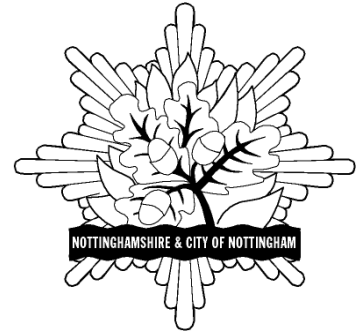


Public Document Pack



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

Date: Friday, 13 October 2023 **Time:** 10.00 am

Venue: Joint Fire / Police HQ, 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. Taylor'.

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

Agenda	Pages
1 Apologies for Absence	
2 Declarations of Interests	
3 Minutes Minutes of the meeting held on 9 June 2023, for confirmation	3 - 12
4 Service Delivery Performance Report of the Chief Fire Officer	13 - 28
5 Approach to Reducing Unwanted Fire Signals - Update Report of the Chief Fire Officer	29 - 34
6 Safeguarding, Disclosure and Barring Update Report of the Chief Fire Officer	35 - 40
7 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services, Areas For Improvement Report of the Chief Fire Officer	41 - 46

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>

If you need British Sign Language interpretation at any meeting of the Fire and Rescue Authority, please contact the Service at least two weeks in advance to book this, either by emailing enquiries@notts-fire.gov.uk or by text on SMS to 0115 8240400



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 9 June 2023 from 10.07 am - 11.17 am

Membership

Present

Councillor Nick Raine (Chair for the meeting)
Councillor Robert Corden
Councillor Anwar Khan
Councillor Devontay Okure
Councillor Nigel Turner

Absent

Councillor Jason Zadrozny

Colleagues, partners and others in attendance:

Damien West – Assistant Chief Fire Officer
Bryn Coleman - Area Manager for Prevention and Protection
Andy Macey - Area Manager for Response
Catherine Ziane-Pryor - Governance Officer

1 Appointment of Chair for the Meeting

In the absence of the appointed Chair, Councillor Jason Zadrozny, Councillor Nick Raine was appointed Chair for the meeting.

2 Apologies for Absence

Councillor Jason Zadrozny, on County Council business.

3 Declarations of Interests

None.

4 Minutes

The minutes of the meeting held on 24 March 2023 were confirmed as a true record and signed by the Chair presiding at the meeting.

5 Service Delivery Performance Report

Damien West, Assistant Chief Fire Officer, introduced the report which provides an overview of Service performance for the financial year 2022/23.

Andy Macey, Area Manager for Response, provided the following update on Response and answers to member's questions:

- a) It's worth noting that statistics are compared against previous years' activity, which includes periods of time significantly impacted by the Covid pandemic, and so overall to an overall increase in activity;
- b) Activity is summarised as follows:
 - i. 11,343 incidents were attended, which represents increase of 12.4%;
 - ii. Unwanted Fire Signals increased by 12.1%;
 - iii. fires increased by 18.7% due to the extreme summer weather conditions;
 - iv. special service activity reduced by 4.4%;
- c) The report provides a visual representation of the types of activity month by month during the year, and also the number of callouts per district, for which Nottingham City had by far the greatest at 3,246;
- d) Also, included in report is a breakdown of the three priority types of incidents attended per month, which are summarised as:
 - o priority 1, severe risk to life;
 - o priority 2, serious hazard and high-risk threat;
 - o priority 3, confirmed low risk to human life.
- e) Whilst the Service aims for an attendance time of eight minutes or less, due to the number incidents during last year's hot summer, many of which were difficult to get to and/or the precise location unclear, attendance time averaged 8.15 minutes, whilst attendance time for the current year, to date, is averaging 7.55 minutes;
- f) On-call availability achieved 87.1% against target of 85%, placing it within the top 3 UK Fire and Rescue Services;
- g) Hucknall Fire Station achieved 100% on-call availability, closely followed by Worsop;
- h) Long-term On-call availability issues continue at Southwell Station, but following focused recruitment, there are now 26 on-call new starters;
- i) As previously requested, a detailed breakdown of performance at both Ashfield and Retford Fire Stations is included in the report and shows a marked improvement at Ashfield, but a reduced performance at Retford, mainly due to vacancies as 3 firefighters have left the Service;
- j) With a target of 98% availability, Wholetime Duty System (WDS) availability performed well overall, with the exception of the second appliance at Stockhill Lane, with an availability of 97.1%;

- k) The seven second 999 call response time target of 96% was only marginally missed by the Joint Fire Control, at 95.6%. However, this can be attributed to the large number of summer incidents, and the added complications of identifying the exact location of and access to incidents in very rural areas;
- l) Mobilising performance dropped due to ongoing issues with the mobilising system which is due to be replaced in 2024.

Bryn Coleman, Area Manager for Prevention and Protection, highlighted the following points, and responded to members' questions:

- m) The target of 13,000 Safe and Well Visits was exceeded by 7%, totalling 13,914;
- n) 86.9% of Safe and Well Visits (SWV) were delivered to citizens over 65 years of age and/or disabled citizens, which is in line with the CHARLIE profile of those most at risk of fires in the home;
- o) Fire safety, road safety, and water safety awareness activities were undertaken;
- p) The Safer Schools programme is being rolled out to schools based in areas where there is a higher occurrence of fires, whilst the Fire Setters Scheme received referrals of 128 individuals;
- q) Due to vacancies within the Fire Safety Inspectors Team, it had not been possible to meet the target of 1,200 Fire Safety audits, however 1,024 were successfully completed, with 531 Business Safety Checks (BSC) undertaken by operational crews and 123 shadowed by inspectors;
- r) Total number of BSC by operational crew exceeded the target of 500 by 6.2%;
- s) The following prevention activities were undertaken in 2022/23:
 - i. 216 post fire inspections;
 - ii. 241 follow-ups to complaints;
 - iii. 30 issuing of Enforcement Notices;
 - iv. 8 Prohibition Notices;
 - v. 766 building regulation consultations;
 - vi. 320 licencing consultations;
 - vii. 96 other consultations with agencies.
- t) The number of unwanted fire signals (UwFS) increased by 9.1%, against a target reduction of 3%. This figure is higher than the national average and provided an increase of 7.6%. Once attended, the Service do follow up to determine the cause of the UwFS, and to try to prevent further unnecessary attendances. The main culprits were residential premises, then non-residential premises, including hospitals, followed by hotels and care homes;
- u) Lift rescues reduced by 7% to total of 177;

- v) The Joint Audits and Inspection Team (JAIT) has inspected 188 buildings (21,747 flats) and is yet to inspect 21 buildings in excess of 18 m in height, and 273 buildings below 18 m;
- w) The Health and Safety Executive is to oversee establishment of regional multi-disciplinary teams (MDTs) of professionals from building control, fire safety and the housing sector to support their regulatory responsibilities. As Nottinghamshire and Leicestershire have the highest number of high-rise buildings, these two Services will collaboratively lead on the regional MDTs, with funding available to support the additional resourcing of new regulatory legislation;
- x) Following the extreme weather of last summer and the substantial rise in fires, some of which will have been natural combustion, prevention activities continue and the Service is ensuring that response capacity is available at the height of the summer, when demand is at its greatest. In addition, consideration is being given to specific requirements of rural fire fighting and the potential investment in a rural fire fighting vehicle for 2025;
- y) The availability of On-Call firefighters at Southwell Fire Station is an ongoing challenge, but staffing has been increased this year, including dual contract firefighters (working as Wholetime, and On-Call) but this will not resolve all issues. The Service is investigating revision of the On-Call contract to make it more accessible and attractive to potential On-Call recruits, whilst also ensuring that the adequate resources are available;
- z) The Fire Safety Inspection Team was not able to meet its targets due to staffing issues, including retirements and the two years required to train and qualify for unsupervised inspection. In addition, the metric does not take into account the entire workload of ongoing inspections where concerns are raised, and further visits required. Further to that, 50% of checks undertaken by operational crews require a further visit from an inspector, which again, is not recognised within the metric;
- aa) A proportion of Unwanted Fire Services (UwFS) can be attributed to the increase of care in the community and the knock-on effects of other services, not necessarily emergency services, inability to attend vulnerable people in need. Attending crews never presume that there is a false alarm and always respond. There are potential measures which could be put in place in vulnerable people's homes, including a smoke and/or heat detection unit, which alerts a named individual when triggered. If that individual does not respond, the system then summons the emergency services;
- bb) With regard to the tall building inspections, the establishment of the Multi-Discipline Teams (MDTs) will relieve some of that work pressure, but at the same time, some members of the Fire Safety Inspection Team will be transferred to staff the MDT, from which they may be transferred out of county to assist in work in the highest need areas. Current fire safety advisers can go for promotion which enables 12 month training, for which there is grant funding available, instead of two years of training. However, this still limits projected staff planning to 12 months;
- cc) Mobile data terminals (on board appliances) are often slow to update, but when attending an incident, the premises should maintain a fire resistant box on site providing relevant structural and safety information. Following changes in

legislation, maintaining this information and ensuring it is up-to-date is now the responsibility of a named responsible person.

