



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

Nottinghamshire and City of Nottingham  
Fire and Rescue Authority

# **ANNUAL STATEMENT OF ASSURANCE 2017-18**

Report of the Chief Fire Officer

**Date:** 28 September 2018

**Purpose of Report:**

To present the Annual Statement of Assurance 2017-18 for approval.

## **CONTACT OFFICER**

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## 1. BACKGROUND

- 1.1 The Fire and 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 (IRMP).
- 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 2017-18 Statement of Assurance replaces the 'annual report' and is supported by guidance from the National Fire Chiefs Council.

## 2. REPORT

- 2.1 The Annual Statement of Assurance 2017-18 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 Statement signposts (in the form of links) 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 Statement for 2017-18:
  - **Financial Performance** – sets out the financial performance of the Service;
  - **Governance Statement** – explains how the Service manages its governance and internal control measures;
  - **Our Services to the Community** – provides progress against the priorities set out within the IRMP;
  - **Framework Requirements** – this demonstrates how the Service has met the requirements set out in the National Framework (2012);
  - **Planned Improvements** – this provides a forward-looking aspect for the year ahead and supports the IRMP priorities;
  - **Our Community Engagement** – forms part of the arrangements for transparency and how further information and feedback will be dealt with by the organisation – eg: general enquires for information or complaints.

2.4 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services inspection due to take place early in the new year will include a graded judgement of performance, designed to enable the public to see how each fire and rescue service's performance changes over time and in relation to the performance of other services. The outcomes and progress from these inspections will be reported in future statement of assurance reports.

### **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. CRIME AND DISORDER IMPLICATIONS**

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

### **7. LEGAL IMPLICATIONS**

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

### **8. RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications arising from this report.

### **9. COLLABORATION IMPLICATIONS**

There are no collaboration implications arising from this report.

### **10. RECOMMENDATIONS**

That Members approve the Annual Statement of Assurance 2017-18.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**



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# Statement Of Assurance 2017 - 2018

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## Introduction

Within the current [Fire and Rescue National Framework for England](#) the Government set out its requirements for fire and rescue services to publish a Statement of Assurance. This annual document provides assurance to communities on financial, governance and operational matters. The statement shows how Nottinghamshire Fire and Rescue Service (NFRS) has had due regard to the expectations set out in the Integrated Risk Management Plan (IRMP) and the requirements included within the Framework document.

## Context

The Service is accountable for its performance and is open to evaluation by the communities it serves. Much of the information communities require to make a valid assessment of the fire and rescue authority's performance is already available. This Statement of Assurance presents this information in a clear, accessible and user-friendly way, setting the context within each section and using links to key documents where appropriate to evidence compliance with external and internal performance standards.

## Financial Performance

Under the Local Government Act 1999 fire and rescue authorities (the Authority) are responsible for ensuring that their business is conducted in accordance with the law and proper standards, and that public money is properly accounted for and used economically, efficiently and effectively.

NFRS provides financial assurance through the publication of an [Annual Statement of Accounts](#). This is a statutory requirement under the Accounts and Audit Regulations 2015, and the accounts are prepared following the Code of Practice on Local Authority Accounting. The financial statements are subject to review by independent auditors as directed by the Local Audit and Accountability Act 2014.

The Service's appointed external auditor has been KPMG LLP since 2012/2013. The auditors are responsible for two key areas:

1. *Financial statements (including the Annual Governance Statement)*: providing an opinion on your accounts; and
2. *Use of resources*: concluding on the arrangements in place for securing economy, efficiency and effectiveness in your use of resources (the value for money conclusion).

Internal audit forms part of the wider system of internal control which deals entirely with the Authority's exposure to financial, and to some extent non-financial risk. The Service's internal audit for 2017-18 was provided by Nottinghamshire County Council. Presenting the annual report to the Finance and Resources Committee of the Authority enables Members to see the work of internal audit and the contribution that they make to the overall system of internal control.

