our community

Nottinghamshire lies in the heart of England and covers an area of 835 sq miles, with a population of just over one million people and a workforce of 360,000. The largest concentration of people is found in the Greater Nottingham conurbation, the suburbs of which lie mostly in the county. In total, including Nottingham city, (306,000) Greater Nottingham has a population in excess of 786,000. Nottingham itself is a city of contrasts. It has the highest rate of employment growth of any major UK city and an attractive and successful city centre. It is a leading city in the East Midlands region, its shopping facilities are ranked as amongst the best in England outside London and it has a vibrant and growing leisure and cultural scene. However, it also has some of the worst areas of deprivation and under-achievement in the country.

### 3.2 Our natural environment

Nottingham City Council is a unitary authority and is responsible for all local government services. It is the 11th largest authority in the country. In addition to their own well-defined council areas, the councils of Ashfield, Broxtowe, Erewash, Gedling, Nottingham City, and Rushcliffe work together under the title 'Greater Nottingham Partnership' and have produced a planning strategy which is forward-thinking, consistent and aids service delivery.

### 3.3 Our built environment

Greater Nottingham is a big conurbation – one of the 10 largest in the country – but only half the population live within the city boundaries. Nottinghamshire has a two-tier system of local government. This means that people who live outside the city of Nottingham will find that their services are shared between two or three councils.

Nottinghamshire County Council is a first-tier local authority. The second tier comprises seven district councils.

The other main county towns are Mansfield (99,600), Kirkby-in-Ashfield (27,000), Sutton-in-Ashfield (45,800), Newark (26,700), Worksop (44,970) and Retford (21,897). Approximately one-fifth of the population lives outside these built-up areas, mostly in small towns and villages with less than 10,000 residents. The density of population is about 3.6 persons per hectare, ranging from over 35 in the urban areas to below 3 persons per hectare in rural parishes. Access to services by all is crucial. Large areas of the county are rural or semi-rural, and the growing numbers of people choosing to live in these areas can sometimes compromise the tranquil lifestyles that they sought from their relocation. A diverse local economy features many world-renowned companies in the fields of healthcare, pharmaceuticals, precision engineering, textiles, clothing and professional services. Boots, Raleigh, Imperial Tobacco, Experian and Capital One have homes here, as do Government bodies including the Inland Revenue and the Driving Standards Agency.

The county and city boast two universities – the University of Nottingham and Nottingham Trent University – offering courses to over 45,000 full and part-time students.

## 4 The risks we face

As part of our service planning process we review a comprehensive range of risks that face our communities in Nottinghamshire. Our risk information played a key role in informing our three year Service Plan (2010 – 2013) which includes our Integrated Risk Management Plan (IRMP), ensuring that we focus on the key issues that affect the safety of our communities.

The following sections outline some of the key risks that we face in Nottinghamshire, including the demographic of our population and our unique geography, which can have an impact on how we deliver our services.

Our Fire Cover Review that provides detailed intelligence to inform our plans can be accessed here:

[http://www.notts-fire.gov.uk/Documents/FCR\\_options\\_and\\_full\\_report.pdf](http://www.notts-fire.gov.uk/Documents/FCR_options_and_full_report.pdf)

Our three year Service Plan with associated delivery plan, which details what we are doing to address our key risks can be accessed here: [http://www.notts-fire.gov.uk/Documents/NFRS\\_Service\\_Plan\\_2010\\_2013\\_full\\_document.pdf](http://www.notts-fire.gov.uk/Documents/NFRS_Service_Plan_2010_2013_full_document.pdf)

### 4.1 Social risk

Greater Nottingham is a big conurbation – one of the 10 largest in the country – but only half the population live within the city boundaries. Deprivation in Nottinghamshire is above the national average, with a deprivation score of 113 (GB as a whole = 100) and health, education and crime above the national average. Nottingham city has the highest level of deprivation.

Despite its wealth and commercial success, many Nottingham city residents live in areas of deprivation. In fact, over 60% of Nottingham's population lives in an area of deprivation and 13 of the 20 city wards are within the 10% most deprived nationally, with pockets of deprivation in other wards.

### 4.2 Environmental risk

Fire Service involvement in dealing with environmentally damaging incidents is set to increase and receive continued focus, including the effects of our own fire fighting actions, for example, "water run off", and the legal and financial risk implications that these may present NFRS.

Throughout Nottinghamshire there are locations at risk from flooding. However in terms of a European perspective nowhere in Nottingham or Nottinghamshire is considered to be a significant flood risk area.

This is not to say that localised flooding in Nottingham and Nottinghamshire is insignificant. The flooding in June 2007 clearly highlighted how vulnerable our communities are to local flooding and the Preliminary Flood Risk Assessment (PFRA) highlights that a large number of people could be affected by surface water flooding.

### 4.3 Economic risk

Nottinghamshire has successfully managed the changes forced upon it during the last 20 years. These changes have had a major influence upon mining and some manufacturing industries, and the communities they supported. Overall, unemployment has been relatively low. However, labour market disparities remain, with qualification and skills levels causing

concern. In 2008, the recession began to impact upon the local economy and employment, and substantial numbers of job losses were reported.