Resolved to note the report.

6 His Majesty's Inspectorate of Constabulary and Fire & Rescue Services, Areas For Improvement

Damien West, Assistant Chief Fire Officer, presented the report which updates the Committee on the Service's progress against two of the four Areas For Improvement (AFI) identified by his Majesty's Inspectorate of Constabulary Fire and Rescue (HMICFR) in 2021, for which this committee has been delegated the monitoring and scrutiny role.

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

- a) The two AFIs are as follows:
 - i. AFI 2 – the Service should assure itself that its risk-based inspection programme prioritises the highest risks and includes proportionate activity to reduce risk;
 - ii. 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;
- b) with regard to AFI 2, as previously reported to the Committee, the Service is collaborating with a Nottingham Trent University PhD student who has undertaken an in-depth evaluation of the Risk Based Inspection Programme (RBIP), to ensure that it is fit for purpose and operating effectively. The full report is scheduled to be presented to the Committee at its October meeting;
- c) AFI 4 was confirmed as completed in June 2022 following a successful trial and then roll out in this financial year across the tri-service collaboration appliances of Leicestershire Fire and Rescue, Derbyshire Fire Rescue and Nottinghamshire Fire Rescue of new MDTs, including additional hardware.

Resolved to:

- 1) note the progress with addressing the AFI assigned to the Community Safety Committee;**
- 2) agree to receive future updates on progress.**

7 Grenfell Tower Inquiry and Tall Building Response

Damien West, Assistant Chief Fire Officer, presented the report which provides an update on the actions taken in response to the Grenfell Tower Action Plan, to enable effective firefighting and rescue responses to fires in tall buildings.

Following points were highlighted and members' questions responded to:

- a) Following the tragic deaths of 72 people in fire at Grenfell Tower, six years ago, a public inquiry was established to examine the circumstances and present recommendations to help prevent future incidents by addressing building safety regulations and how emergency services respond;
- b) Since 2020, the Service has formulated an action plan to address the inquiry recommendations and has inspected 23 tall, high risk buildings (18 m and above), which present a range of challenges including firefighter access and/or the potential for fire to spread easily within premises. This information is collated with fire protection partner agencies, the responsible person for the building, and operational crews to ensure that of the best possible plans of action are in place for the premises. This work is ongoing, being regularly monitored and recorded;
- c) Joint Fire Control have also been undertaking tall building exercises, from which learning continues with regard to disability evacuation, residents with foreign languages, and potentially those with disabilities;
- d) 50 table top exercises have been undertaken with all stations, alongside no-notice physical exercises to ensure familiarity with response plans;
- e) Funding has been received from Central Government, some of which has been spent on specialist equipment, such as smoke hoods to aid evacuation, along with additional firefighting equipment, examples of which are available for members to view following the meeting;
- f) High-rise response procedures continue to be tested and feedback provided at a local and national level to support a fully holistic learning environment to ensure that best practice is embedded across the sector;
- g) With regard to fire protection, a lot of new legislation has been introduced or scheduled, which presents further challenges with regard to additional learning and enforcement knowledge for firefighters;
- h) Paragraph 2.13 of the report lists the requirements of the named responsible person, as is mandatory for each tall building where people reside above 11 metres;
- i) Building Safety Inspectors are highly qualified and in great demand, both in the public and private sector, and so current vacancies place another pressure on the Service;
- j) To give assurance and ensure that residents of high-rise buildings know what is expected of them in a fire, the Service holds targeted community events to engage and educate higher risk communities to ensure there is a wholly joined up understanding and response. In addition, the Service has a dedicated website page providing advice for residents of tall buildings;
- k) After the Grenfell Tower tragedy, there was a lot of immediate national and local activity focusing on the removal of ACM cladding, which was responsible for the

rapid spread of fire on the tower. This continued to be closely scrutinised with the Fire Service taking an ongoing lead;

- l) Ongoing building safety inspections continue to find problems with buildings, particularly where there has been a change of purpose, such as offices converted to student accommodation, where compartmentalisation has been compromised and fire can spread easily or even unnoticed between units;
- m) The new building requirements do assist with reducing fire risk for newly renovated properties. Service officers are confident the Service has robust processes in place identify and highlight issues, and to work with building owners and partners, including with enforcement where necessary, to protect the safety of citizens;
- n) The Service hasn't identified buildings or businesses that are purposely non-compliant, but there is a challenge with regard to timescales due to resourcing issues within the sector around the limited number of contractors qualified to remove ACM cladding, which is far exceeded by the number of buildings acquiring cladding removal, and so the Service works with the buildings' responsible person, providing safety advice and guidance in the meantime. This can sometimes result in the provision of a waking watch during nights until proper systems put in place;
- o) Nottingham City has the most high-rise properties within the county. Where a high risk building is identified, the Service works closely with the responsible person to address the issues, but issues are also highlighted to operational crews to ensure they are aware and able to respond effectively. Partner agencies are also informed, and the Service undertakes resident/community engagement, to ensure that residents have an understanding of what to do if an incident does occur. Where issues are identified, the Service undertakes and records regular monitoring and where progress is not made enforcement action can be taken;
- p) There are 23 high-risk high-rise buildings outstanding full compliance, from approximately 300-400 high-rise buildings Nottingham. If the level of safety presented an immediate risk to residents in any of these buildings, the Service would issue prohibition notices to prevent the occupation. Some of these buildings need elements of improvement. The majority of these premises are student accommodation with a yearly turnover of residents, meaning a repeat of the safety advice is required annually, but the responsible persons and building owners are more often taking responsibility for this element;
- q) Every frontline appliance now carries smoke hoods which are used regularly, including at domestic property fires to evacuate occupants.

Resolved to:

- 1) note the contents of the report;**
- 2) endorse the ongoing work being undertaken to ensure an effective response to fires in tall buildings.**

8 British Sign Language Charter Progress Report

Damien West, Assistant Chief Fire Officer, presented the report which updates the Committee on progress against the five pledges of the British Sign Language (BSL) Charter.

Following points were highlighted and members' questions responded to:

- a) The five pledges are as follows:
 - o Pledge One: consult formally and informally with the local deaf community on a regular basis;
 - o Pledge Two: ensure access for deaf people to information and services;
 - o Pledge Three: support deaf children and families;
 - o Pledge Four: ensure staff working with deaf people can communicate effectively using British Sign Language;
 - o Pledge Five: promote learning and high-quality teaching of British Sign Language;
- b) This commitment is just one element of the Service's drive to ensure that it can engage across all communities and provide an excellent Service to all citizens, including ensuring that the citizens can communicate with the Service, and that the Service can communicate to them;
 - i. Specialist prevention teams are learning British Sign Language to help better engage with the deaf community;
 - ii. Specialist heat and smoke alarms which incorporate flashing lights and vibration pads in the event of a trigger, have been made available to members of the deaf community for installation in their homes;
 - iii. There has been increased engagement with the BSL community, including through social media, on the Service's website and with the 999 BSL service specifically for deaf citizens to contact in the event emergency;
 - iv. Specific engagement has been undertaken with the deaf community with regard to the community risk management plan;
- c) the BSL charter will further be reviewed through the inclusion performance group and strategic inclusion board;
- d) further technology will be investigated with regard to interpretation technology and apps to assist crews and community engagement, including support staff;
- e) The Service also proposes to visit deaf schools and the deaf community as a whole to increase fire safety awareness;

- f) Consultation is ongoing to ensure the needs of the community are met by the Service without any access discrimination.

Members welcome the work and progress to date.

Resolved to:

- 1) note the content of the report;**
- 2) support the Service's commitment to continue to improve its services for the deaf community.**

This page is intentionally left blank



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: 13 October 2023

Purpose of Report:

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

Recommendations:

It is recommended that Members note the contents of this report.

CONTACT OFFICER

Name: Damien West
Assistant Chief Fire Officer

Tel: 0115 967 0880

Email: damien.west@notts-fire.gov.uk

Media Enquiries Contact: Corporate Communications
corporatecomms@notts-fire.gov.uk

1. BACKGROUND

- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including prevention, protection, and response activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery between 01 April and 30 September 2023.

2. REPORT

RESPONSE

- 2.1 During the first half of 2023/24, a total of 5,430 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes a 16.4% decrease in incidents when compared to the same period in 2022/23. This decrease has been driven by the Service attending 1,224 less fires over this period due to the less extreme weather experienced this Summer.
- 2.2 In 2022/23 NFRS attended a total of 11,343 incidents. In 2023/24 the Service is anticipating incident numbers to be just over 10,000.
- 2.3 Figure 1 shows a monthly comparison of incident numbers since 2021/22. This shows the significant reduction in incidents in July and August this year when compared to 2022/23.

