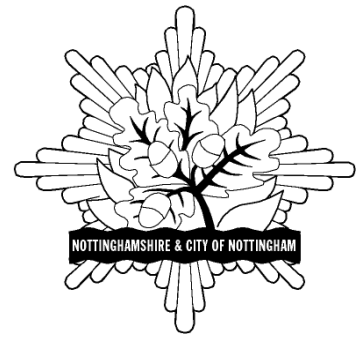


# Public Document Pack



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

**Date:** Friday, 9 June 2023      **Time:** 10.00 am

**Venue:** Nottinghamshire Fire and Rescue Service Joint Headquarters - Sherwood Lodge, Arnold, Nottingham, NG5 8PP

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

A handwritten signature in black ink, appearing to read "M. J. D. [unclear]", written over a light blue horizontal line.

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

Agenda	Pages
1 <b>Apologies for Absence</b>	
2 <b>Declarations of Interests</b>	
3 <b>Minutes</b> Minutes of the meeting held on 24 March 2023, for confirmation.	3 - 8
4 <b>Service Delivery Performance Report</b> Report of the Chief Fire Officer	9 - 20
5 <b>His Majesty's Inspectorate of Constabulary and Fire &amp; Rescue Services, Areas For Improvement</b> Report of the Chief Fire Officer	21 - 26
6 <b>Grenfell Tower Inquiry and Tall Building Response</b> Report of the Chief Fire Officer	27 - 34
7 <b>British Sign Language Charter Progress Report</b> Report of Chief Fire Officer	35 - 38

**Any councillor who is unable to attend the meeting and wishes to submit apologies should do so via the Executive Assistant to the Chief Fire Officer on 0115 8388900**

**If you need advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown below before the day of the meeting, if possible**

Governance Officer: *Catherine Ziane-Pryor, Governance Officer*  
*0115 8764468*  
*catherine.pryor@nottinghamcity.gov.uk*

The agenda, reports and minutes for all Community Safety Committee meetings can be viewed online at:

<https://committee.nottinghamcity.gov.uk/ieListMeetings.aspx?CId=215&Year=0>

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

**Minutes of the meeting held at Nottinghamshire Fire and Rescue Service Joint  
Headquarters - Sherwood Lodge, Arnold, Nottingham, NG5 8PP on 24 March 2023  
from 10.00 am - 10.56 am**

### **Membership**

#### Present

Councillor Jason Zadrozny (Chair)  
Councillor Robert Corden  
Councillor Nicola Heaton  
Councillor Dave Trimble  
Councillor Nigel Turner

#### Absent

Councillor Nick Raine

### **Colleagues, partners and others in attendance:**

Bryn Coleman, Area Manager for Prevention and Protection  
Andy Macey, Area Manager for Response  
Craig Parkin, Chief Fire Officer  
Catherine Ziane-Pryor, Governance Officer

### **18 Apologies for Absence**

Councillor Nick Raine – work commitments.

### **19 Declarations of Interests**

None.

### **20 Minutes**

The minutes of the meeting held on 6 January 2023 were confirmed as a true record and signed by the Chair.

### **21 Service Delivery Performance Report**

Andy Macey, Area Manager for Response, and Bryn Coleman, Area Manager for Prevention and Protection, presented the report which informs members of the performance of the Service between 01 December 2022 and 31 January 2023.

The following points were highlighted and members' questions responded to:

- a) The Service attended at total of 1,612 incidents during this period, which equates to a 7.7% increase on the same period last year, but with a reduction in fires and an increase false alarms and Special Service Calls;
- b) The extreme weather of the past year is predicted to result in an overall rise in the number of incidents attended by 13.9%;
- c) Attendance of false alarms continues to be a significant draw on resources;
- d) Attendance to fires peaked, particularly for Priority 3 incidents (potential hazard to human life), during the exceptionally dry summer months;
- e) The majority of incident occurred within the Nottingham City district;
- f) Attendance response time during this reporting period averaged 7 minutes and 52 seconds against the current Community Risk Management Plan target response time of 8 minutes;
- g) On-call availability was averaging 87.1%, with availability for each on-call station provided within the report. Hucknall, Misterton, Newark and Warsop delivered availability in excess of 95%, whilst Southwell continues to experience problems and does not meet the Service's minimum standard;
- h) Breakdowns of the availability of on-call and day shift crewing of appliances at Ashfield and Retford are provided in the report;
- i) Further to member's request, the availability of Whole-Time day shift appliances is provided in the report, specifically because of mechanical fault, servicing, insufficient crewing levels, replenishment of contaminated PPE, out-of-county training, or for crew welfare. Ashfield achieved the lowest unavailability at 0.38%, whilst the second appliance at Stockhill was unavailable 3.46% of the time;
- j) Reduced availability of appliances at Stockhill and London Road stations was explained due to these stations being generally more active and therefore requiring decontamination/ preparation for further callouts;
- k) In response to members' concerns that it was counterintuitive to reduce the number of appliances at both Stockhill and London Road stations, as per the recent public consultation, if these stations were more active than some others, the Chief Fire Officer assured the Committee that generally across the Service there were only six appliances in action at any time on a normal day, and that the other 20 appliances within the City and County, would be available if required and resourced to risk, with further appliances available from neighbouring services if necessary;
- l) 96% of 999 calls were answered within 7 seconds;
- m) The mobilising system continues to present ongoing issues and performance had slipped to 83%. Work continues to address the issues and it is noted that backup mechanisms are in place and utilised. The system is due to be replaced, potentially

- through a joint procurement with Derbyshire, of a robust basic model that can be adapted and evolve as required;
- n) Arrangements and time scales for tendering for the new mobilising system are uncertain at the moment but members will be kept informed of progress;
  - o) The significant increase in false alarms, or unwanted fire signals (UwFS), could not be accounted for and further work is underway;
  - p) With regard to prevention work, the Service has now completed 2,745 Safe and Well Visits (SWVs) during the reporting period, which equates to an overall total of 93.05% of the 13,000 target for 2022/23, with an achievement of nearer 14,000 visits predicted to be completed by the close of this year, which results in next year's target rising to 14,000;
  - q) A variety of safety education and prevention packages have been rolled out across multiple schools, as listed in the report. Schools in areas where communities have been affected by fatal fires, have been targeted, as have schools in areas where data led profiling has identified higher safety risks, including increased fire setting tendencies;
  - r) Following members' concerns at the negative implications of naming a new school initiative 'risky schools', this title was suggested to be amended to 'safer schools';
  - s) The 'Fire Setters' programme continues to work with individuals referred to the programme following fire setting incidents. Success is very dependent on the individuals as many have complex and troubled lives, but it is estimated that 50-75% of participants do not reoffend;
  - t) Road safety interventions aimed at young adults in advance of them being eligible to drive, such as Operation Highway take place with partners and have reached more than 450 pupils;
  - u) The 'Stay Wise' programme is being rolled out nationally through the National Fire Chief's Council (NFCC), with the Service's Youth Engagement Officer seconded to help co-ordinate this work nationally and prevent each service working in isolation to develop their own education programmes;
  - v) The interactive home safety advice tool 'Safe Links' is due to be rolled out soon with the intention to provide broader safety advice for people in their own homes;
  - w) Evaluation of programmes is key for prevention with different approaches to different programmes. HMI acknowledged the Service's commitment to evaluation and learning from the results;
  - x) The completion of 1,200 Fire Safety Audits is on target for this year, with 337 requiring informal action and 29 premises receiving formal notices;
  - y) Fire Safety Inspectors continue to be shadowed until able to undertake inspections as part of their warranted status. The Service is on target to achieve the 500 Business Safety Checks for 2022/23;

- z) A broad variety of protection activities have been undertaken in this reporting year, and are listed in the report;
- aa) The high numbers of Unwanted Fire Signals (UwFS) continue to prove a challenge with 2,767 of the 3,880 UwFS being considered due to false alarm apparatus, with 2,176 being from residential premises where people are often most vulnerable and where the Service has no statutory enforcement powers;
- bb) The Building Safety Act is progressing and will require a multi-disciplinary inspection team, similar to that the JAIT (Joint Audit and Inspection Team) operated by the Service and city council, with 23 buildings over 18 meters in height yet to be inspected;
- cc) The Fire Safety (England) Regulations 2022 became law on 23 January 2023 and places further statutory duties on the Service and responsible persons, most significantly regarding buildings of 18 metres and more in height which will place further burdens of responsibility on the Service and require reconsideration of capacity and demand;
- dd) Other neighbouring Services don't appear to have any issues with retention of Inspection and Safety officers which is an issue in the South of the Country;
- ee) The NFCC is lobbying for further building safety measures including ensuring that tall buildings have more than one staircase.