## Governance Statement

The Annual Governance Statement publicly explains how the Service manages its governance and internal control measures. It is an open and honest account of how the Service ensures its financial management system is adequate and effective, as well as ensuring it has a sound system of internal control, assuring the utmost integrity in all its dealings.

The Governance Framework comprises the systems, processes, cultures and values for the direction and control of the Authority and the activities through which it accounts to, engages with and leads the community. It enables the Authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate and cost-effective services.

In addition to the Annual Governance Statement, the Authority has a [Code of Corporate Governance](#) that the Authority commits to in carrying out its duties and responsibilities. In this document, officers have identified against each of the Code's principles what source documentation or existing practice demonstrates how the Authority complies with the principles that make up the Code.

NFRS believes it is important to be open about the way it spends public money. NFRS has used the [Local Government Transparency Code 2015](#) on data transparency, which recommends datasets the Service should make available as a minimum starting point for deciding what information NFRS should make available.

## Our Services to the Community

The Authority's IRMP provides an opportunity to demonstrate how the Service will discharge its responsibilities in a way that is open and transparent to its communities and others with an interest.

[IRMP 2014-2019](#) identifies and assesses foreseeable fire and rescue related risks which could affect its communities, including those of a cross-border, multi-authority and/or national nature. The plan has regard to the community risk registers produced by the Local Resilience Forum and other local risk analyses as appropriate.

Consultation on the IRMP was carried out by Opinion Research Services and included online and paper surveys as well as face to face forums with different communities across the county.

Set out below are the actions that the Service has taken against each of its six priority areas over the period 2017 – 2018.



## Priority 1 – Service Delivery

NFRS continues to use a risk-based approach to improve the service to individuals, communities and local businesses with an emphasis on creating safer communities, and reducing death and injuries. NFRS will do this through four key themes: preparedness, response, prevention and protection.

Service Delivery in Nottinghamshire continues to ensure that the key priorities of risk, training and competence are at the forefront of activities. A programme of exercising, incorporating the safety critical area of breathing apparatus operations, was implemented in order to consolidate recent changes to equipment and procedures. Response personnel have undertaken a focused approach to identifying risks in their areas with crews actively engaged in the assessment and categorisation of specific premises' risks. This has enabled crews to ensure that they have the right resources at the right time for incidents at these locations and has also allowed the Service to develop operational preparedness, utilising a number of high risk premises to ensure that procedures are practiced and reviewed in realistic scenarios.

The Sustainability Strategy for 2020 identified areas of work to be explored to ensure the Service remains focused on effective delivery of services whilst addressing anticipated financial constraints.

In February 2018, the Authority approved the recommendation to introduce mixed and alternative crewing into the Service by April 2019. Work has been on-going to implement both projects within Service Delivery. Alternative crewing models have been explored which can utilise crew numbers of less than four to deal with certain incidents types, or be used to provide additional resources at larger more protracted incidents.

This is not a move away from existing minimum crewing arrangements, but an opportunity to maximise the use of all on-call resources that would alternatively be unavailable. On-call staff and incident commanders have received additional training to support the roll-out and progress has been made in all key areas of the project. It is planned for alternative crewing to go live in winter 2018 and be reviewed over a six-month period.

The mixed crewing system provides resources when it is needed most and has been approved for implementation at Ashfield and Retford fire stations. Costs will be reduced by converting appliances crewed by wholetime personnel to on-call personnel during time periods of low activity, primarily overnight where on-call availability is resilient.

To facilitate the implementation of the change in crewing system, a project team has been established to support the key areas of work which include the placement of wholetime staff, the recruitment of additional on-call staff, changes to the mobilisation system and additional training for the on-call staff at Ashfield and Retford.

The ambition for the mixed crewing project is that the project is completed by April 2019, this crewing model has the potential to realise significant savings whilst having minimal impact on operational outcomes.

