



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

Name :	Wayne Bowcock Deputy Chief Fire Officer
Tel :	0115 8388900
Email :	wayne.bowcock@notts-fire.gov.uk
Media Enquiries Contact :	Therese Easom (0115) 967 0880 therese.easom@notts-fire.gov.uk

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

APPENDIX A

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%