Members commented:

- ff) When appropriate, members of the committee would welcome an invitation to observe the delivery of some of the school education programmes;
- gg) The work of officers in exceeding the target of delivering more than 1,000 Safe and Well Visits beyond the target is commended;
- hh) It's vitally important that with the rapid redevelopment of higher buildings within the City, that Safety inspections are completed in a timely manner.

**Resolved to note the report.**

## **22 2022 Fatal Fires Review**

Bryn Coleman, Area Manager for Prevention and Protection, presented the report which updates members with an overview of the fatal fire incidents attended by the Service during the 2022 calendar year.

The following points were highlighted and members' questions responded to:

- a) There were 11 fatalities from 7 incidents during 2022, compared to 7 fatalities in 2021;
- b) All fatalities were within domestic premises;

- c) 3 of the fatal incidents occurred within the Ashfield District Council area, 3 in Nottingham City, and 1 in Broxtowe;
- d) Ages of the fatalities ranged from a child of one year, up to a 91 year old;
- e) 7 of the fatalities matched the 'CHARLIE' profile, with 3 living alone, 2 smokers, and 2 having care packages;
- f) Of the 7 incidents, 4 addresses were known to the Service via previous interactions/ referrals, but this shows that even if known to the Service and partners and targeted for preventative support, there is no guarantee that multi-agency engagement will prevent incidents;
- g) The report sets out background information to each of the 4 addresses, including a history of engagement and support;
- h) The Serious Event Review Group meets following a fatality and considers the circumstances and what additional preventative work could be helpful;
- i) The Service ensured that community reassurance and engagement activities took place in the communities in which the fatalities occurred;
- j) Occupational Therapist input has proved valuable to support some particularly vulnerable citizens as part of the SWVs;
- k) Training and educating partners on the CHARLIE profile, which identifies those most at risk of a domestic fire, is ongoing and learning shared between partners;
- l) The mobilising system is premises focused, but the internal systems are person focused. However, people move home and things change, including complexity of health and care needs, so there is no guarantee that information gathered during SWVs, which may be useful when attending a fire, remain relevant, and resources aren't available to enable to physically check and then confirm/update the relevancy.

Members commented as follows:

- m) The communication of the Service with elected members following a local fatal incident is welcomed, as is the assurance provided to local communities following such a tragic event;
- n) Members were shocked at the continuing high numbers of incidents due to electric blankets and naked flames. Whilst scented candles remain popular, it is presumed that the use of electric blankets has increased since heating prices have risen. Also of concern is the social media trend of supposedly heating a home by using a candle and terracotta pot device, which doesn't really work anyway and can explode. The ongoing national safety awareness education, including the prominent television campaign, are welcomed.

The Chief Fire Officer responded at the request of the Chair, that the investigation into the substantial Savanna Rag site fire in Mansfield is ongoing, but local residents have expressed immense gratitude to the Fire Service for controlling the ferocious fire and preventing the loss of neighbouring homes.

Partners worked well together including Severn Trent Water which made additional water supplies available on scene to the Service in the form of 30,000 litre water tankers.

**Resolved to note the report.**





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

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

# **SERVICE DELIVERY PERFORMANCE REPORT**

Report of the Chief Fire Officer

**Date:** 09 June 2023

**Purpose of Report:**

To provide Members with an update on the performance of the Service Delivery Directorate in 2022/23.

**Recommendations:**

That Members note the contents of this report.

## **CONTACT OFFICER**

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0115 8388100 corporatecomms@notts-fire.gov.uk

## 1. BACKGROUND

- 1.1 Service Delivery involves the provision of key fire and rescue service functions to the communities in Nottingham and Nottinghamshire. This covers prevention, protection, and response activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery in 2022/23.

## 2. REPORT

### RESPONSE

- 2.1 In 2022/23, Nottinghamshire Fire and Rescue Service (NFRS) attended a total of 11,343 incidents. This constituted a 12.4% increase on 2021/22.
- 2.2 The increase in incidents was largely driven by a 18.7% increase in fires due to the extreme weather conditions experienced in July and August, and a 12.1% increase in False Alarms. Special Service Calls reduced by 4.4%.
- 2.3 A breakdown of incident types attended in 2022/23 can be seen in Figure 1. The level of special service calls and false alarms remain largely consistent throughout the 12-month period. Typically fires follow a pattern of being relatively low in the Autumn and Winter, peaking in the Spring and remaining relatively high throughout the Summer. The unprecedented number of fire incidents in July and August saw a change to this pattern last year.

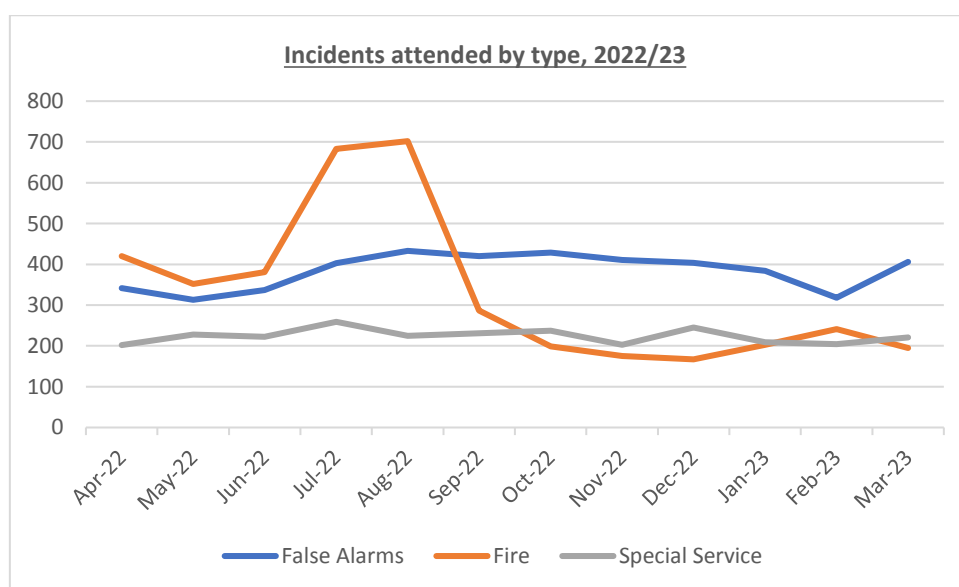


Figure 1: Incidents attended by type, 2022/23

2.4 Figure 2 shows a breakdown of incidents by District that were attended in 2022/23. The City of Nottingham experienced by far the most incidents (3,246), and Rushcliffe the least (766).