During 2017-18, the Service has engaged in the Sustainability of On-Call Project. This project aims to ensure the long-term sustainability of on-call response within the Service and has developed a practitioner working group of on-call employees within the Service to help facilitate this. The project has explored several areas to improve the on-call including communications, availability, work-life balance, recruitment, training and remuneration. The group has standardised practices across all 16 on-call stations and worked to automate a number of procedures to improve efficiency. This support for the Service's on-call personnel continues to increase with the recruitment of five specific On-Call Support Officers who will work to assist improve availability and sustainability of this duty system over the coming years.

This year has seen the re-introduction of both prevention and risk intelligence activities to on-call staff within the Service. These activities not only increase the activity of personnel who often provide more than 80 hours of availability per week, but also ensures that on-call stations are at the heart of their communities. This increased activity has also been supported through the delivery of additional training time for personnel, as well as specific business plans to assist in their wider engagement within the Service and within their communities.

To further build on a more holistic approach to community safety, the Prevention Department will continue to focus on the health and wellbeing of vulnerable members of Nottinghamshire's communities in 2018/19. To facilitate this, an Occupational Therapist has joined the team to work with the most vulnerable and enable a 'person centred, one visit' approach to addressing their safety needs. In addition, safe and well visits will replace the traditional home safety check later this year. Alongside the delivery of fire safety advice, a safe and well visit will also involve operational crews and members of the Prevention Department providing information (smoking cessation, alcohol safety, falls prevention, keeping homes warm, etc.) on behalf of partner organisations. A new risk stratification index, using both in-house data and information available from partner organisations, is to be introduced this year. This will enable NFRS to better identify those who are most at risk and prioritise activities to improve their safety. Collaboration with all partners will continue and there will be a focus this year on how NFRS can work more closely with Nottinghamshire Police to address issues such as vulnerable persons, rural safety, road safety and youth engagement.

The winter of 2017, and spring of 2018, saw the county faced with prolonged periods of sub-zero temperatures, which posed particularly challenging times for those people who found themselves homeless in Nottingham during this period. The Service is proud that the new City station, London Road, opened its doors in partnership with the British Red Cross and the City Council to provide emergency shelter for homeless people; 79 individuals accessed this service over 29 nights – equating to over 200 nights of provision for individuals.

Whilst carrying out fire protection activities, the Service uses a 'risk based inspection programme' to ensure all dealings with properties are relevant and proportionate to the risk it perceives the premises presents to the community.

Two priorities are hospital/care facilities and sleeping accommodation (flats, bedsits etc.) above businesses. NFRS is working pro-actively with businesses and landlords to reduce the risk.

NFRS actively engages with local businesses through the Growth Hub and Local Enterprise Partnerships through D2N2. The Service's business education advocate organises workshops, seminars, training and advice sessions to publicise the assistance NFRS can provide to support business resilience and the local economy.

The Service has been working closely with the National Fire Chiefs Council to address the issues that arose out of the Grenfell Tower tragedy. Continuing to work closely with Local Authority housing providers and other responsible persons who own or manage tall buildings to ensure the continued safety of those who live or work in these buildings. Where appropriate, the Service has audited tall buildings with other regulators to ensure their compliance with fire safety legislation. An Independent Review of Building Regulations and Fire Safety was announced by Government in July 2017 following the Grenfell Tower tragedy and was led by Dame Judith Hackitt. Its purpose was to make recommendations that will ensure:

- A sufficiently robust regulatory system for the future;
- Residents feel that the buildings they live in are safe and remain so.

It examined building and fire safety regulations and related compliance and enforcement with the focus on multi-occupancy high-rise residential buildings. NFRS awaits to see if and how the Government intends to implement the recommendations made within the review and will act appropriately when these are known. NFRS is in a primary authority scheme with three Nottinghamshire based organisations. These partnerships allow the Service to provide assured advice to organisations in support their activities nationally and demonstrates commitment to providing clear, consistent support to local and national businesses, whilst similarly respecting the advice given to other businesses who are in primary authority schemes with other fire and rescue services.