Nottinghamshire has become economically diverse and innovative however, some areas of the county share problems, which are faced by the wider East Midlands region, primarily that of a low skills/low innovation/low wage economy.

#### 4.4 Risks beyond our borders

Through Sections 13 and 16 of the Fire and Rescue Services Act 2004 we have set up reinforcement schemes. Plans are also in place, through National Resilience, to provide specialist appliances and crews across England and Wales.

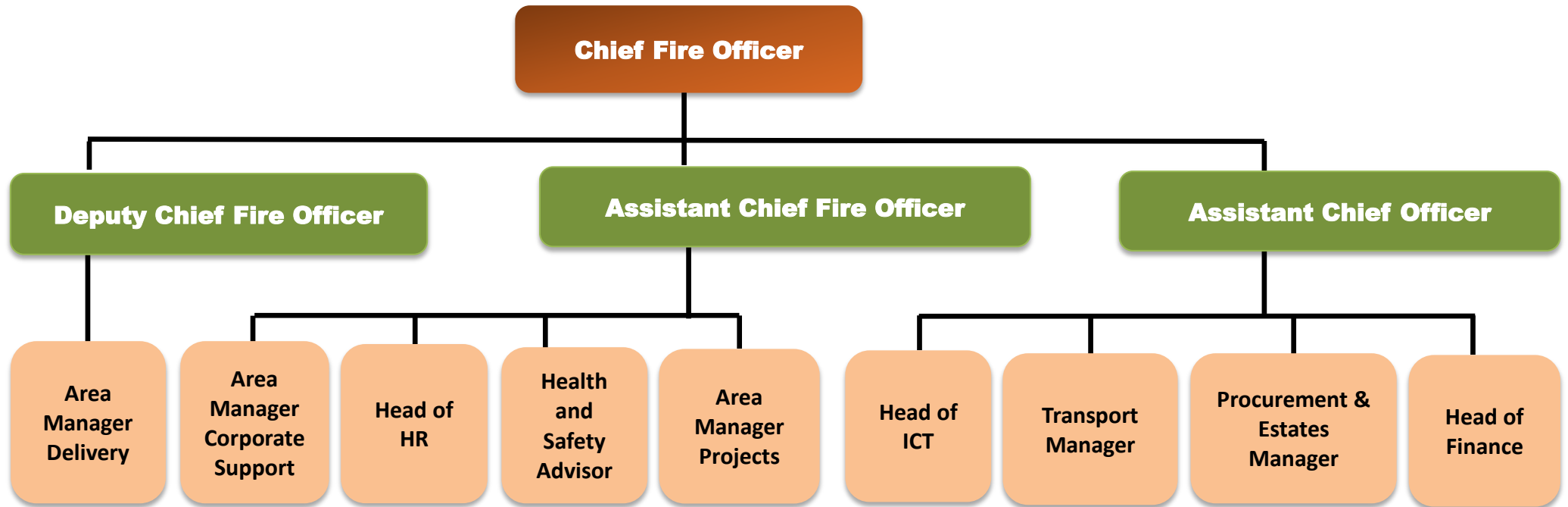
We have a responsibility to assess all foreseeable fire and rescue related risks that could affect our community, including those of a cross-border, multi-authority and/or national nature. In order to do this we work with partners on the Nottinghamshire Local Resilience Forum to identify very high and high risks through our Community Risk Register and ensure relevant emergency plans are in place.

The Government monitors risks that the UK could face through the National Risk Assessment process, led by the Cabinet Office, and through other relevant risk assessment and horizon-scanning processes. These risks are outlined in the National Risk Register, which can be accessed via the following link:

<https://www.gov.uk/government/publications/national-risk-register-for-civilemergencies-2013-edition>

# 5 Overview of Fire and Rescue Service

## 5.1 Overview of our structure





## Overview of our structure

### 5.2 Our people

As at 1<sup>st</sup> April 2014, the Service structure comprised of 983.6 (fte) posts, split as follows:

- 530 established Whole-time roles providing full-time operational cover and managerial support (Whole-time Duty System)
- 256 employees providing on call operational cover (Retained Duty System)
- 27 employees providing call handling support in our Control centre
- 170.6 (fte) employees providing managerial, professional, technical and administrative support to the Service.

The number of employees actually employed is slightly higher than our established roles (+9.4fte), mainly due to Trainee Fire-fighters who have been recruited to cover projected retirements during 2014-15.

For further information :links to our transparency data, which details information about our senior management team, can be found by following this link [Senior Officer Details](#). In addition the Authority's Pay Policy can be found by following this link: [Pay Policy](#).

### Equality and Inclusion

Nottinghamshire Fire and Rescue Service has been using the Fire and Rescue Service Equality Framework since its launch five years ago. It has proved to be an invaluable tool for us in managing our performance on equality during this period. In December 2010 the Service was successfully 'peer challenged' against the Achieving (2<sup>nd</sup>) level of the Framework. This provided us with a three year plan to reach the highest 'Excellent' level, which we did so in December 2013. The Peer Challenge found that equality was embedded in to the way we deliver services, the way we procure goods and services and the way in which we employ, recruit and retain people. There are areas like disability and sexual orientation which we have focused on for the last few years which are also improving. The Stonewall Workplace Equality Index has helped the Service to focus on policy development and employee engagement.