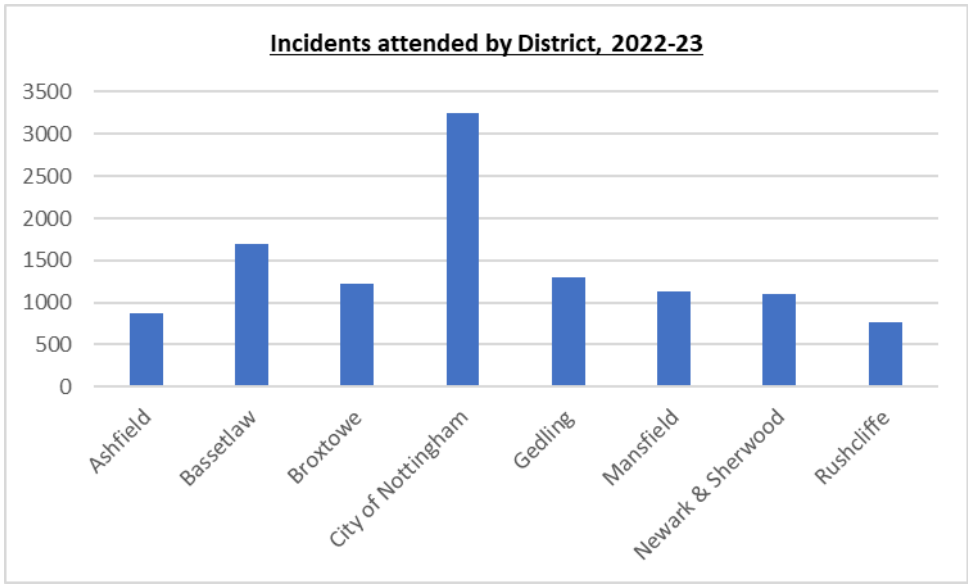


Figure 2: Incidents attended by District, 2022-23

2.5 A breakdown of incidents by Priority Type (see below for definitions) for 2022/23 can be seen in Figure 3. Whilst P1 and P2 incidents have remained relatively stable over this period, the exceptional demand in July and August was largely driven by a significant increase in P3 fires.

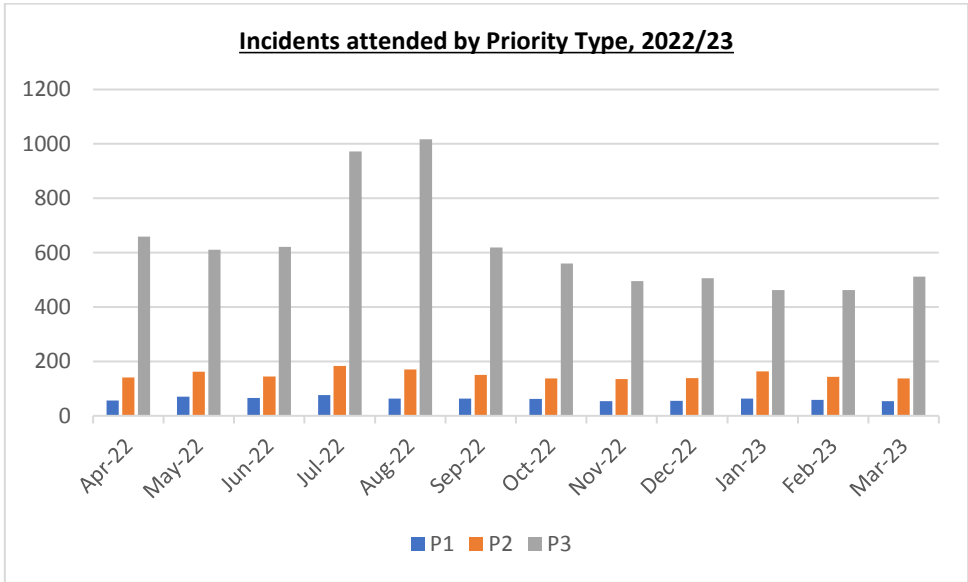


Figure 3: Incidents attended by Priority Type, 2022/23

- P1 incidents – pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk.

- P2 incidents – pose a serious hazard and high-risk threat to the environment, society, property, or heritage – and FRS immediate response.
- P3 incidents – pose a potential hazard to human life, the environment, society, property or heritage or incidents which pose a confirmed low hazard to human life.

2.6 A key Community Risk Management Plan (CRMP) target is that all emergency incidents will be attended on average, within 8 minutes (480 seconds) from the time the first fire appliance is mobilised. During 2022/23, the average time was 8 minutes and 15 seconds. Figure 4 shows how this was largely driven by the unprecedented number of fires attended during July and August. These two months saw appliances being mobilised outside of their typical 'turn-out area' and facing challenges in locating some incidents in remote locations.

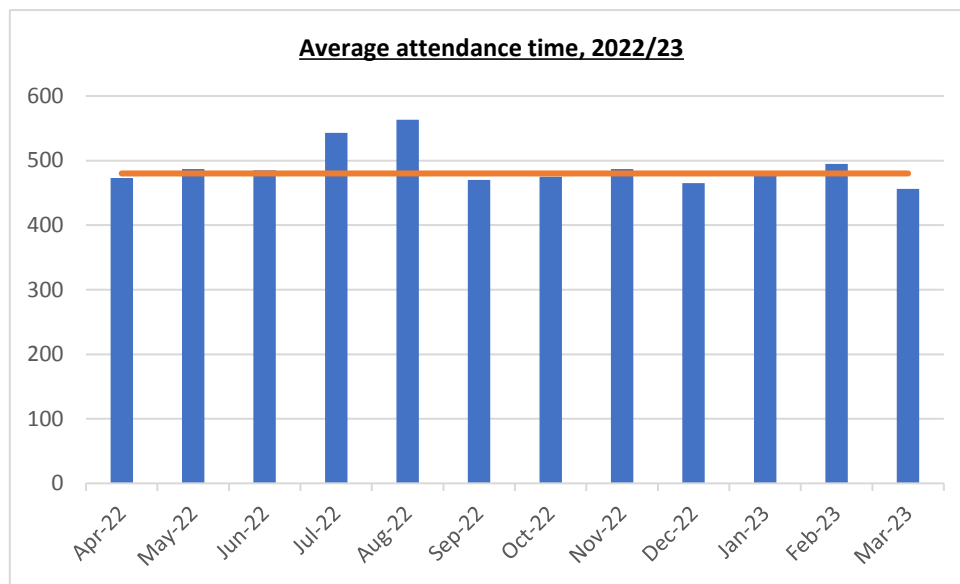


Figure 4: Average attendance time compared to target, 2022/23

- 2.7 On Call station availability for 2022/23 averaged 87.1%. This is above the service target of 85%, but slightly below the 87.6% achieved in 2021/22.
- 2.8 Figure 5 shows a breakdown per station. In 2022/23, ten On-Call sections performed on, or above the target of 85% availability. The highest levels of availability were at Hucknall (100%), Warsop (99%), Newark (96%) and Misterton (96%). However, availability at Southwell (62%) was below the Service's 70% minimum standard. On-Call recruitment continues to be a challenge, particularly at Southwell, and this has a direct impact on appliance availability.