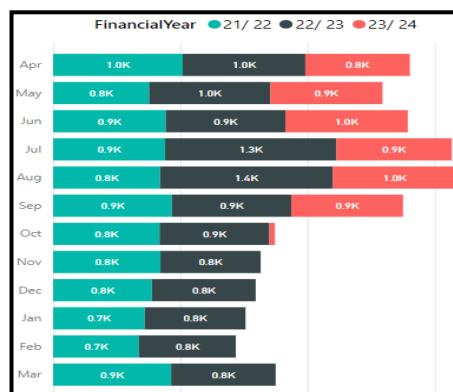


Figure 1: Incidents attended by month, 2021/22 – 2023/24

- 2.4 A breakdown of incident types attended over the last 12 months can be seen in Figure 2. Fires have followed the typical pattern of being lower in the Autumn and Winter, peaking in the Spring and remaining relatively high throughout the Summer. False Alarms have averaged just above 400 per month, peaking in August at 476. Special Service calls have remained relatively constant throughout the year, averaging 220 per month.

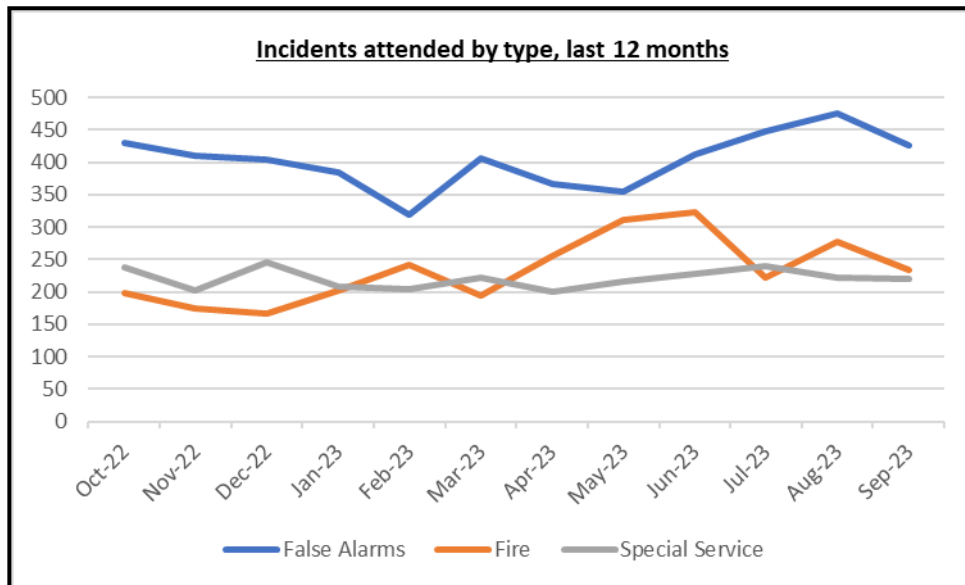


Figure 2: Incidents attended by type, last 12 months

2.5 Figure 3 shows a breakdown of incidents by District attended so far in 2023/24. To date, the City of Nottingham has experienced the most incidents (1,552), and Rushcliffe the least (417).

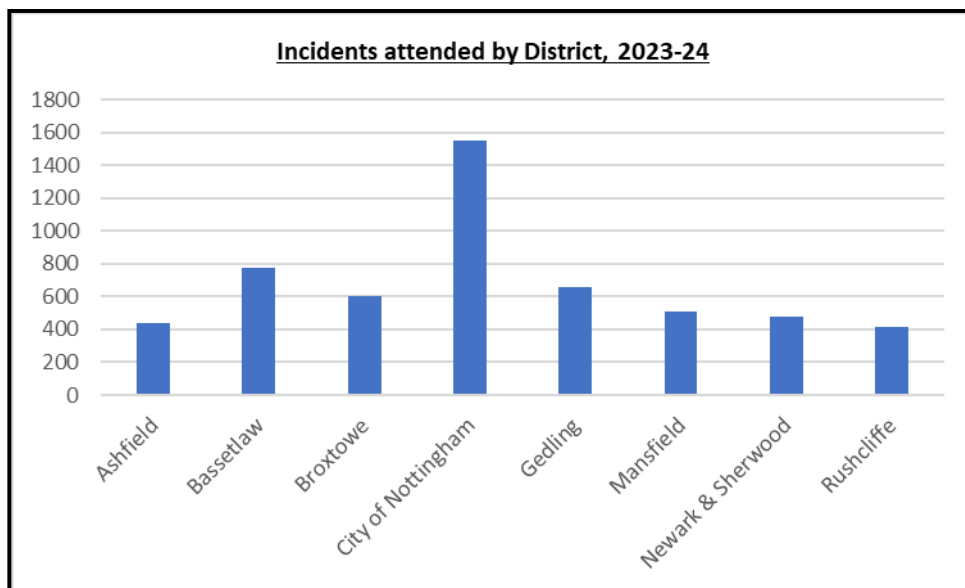


Figure 3: Incidents attended by District, 2023-24

2.6 A breakdown of incidents by Priority Type (see below for definitions) for the last 12 months can be seen in Figure 4.

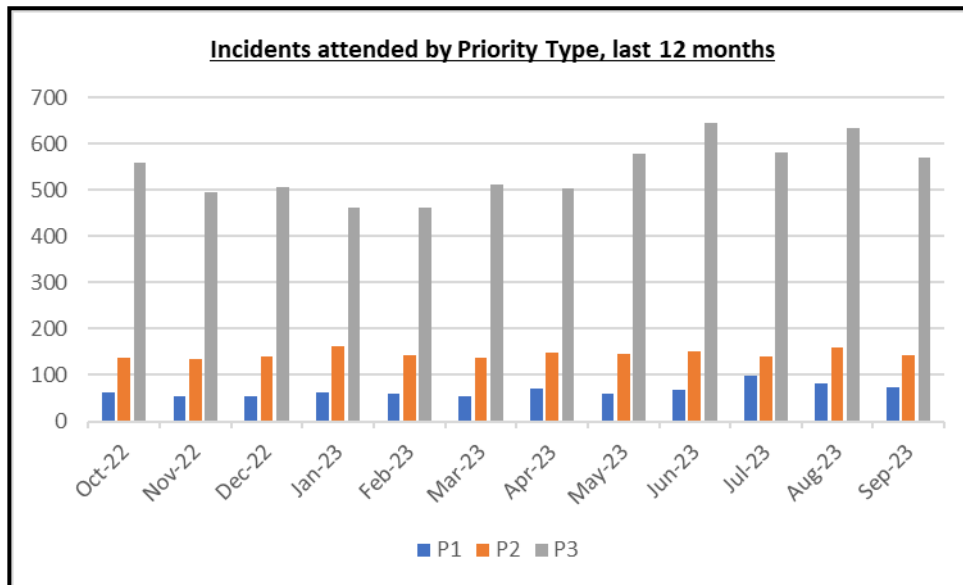


Figure 4: Incidents attended by Priority Type, last 12 months

- 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.

2.7 A key Community Risk Management Plan (CRMP) target is that all emergency incidents will be attended on average, within eight minutes (480 seconds) from the time the first fire appliance is mobilised. During the reporting period, the average attendance time has been 8 minutes and 14 seconds (494 seconds). In the last two quarters of 2022/23 the average attendance time was 7 minutes and 56 seconds (476 seconds). It is believed that the increase in the first half of 2023/24 is linked to the introduction of the new Appliance Mobile Data Terminals in June. This is currently being investigated by the Service to address this area of performance and further updates will be provided to Members.

