



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: 06 October 2017

Purpose of Report:

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

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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 reports performance on a quarterly basis. This will evolve and develop over the coming months as new data sets become available and KPI's are agreed with the Strategic Leadership Team.
- 1.3 This report is based on performance data between 1 April 2017 and 30 June 2017.
- 1.4 The June 2017 Community Safety Committee meeting performance report covered data from 1 February to 30 April 2017. There is an overlap of data in this report in order to bring the quarterly reports in line with both the calendar and financial years.

2. REPORT

- 2.1 A total of 2987 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 April 2017 and 30 June 2017, which is an increase of 467 incidents during the same months in the previous year. The information below shows that this increase is due to secondary deliberate fires and emergency first responding incidents. The Following incidents were attended during this period:
 - 131 accidental dwelling fires; decrease of 2 compared to the same period in 2016
 - 380 deliberate secondary fires; increase of 124 compared to the same period in 2016
 - Zero fire fatalities; decrease of 4 compared to the same period in 2016
 - 871 special service calls (SSC) including 120 road traffic collisions (RTCs) a decrease in 13 RTC's compared to the same period in 2016.
 - 292 emergency first responding incidents assisting East Midlands Ambulance Service (EMAS) as part of an ongoing trail.

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 Members should note that the RDS availability during the period of this report (Appendix A) shows 87.2% availability, with each section averaging 1779 hours of availability over quarter one. Seven out of the sixteen sections performed above 90%, with the highest level of availability being Warsop with 97.3%.
- 2.4 RDS availability continues to be improved across sections and should be celebrated as continued success, not only as a Service but by local RDS sections. As data continues to be gathered and analysed, Service Delivery will continue to work closely with District Managers, Human Resources and RDS Managers to implement areas for further improvement around availability through recruitment, retention and development to support the RDS.

OPERATIONAL ASSURANCE

- 2.5 Operational assurance performance data was collated between 1 April 2017 and 30 June 2017. During this period a total of 99 incidents of interest were attended.
- 2.6 NFRS attended the following incidents of interest between 1 April 2017 and 30 June 2017.
- Crews attended thirty-four fires resulting in:
 - Ten people, one dog and ten cats rescued;
 - Three people led to safety;
 - There were no fire fatalities within NFRS during this reporting period;
 - However, eighteen canaries were recorded as fatalities at one incident;
 - Fourteen Fire Casualties (non-fatal).
 - Crews attended forty-five Road Traffic Collisions (RTC) between 1 April 2017 and 30 June 2017 resulting in:
 - NFRS extricated fifty members of the public;
 - There were three RTC fatalities.
 - There were five animal rescue incidents, including ten animals rescued from fires.
 - The period of this report recorded six HAZMAT incidents, resulting in one fatality.
 - Seven incidents required a multi-appliance attendance (five or more appliances). These are identified below:

- Fire involving a house of three floors in a block of six houses, two people and two cats rescued. Resources from Derbyshire Fire and Rescue Service supported this incident with the use of their aerial ladder platform and support pump from Chesterfield.
- Single storey building fire 20m x 20m used as a garage. LPG cylinders involved.
- Three storey unoccupied school, fire located in the first floor.
- Building of three floors 150m x 75m used as a Hospital. Fire located on first floor medical ward.
- Fire involving two houses and three vehicles. Resources from Derbyshire Fire and Rescue Service supported this incident with the use of their aerial ladder platform and support pump.
- House Fire, persons reported – house severely damaged by fire.
- Operational crews completed fifty debrief returns during the reporting period, all following incidents to support organisational learning.

EXERCISE PLANNING

2.8 A revised 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.

2.9 Eight exercises have been planned during Quarter 1, including two basement scenarios, two exercises in high rise buildings, one confined space exercise and three exercises testing breathing apparatus procedures.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

During the period of this report twenty-five RDS trainee firefighters have commenced training at NFRS Service Delivery Training Centre. Twelve are scheduled to complete their training in early August 2017 and thirteen are scheduled for completion in November 2017.

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 disorders 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 attend incidents, identifying any opportunities to work closer with other fire and rescue services in an effort to maximise efficiency and to provide the highest level of service to the public.

10. RECOMMENDATIONS

That Members note the contents 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	1995.75	91.4%	95.75	4.5%	90.5	4.1%	0	0%	0	0%
05 Ashfield	1884.5	86.3%	175.5	8.04%	76.5	3.51%	16	0.73%	31.5	1.44%
07 Warsop	2125.5	97.3%	58.5	2.68%	0	0%	0	0%	0	0%
08 Worksop	1972	90.3%	63	2.88%	80.5	3.7%	33.5	1.53%	35	1.6%
10 Harworth	2011	92.1%	47	2.15%	93.5	4.28%	0	0%	32	1.47%
11 Misterton	1500	68.7%	491	22.48%	42	1.92%	0	0%	151	6.91%
12 Retford	1977.5	90.5%	169.25	7.75%	9.5	0.44%	0	0%	27.75	1.27%
13 Tuxford	1785.5	81.8%	162.5	7.44%	90	4.12%	17	0.78%	129	5.91%

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14 Southwell	1615	74%	60.5	2.77%	197.25	9.03%	116	5.31%	195.25	8.94%
15 Collingham	1831.75	84%	44.75	2.05%	103.25	4.73%	12.5	0.57%	191.75	8.78%
16 Newark	1920.5	88%	27.5	1.3%	116.5	5.33%	34	1.56%	85.5	3.91%
17 Bingham	1861.75	85%	166	7.6%	77	3.53%	67.25	3.1%	12	0.55%
23 Stapleford	1908	87%	266	12.18%	10	0.46%	0	0%	0	0%
24 Eastwood	1618.25	74%	81.75	3.74%	142.25	6.51%	116.5	5.33%	225.25	10.31%
25 Hucknall	1970.75	90%	107	4.9%	66.75	3.01%	3.5	0.16%	37	1.7%
28 East Leake	2040.75	93%	92.5	4.24%	49,25	2.26%	1.5	0.07%	0	0%