### 5.3 Our resources

Our Service headquarters is in Arnold, Nottingham, which also houses our control room function. Training facilities are based at Service Development Centre, Ollerton, Nottinghamshire.

There are 24 fire stations in Nottinghamshire – crewed by wholetime and retained (sometimes known as 'on-call') firefighters. Our Operations Response team is responsible for the work of firefighters at each of these stations, their equipment, fire engines and other specialist appliances.

### 5.4 Our values

We value service to the community by:

- Working with all groups to reduce risk
- Treating everyone fairly and with respect

- Being answerable to those we serve
- Striving for excellence in all we do

We value all our employees by practicing and promoting:

- Fairness and respect
- Recognition of merit
- Honesty, integrity and mutual trust
- Personal development
- Co-operative and inclusive working

We value diversity in the Service and the community by:

- Treating everyone fairly and with respect
- Providing varying solutions for different needs and expectations
- Promoting equal opportunities in employment and progression within the Service
- Challenging prejudice and discrimination

We value improvement at all levels of the Service by:

- Accepting responsibility for our performance
- Being open-minded
- Considering criticism thoughtfully
- Learning from our experience
- Consulting others

## 5.5 Our services to the community

Our services to the community are provided in line with our IRMP and the objectives set in the NFRS Plan 2010 -2013.

The plan highlights six priorities, the delivery of services fall under the following three priorities.

### Prevent – we will

- Work with young people to reduce arson, accidental fire and road traffic collisions.
- Focus on those most at risk from fires and other avoidable injuries.
- Work with partners to make our communities safer.
- Use and share data to identify those most at risk.

### Protect – we will

- Maintain a risk based approach to enforce our statutory responsibilities.
- Assist and support those responsible for fire safety within business.
- Work to reduce the economic cost of fire.



## Response – we will

- Use our resources to meet the risks within our community.
- Gather and use risk information to inform our response.
- Provide the highest standards of training, PPE, appliances and equipment that we can, to keep our employees safe.

The service delivery structure, the performance regime, the business planning process and local partnership working enable NFRS to deliver its services at the heart of local communities.

Dedicated local risk reduction teams, operational crews and NFRS support teams, working with partners through informal and formal statutory partnerships, deliver risk based prevention activity where it is needed to those people who are most vulnerable.

Operational preparedness is essential to meeting our response priority, this includes training, acquisition and maintenance of competence, the gathering of risk intelligence, exercising and testing of plans, debriefs following incidents, programmed audits and inspections and testing and maintenance of equipment.

Fire protection is delivered by a team of competent inspectors across three geographical areas. The risk based inspection programme is designed to ensure that our resources are targeting those premises with the highest risk. Working with business and where necessary through enforcement, we ensure compliance with the fire safety order to make Nottinghamshire and the City of Nottingham a safer place to live, work and visit.

Every fire we attend is investigated to ascertain the likely cause, a dedicated team of fire investigators support operational personnel in more complex investigations and cases of arson. The information gained through investigations is used by the team to inform potential pro-active prevention activity to reduce risk in business and communities.

## 6 Governance arrangements

### 6.1 Your Fire and Rescue Authority

During 2013/14 Nottinghamshire and City of Nottingham Fire and Rescue Authority ensured its Fire and Rescue Service had the people, equipment and training needed to carry out its duties in relation to:

- fire prevention.
- fire safety.
- firefighting and rescue.
- road traffic collision extrication and rescue.
- other emergency rescue activities, e.g. responding to flooding.

The Authority is known as a 'Combined Fire Authority' (CFA) as it comprises councillors from two local authorities. There are **18 Members**: six councillors from Nottingham City Council and 12 councillors from Nottinghamshire County Council. It is chaired by Cllr Darrell Pulk (County) and the Vice Chair is Cllr Brian Grocock (City).

Authority members continued to make decisions on key matters such as strategy, policy and the budget. There are eight sub-committees reporting to the full Fire Authority:

- Appointments Committee
- Community Safety Committee
- Finance and Resources Committee
- Human Resources Committee
- Personnel Committee
- Policy and Strategy Committee
- Standards Committee

During the last Authority AGM changes were made to the committee structure, this saw the removal of the Performance Monitoring committee and the requirement to include specific performance reporting as appropriate within the remaining committees.

Meetings were held at our **Headquarters** and the public were welcome to attend.

Papers for our meetings have been published on the Nottingham City Council website. Agendas, accompanying reports and minutes of all the Fire Authority meetings can be accessed [here](#). These provide a record of decisions made by the Authority and the context for those decisions.

### 6.2 Our legal responsibilities

The Fire & Rescue Services Act 2004 sets out the duties and powers of fire authorities.

Under the Act, the Fire Authority has a number of core functions:

- Fire safety – promoting fire safety, including the provision of information and publicity on steps to be taken to prevent fires and the giving of advice on how to prevent fires and on the means of escape from buildings in case of fire

- Fire fighting – extinguishing fires and protecting life and property in the event of fires
- Road traffic accidents – rescuing people in the event of road traffic accidents and protecting people from serious harm in the event of road traffic accidents
- Emergencies – when necessary deal with emergencies, other than fires and road traffic collisions.