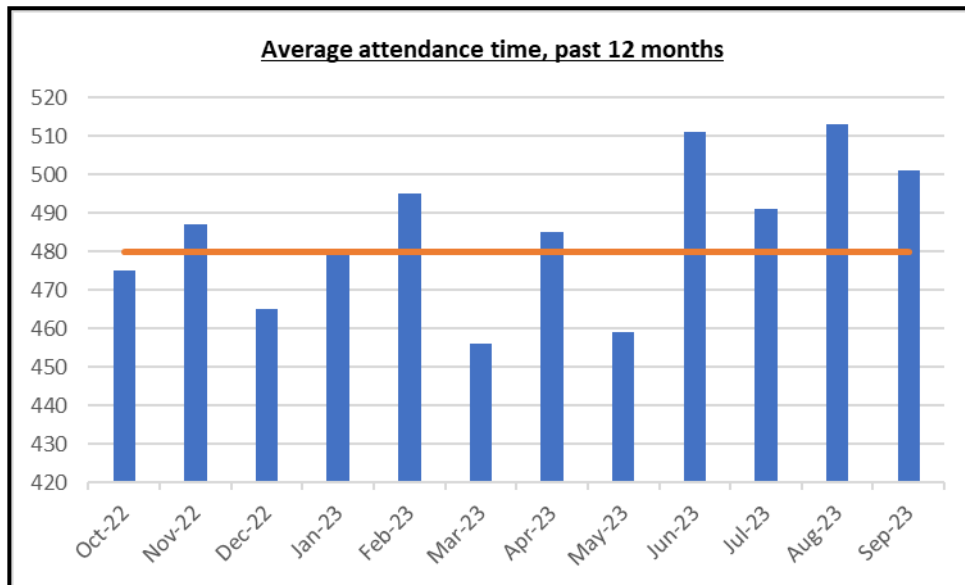


Figure 5: Average attendance time compared to target, past 12 months

2.8 On-Call station availability in the first two quarters of 2023/24 is averaging at 86%. This is above the Service target of 85% and equal to what was achieved in the same period of 2022/23. Figure 6 shows a breakdown by Station.

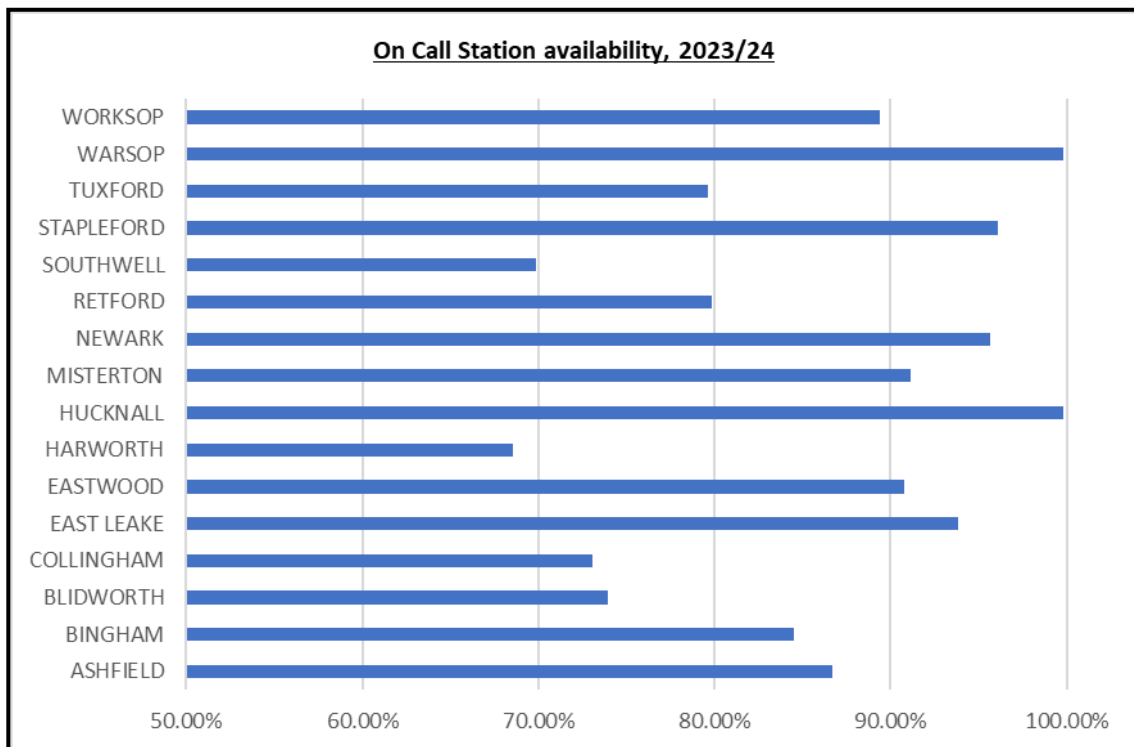


Figure 6: On-call Appliance Availability by Station, 2023/24

2.9 Since April, nine On-Call sections are performing above the target of 85% availability. The highest levels of availability have been at Hucknall (99.8%), Newark (95.7%), Stapleford (96.1%) and Warsop (99.8%). However, availability at Harworth (68.6%) and Southwell (69.8%) has been below the Service's 70% minimum standard. Whilst On-Call recruitment continues to be a challenge, the Service has been successful in recruiting 34 new On-Call trainees who will begin their careers with NFRS during 2023/24. This will

assist in improving the availability of appliances over the coming months. The Service also continues to support the management and availability of On-Call appliances through the work of the On-Call Support Team.

2.10 To provide a longer-term overview, Figure 7 shows On-Call station availability per quarter since the start of 2019/20. Over this period, with the exception of two quarters (Q2 - 2021/22 and 2023/24), the 85% target has been consistently met.

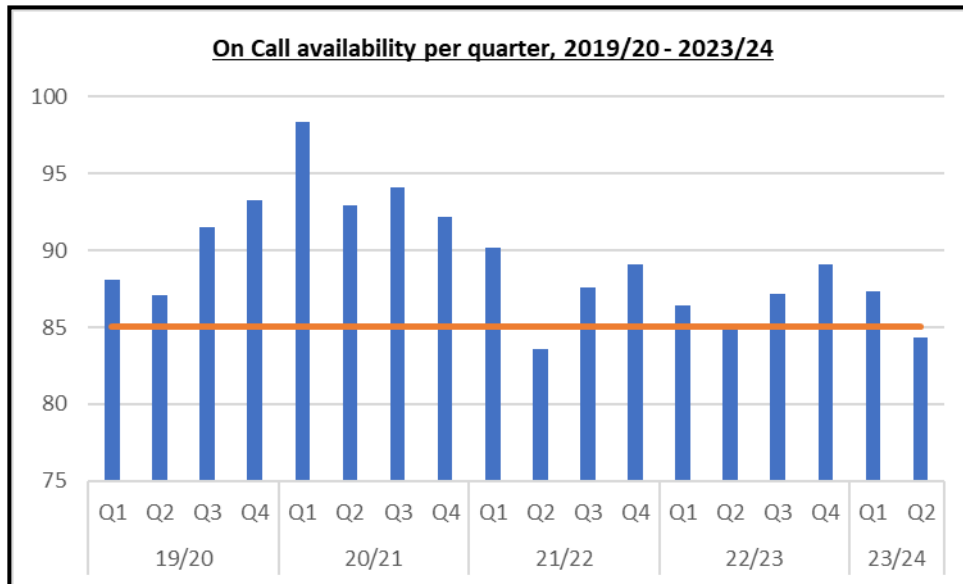


Figure 7: On-call Availability, per quarter since 2019/20

2.11 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 operate one Wholetime and one On-Call appliance between 08:00 - 19:00, and two On-Call appliances between 19:00 – 08:00.

2.12 Year to date (30 September), Ashfield DSC reports:

- Over 24-hours one On-Call appliance has been available for 86.7% of the time. (Average for the same period in 2022/23 was 80.8%).
- Between 08:00 and 19:00 one On-Call appliance has been available for 72.8% of the time. (Average for the same period in 2022/23 was 67.7%).
- Between 19:00 and 08:00 at least one On-Call appliance has been available for 98.5% of the time and two On-Call appliances have been available for 20.7% of the time. (Averages for the same period in 2022/23 was 91.8% and 16.3% respectively).
- In line with the 'Resourcing to Risk' workstream that was updated to Members at the full Fire Authority meeting in September, Ashfield fire station will return to Wholetime, 24-hour crewing from 29 November 2023 and therefore the focussed reporting within this report will be ceased at this stage.
- A new set of metrics and performance data is being established to monitor the key measurable indicators aligned to the 'Resourcing to Risk'

workstream. This data will be reported to Members in future Service Delivery Performance reports.

2.13 Year to date (30 September), Retford DSC reports:

- Over 24-hours one On-Call appliance has been available for 79.8% of the time. (Average for the same period in 2022/23 was 85.8%).
- Between 08:00 and 19:00 one On-Call appliance has been available for 63.4% of the time. (Average for the same period in 2022/23 was 74.2%).
- Between 19:00 and 08:00 at least one On-Call appliance has been available for 93.7% of the time and two On-Call appliances have been available for 14.6% of the time. (Averages for the same period in 2022/23 was 95.5% and 27.3% respectively).

2.14 Of the 34 new On-Call firefighters joining the Service in 2023/24 (see 2.8), two will be going to Ashfield and five to Retford. These additional personnel will directly support the availability of these appliances going forward.

2.15 Table 1 shows the percentage of time each of the twelve Wholetime (WDS) appliances have been available. Appliances can become unavailable due to mechanical fault; servicing; insufficient crewing levels; replenishment of contaminated PPE; out-of-county training; or for crew welfare. Where an appliance has been ‘taken off-the-run’ for in-county training or prevention and protection activities, it is not deemed to be unavailable as it could be recalled if required. The Service targets all WDS appliances to be available 98% of the time.