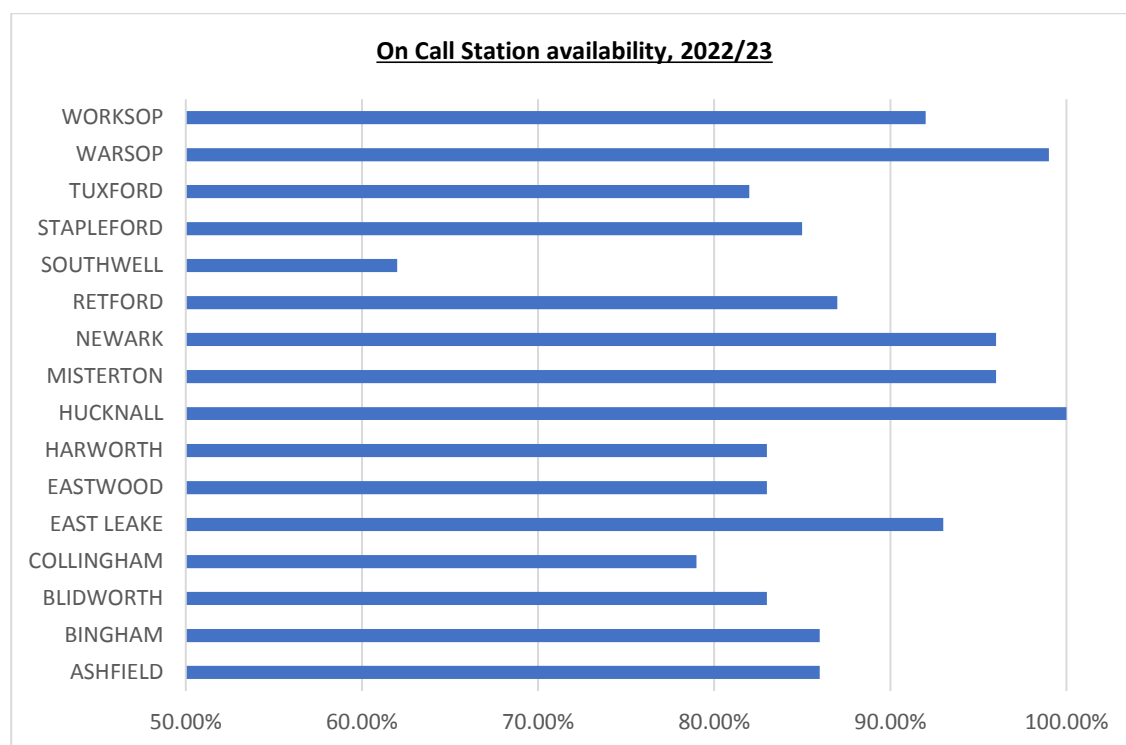


Figure 5: On Call Appliance Availability by Station, 2022-23

- 2.9 To provide a longer-term overview, Figure 6 shows On Call station availability per completed quarter since the start of 2019/20. Over this period, with the exception of Q2, 2021/22, the 85% target has been consistently met.

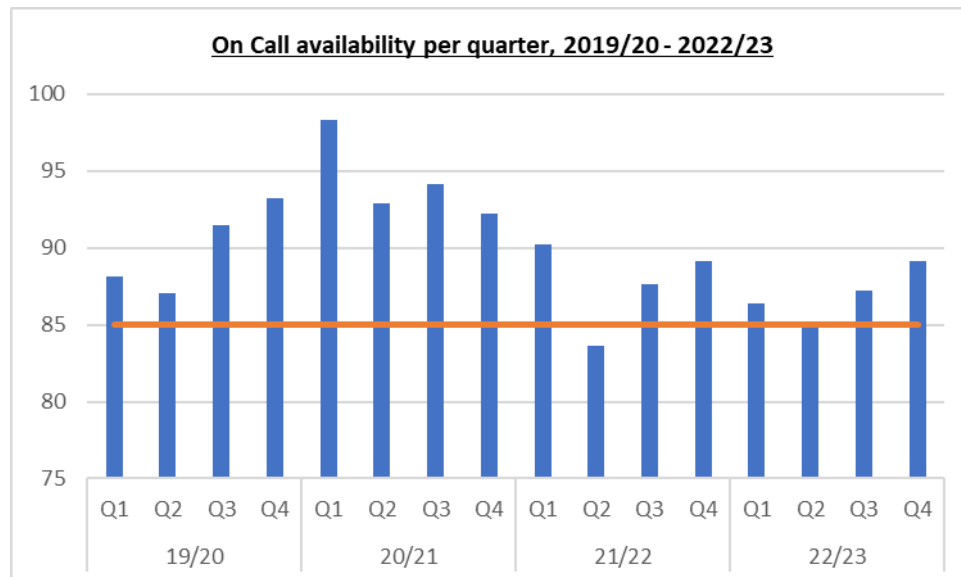


Figure 6: On Call Availability, per quarter since 2019/20

- 2.10 As previously requested by Members, a specific focus is given to On-Call appliance availability at the Day Shift Crewing (DSC) stations. Both Ashfield and Retford, currently, operate one Wholetime and one On-Call appliance between 08:00 - 19:00, and two On-Call appliances between 19:00 – 08:00.

- 2.11 In 2022/23, Ashfield DSC reported significant annual improvements in availability:
- over 24-hours one On-Call appliance was available for 86.2% of the time. In 2021/22 availability averaged 78.6%.
  - between 08:00 and 19:00 one On-Call appliance was available for 74.3% of the time. Throughout 2021/22 daytime availability was 64.2%.
  - between 19:00 and 08:00 at least one On-Call appliance has been available for 94.6% of the time and two On-Call appliances have been available for 23.8% of the time. Throughout 2021/22 availability was 88.9% and 20.5% respectively.
- 2.12 In 2022/23, Retford DSC reported some areas of slightly poorer availability that has been caused by three firefighters leaving the Section.
- over 24-hours one On-Call appliance has been available for 87.5% of the time. Average throughout 2021/22 was 87.9%.
  - between 08:00 and 19:00 one On-Call appliance has been available for 77.1% of the time. Throughout 2021/22 availability was 80.4%.
  - between 19:00 and 08:00 at least one On-Call appliance has been available for 94.8% of the time and two On-Call appliances have been available for 25.3% of the time. Throughout 2021/22 availability was 93.3% and 27.6% respectively.
- 2.13 Table 1 shows the percentage of time each of the 14 WDS appliances have been available during 2022/23. This considers where WDS have been made unavailable due to mechanical fault; servicing; insufficient crewing levels; replenishment of contaminated PPE; out-of-county training; or for crew welfare. It does not include where an appliance has been taken 'off-the-run' for in-county training; or prevention and protection activities as the appliance could be recalled from these if required. Target is 98% availability. Only the second appliance at Stockhill (T20P2) has fallen outside of the target (97.1%).

Station	Call Sign	% of available
<b>Arnold</b>	T26P1	99.6%
<b>Ashfield</b>	T05P1	99.7%
<b>Carlton</b>	T27P1	99.7%
<b>Edwinstowe</b>	T06P1	99.3%
<b>Highfields</b>	T29P1	99.1%
<b>London Road</b>	T03P1	98.7%
<b>London Road</b>	T03P2	98.9%
<b>Mansfield</b>	T01P1	99.8%
<b>Newark</b>	T16P1	98.5%
<b>Retford</b>	T12P1	99.9%
<b>Stockhill</b>	T20P1	98.4%
<b>Stockhill</b>	T20P2	97.1%
<b>West Bridgford</b>	T19P1	99.6%
<b>Worksop</b>	T08P1	99.4%

Table 1: % of time a WDS Appliance has been unavailable, 2022/23

- 2.14 A key part of the Service’s ongoing commitment is to ensure resources are mobilised to emergency incidents in a timely manner. As part of the ‘Functional Collaboration Agreement’, between Nottinghamshire and Derbyshire Fire and Rescue Services and the ongoing monitoring of Joint Fire Control (JFC), three key performance measures are monitored.
- 2.15 The first JFC metric is the % of 999 calls answered within seven seconds. The target for this is 96%. Figure 7 shows performance over the last two years. 95.6% of calls were answered within seven seconds in 2022/23.

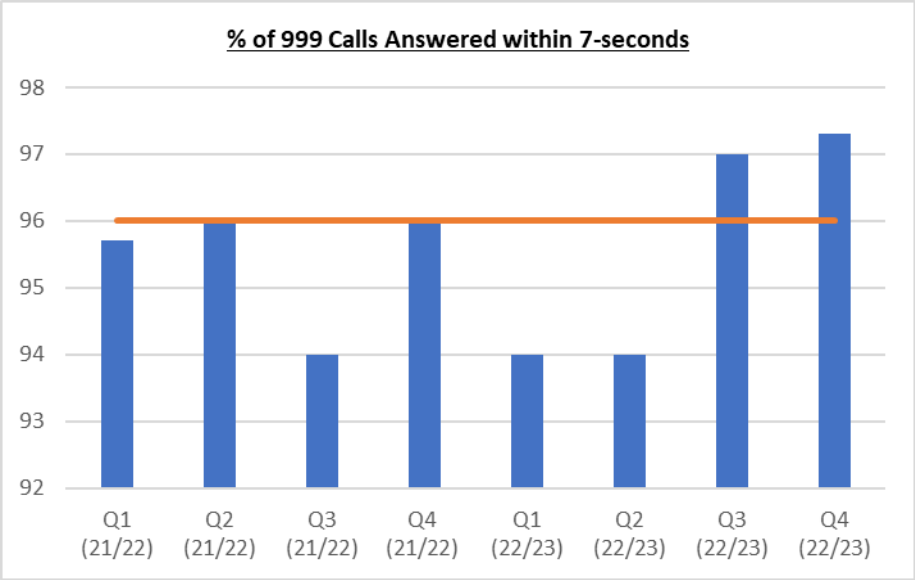


Figure 7: % of 999 calls answered within 7 seconds, previous eight completed quarters

- 2.16 The second JFC metric is the average call-handling times for P1 and P2 incidents (as described in 2.5). The target for these is within 89 seconds. Figure 8 shows performance over the last two years. In 2022/23, calls were answered in an average of 87.5 seconds.