In 2017/18, the Service has worked closely with the Leicestershire and Derbyshire Fire Services' Control Rooms and have introduced new governance which ensures end users from all three Control Rooms meet regularly to share best practice and influence change, harmonisation and strong working relationships.

## **Priority 2 – Employees and Workforce**

The last 12 months has seen the agreement of new front-line service delivery models and changes to the crewing of appliances following a protracted period of negotiation with the trade unions. This will result in night time cover being provided by on-call crews at two stations (mixed crewing) and on-call crews responding to more low risk incidents (alternative crewing). Once fully implemented the mixed crewing model will result in significant savings for the service and alternative crewing

will improve initial response times in areas covered by on-call stations. Changes to the Rostering Collective Agreement will also result in long-term savings once fully implemented. The period 2018-19 will see the implementation of these changes to service delivery and the realisation of efficiency savings.

The overall workforce reduced from 912 to 902 during 2017-18, mainly due to the deletion of 16 vacant fire-fighter roles in January 2018 as part of a workforce planning strategy. These reductions were achieved through natural turnover.

A concerted effort has been made to increase the on-call workforce and 36 new trainees commenced their training during 2017-18 and have now been allocated to 13 stations across the county. Priority will continue to be given to on-call recruitment and retention over the next year.

Planning commenced for the first intake of whole-time fire-fighter roles since 2012, and a recruitment campaign opened in March 2018. The Service is seeking to recruit up to 40 additional fire-fighters into front-line roles as part of succession planning in line with workforce projections to cover retirements and turnover over the next two years. Positive action events have been undertaken to promote a career with the fire and rescue service and particularly to encourage women and those from Black and Asian Minority Ethnic (BAME) backgrounds to apply. Both women and BAME employees are under-represented in the workforce compared to the general local population.

A full programme of training activity is undertaken by in-house trainers to ensure acquisition of competence for new fire-fighters, maintenance of operational competence and up-skilling of personnel in the use of new equipment or changing requirements, in line with national guidance. This is based upon the National Operational Framework and is accredited through Skills for Justice. NFRS's virtual reality training suite provides a simulated environment for incident commanders to develop and test their command skills, and this year it has received accreditation as a Centre of Excellence.

The Service launched its e-learning site during 2017, which facilitates access to a range of learning modules and ensures that technical knowledge and guidance is readily available and accessible to all employees. Many of the e-learning modules are developed in-house, with access to a library of resources across a range of topics. This is an effective way of sharing knowledge and forms part of the blended learning approach.

Particular focus has been placed on developing leadership to support existing managers and to develop those with potential to be future leaders. An in-house Aspiring Leaders Programme has been introduced, and an Apprenticeship in Leadership has also commenced this year in partnership with Sheffield College.

The health and welfare of the workforce is a key priority, and the occupational health and fitness team provide a full range of support for employees. Ensuring the fitness of operational personnel is critical given the environment and demands faced on the incident ground, and a dedicated Fitness Advisor and a network of physical training instructors help to maintain high levels of fitness, with gym facilities available at all stations.

Particular emphasis has been placed on prevention of musculo-skeletal injury and mental health this year, with the introduction of an on-site physiotherapy service, a new Employee Assistance Programme and peer support network. This ensures that employees have access to a range of facilities to support their physical and mental well-being. The health promotion and prevention work undertaken by the occupational health team has received Gold Standard accreditation this year through the Well-Being at Work Award Scheme.

Whilst sickness absence has slightly increased during 2017, from 7.63 to 8.05 days per employee, the Service is ranked 16<sup>th</sup> of 30 fire and rescue services and remains below the sector average of 8.18 days (the lowest average being 2.76 days and the highest 14.46 days). Emphasis continues to be placed on reducing sickness absence, with measures to prevent ill-health and a range of support for employees to enable them to recover from illness and return to work at the earliest opportunity.