Station	Call Sign	% of time available
Arnold	T26P1	99.9%
Ashfield	T05P1	100%
Carlton	T27P1	99.2%
Edwinstowe	T06P1	99.4%
Highfields	T29P1	99.6%
London Road	T03P1	98.5%
London Road	T03P2	98.5%
Mansfield	T01P1	99.6%
Newark	T16P1	99.1%
Retford	T12P1	99.5%
Stockhill	T20P1	99.8%
Stockhill	T20P2	99.5%
West Bridgford	T19P1	99.3%
Worksop	T08P1	99.4%

Table 1: % of time a WDS Appliance has been available in 2023/24

2.16 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 Control (JC), three key performance measures are monitored.

2.17 The first JC metric is the percentage of 999 calls answered within seven seconds. The target for this is 96%. Figure 8 shows performance over the last eight quarters to Q1, 2023/24. The performance in Q1 was slightly below target with 95% of calls answered within seven seconds.

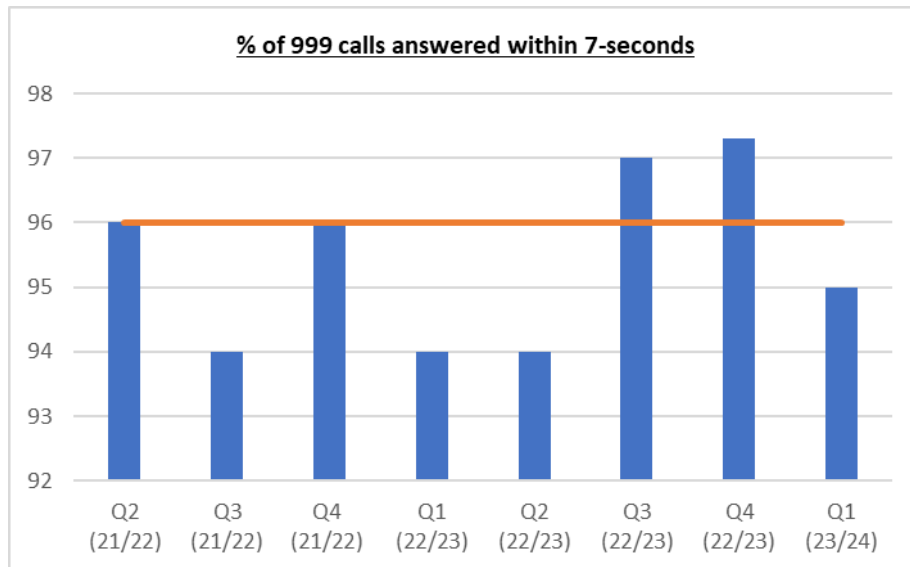


Figure 8: % of 999 calls answered within 7 seconds, previous eight quarters.

2.18 The second JC metric is the average call-handling times for P1 and P2 incidents (described in 2.6). The target for these is within 89 seconds. Figure 9 shows performance over the last eight quarters to Q1, 2023/24. The last three quarters have seen strong performance against this metric with Q1 call handling times being a 7 second improvement on the target.

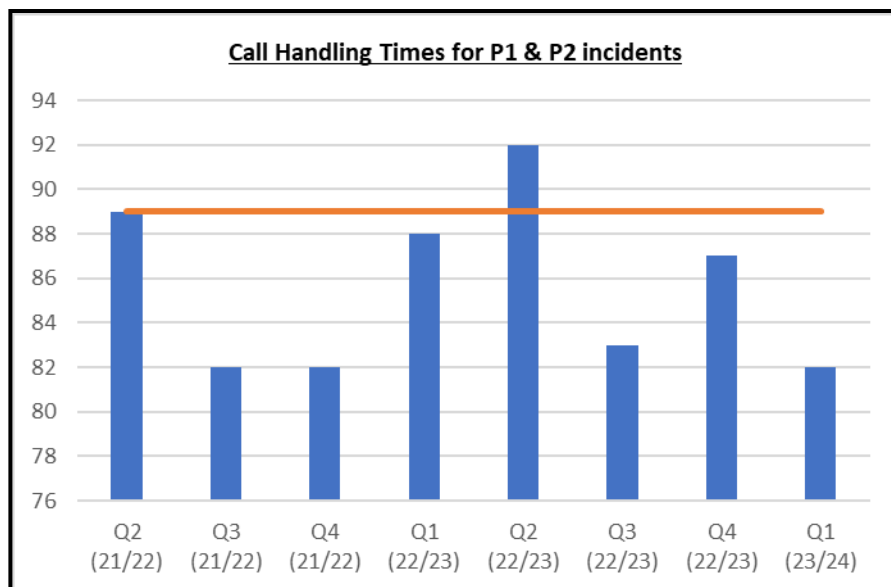


Figure 9: Average Call Handling Time for P1 and P2 incidents, previous eight quarters

2.19 The final JC metric is mobilisation system availability. The target for this is 99%. Figure 10 shows performance over the last eight quarters to Q1, 2023/24. In Q1 the mobilising system was available 98.7% of the time.

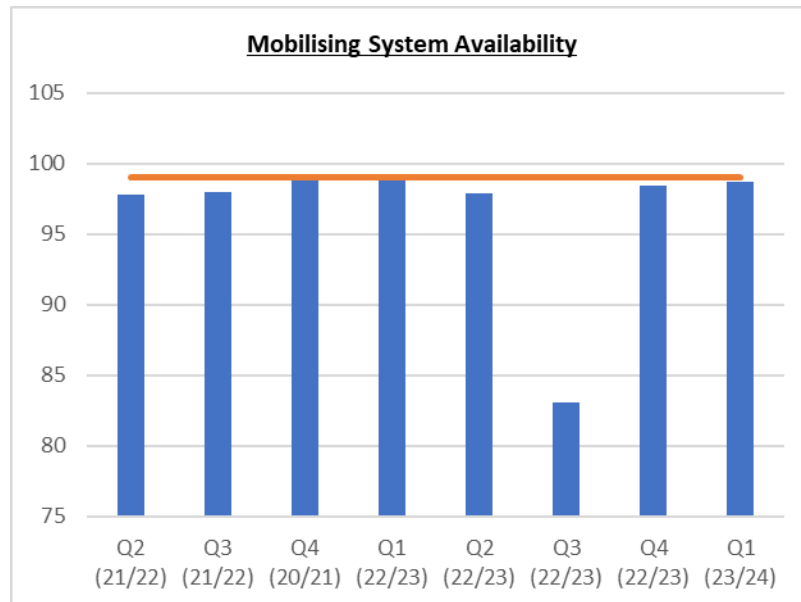


Figure 10: Mobilisation System Availability, previous eight quarters

2.20 Work is ongoing to address and manage the Service's and Tri- Services' mobilising system availability. The Service works closely with its mobilising supplier, Systel, to both identify and address faults and concerns.

PREVENTION

2.21 The Service has completed 7719 Safe & Well Visits (SWVs) between 01 April and 30 September 2023. The target for 2023/24 is 14,000 SWVs and the Service has now completed 55% towards this in the first six months of the year. Figure 11 shows the number of Safe and Well Visits that have been undertaken between 01 April and 30 September.

2.22 Of the total number of SWVs carried out in 2023-2024, 51% have been to the over 65 age group and 43% to disabled persons, all of which are more at risk of a fire in the home.

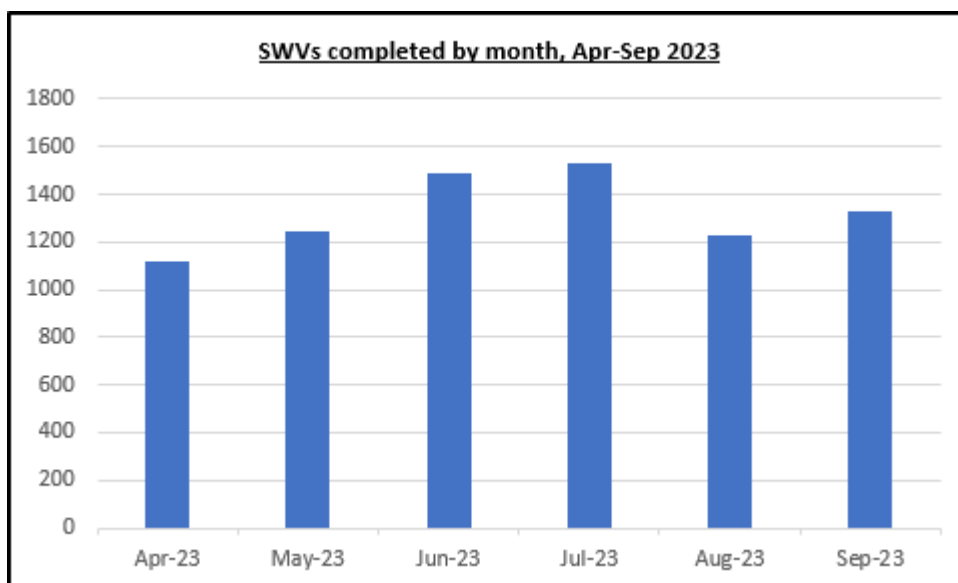


Figure 11: Safe and Wells completed by month.