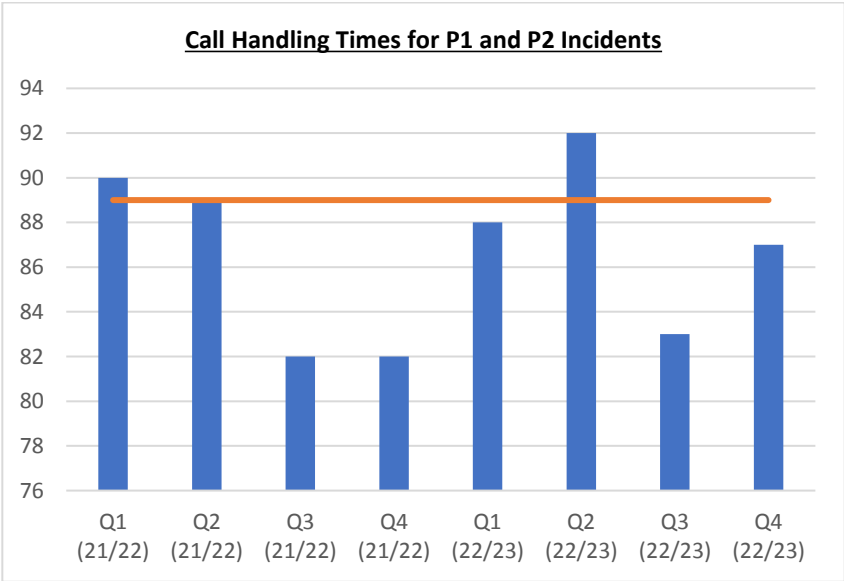


Figure 8: Average Call Handling Time for P1 and P2 incidents, previous eight completed quarters

- 2.17 The final JFC metric is mobilisation system availability. The target for this is 99%. Figure 9 shows performance over the last two years. The poor performance in Q3 (as reported in March's Committee) has led to the system only being available for 94.6% of 2022/23.

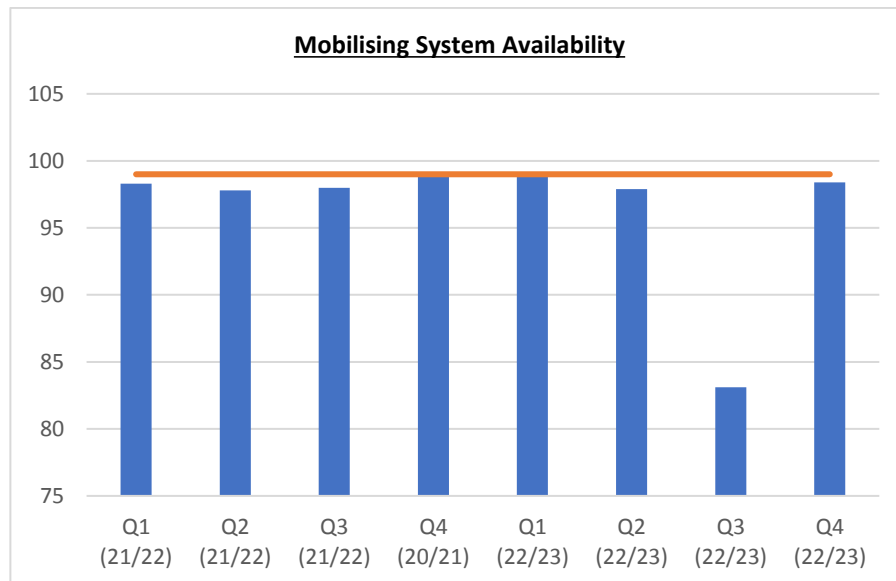


Figure 9: Mobilisation System Availability, previous eight quarters

- 2.18 Work is ongoing to address and manage mobilising system availability. The Service, alongside our partners in Derbyshire and Leicestershire fire and rescue services, works closely with the mobilising supplier, Systel, to both identify and address faults and concerns. The mobilising system is due for replacement in 2024, and a replacement project began on 1 March 2022.

## PREVENTION

- 2.19 The Service completed 13,914 Safe & Well Visits (SWVs) in 2022/23 which was 7% above the CRMP target of 13,000.
- 2.20 Of the SWVs delivered in 2022/23, 47.2% were to those over the age of 65 and 39.6% were to those who identified as having a disability. Advanced age and disability are key characteristics on the Service's CHARLIE profile that identifies individuals who are at a higher risk of fire in their home.
- 2.21 During the reporting period 447 fire safety, 28 road safety and 71 water safety activities have been completed by Response Crews and members of the Prevention Team. These have included awareness talks to community groups, the delivery of safety packages in schools and Biker Down activity.
- 2.22 The new school initiative called 'Safer Schools' was developed in 2022/23 and will be rolled out across the Service shortly. This initiative will ensure that our resources are used in the most effective and efficient way by focusing our interventions on schools that have communities who are more at risk of having fires occurring in their catchment areas.
- 2.23 The Service continues to support and educate individuals who deliberately start fires. The Firesetter scheme uses specially trained NFRS staff to work



with individuals on a tailored programme of support. During the 2022/23, 128 individuals were referred to the scheme.

## **PROTECTION**

- 2.24 The completion of 1,200 Fire Safety Audits (FSAs) in 2022/23 was a key CRMP commitment. During the year 1,024 FSAs were completed which was 14.7% below target, but the most that the Service has ever achieved in a year. The reason for this was largely due to an under-establishment in Fire Safety Inspectors throughout the year.
- 2.25 In addition to completing 1,024 FSAs, Fire Safety Inspectors shadowed 121 inspections undertaken by Response Crews as part of the Business Safety Check (BSC) process. These shadow inspections provide scrutiny and assurance of this work prior to a Response Supervisory Manager being allowed to inspect premises alone and receive warranted status.
- 2.26 531 BSCs were delivered by Response Crews in 2022/23. This was 6.2% above the CRMP target of 500.
- 2.27 As well as completing FSAs and BSCs, the Service has also completed the following Protection activities in 2022/23:
- 216 post fire inspections;
  - 241 follow-ups to complaints;
  - 25 Enforcement Notices;
  - 8 Prohibition Notices;
  - 760 building regulation consultations with local authority building control or approved inspectors;
  - 320 licencing consultations;
  - 96 other consultations with agencies including Ofsted and the Care Quality Commission.
- 2.28 A target for 2022/23 was a 3% reduction in Unwanted Fire Signals (UwFS). In 2022/23, the Service responded to 2,634 UwFSs which was a 9.1% increase on 2021/22. The national trend for the calendar year ending December 2022 was a 7.6% increase.
- 2.29 UwFSs are calls initiated by a fire alarm operating, or where an alarm operates and a person then calls the FRS as part of a standing arrangement (i.e., with no 'judgement' involved and no further FRS action is required).
- 2.30 Of the 2,634 UwFS in 2022/23, 713 were at non-residential premises with 406 of these being at hospitals; 334 were at residential buildings such as care homes and hotels; 1,580 were at dwellings including domestic premises; and 7 were in other buildings.
- 2.31 Following each UwFS, the premises owner (for non-domestic premises) receives a letter from the Service outlining their responsibilities in relation to Fire Safety; after a fourth occurrence the premises is contacted by the

Service's Business Education Advocate with the offer of support; and a sixth occurrence prompts a full audit from a Fire Safety Inspector.