A number of initiatives have been introduced to understand and address the different needs of employees, and to raise awareness of equality issues through development modules and programmes. More detailed information is available in Section Six.

A survey has been undertaken to encourage employees to provide feedback on a range of issues relating to their experience of being employed by NFRS, and work is on-going to address any areas that can be improved.

The Service continues to place emphasis on the core values (One team, professional, value and respect for others, open to change) and to reflect these values in all that we do.

### **Priority 3 – Improvement and Governance**

With increasing demand for services likely across the public sector, NFRS will be required to base its decisions upon robust intelligence and work alongside its partner/agency service providers in a more collaborative manner.

A new inspection programme will take place for all fire and rescue services, carried out by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). The inspection framework has been developed and designed to look at three core areas, efficiency, effectiveness and people. A HMICFRS team has been created to support the process and ensure it runs smoothly.

A Continuous Improvement Framework has been written and agreed. There is currently a project underway to develop a new dashboard to capture, display and report performance information to support emerging cultures. This will aid the Service in expanding use and co-ordination of information with appropriate partners and support a more intelligence-led decision making process.

The formation of a Shaping Our Future Team has helped support the outcomes of the Organisational Development and Inclusion Strategy and Sustainability Strategy, which were written, agreed and implemented by the Service. This demonstrates the commitment by the Service for the long-term.

In order to achieve the transformational changes set out within the Service's Organisational Development Strategy, the Service has developed a People Strategy which ensures leadership development programmes reflect the changing requirements of management and leadership roles across the Service, and are aligned to the Service's commitment to be a learning organisation.

With cyber-attacks on the increase, the Service has identified some organisational security risks. These were identified early and will be managed appropriately. A new business continuity management policy around cyber-attacks is currently being drafted. This year the Service has also achieved a 'Cyber Essentials Plus' certification.

The Service carried out a review of the information it regularly publishes as part of the new intranet/internet project. The Information Governance Team is looking at current trends in freedom of information request to try and publish information that appears to be of interest to the public. An external communication strategy has been developed and implemented. Many stations have created their own social media platforms on Twitter and Facebook.

Joint Emergency Services Interoperability Principles (JESIP) have been implemented and embedded within the Service in conjunction with multi agency partners, with these principles being embedded within all multi agency plans. NFRS actively participates in regular multi-agency exercises and debriefs. NFRS received a positive JESIP audit, which identified areas of good practice, including strategic level managerial support for JESIP, and the principles being embedded through the organisation to operational personnel. Plans and procedures were also outlined as notable good practice both within NFRS and the wider responding organisations.

Lessons learned from national events via National Operational Learning, Joint Organisational Learning and other sources, e.g. Kerslake, Coroner Reports etc are identified and actioned via NFRS's' critical event action log to ensure any gaps are identified and addressed in conjunction with Local Resilience Forum partners where required.

#### **Priority 4 – Engagement and Partnerships**

The Service continues to work closely with a wide range of partners and community organisations to identify and keep safe those members of Nottinghamshire's communities who are most at risk.

In 2017/18, an Occupational Therapist (OT) from Nottinghamshire Healthcare NHS Trust was seconded into the Service's Persons at Risk Team to investigate new ways of reducing risk for those in communities who are most vulnerable. The secondment has been extremely successful and has resulted in many positive outcomes. The OT promotes an individual's independence using strategies, techniques and adaptive equipment. When applied in a setting where an individual is at risk of fire, the OT's interventions have proved to be extremely effective in reducing the risks in a suitable, timely and person-centred manner. As well as better outcomes for service-users, the secondment has resulted in financial, time and

resource savings for NFRS, and has also potentially reduced demand on health services, social care and other emergency services.