The Fire and Rescue Services Act 2004 can be found via the following link:

<http://www.legislation.gov.uk/ukpga/2004/21/contents>

The Fire Safety Order 2005 was brought into force on 1 October 2006. It is now the only piece of fire legislation that applies to non-domestic premises (with a few minor exceptions).

The key points of the order are that it:

- Simplified the law by having a single piece of legislation that applies to all non domestic premises
- Based fire safety on risk assessment making it less prescriptive and bringing it into line with other health and safety legislation.
- Puts the responsibility for fire safety on the employer or the person in control of the premises.
- Made the Fire Authority the single enforcing authority for the Fire Safety Order (with a few exceptions)

The Regulatory Reform (Fire Safety) Order 2005 can be found via the following link:

<http://www.legislation.gov.uk/ukxi/2005/1541/contents/made>

### 6.3 The Fire and Rescue Service National Framework

The Fire and Rescue Service National Framework sets out the Government's priorities and objectives for fire and rescue authorities in England to:

- Identify and assess the full range of foreseeable fire and rescue related risks their area faces
- Make provision for prevention and protection activities and respond to incidents appropriately
- Work in partnership with their communities and a wide range of partners locally and nationally to deliver their service; and
- Be accountable to communities for the service they provide.

The Fire and Rescue Service National Framework can be found via the following link:

<https://www.gov.uk/government/publications/fire-and-rescue-national-framework-for-england>

### 6.4 Management of Risk

Nottinghamshire Fire and Rescue Authority is responsible for ensuring that its business is conducted in accordance with the law and proper standards, that public money is safeguarded, properly accounted for and used economically, efficiently and effectively. The Authority also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvements in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness.

## 7 Our Purpose

### 7.1 Our Vision and Purpose

‘A safer Nottinghamshire by putting safety at the heart of the community’

Nottinghamshire Fire and Rescue Service has one very clear and simple aim – to make Nottinghamshire a safer place to live and work. This may sound straight-forward, but achieving this aim relies on a great many people and organisations working together with the same goal in mind.

Fortunately, our colleagues in the councils, police, health, education and other local services are also striving to achieve similar improvements, and we are working in close partnership with them to pool our efforts and, between us, make a greater difference than we could possibly achieve by working alone.

### 7.2 Our Aims and Objective

- Prevention
- Protection
- Response
- Resilience
- Diversity and Workforce
- Governance and Improvement

<http://www.notts->

[fire.gov.uk/Documents/NFRS\\_Service\\_Plan\\_2010\\_2013\\_full\\_document.pdf](http://www.notts-fire.gov.uk/Documents/NFRS_Service_Plan_2010_2013_full_document.pdf)

### 7.3 Our Challenges and Priorities during 2012/13

Nottinghamshire faces a range of social challenges. The occupational profile reveals a disproportionately large number of people working in semi-skilled and unskilled occupations and, conversely, a small number of people working in higher-end managerial and professional occupations. Related to this, income levels are low and deprivation levels are above the national average. While the social profile in terms of health is just below the national average, levels of crime are amongst the highest in the country.

Our key achievements and challenges against our priorities during 2013/14 include:

#### Prevention

- Number of HSCs delivered
- Community safety initiatives were focused on being evidence led and evaluated to determine their impact on performance.
- Developed good partnerships with housing providers to share data on their housing stock.

#### Protection

- There were 4,231 home safety checks carried out in 2013/14, 486 of these were delivered by our partners.
- In 2013/14 there were 550 fire safety audits completed.

- There were 12 enforcement notices served, one of which led to a successful prosecution.
- Following the introduction of the Primary Authority Scheme, Nottinghamshire Fire and Rescue Service has become the primary authority for Boots.

## Response

- Recommendations from the fire cover review were implemented.
- We responded to 9761 incidents.
- A major programme of review is being carried out over an 18 month period in line with the National Framework to ensure all our risk data is accurate and valid.
- The Service completed the 2013-14 exercise programme. There is approximately 50 exercises undertaken each year ranging from smaller district exercises to service level multi agency exercises.

## Resilience

- The Service has maintained our national assets, specialist vehicles including the high volume pump, incident response unit, enhanced logistic support unit and flood response team. This has involved maintaining training and competence in line with national standard ready for an audit in 2014/15
- Business continuity continues to be embedded within working practices. A number of staff have received business continuity training. The organisation continues to undertake exercises to test its plans in order to ensure organisational resilience.
- The fire service is a partner within the Nottinghamshire Local Resilience Forum (LRF) who have continued to review their preparedness measures by reviewing plans and number of key exercises have taken place in 2013/14 with more planned for 2014/15.