- 2.32 In 2022/23, the Service responded to 177 lift rescues. This was a 7.3% decrease on 2021/22 which exceeded the Service's CRMP target of 3%.
- 2.33 The Joint Audit and Inspection Team (JAIT) collaboration, between Nottingham City Council and NFRS, has conducted 22 inspections (2,467 flats) and re-inspections 25 (1,638 flats) in 2022/23. These inspections have covered 190 buildings (21,282 flats) in total. Whilst much work has been conducted, there are a further 21 buildings over 18 meters, and 273 buildings below 18 meters that are still scheduled for inspection.
- 2.34 The Building Safety Act has now received Royal Assent, and the Government has begun consultation with the sector on the implementation of the Act. This is expected to be fully implemented by October 2023.
- 2.35 The Building Safety Act has seen the creation of a new Building Safety Regulator (BSR), with the Health and Safety Executive (HSE) being appointed to lead on the regulation of new and existing buildings, which fall within scope. As part of their role, the HSE will be creating multi-disciplinary teams (MDTs) of professionals from building control, fire safety and the housing sector to support their regulatory responsibilities.
- 2.36 The MDTs will follow a regional model, NFRS is required to support the BSR through the provision of a Fire Safety Inspector. All roles to support the MDTs have now been established and Home Office funding is being drawn down to support the burden of statutory functions delivered by Fire Protection.
- 2.37 The Fire Safety (England) Regulations 2022 became law on 23 January 2023. The regulations place several statutory duties on Responsible Persons and NFRS, particularly in buildings over 18 metres in height. Regulations place a duty on NFRS to provide a means of receiving and monitoring information from building owners relating to external wall system construction, deficiencies in fire safety equipment and building plans. A process has been developed in conjunction with National Fire Chiefs Council (NFCC) guidance and has been implemented to ensure national best practice.
- 2.38 The Fire Protection department continues to communicate with all building owners within scope of the new regulations to raise their understanding and awareness of this new legislation.
- 2.39 NFRS continues to play an active role in supporting the development of new fire safety guidance in buildings which it regulates. Fire Protection work in partnership with the NFCC by actively supporting consultations that drive industry best practice. NFCC has recently published a draft position statement with proposals relating to the installation of single staircases in residential buildings. NFRS will be engaging with the NFCC and its partners, by supporting the recommendation that 18 metres becomes the threshold at which new residential buildings should require more than one staircase.

- 2.40 Service Delivery performance reporting will continue to be provided to Members through this Committee and is a standing agenda item.

### **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 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**

- 7.1 The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.
- 7.2 The Local Government Act 1999 places a statutory duty on NFRS to '*secure continuous improvement in the way in which its functions are exercised*'. The reporting of Service Delivery's performance ensures that the Service is focusing on key objectives as set by the Fire and Rescue Authority and continuous improvement. This ensures that Members can 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**

The Service continually seeks opportunities to work closely with other partner's services to maximise effectiveness and provide the highest level of service to the public, with particular focus currently with Nottinghamshire Police.

## **10. RECOMMENDATIONS**

That Members note the contents of this report.

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

None.

Craig Parkin  
**CHIEF FIRE OFFICER**



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

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

# **HIS MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES, AREAS FOR IMPROVEMENT**

## **Report of the Chief Fire Officer**

**Date:** 09 June 2023

### **Purpose of Report:**

To present Members with an update on the Service's response to the 2021 inspection of Nottinghamshire Fire and Rescue Service by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

### **Recommendations:**

It is recommended that Members:

- Note the progress with addressing the areas for improvement assigned to the Community Safety Committee;
- Agree to receive future updates on progress.

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## **1. BACKGROUND**

- 1.1 At the meeting of the Fire Authority in September 2022, Members were presented the report from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) following the recent inspection of Nottinghamshire Fire and Rescue Service (NFRS).
- 1.2 Accompanying the report, Members were presented with a paper detailing the four 'Areas for Improvement' (AFIs) that had been highlighted by HMICFRS.
- 1.3 It was agreed that scrutiny and monitoring of progress of these actions would be facilitated through the Fire Authority committee structure, with progress reports being presented to Members.
- 1.4 Of the four AFIs, two were aligned to the Community Safety Committee for scrutiny.

## **2. REPORT**

- 2.1 Each of the AFIs have been allocated to a lead officer with clear milestones and expected outcomes. Within the Service, progress against these timelines is monitored and reported through the monthly Community Risk Management Plan Assurance Board (CRMPAB), chaired by the Chief Fire Officer.
- 2.2 Since the HMICFRS report was published in July 2022, the Service has undertaken a gap analysis against areas of work that were already being progressed under the current Community Risk Management Plan (CRMP). This has assured that work to address the AFIs was either already planned or has now been included in the Service's annual delivery planning.
- 2.3 The two AFIs identified delegated to this Committee are:
  - AFI 2 – the Service should assure itself that its risk-based inspection programme prioritises the highest risks and includes proportionate activity to reduce risk;
  - AFI 4 – the Service should ensure that, when responding to a 999 call, mobile data terminals (MDTs) are reliable to allow staff to access risk information

### **AREA FOR IMPROVEMENT 2**

- 2.4 The Risk Based Inspection Programme (RBIP) is the method by which the Service ensures that its fire protection activities are targeted at the highest risk premises.
- 2.5 A previous Community Safety Committee update in January 2023 outlined that a PhD student from Nottingham Trent University has been engaged to

undertake an external evaluation of the RBIP and that this work is due to report at the end of May.

- 2.6 The reporting timetable for this action is still on track and a further update will be brought to the meeting of this Committee in October to provide an update on the outcomes of the evaluation.

#### **AREA FOR IMPROVEMENT 4**

- 2.7 The provision of accurate risk information and reliability of MDTs was an AFI highlighted by HMICFRS in the 2019 inspection.
- 2.8 This AFI was closed in June 2022 following work undertaken by the Service, and overseen by the Assistant Chief Fire Officer, to ensure that risk information was available for operational crews at incidents.
- 2.9 This new AFI seeks to ensure that the work undertaken to date continues to be assured and further improvements made to the reliability of access to risk information.
- 2.10 It was previously reported that the Service was seeking to replace the current MDTs in the financial year 2023/24 and to enhance the resilience and availability of risk information for crews through the provision of a secondary device.
- 2.11 The Service is currently in the process of rolling out new MDTs to fire appliances. The MDT replacement programme is being carried out in conjunction with Leicestershire and Derbyshire Fire and Rescue Services as part of the tri-service collaboration.
- 2.12 Trial devices are currently installed at two stations in Nottinghamshire with roll out to the full fleet expected by the end of June 2023. It is anticipated that the new devices will offer greater resilience, functionality and useability for crews as well as improving the reliability issues experienced with the old technology.
- 2.13 Once the new MDTs are rolled out to all stations, the Service's ICT team will commence user engagement as part of the scoping and procurement of a secondary mobile device which will be rolled out later in the year.
- 2.14 Future updates will continue to be provided on this workstream.

### **3. FINANCIAL IMPLICATIONS**

The cost of the MDT replacement is funded from a £100k capital project.

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

Training requirements for the users of the new MDTs are being addressed as part of the project group. The Service is making use of hybrid learning which includes both face to face, digital learning, and user guides to support implementation of the new technology.

#### **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**

- 7.1 The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.
- 7.2 The Local Government Act 1999 places a statutory duty on NFRS to '*secure continuous improvement in the way in which its functions are exercised*'. The reporting of Service Delivery's performance ensures that the Service is focusing on key objectives as set by the Fire Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.
- 7.3 The Police and Crime Act (2017) Chapter 4 Section 11, outlines that the English inspectors must inspect, and report on the efficiency and effectiveness of fire and rescue authorities in England.

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

- 8.1 It is incumbent on the Service to demonstrate continuous improvement and learning as a result of the outcome of HMICFRS inspections.
- 8.2 The MDT replacement programme will help to mitigate the risks associated with health safety and welfare by ensuring operational risk information is available to crews at incidents.