- 2.23 Between the period April to September 2023, the Education Team carried out safety initiatives which were made up of the following subjects: water rescue (2) road safety (2), general fire safety (4), specific arson-related input (2), and fire safety specifically for those for over 65 years of age (15).
- 2.24 Over the Summer period, the Service also delivered two 'Biker-down' sessions with a third session scheduled in October. This specifically targets motorcyclists with road safety advice and guidance.
- 2.25 The second 'Safety Zone' event in the county took place over a two-week period between the 18 and 29 September. 774 pupils from across the county and 662 pupils from the city attended this event giving an overall total of 1406 pupils. This is in addition to the 490 pupils that attended Ashfield Fire Station in June for the first 'Safety Zone' event of the year. Eight agencies including from RNLI, Notts Police, The Dogs Trust, EMAS, British Transport Police, Via and The National Grid supported Nottinghamshire Fire and Rescue Service in its delivery.
- 2.26 The Service continues to support and educate individuals who have had a history of deliberately setting fires. The 'Firesetters' programme uses specially trained Fire & Rescue staff to work with individuals on a tailored programme of support. 59 further individuals have been referred to the Service between April and September 2023.
- 2.27 As Members will be aware from the last report, the Services Youth Engagement Officer that has been seconded to the National Fire Chiefs Council (NFCC) as UK Programme Coordinator for 'StayWise'. During this time, they are maintaining regular contact with the Service and continuing to update the Service on work taking place at a national level in the NFCC.

PROTECTION

- 2.28 The completion of 1,500 Fire Safety Audits (FSAs) in 2023/24 is a key CRMP commitment. Between 01 April and 30 September, the Service has completed 660 FSAs. This is the highest number the Service has ever delivered in a year-to-date. Of these, 158 required informal action and 24 required formal notices to be issued. Figure 12 shows the number of FSAs that have been undertaken over the last three years as a month-by-month comparison.

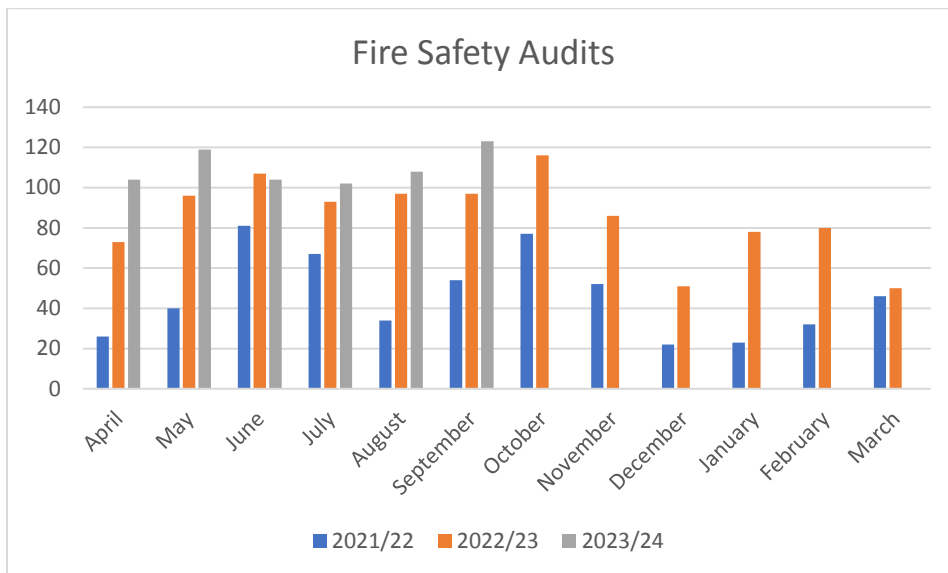


Figure 12: FSAs completed by month.

- 2.29 In addition to completing 660 FSAs, Fire Safety Inspectors continue to shadow inspections undertaken by supervisory managers as part of the Business Safety Check (BSC) development process. These shadow inspections provide scrutiny and assurance of this work prior to supervisory managers being allowed to inspect premises alone as part of their warranted status. Between 1 April to 30 September the department has shadowed 31 BSCs.
- 2.30 The completion of 1000 Business Safety Checks (BSCs) in 2023/24 is a key CRMP commitment. Between 1 April to 30 September, the Service has completed 386 BSCs. Year to date, the Service is behind on its target. this is primarily down to there being several supervisory managers yet to complete the required qualification. Internal delivery of this qualification will begin again in November which will see a further 30 people eligible to deliver BSCs which will address the performance measure in this area.
- 2.31 In addition to FSAs and BSCs, the Service has also completed the following Protection activities between 01 April and 30 September.
- 88 Post Fire Inspections
 - 138 Follow-ups to complaints
 - 24 Enforcement Notices
 - 5 Prohibition Notices
 - 342 Building Regulation consultations with local authority building control or approved inspectors.
 - 158 Licencing Consultations
 - 75 Other consultations with agencies including Ofsted and the Care Quality Commission
- 2.32 Between 01 April and 30 September, the Service has responded to 2133 False Alarms (a 16% increase on the same period in 2022/23). Figure 13 shows the number of False Alarms that the Service responded to during the last three years as a month-by-month comparison.

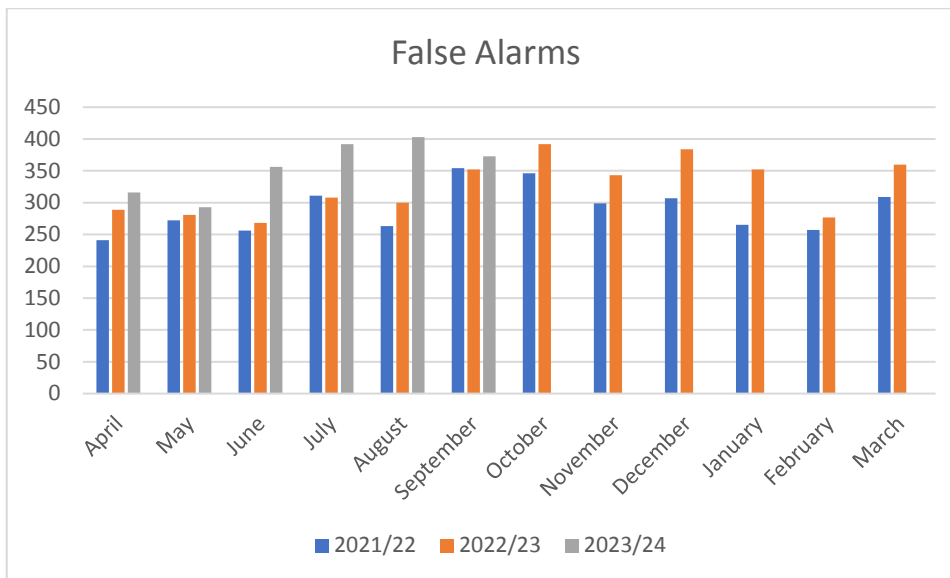


Figure 13: Number of False Alarms per month

2.33 Between, 1 April to 30 September the Service has responded to 52 False Alarm Malicious (FAM) incidents, 274 False Alarm Good Intent (FAGI) incidents and 1807 False Alarm Apparatus (FAAP) incidents.

- **False Alarm Malicious (FAM)** – These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions or where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.
- **False Alarm Good Intent (FAGI)** - These are calls made in good faith and in the belief that the FRS really would need to attend an incident, but it is found that no further FRS action is required.
- **False Alarm Apparatus (FAAP)** – These are calls initiated by a fire alarm operating or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e., with no 'judgement' involved and no further FRS action is required. These incidents are classified as Unwanted Fire Signals (UwFS).

2.34 The CRMP sets a target of a 3% reduction in UwFS. Between 01 April and 30 September, the Service has responded to 1807 UwFS (a 16% increase on the same period in 2022/23). Figure 14 shows the number of False Alarms that the Service responded to during the last three years as a month-by-month comparison.