## Diversity and Workforce

- Targeting of risk reduction work to the most vulnerable including disabled people and older people. During 2013-14, 41% of home safety checks delivered during 2013-14 were to disabled people. This is a 7% increase on the previous year. The disabled population of Nottinghamshire is approximately 20% demonstrating that the Service is delivering HSCs to a higher proportion than is in the population. This is due to effective targeting and partnership working.
- The Service has continued its equalities learning and development strategy which enables us to meet the needs of its communities and employees. We trained over 130 managers during 2013-14 on our new managing diversity training. Evaluations suggest that this has had a highly positive impact upon the knowledge, awareness and understanding of our managers.
- The Service's Employee Equality Network was reviewed during 2013-14 and as a result has an improved structure. Its members now have designated strands relating to the Equality Act enabling them to become employee champions for equality across the Service.

## Governance and Improvement

- The 2013/2014 year was another challenging one financially, with the amount of grant funding from Central Government reduced, and further grant reductions



expected in future years. A number of planned savings were implemented during the year with the aim of reducing costs going forward and preserving the Authority's strong, underlying financial position.

- The Service has written and consulted on a new Integrated Risk Management Plan for 2014-2019.
- An internal audit in 2013/14 of the key internal controls, assessment and review on the basis of risk concluded "the overall level of internal control is satisfactory and provides a good basis for effective financial and resource management".
- An external audit concluded "that the accounts production and audit processes were good, with no specific risks identified. In addition, the organisational and IT control environment was found to be effective overall, with sound controls in the Authority's financial systems"

#### 7.4 Our collaborative arrangements

We work with and are committed to form or join partnerships that assist in achieving our organisational goals and contribute to our vision "A safer Nottinghamshire and City of Nottingham by putting safety at the heart of the community"

We continue to strengthen our partnership working around common objectives at a local, regional and national level.

Partnerships help us create more for less - pooling resources can help partners achieve results in a more cost effective way and access extra resources. Working with our partners allows us to reach more areas of our community with vital safety information and advice.

We work closely with a number of groups, businesses and agencies in the community. By working together with agencies such as the police, ambulance, probation service, registered social landlords and community groups we can tackle complex problems. A broader range of perspectives, knowledge, information, strengths and skills can provide new and better ways of delivering services.

#### 7.5 How we secured business continuity

Business continuity management is a series of processes and plans that ensure we can continue to deliver our services in the event of disruption. Our operational assurance and resilience team ensures that the Fire Service adheres to its duties under the Civil Contingencies Act 2004 and that resilience is increased for critical activities. All critical elements of our service have a business continuity plan in place to ensure services can resume in all possible eventualities. The Service has identified its three critical activities as:

1. Emergency response
2. Communications both internal and external
3. Statutory and legal requirements

To ensure that our business continuity plans are fit for purpose we undertake exercises using a variety of scenarios so that plan owners can identify what went well and make any required improvements to their plans.

Nottinghamshire Fire and Rescue Service has seen its plans implemented during periods of industrial action between National Government and Trade Unions.

## 8 Our Performance: How we performed during 2013/14

Over 10% of Over Achievement of Target					
Within 10% of Over Achievement of Target					
Within 10% of Under Achievement of Target					
Over 10% of Under Achievement of Target					
<b>Indicator</b>	<b>Actual</b>	<b>Performance</b>	<b>Target</b>	<b>Previous Year</b>	<b>Previous 2 Years</b>
NI 33a Deliberate Primary Fires	429.00		429.18	442.00	709.00
NI 33b Deliberate Sec. Fires	1363.00		1998.70	1236.00	2928.00
NI 49i Primary Fires	1605.00		1501.81	1567.00	1964.00
NI 49ii Fatalities in Primary Fires	4.00		0.00	5.00	4.00
NI 49iii Non-Fatal Casualties	58.00		73.72	77.00	78.00
KPI 143iii Accidental Dwelling Fires	619.00		624.98	627.00	635.00
KPI 143i Accidental Dwelling Fire Deaths	2.00		0.00	3.00	4.00
KPI 143ii Accidental Dwelling Fire Injuries	42.00		52.38	54.00	56.00
KPI 144 % Fire & Heat Damage Confined To Room	93.38		94.00	90.11	93.70
KPI 146i % Malicious Hoax Calls Not Attended (NOFM)	44.57		39.00	39.50	39.79
KPI 146ii % Malicious Hoax Calls Attended	55.43		63.00	60.50	60.21
KPI 149 No of Unwanted Fire Signals Attended	2766.00		2732.23	2912.00	3233.00
KPI 206i Deliberate Primary Fires Excl Vehicles	251.00		229.49	235.00	355.00
KPI 206ii Deliberate Primary Fires Vehicles	178.00		199.69	207.00	354.00
KPI 207 Fires In Non Domestic Premises	288.00		226.10	233.00	299.00
KPI 208 % Escaped Dwelling Fires Unharmmed	93.43		94.00	91.45	90.84
KPI 209i % Smoke Alarm Activated	51.53		51.00	57.37	50.28
KPI 209iii % Smoke Alarm Not Fitted	19.51		29.00	20.40	26.89
KPI 12i Sickness Wholetime Staff	5.09		6.0		
KPI 12ii Sickness All Staff	5.8		6.25		
KPI 8 % Undisputed Invoices Paid within 30 Days	99.5		100	97.9	90
KPI 150 Expenditure Per Head	37.90		40.25	39.54	38.92