During 2017/18 the Service has worked more closely than ever with Nottinghamshire Police to deliver joint operations targeting rural safety, road safety and youth engagement. It has continued to build on its joint-working approach with City and County safeguarding teams; has undertaken some innovative work on hoarding including the delivery of group, and one to one, support sessions alongside a counsellor; and has continued to develop a collaborative approach to water safety with the district councils, the Royal National Lifeboat Institution and Royal Life Saving Society.

## **Priority 5 – Environment**

NFRS is committed to minimising the Service's impact on the environment by integrating environmental considerations into all aspects of the Services work by meeting legal standards, seeking competent advice and adopting best practice.

During 2017-18, the Service's health and safety department has developed an environmental strategy and policy statement that has set targets for the reduction of waste produced by the Service, with the ultimate aim of sending zero waste to landfill. The vehicle replacement strategy will reflect the aim of the Service to ensure the most suitable type of vehicles are procured for their purpose, taking into consideration fuel efficiency and emissions. The Service has installed charging electric points at multiple sites and has two electric vehicles as part of its fleet.

The Service has also reduced the overall numbers of light vehicles within its fleet by eleven vehicles and replaced around 40% of the remaining older, more polluting vehicles, with the latest Euro 6 standard vehicles to help reduce harmful emissions. As the electric charging network is expanding across Nottinghamshire, NFRS is planning to introduce a further five electric vehicles in 2018 to replace some of the older diesel cars and vans. All new vehicles are fitted with a real-time asset tracking system to identify where future efficiencies can be made in the potential reduction of road travel and carbon emissions through the effective management of vehicle use.

The station replacement programme continues in-line with the property strategy, Newark fire station was completed in July 2018 and the new station at London Road completed in late 2016. The new stations incorporate increased thermal insulation, energy efficient lighting systems and photovoltaic cells for electricity generation. London Road fire station is linked to Nottingham City's district heating system, which will contribute to reducing CO2 emissions by over a third compared with similar buildings.

Other strategies being incorporated by the Service to address its environmental responsibilities are the completion of Skype for business roll out, which will reduce the need for business travel through the provision of telephone and video conferencing functionality



## Priority 6 – Inclusion and Equality

NFRS continues to maintain a strong commitment to inclusion and equality. During 2017-18, the Service began a positive action programme for wholetime fire-fighter recruitment, its first in five years. This built on the blueprint established in 2012 and included more comprehensive and targeted support for candidates including those from under-represented groups. This has included targeted advertising, interviews, social media, fire-fighter awareness days, mentoring sessions and ‘Firefit’ gym sessions. The recruitment process began in March 2018 and outcomes for 2018-20 are positive.

NFRS continues to support LGBT+ service users and staff and maintains its commitment to the Stonewall Workplace Equality Index – the Service maintained its top 100 employer status until January 2018. NFRS had maintained this status for three consecutive years which was an excellent achievement. Stonewall is now placing more emphasis on trans equality and this is helping NFRS to improve its policies in this area.

The Service continues to work with partners across Nottinghamshire and the fire sector. NFRS was part of a multi-agency group producing a role models film on mental health and one which is yet to be launched for BAME communities. In partnership with colleagues, conferences were delivered covering themes and issues in relation to bisexual staff and service users, and another focusing on International Day of Disabled People both aiming to raise awareness of minority issues.

NFRS has also been meeting with the British Deaf Association (BDA) to begin discussions about becoming a more inclusive organisation for the deaf population. The BDA’s British Sign Language Charter has five pledges and NFRS is finding out more with a view to signing up to the Charter during 2018-19.

As a public sector organisation, it is part of NFRS’s responsibility to encourage the organisations it works with and, purchase goods and services from, to improve their working practices in relation to equality. This is why NFRS has produced a ‘Working with NFRS’ document which shows businesses and potential suppliers what the Service does to promote equality and how they might do the same in their organisations.