## **9. COLLABORATION IMPLICATIONS**

MDT replacement is being delivered in conjunction with Leicestershire and Derbyshire Fire and Rescue Services as part of tri-service collaboration arrangements.

## **10. RECOMMENDATIONS**

It is recommended that Members:

- 10.1 Note the progress with addressing the AFIs assigned to the Community Safety Committee.
- 10.2 Agree to receive future updates on progress.

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

None.

Craig Parkin  
**CHIEF FIRE OFFICER**

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# **GRENFELL TOWER INQUIRY AND TALL BUILDING RESPONSE**

## **Report of the Chief Fire Officer**

**Date:** 09 June 2023

### **Purpose of Report:**

To update Members on actions being taken following the completion of the Grenfell Tower action plan and subsequent work to ensure an effective response to fires in tall buildings.

### **Recommendations:**

It is recommended that Members:

- Note the content of the report.
- Endorse the ongoing work being undertaken to ensure an effective response to fires in tall buildings.

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## **1. BACKGROUND**

- 1.1 On 14 June 2017, a fire occurred at Grenfell Tower, London, which destroyed the 24-storey block of 129 residential flats. Tragically, 72 people lost their lives at the incident.
- 1.2 The Right Honourable Sir Martin Moore-Bick was appointed as Chairman of the public inquiry; set up to examine the circumstances leading up to, and surrounding, the fire at Grenfell Tower.
- 1.3 On 21 January 2020, Government published its response to the Phase One, Grenfell Tower Inquiry (GTI), making 47 recommendations.
- 1.4 The Service developed an action plan to define and track progress against implementing these recommendations. All 47 recommendations were completed and closed by December 2021.
- 1.5 Quarterly returns were completed for the National Fire Chiefs' Council (NFCC) who monitored sector progress in this area.
- 1.6 The Service has continued to assure tall building activities since the completion of the action plan and refine and test procedures to ensure they are able to provide an effective response to a fire in a tall building.
- 1.7 His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) has highlighted that addressing the Grenfell Tower Inquiry recommendations and tall building response will be an area of focus during their upcoming inspection. This is likely to include a practical assessment of the evacuation of a large number of people from tall buildings.

## **2. REPORT**

- 2.1 The Service has continued to improve its preparedness activities including site specific risk information, and the training of operational staff. This report highlights the work undertaken across the Service to ensure preparedness and effectiveness in response.

### **RESPONSE / RISK AND ASSURANCE**

- 2.2 NFRS has assessed 23, high-risk, tall buildings. These buildings are classified as 'high-risk' due to factors such as; external flammable cladding, poor compartmentation, fire safety defects, or complexity of layout. This information is generated through effective liaison between departments within the Service, as well as from other agencies, and 'responsible persons' for the buildings.
- 2.3 NFRS, along with Joint Fire Control (JFC), have carried out five tall building exercises in the last twelve months. These have been debriefed and learning has been captured to drive continuous improvements.

- 2.4 Tall building 'tabletop' exercises have been conducted with all Watches and On-Call stations. These were facilitated by officers and 58 tabletop exercises were delivered in total. These have refreshed procedural approaches for responding to these types of incidents and have standardised the Service's approach across all operational teams.
- 2.5 No-notice exercises have been carried out and will continue over the next six months. These are designed to test the Service's capability to co-ordinate the evacuation of large number of people, from different communities and with different accessibility and evacuation needs. All officers and JFC personnel will participate in at least one exercise.
- 2.6 New specialist equipment has been purchased to provide and support effective rescues and safe evacuation of people through smoke-filled environments. This includes the purchase of smoke hoods, smoke curtains, dividing breaches, short lengths, additional radios, and loud hailer. The smoke hoods have already been used operationally and have supported the safe rescue of trapped persons.
- 2.7 A programme of 'dry riser' testing is now being undertaken by firefighters, commencing with the 23 high risk tall buildings. This is to ensure firefighters are familiarised with delivering water within tall buildings and to also check for defects.
- 2.8 Tall building lessons, produced from the National Operational Guidance (NOG), have been completed by all operational staff and form part of ongoing continual professional development for all operational staff.
- 2.9 Joint meetings between Risk and Assurance and Fire Protection continue with the 'High Rise Residential Group' continuing to audit the shared understating of risks across departments.

## **FIRE PROTECTION**

- 2.10 On 23 January 2023, the Fire Safety England Regulations were enacted in law. The Government introduced these regulations under article 24 of the Regulatory Reform (Fire Safety) Order 2005 (Fire Safety Order). This was a means for the Government to implement the majority of the recommendations relevant to them from the Grenfell Tower Inquiry Phase 1 report.
- 2.11 The new regulations require the responsible persons in multi-occupied residential buildings which are high-rise buildings, as well as those above 11 metres in height, to provide additional safety measures.
- 2.12 In all multi-occupied residential buildings, the regulations require responsible persons to provide residents with fire safety instructions and information on the importance of fire doors.

- 2.13 In high-rise residential buildings, responsible persons are required to:
- Provide their local fire and rescue service with up-to-date electronic building floor plans and to place a hard copy of these plans, alongside a single page building plan which identifies key firefighting equipment, in a secure information box on site;
  - Provide to their local fire and rescue service information about the design and materials of a high-rise building's external wall system and to inform the fire and rescue service of any material changes to these walls;
  - Undertake monthly checks on firefighter and evacuation lifts in their building and check the functionality of firefighting equipment, reporting defects to the fire and rescue service;
  - Install and maintain a secure information box in their building. This box must contain the name and contact details of the responsible person and hard copies of the building floor plans;
  - Install signage visible in low light or smoky conditions that identifies flat and floor numbers in the stairwells.
- 2.14 In residential buildings with storeys over 11 metres in height, responsible persons are also required to undertake annual checks of flat entrance doors and quarterly checks of all fire doors in the common parts.
- 2.15 NFRS Fire Protection staff provide advice regarding the points above to responsible persons of tall buildings within Nottinghamshire and have legal powers to enforce compliance.
- 2.16 The Joint Audit and Inspection Team (JAIT) continues in the city conurbation and to date has conducted inspections of 188 buildings (21,747 flats). There are a further 21 buildings (1271 flats) over 18 metres, and 275 buildings (7,072 flats) below 18 metres that are scheduled for inspection.
- 2.17 In October 2023, the Building Safety Act commences in law. This will see changes to the Regulatory Reform Order and provide greater powers to the Health and Safety Executive as the new Building Safety Regulator. This regulator will be supported by a multi-disciplinary team, which will include representation from the fire sector.
- 2.18 NFRS are seconding a Fire Safety Inspector to the multi-disciplinary team and have backfilled this post using additional, temporary funding that has been provided by the Home Office.

## **PREVENTION**

- 2.19 Safety messaging continues to be a focus for Prevention Team activity. Community events have been carried out at the 23 high risk tall buildings,

reassuring residents and educating them on evacuation strategies; providing bespoke safety advice for residents of tall buildings.

- 2.20 A dedicated page has been created on the Service's website to provide further information and guidance to residents. This information, along with all the website pages, can be translated by the user into any language, and is also supported by a read-aloud function.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 The Grenfell Infrastructure grant of £100,748.71 was received by the Service and used to purchase specialist equipment detailed in this report.
- 3.2 The secondment of a Fire Safety Inspector to the HSE multi-disciplinary team (MDT), and the backfilling of the Fire Safety Inspector post, is to be funded from the temporary, two-year funding from the Home Office. After this point, the MDT is predicted to become 'self-funding'. This position will be monitored by the Service and updates presented to Members at future meetings.
- 3.3 Ongoing costs for exercising and assurance activities are aligned to the 2023/24 training budget.

### **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 driven the Service's approach to inclusion in relation to response activities. This has seen the introduction of exercises that focus on communities with accessibility requirements and continues to be tested by Response teams.

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

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

### **7. LEGAL IMPLICATIONS**

- 7.1 The Service has a duty under the Health and Safety at Work Act to ensure the safety of employees and others affected by its activities. Implementation of the GTI recommendations will ensure the Service complies with these requirements.