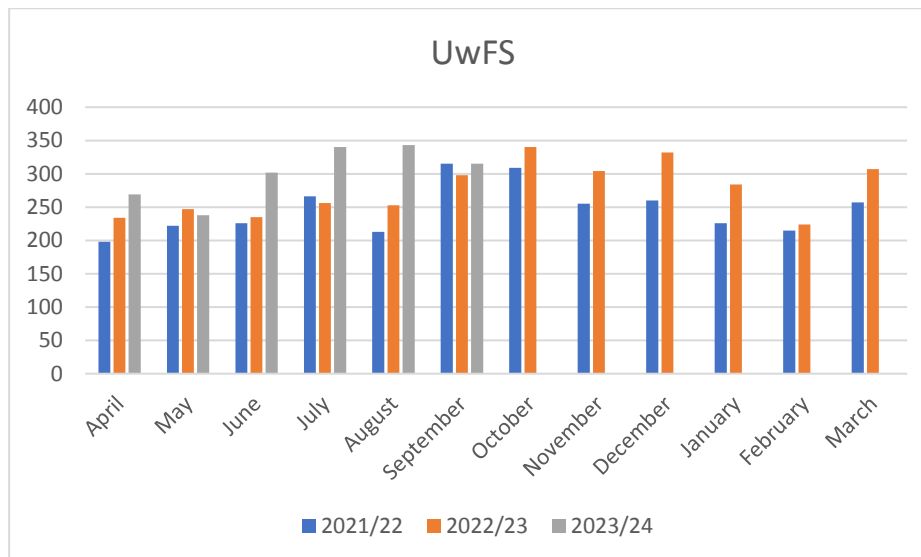


Figure 14: Number of UwFSs per month

- 2.35 Of the 1807 UwFS incidents attended, 383 were at non-residential premises, with 234 of these being caused by hospitals. 1207 were classified as residential premises, with 400 of these being caused by single occupancy houses or bungalows with Telecare systems installed.
- 2.36 Following each UwFS, the premises owner (for non-domestic premises) receives a letter from NFRS outlining their responsibilities in relation to Fire Safety. Following a fourth occurrence, the premises is contacted by the Service's Business Education Advocate and a sixth occurrence prompts a full audit from a Fire Safety Inspector.
- 2.37 The CRMP sets a target of a 3% reduction of Unwanted Lift Rescues. Between, 1 April to September the Service has responded 92 lift rescues (a 3% decrease on the same period in 2022/23).
- 2.38 The Building Safety Act has now passed Royal Assent and the Government has continued to engage with the sector on the implementation of the Act which commenced on 1 October 2023. The Service continue to follow NFCC guidance as it implements the additional requirements imposed under Article 156 of the Act.
- 2.39 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 in scope. As part of their role, the HSE will be creating Multi-Disciplinary Teams (MDT) of professionals from the building control, fire safety and housing sector to support the work they will be undertaking.
- 2.40 The MDT will follow a regional model and the Service has a requirement to support the BSR through the provision of a Fire Safety Inspector. Home Office funding has been provided to back fill this post to help reduce the burden of statutory functions delivered by Fire Protection.

- 2.41 The Fire Safety (England) Regulations 2022 became law on 23 January 2023. This places a number of statutory duties on Responsible Persons and the Service, particularly in buildings over 18 metres in height. These regulations place a duty on the Service 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 NFCC guidance and has been implemented to ensure national best practice.
- 2.42 The Service continues to play an active role in supporting the development of new fire safety guidance in buildings which it regulates. Fire Protection regularly work in partnership with the NFCC by actively supporting consultations that drive industry best practice.

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

It is recommended that Members note the contents of this report.

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

None.

Craig Parkin
CHIEF FIRE OFFICER

This page is intentionally left blank



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

APPROACH TO REDUCING UNWANTED FIRE SIGNALS – UPDATE

Report of the Chief Fire Officer

Date: 13 October 2023

Purpose of Report:

To update Members on the Service's approach to reduce the number of unwanted fire signals (UwFS) in line with current Community Risk Management Plan (CRMP) commitments.

Recommendations:

It is recommended that Members:

- Note the update relating to the approach of the Chief Fire Officer in reducing UwFS.
- Support the continued work and focus to reduce the number of UwFS attended in line with the Service's CRMP.

CONTACT OFFICER

Name : Damien West
Assistant Chief Fire Officer

Tel : 0115 8388100

Email : damien.west@notts-fire.gov.uk

Media Enquiries Contact : Corporate Communications Team
0115 8388100 corporatecomms@notts-fire.gov.uk

1. BACKGROUND

- 1.1 Nottinghamshire Fire and Rescue Service (NFRS) responds to and investigates the causes of automatic fire alarm activations (AFA) in a variety of premises. Where these activations are from an automated alarm system, and have been apportioned to a cause other than fire, they are classified as Unwanted Fire Signals (UwFS).
- 1.2 The Community Risk Management Plan (CRMP) has set an objective to reduce the number of UwFS by 10% by 2025. This is against a base data year of 2021/22 which saw a total of 2256 UwFS occur.
- 1.3 In 2022/23, the Service responded to 2,450 UwFS which was an 8% increase on 2021/22. Of the 2,450 UwFS attended, 653 were at non-residential premises with 365 of these being at hospitals.
- 1.4 On 6 January 2023, Members received a report to this Committee which made several recommendations including a proposal to support the operational decision to not attend AFAs at hospital premises between 07:00 – 19:00 hours.
- 1.5 At the January meeting, Members requested further assurances regarding this proposal and requested further updates to the Committee.

2. REPORT

- 2.1 The Service continues to work towards the target of reducing UwFS and the associated use of resources that could be more beneficially used elsewhere in the delivery of services to communities.
- 2.2 The January report to this Committee highlighted that, during the reference period, only 3.5% of AFA activations at hospitals resulted in a fire, all of which were minor in nature.
- 2.3 Members raised a number of questions and concerns in relation to the proposal and requested further consultation and engagement with key stakeholders prior to any change being progressed.
- 2.4 Following the Committee, the Service contacted respective NHS Trusts and private hospital providers in a consultation on the proposed changes and received responses from 86% of the NHS Trusts and companies responsible for hospitals within the City and County.
- 2.5 The consultation responses, and a review of further data, has shown that the number of UwFS from hospitals is attributed, in the vast majority, to the Queens Medical Centre and City Hospital campus sites.

- 2.6 The Fire Protection Team has strong relationships with these health care providers and continued focus will be placed on these relationships, with a priority in continuing to reduce the number of UwFS being attended.
- 2.7 It is highlighted that a risk-based, specific approach, in conjunction with these hospitals, under the delegated operational responsibilities of the Chief Fire Officer, is now the preferred approach rather than a wide-ranging policy change.
- 2.8 Meetings will be held with the responsible management teams for these hospitals in order to progress steps to continue to reduce the number of mobilisations to UwFS and this performance data will continue to be closely monitored and reported.
- 2.9 The Service continues to monitor the levels of performance against this, and other metrics, through both the Service Delivery Evaluation and Assurance Group (SDEAG) and the CRMP Assurance Board. This monitoring has highlighted trends relating to UwFSs which include:
- A continued increase in the number of UwFS attended by the Service;
 - An increase of UwFS at hospitals;
 - A 50% increase in the number of UwFS from domestic dwellings, particularly those being sheltered housing and premises with independent living alarm system arrangements.
- 2.10 As reported, the Service has seen an increase in UwFS from single domestic dwellings and ‘telecare’ call systems. Further work will be undertaken with these providers to understand the best approach to ensuring that this vital provision is maintained and that false activations are minimised.
- 2.11 Work continues within the Service on the approved recommendation from January’s Committee meeting in relation to exploring chargeable calls as a mechanism to reduce repeated UWFS. Further updates will be provided to Members as this workstreams progress.

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 of the nature of this report.

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

- 7.1 The Service also has a legal obligation to respond to emergency incidents under the Fire and Rescue Services Act 2004. No proposals within this report affect the statutory responsibilities under the Act.
- 7.2 NFRS has legal obligations under the Regulatory Reform (Fire Safety) Order, 2005, to enforce matters of fire safety within the City and County. Issues relating to inadequacies with a premise's fire alarm system fall within the scope of this order.

8. RISK MANAGEMENT IMPLICATIONS

The Service's Corporate Risk Register highlights a number of risks that are implicated by the proposals within this report:

Corporate Risk	Implication
Inability to Set a Balanced Budget	The inefficient use of resources associated with attending unwanted fire signals presents a risk to the Service in relation to being efficient and effective and maximising the use of its resources. The Service will continue to review how UwFSs can be reduced to mitigate this risk.
Employee Engagement	Engagement with representative bodies (RBs) has indicated an objection to the previously proposed changes. Proactive engagement with the RBs will continue in relation to addressing the area of UwFS and ensuring the best use of resources.