**FAMILY GROUP 4 (FG4)**  
**PER POPULATION PERFORMANCE Q4 (APRIL 2013 TO MARCH 2014)**

**National Indicator 49i**  
**(Primary Fires)**  
**Per 100,000 population**

**National Indicator 49ii**  
**(Fatalities due to Primary**  
**Fires)**  
**Per 100,000 population**

**National Indicator 49iii**  
**(Non Fatal Casualties)**  
**Per 100,000 population**

**National Indicator 33a**  
**(Deliberate Primary Fires)**  
**Per 10,000 population**

**National Indicator 33b**  
**(Deliberate Secondary Fires)**  
**Per 10,000 population**

<b>All Primary Fires</b> <i>(April 2013 to March 2014)</i>	
<b>Service</b>	<b>Number</b>
Cheshire	109.9
Cleveland	110.5
Leicestershire	110.9
Hampshire	113.2
Kent	114.5
Hertfordshire	120.2
Surrey	121.8
Derbyshire	126.8
Essex	130.5
Avon	130.7
Staffordshire	134.5
Hereford & Worcester	137.5
Lincolnshire	137.9
South Wales	145.9
Nottinghamshire	147.1
Lancashire	151.2
Humberside	158.6
N. Ireland	168.5
<b>FG4 Average</b>	<b>131.7</b>

<b>Fatalities due to Primary Fires</b> <i>(April 2013 to March 2014)</i>	
<b>Service</b>	<b>Number</b>
Hampshire	0.1
Avon	0.2
Cheshire	0.3
Hertfordshire	0.3
Humberside	0.3
Lancashire	0.3
South Wales	0.3
Essex	0.4
Nottinghamshire	0.4
Surrey	0.4
Kent	0.5
Staffordshire	0.5
Lincolnshire	0.6
N. Ireland	0.6
Hereford & Worcester	0.8
Leicestershire	0.8
Cleveland	0.9
Derbyshire	1.0
<b>FG4 Average</b>	<b>0.4</b>

<b>Non Fatal Casualties</b> <i>(April 2013 to March 2014)</i>	
<b>Service</b>	<b>Number</b>
Staffordshire	2.3
Lincolnshire	2.4
Leicestershire	3.6
Cleveland	3.8
Hampshire	3.9
Humberside	4.1
Cheshire	4.3
Hertfordshire	4.4
Nottinghamshire	5.3
Essex	5.4
Hereford & Worcester	5.7
Surrey	6.2
Lancashire	6.4
Avon	6.5
Kent	6.8
Derbyshire	7.2
South Wales	10.2
N. Ireland	26.5
<b>FG4 Average</b>	<b>6.4</b>

<b>Deliberate Primary Fires</b> <i>(April 2013 to March 2014)</i>	
<b>Service</b>	<b>Number</b>
Hampshire	2.0
Surrey	2.0
Hereford & Worcester	2.1
Hertfordshire	2.1
Essex	2.3
Cheshire	2.9
Lincolnshire	2.9
Derbyshire	3.1
Kent	3.2
Lancashire	3.3
Leicestershire	3.5
Staffordshire	3.5
Nottinghamshire	3.9
Avon	4.4
Cleveland	4.8
Humberside	5.1
South Wales	5.2
N. Ireland	7.0
<b>FG4 Average</b>	<b>3.5</b>

<b>Deliberate Secondary Fires</b> <i>(April 2013 to March 2014)</i>	
<b>Service</b>	<b>Number</b>
Surrey	3.7
Lincolnshire	3.9
Hereford & Worcester	4.5
Essex	4.9
Hertfordshire	5.2
Hampshire	5.5
Leicestershire	7.0
Kent	7.5
Derbyshire	7.6
Avon	10.5
Cheshire	12.1
Nottinghamshire	12.5
Staffordshire	15.7
Lancashire	17.4
Humberside	19.2
South Wales	28.2
N. Ireland	30.0
Cleveland	43.3
<b>FG4 Average</b>	<b>13.3</b>

## 8.1 What others have said about our performance

### What users of our service say about us

The Service is keen to ensure that it provides people who use our services with the opportunity to provide us with feedback on the quality of service they have received. In order to do this, we have sent questionnaires to people that have experienced a domestic incident (103 responses) and have undertaken 403 telephone interviews with people receiving home safety checks. We have received overwhelmingly positive feedback in terms of satisfaction with our service delivery but, perhaps more importantly, we are finding that people are feeling safer in their homes as a result and are taking on board the safety messages and advice we promote. Here is a selection of some of the results we received:

- 90% of people were very satisfied overall with the service they received from us during the incident.
- 65% said that they had adopted safety advice following the incident.
- 55% of respondents said that since the home safety check they had improved or changed their fire safety measures.
- Those who said that they smoked were more likely to have improved or changed their fire safety measures than those who didn't.
- 92% of respondents said they felt safer in their homes.

### 8.2 Lessons learnt

The NFRS service assurance framework includes an accident reporting / near miss and investigation process, incident monitoring and reporting system, operational debrief system and an operational assurance team with appropriate procedures for mobilisation.

The policies, procedures, systems and processes are designed to support a continuously improving service.