- 7.2 The Fire Services Act requires that NFRS resource to community risks including those associated with tall buildings and that adequate arrangements are in place to provide an effective operational response.
- 7.3 The Civil Contingencies Act requires that the Service has necessary plans in place to respond to a major incident which may include a fire in a tall building.
- 7.4 The Local Government Act 1999 places a statutory duty on NFRS to 'secure continuous improvement in the way in which its functions are exercised'. The reporting of progress against these matters ensures that the Service is focusing on key objectives, as set by the Fire Authority, and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.
- 7.5 The Fire Authority has a statutory duty to regulate the Regulatory Reform (Fire Safety) Order, 2005.

## **8. RISK MANAGEMENT IMPLICATIONS**

- 8.1 Effectively implementing the GTI recommendations ensures that the Service is well placed to ensure an effective operational response to a fire in a tall building. It will also go some way to ensuring an effective operational response to any type of major incident.
- 8.2 Enhanced employee training targeted at Control Operators, Incident Commanders and all operational employees will enhance the Service's ability to recognise and respond to a fire in a tall building in the most effective way. Enhancing safety for firefighters on the incident ground, and outcomes for members of the public involved in the incident.
- 8.3 Implementing updated command structures for fires in tall buildings will ensure appropriate spans of control and effective command decision making is in place at large scale incidents requiring search and rescue.
- 8.4 GTI recommendations and tall building response will be a focus for HMICFRS during the next tranche of inspections. Effective organisational response to the Inquiry will mitigate the risk of a negative inspection result and the subsequent reputational risks that this poses to the Service.
- 8.5 Close media scrutiny of both the GTI and subsequent fires that have occurred in tall buildings and clad buildings elsewhere in the country poses a significant reputational risk for the organisation were such an event to occur in Nottinghamshire.
- 8.6 Routine reporting of progress against the recommendations is required to the Home Office and NFCC. The Service responds in an assured and constructive manner to these consultations.



## **9. COLLABORATION IMPLICATIONS**

- 9.1 There are significant collaboration implications related to the actions required for Joint Fire Control relating to policy, procedure and training for Control Operators given the tri-service fire control arrangements in place, coupled with the Joint Fire Control managed by Derbyshire Fire and Rescue Service.
- 9.2 Operational policy and guidance relating to fighting fires in tall buildings has been developed regionally. A collaborative approach to implementation is required since any large-scale incident is likely to result in cross-border support being requested from neighbouring fire and rescue services. A common understanding of ways of working is required to ensure this response is effective.
- 9.3 The Joint Audit and Inspection Team continue to work collaboratively with local authorities and Nottingham City Homes, delivering joint visit and sharing of risk information regarding high-risk sites.
- 9.4 NFRS is seconding a Fire Safety Inspector to the multi-disciplinary regulatory team. This will ensure an effective means to educate and enforce, when required.

## **10. RECOMMENDATIONS**

It is recommended that Members:

- 10.1 Note the contents of the report.
- 10.2 Endorse the ongoing work being undertaken to ensure an effective response to fires in tall buildings.

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

None.

Craig Parkin  
**CHIEF FIRE OFFICER**

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# **BRITISH SIGN LANGUAGE CHARTER PROGRESS REPORT**

Report of the Chief Fire Officer

**Date:** 09 June 2023

**Purpose of Report:**

To provide Members with an update on the progress the Service has made as part of its commitments under the British Sign Language (BSL) Charter and its plans to progress this work further.

**Recommendations:**

It is recommended that Members:

- Note the content of the report
- Support the Service's commitment and approach to make its services more accessible to the deaf community.

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## 1. BACKGROUND

- 1.1 Nottinghamshire Fire and Rescue Service (NFRS) signed up to the British Deaf Association's (BDA) British Sign Language (BSL) Charter in 2018, which aims to promote better access to public services for deaf communities. This has helped the Service focus its efforts to advance equality for its deaf communities. The five pledges are:
- **Pledge One:** consult formally and informally with the local deaf community on a regular basis;
  - **Pledge Two:** ensure access for deaf people to information and services;
  - **Pledge Three:** support deaf children and families;
  - **Pledge Four:** ensure staff working with deaf people can communicate effectively using British Sign Language;
  - **Pledge Five:** promote learning and high-quality teaching of British Sign Language.
- 1.2 In addition to this, the BSL Act, passed in April 2022, made BSL an official language in England, Wales and Scotland requiring public bodies to be accessible to BSL users.

## 2. REPORT

- 2.1 The Service's commitment to the Charter has helped drive performance in this area over the last few years, enabling the organisation to review the way in which it communicates key messages and delivers essential services to the public.
- 2.2 The Service continues to promote equal access to services for all and has taken a range of measures to help keep its deaf communities safe. For example, in the last two years, the Service has fitted 637 accessible alarms for deaf residents.
- 2.3 The Service has also improved BSL access across its communication channels. Social media films have been produced with BSL interpretation and a dedicated webpage detailing information for deaf communities has been published by the Service.
- 2.4 In terms of emergency response, a communication guide has been developed in collaboration with Derbyshire and Leicestershire Fire and Rescue Services to aid communication with deaf community members during emergencies and fire prevention activities.
- 2.5 The Service has also promoted the national 999 BSL Service via a partnership event with Nottinghamshire Police at Joint Headquarters. As part of the

Service's broader commitment to embed equality, diversity and inclusion into its activities, the 999 BSL Service was used as part of an operational exercise and will continue to be developed at other exercises throughout the year.

- 2.6 The deaf community was also a specific focus as part of the consultation process for the development of the Service's Community Risk Management Plan 2022-25.
- 2.7 Moving forwards, the Service will continue to advance equality for deaf service users. This will include:
- Exploration of technology to access on-demand interpretation services. There are several app and web-based BSL Services which would assist communication by crews and staff within the Service;
  - A focus on working with schools for deaf students to increase awareness of fire safety;
  - Broadening involvement and consultation with the deaf community to improve training for staff, improve the accessibility of existing communications channels and ensure more inclusive services for deaf residents.
- 2.8 Members of the Community Safety Committee will be updated on the progress the Service makes against the requirements of legislation and the Charter.

### **3. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

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

- 4.1 There are no human resources implications arising within this report.
- 4.2 In relation to learning and development, the Service is working hard to ensure that deaf equality becomes embedded into training and guidance for staff, in particular for customer facing roles and scenarios.

### **5. EQUALITIES IMPLICATIONS**

An equality impact assessment has been completed for the adoption of the BSL Charter and indicates a positive impact for people with disability in relation to accessing the services of NFRS.

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

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

## **7. LEGAL IMPLICATIONS**

- 7.1 The BSL Act requires public bodies to make their communications more accessible to BSL users. The Service will continue to review the way in which it communicates, both internally and externally to ensure compliance with the legislation, but also to ensure that deaf residents are getting access to the key messages they need when they need it.
- 7.2 The advancement of equality of opportunity between people who share a protected characteristic and people who do not share it is a key element of the Public Sector Equality Duty (Equality Act 2010).

## **8. RISK MANAGEMENT IMPLICATIONS**

A failure to provide accessible services to the community being served can impact upon trust and confidence in public services. Nottinghamshire Fire and Rescue Service is cognisant of this as a risk to its reputation and ability to engage with its communities and service users.

## **9. COLLABORATION IMPLICATIONS**

- 9.1 NFRS has worked with other fire and rescue services in the East and West Midlands regions on the production of its Communication Guide with Deaf Communities, there may be advantages in working collaboratively on some areas highlighted within this report such as embedding learning of responding to emergency incidents involving deaf community members.
- 9.2 NFRS works closely with partners locally and nationally to share, develop and implement best practice.

## **10. RECOMMENDATIONS**

It is recommended that Members:

- 10.1 Note the content of the report.
- 10.2 Support the Service's commitment to continue to improve its services for the deaf community.

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

None.

Craig Parkin  
**CHIEF FIRE OFFICER**