Corporate Risk	Implication
Preventable Deaths	The non-attendance at AFAs presents a risk that the incident may relate to a saveable life, however data shows that the occurrence of this is extremely low. Conversely, while resources are committed at a UwFS, they are not available for other mobilisation to potential life-risk incidents. The Service will continue to address the attendance at UwFSs to ensure the best use and availability of resources for communities.
Health, Safety and Welfare	The associated risks of 'road risk' and attendance at UwFS continues to be present whilst the Service attends these incident types. The Service will continue to address the attendance at UwFS to ensure that associated risk is reduced.
Availability of Resources	While resources are committed at a UwFS, they are not available for other mobilisation to other, potential life-risk, incidents. The Service will continue to address the attendance at UwFS to ensure the best use and availability of resources for communities.
Service Reputation	There is a reputational risk to not attending AFAs that transpire to be incidents. The occurrence of this is low, however this still presents a risk to the Service. Work will continue to understand the data and propose the best solutions to mitigating this risk whilst reducing the number of UwFS attended by the Service.

9. COLLABORATION IMPLICATIONS

The recommendations within this report present a continued collaborative approach across Leicestershire, Derbyshire, and Nottinghamshire in dealing with UwFS.

10. RECOMMENDATIONS

It is recommended that Members:

- 10.1 Note the update relating to the approach of the Chief Fire Officer in reducing UwFS.
- 10.2 Support the continued work and focus to reduce the number of UwFS attended in line with the Service's CRMP.

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: 13 October 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:

That Members note the progress with addressing the areas for improvement assigned to the Community Safety Committee.

CONTACT OFFICER

Name: Damien West
Assistant Chief Fire Officer

Tel: 0115 8388100

Email: damien.west@notts-fire.gov.uk

**Media Enquiries
Contact:** Corporate Communications Team
corporatecomms@notts-fire.gov.uk

1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in September 2022, Members were presented the report from His 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. Progress against these timelines continues to be monitored and reported through the monthly Community Risk Management Plan Assurance Board (CRMP AB), chaired by the Chief Fire Officer.
- 2.2 The two AFIs 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

- 2.3 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.
- 2.4 Work with Nottingham Trent University to undertake an independent evaluation of the RBIP has been delayed, but continues to be progressed in order to evaluate the methodology that the Service currently uses to identify premises which are deemed to be the highest risk.
- 2.5 The National Fire Chiefs' Council (NFCC) has recently published a consultation on '*Guidance on risk, highest risk occupancies and prioritising fire safety interventions*' which defines the criteria for identifying the highest risk

premises for inspection. The Service is now undertaking a gap-analysis and evaluation against these proposed criteria to assess the current effectiveness of the Service's RBIP methodology.

- 2.6 Whilst there are ongoing delays to the external evaluation work, the reporting timetable for this action is still on-track and a further update will be brought to the meeting in January 2024 to provide an update on the outcomes of the internal evaluation detailed above.
- 2.7 This AFI is anticipated to be reported for closure in Spring 2024.

AREA FOR IMPROVEMENT 4

- 2.8 The provision of accurate risk information and reliability of MDTs was an AFI highlighted by HMICFRS in the 2019 inspection.
- 2.9 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.
- 2.10 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.
- 2.11 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.
- 2.12 The Service has now rolled out new MDTs to all fire appliances. The MDT replacement programme was carried out in conjunction with Leicestershire and Derbyshire Fire and Rescue Services as part of the Tri-Service collaboration.
- 2.13 Whilst the roll-out of the new hardware has provided some improvements to functionality and reliability, some issues remain in relation to the information and system capability provided by the current mobilising system. Work continues through the Service's ICT team to improve and maintain the reliability and accessibility of these devices.
- 2.14 Members will be aware that there is an ongoing replacement mobilising system programme with Derbyshire Fire and Rescue Service that will replace the current system.
- 2.15 The Service has now commenced procurement of a replacement secondary mobile device which will be rolled out to all frontline appliances to ensure a sustainable and reliable approach to accessing risk information. This secondary device will ensure a resilient approach to accessing risk information for crews across the two devices.

2.16 This work continues to be closely monitored and managed through a project approach which is overseen by the Assistant Chief Fire Officer, and future updates will continue to be provided on this workstream.

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 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 The Service's Corporate Risk Register identifies a number of risks which are mitigated, in part, by addressing the AFIs detailed in this report. These are:

Corporate Risk Register item	Mitigation
3 – Mobilising	The introduction of new MDTs supports the mitigation of this risk through ensuring that mobilising information is passed in a timely and reliable manner. The new MDTs effectively interface with the existing mobilising system.
7 – Health, Safety and Welfare	The provision of new secondary devices will ensure that firefighters have multiple, resilient methods to access risk information at incidents.
15 – Corporate Reputation	The effective management of, and improvement against, the AFIs mitigate the risk of a negative inspection outcome from the Inspectorate which would affect the corporate reputation of the Service.

9. COLLABORATION IMPLICATIONS

The Service continues to work in collaboration with Leicestershire and Derbyshire Fire and Rescue Services as part of tri-service collaboration arrangements.

10. RECOMMENDATIONS

That Members note the progress with addressing the areas for improvement assigned to the Community Safety Committee.

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

None.

Craig Parkin
CHIEF FIRE OFFICER

This page is intentionally left blank



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: 13 October 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:

That Members note the progress with addressing the areas for improvement assigned to the Community Safety Committee.

CONTACT OFFICER

Name: Damien West
Assistant Chief Fire Officer

Tel: 0115 8388100

Email: damien.west@notts-fire.gov.uk

Media Enquiries Contact: Corporate Communications Team
corporatecomms@notts-fire.gov.uk

1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in September 2022, Members were presented the report from His 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. Progress against these timelines continues to be monitored and reported through the monthly Community Risk Management Plan Assurance Board (CRMP AB), chaired by the Chief Fire Officer.
- 2.2 The two AFIs 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

- 2.3 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.
- 2.4 Work with Nottingham Trent University to undertake an independent evaluation of the RBIP has been delayed, but continues to be progressed in order to evaluate the methodology that the Service currently uses to identify premises which are deemed to be the highest risk.
- 2.5 The National Fire Chiefs' Council (NFCC) has recently published a consultation on '*Guidance on risk, highest risk occupancies and prioritising fire safety interventions*' which defines the criteria for identifying the highest risk

premises for inspection. The Service is now undertaking a gap-analysis and evaluation against these proposed criteria to assess the current effectiveness of the Service's RBIP methodology.

- 2.6 Whilst there are ongoing delays to the external evaluation work, the reporting timetable for this action is still on-track and a further update will be brought to the meeting in January 2024 to provide an update on the outcomes of the internal evaluation detailed above.
- 2.7 This AFI is anticipated to be reported for closure in Spring 2024.

AREA FOR IMPROVEMENT 4

- 2.8 The provision of accurate risk information and reliability of MDTs was an AFI highlighted by HMICFRS in the 2019 inspection.
- 2.9 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.
- 2.10 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.
- 2.11 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.
- 2.12 The Service has now rolled out new MDTs to all fire appliances. The MDT replacement programme was carried out in conjunction with Leicestershire and Derbyshire Fire and Rescue Services as part of the Tri-Service collaboration.
- 2.13 Whilst the roll-out of the new hardware has provided some improvements to functionality and reliability, some issues remain in relation to the information and system capability provided by the current mobilising system. Work continues through the Service's ICT team to improve and maintain the reliability and accessibility of these devices.
- 2.14 Members will be aware that there is an ongoing replacement mobilising system programme with Derbyshire Fire and Rescue Service that will replace the current system.
- 2.15 The Service has now commenced procurement of a replacement secondary mobile device which will be rolled out to all frontline appliances to ensure a sustainable and reliable approach to accessing risk information. This secondary device will ensure a resilient approach to accessing risk information for crews across the two devices.

2.16 This work continues to be closely monitored and managed through a project approach which is overseen by the Assistant Chief Fire Officer, and future updates will continue to be provided on this workstream.

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 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 The Service's Corporate Risk Register identifies a number of risks which are mitigated, in part, by addressing the AFIs detailed in this report. These are:

Corporate Risk Register item	Mitigation
3 – Mobilising	The introduction of new MDTs supports the mitigation of this risk through ensuring that mobilising information is passed in a timely and reliable manner. The new MDTs effectively interface with the existing mobilising system.
7 – Health, Safety and Welfare	The provision of new secondary devices will ensure that firefighters have multiple, resilient methods to access risk information at incidents.
15 – Corporate Reputation	The effective management of, and improvement against, the AFIs mitigate the risk of a negative inspection outcome from the Inspectorate which would affect the corporate reputation of the Service.

9. COLLABORATION IMPLICATIONS

The Service continues to work in collaboration with Leicestershire and Derbyshire Fire and Rescue Services as part of tri-service collaboration arrangements.

10. RECOMMENDATIONS

That Members note the progress with addressing the areas for improvement assigned to the Community Safety Committee.

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

None.

Craig Parkin
CHIEF FIRE OFFICER

This page is intentionally left blank