The health, safety and welfare committee monitor progress against agreed actions for improvement.

Our risk reduction activity is underpinned by a risk based performance driven approach with quarterly performance meetings designed to highlight areas for improvement and areas that require action. Any risk reduction activity that is delivered is evaluated and reported upon at the performance meeting. This informs future initiatives and responses to identified risk.

Lessons learned from national or major incidents are shared with partners and other services, recommendations are scrutinised and a gap analysis carried out to ascertain if any action by NFRS is required. Any recommendations found to be relevant will form the basis of an action plan and progress monitored.

Audits are carried out locally against a set of benchmarking expectations identifying areas for improvement. Local management teams address any areas for improvement providing support and direction when required.

The Fire Protection department's risk based inspection programme helps identify levels of risk and compliance to the fire safety order, in a variety of premises, the results of these inspections inform future inspection activity and the provision of advice and information to those responsible for fire safety and compliance with the order.

## 9 Financial Performance

### 9.1 Our Budget for 2013/14

The 2013/2014 year was another challenging one financially, with the amount of grant funding from Central Government reduced, and further grant reductions expected in future years. A number of planned savings were implemented during the year with the aim of reducing costs going forwards and preserving the Authority's strong, underlying financial position.

### 9.2 Where our money comes from and what your money is spent on Revenue Income and Expenditure

	<b>Income</b>	<b>Expenditure</b>	<b>Variance</b>
	<b>2013/14</b>	<b>2013/14</b>	<b>2013/14</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
Net Expenditure	43,899	45,323	1,424
Financed By:			
Revenue Support Grant / NNDR	23,743	23,743	0
Council Tax Freeze Grant	234	236	2
Precept from Constituent Authorities	19,921	19,921	0
<b>Net</b>			<b>1,422</b>

Revenue expenditure describes the day to day costs of running the Authority and includes items such as employees' pay, running costs of buildings and vehicles and office expenses. The Authority set a revenue budget of £43.899m for 2013/14 and the position at the end of the year shows an overspend of £1,422k. This was a planned overspend, and includes a Voluntary Revenue Provision charge of £1.000m as well as a revenue contribution to finance capital expenditure of £1.652m. Both of these initiatives will contribute towards the on-going budget savings required in future years.

### Capital Budget

	<b>Capital Programme</b>	<b>Actual</b>	<b>Variance from Budget</b>
	<b>2013/14</b>	<b>2013/14</b>	<b>2013/14</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
Property Programme	4,567	1,300	(3,267)
Transport Programme	2,662	1,056	(1,606)
IT and Communications Programme	1,110	971	(139)
<b>Total</b>	<b>8,339</b>	<b>3,327</b>	<b>(5,012)</b>

Capital budgeting is the process by which we create, replace or upgrade our long term assets, such as buildings, fire appliances and ICT Infrastructure.

### 9.3 How we provide value for money

<b>Expenditure per head per population</b>	<b>Population</b>	<b>Expenditure</b>	<b>Net Expenditure per head</b>
	<b>2013/14</b>	<b>2013/14</b>	<b>2013/14</b>
	<b>1,107,053.00</b>	<b>45,323,000</b>	<b>40.94022599</b>

#### Auditor's findings

A summary of auditors' reports and findings can be found in the Annual Audit Letter on the link below. Details regarding the annual statement of accounts can also be found via this link *Link to be provided when accounts are put on the internet (to be presented at Fire Authority and then published)*

#### Our long-term financial challenges and commitments

Elected Members of the Fire Authority approved a council tax increase of 1.95% for 2014/15, which was the first increase for several years. The revenue budget for 2014/15 has been set at £42.892m, some £1m less than that set for 2013/14. This is part of an overall requirement to reduce budgets over the period to 2016/17 alongside reductions in grant from central government.

Despite this, the Fire Authority is committed not only to surviving during this period of financial austerity but also to continuing to improve and develop services against this financial backdrop.

## 10 Our Future Plans

### 10.1 Our future challenges

Strategic risks, which are external factors identified using the PESTEL methodology that may affect the long-term priorities of the Authority, are recorded in the Strategic Risk Register. This register is updated twice a year and reported to Senior Management and Elected Members so that they may consider its content as part of the strategic decision-making process.

In 2010 Nottinghamshire Fire and Rescue Service completed a comprehensive Fire Cover Review which was a requirement of the National Framework 2008 and formulated part of the Service Plan 2010-13. Results showed that the county's risks have changed, with the number of incidents falling by nearly 35% over the last 10 years. The aim of this was to review the operational element of its service. We looked at how and where to best place our fire stations and fire engines, delivering plans for the future which we will continue to implement over the coming years. As part of this review, Nottinghamshire Fire and Rescue Service implemented a model which is used to identify areas of risk for the county.

The economic climate has caused increasing financial difficulties for all public bodies, including the fire service, and this situation is expected to continue for a few more years. Some of the financial pressures facing us include: the probable reducing levels of funding from Central Government; cost increases due to inflation and pay awards; the need to replace or refurbish our fire appliances and fire stations; uncertainty about interest rates and the reform of public sector pensions.