A programme of training on diversity issues forms part of the core training prospectus and inclusion forms a key part of the Shaping our Future organisational development programme. Respect for others is one of the central principles of [NFRS’s core values](#) and is reflected in the expectations of the way that employees conduct themselves and engage with the county’s diverse communities.



## Framework Requirements

In May 2018, the Department for Communities and Local Government published the current Fire and Rescue National Framework for England. This document sets out the Government's priorities and objectives for fire and rescue authorities in England. The Framework sets out high level expectations and does not prescribe operational matters. Operational matters are best determined locally by fire and rescue authorities, working in partnership with their communities; local citizens, businesses, civil society organisations and others.

## Planned Improvements

In 2018-2019 NFRS will develop and consult on a new IRMP. This plan will balance prevention, protection and response activities to reduce the impact of risk on communities in a cost-effective way. It takes into account the risk analysis completed by local and regional resilience forums and NFRS's own internal risk analysis. There will also be a greater focus on changes at a national level such as collaboration, resilience and the HMICFRS inspection regime.

The Service is faced with finding further savings of up to almost £1.3 million between now and 2020. In addressing this, the Authority approved the recommendations contained within the NFRS [Sustainability Strategy](#) report which presented proposals, highlighted strategies and sought approval for actions to ensure the Authority is in the best position possible to meet the financial pressures within the anticipated constraints to 2020. Much work will be required over the next year to help support and implement mixed crewing and the alternative crewing models.

With collaboration playing a big part of the Service's future, work around a possible joint headquarters with Nottinghamshire Police is under way. Potential options and sites have been outlined and identified. NFRS and Derbyshire Fire and Rescue Service are currently looking at options around combining their Fire Controls. Visits to other Services that have combined have taken place and lessons learnt. Options will be put forward to the Authority, with a view of a combined Control function in 2019/2020.

NFRS now has electrical car charging points at eight sites throughout the County, thus supporting its continued commitment to an environmentally friendly future. Two electric vehicles have been purchased and more are planned for 2019/10.

Work continues around the Service's SharePoint intranet site 'MyNet'. Workshops are currently being held with all departments to identify workstreams, with a view of providing a more seamless information flow between departments.

The regional National Operational Guidance team is still aiming to align operational guidance with regional partners to improve efficiency and effectiveness of Service Delivery.

The Service continues to plan for the introduction of the new 'safe and well checks' in 2018, an initiative which supports the health and wellbeing agenda, with the fire service taking on a broader role when undertaking home safety checks. This will

mean that not only will support be given to make someone's home safer from fire, but that the Service may also give out advice such as fall prevention, winter warmth and home security, or signpost people to other services such as smoking cessation and drug and alcohol interventions.

The Organisational Development and Inclusion Strategy remains a key element of the transformational programme, and will form a major part of the work being carried out by the newly formed transition team. This team will oversee the implementation of the Sustainability Strategy during 2019/20.

NFRS will be introducing a new Continuous Improvement Framework and is currently working to create a performance dashboard. This will enable departments to utilise data from partners and provide more transparency of the Service.

The Grenfell enquiry will continue to impact on the Service for a considerable period of time. It is expected that the outcomes of the public enquiry will influence policy and procedures at NFRS especially around Fire Protection.

## Our Community Engagement

### How you can become involved

Nottinghamshire and City of Nottingham Fire Authority is a body of 18 elected members (six from the City Council and twelve from the County Council) 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 sub-committees at NFRS headquarters. You can find out more about the Fire Authority, its work and access documents from previous and future meetings via the link. 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 the IRMP, which sets out how we intend to manage the Service for the next five years. More information about NFRS's consultation activities is available here.

Much of the Service's work with the public is done face-to-face by fire fighters 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.

You can also find us on Facebook

And; on Twitter by searching for: @nottsfire

### **Access to information**

Details regarding our arrangements in respect of access to data and information can be found on the NFRS website.

### **How to make a compliment or a complaint**

NFRS 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 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, to:

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