Back in 2010/11, our annual budget for running the Service was £48.1m. By 2013/14 this had reduced to £43.9m, a fall of £4.2m and we are expecting to have to cut our budget by at least another £2.4m over the next two years. This is in the context of increasing prices, so in real terms our budget reduction has been greater than this. Despite this, we have frozen council tax for the last three years – Band D household currently pays £69.69 council tax a year for our services (in 2013/14).

We are a front-line service and rely on the majority of our workforce to deliver services directly to you with a minority of our workforce providing support. In all, 78% of our annual budget pays for our workforce and the budget reductions in recent years have resulted in us employing fewer people than we used to. This trend is likely to continue as we strive to find more efficient ways of working whilst still maintaining the high quality service that you have come to expect from us.

### 10.2 Our future commitments

Our plan for 2014 to 2019 is our vision to create a safer Nottinghamshire by putting safety at the heart of the community.

We have six priorities to help us achieve this.

#### Priority 1 - Service Delivery

We will target our **prevention work** towards helping people to avoid fires and being involved in collisions on our roads, along with other areas of risk.

Our **response to incidents** will focus on ensuring the right resources are in place where they are needed most, including working closely with fire and rescue services in our neighbouring counties.



Our investment in our **Fire Protection** teams will ensure the best possible service to help keep you safe at home, at work and at play.

## Priority 2 - Employees and Workforce

By **investing in our workforce** we will ensure the county has highly skilled firefighters equipped to deal with any incident, along with well-trained staff providing a fair service and ensuring that those who most need our help get it when they need it most.

## Priority 3 - Improvement and Governance

We will gather evidence from our own data and information shared by our partner agencies to **assess risk**. We will ensure our structure allows **flexibility** to change as a modern fire and rescue service, supported by a consultation process with decisions overseen by our elected Fire Authority members.

## Priority 4 - Engagement and Partnerships

Building on the strengths of our **relationships with partners**, we will continue to work with like-minded organisations to protect the most vulnerable people in our communities from fires and other incidents. Our work with youth and educational services will broaden the prevention message to include antisocial behaviour and general well-being.

## Priority 5 - Environment

Using energy as efficiently as possible, we will **minimise our impact on the environment** at incidents and in our day-to-day business. We will focus on limiting the contamination of air and water at incidents, and set challenging targets to reduce waste, leading to benefits both financially and for the environment.

## Priority 6 - Inclusion and Equality

We will tailor our services to meet the changing demands of our communities, focusing on the growing population of both young and old and the needs of those with disabilities or whose first language is not English. We will support our staff and ensure a safe and positive workplace, while working to recruit a workforce that is reflective of the communities we serve.

[http://www.notts-fire.gov.uk/Documents/IRMP\\_2014\\_-\\_2019.pdf](http://www.notts-fire.gov.uk/Documents/IRMP_2014_-_2019.pdf)

# 11 Our Community Engagement

## 11.1 How you can become involved

Nottinghamshire and City of Nottingham Fire Authority is a body of 18 elected members (six from the City and 12 from the County Councils) that exists to supervise and direct the work of the Service and hold it to account to ensure it performs efficiently in the best interests of the community.

Members of the public can get involved with the work of the Fire Authority by attending the public meetings that are held regularly by the Authority and its subcommittees at NFRS headquarters. You can find out more about the Fire Authority, its work and access documents from previous and future meetings [here](#).

NFRS values the views of the communities we serve to ensure we are providing you the service you need. We consult formally on the ways in which we propose to deliver services – particularly when developing our Integrated Risk Management Plan, which sets out how we intend to manage the Service for the next five years. More information about our consultation activities is available [here](#).

Much of our work with the public is done face-to-face by firefighters and community safety staff, whose aim is to make communities safer. You can see how we do this, find advice on making yourself safer at home, work or play in the county or contact us for more information by visiting our website [www.notts-fire.gov.uk](http://www.notts-fire.gov.uk). You can also find us on Facebook [www.facebook.com/NottsFRS](http://www.facebook.com/NottsFRS) and on Twitter by searching for @nottsfire

## 11.2 Access to information

Details regarding our arrangements in respect of access to data and information can be found on the Nottinghamshire Fire and Rescue Service website via the following link: <http://www.notts-fire.gov.uk/6243A099F0DD4EBA97B9E143D74AD3A9.asp>

## 11.3 How to make a compliment or a complaint

Nottinghamshire Fire and Rescue Service aims to make it as easy as possible for the people we serve to let us know their views. Through listening and learning we improve the quality of the services we provide, and encourage and recognise good practice by our staff.

We want to hear from people if they:

- Have a suggestion on how we might improve services.
- Would like to compliment us on a job well done.
- Feel we have fallen short of their expectations.
- Feel we have fallen short of the standards we set ourselves in dealing with complaints.

There are a number of ways in which you can compliment, comment or complain about our services:

- Email us on [enquiries@notts-fire.gov.uk](mailto:enquiries@notts-fire.gov.uk)
- Phone us on 0115 967 0880
- In person by calling into one of our stations or headquarters



- By post

Compliments, comments and complaints  
Nottinghamshire Fire and Rescue Service  
Bestwood Lodge  
Arnold  
Nottingham  
NG5 8PD