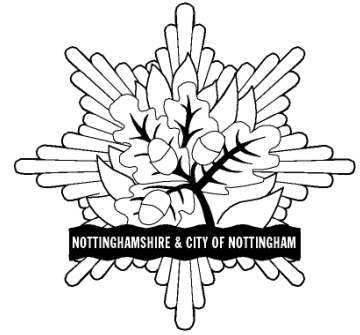


# Public Document Pack



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

**Date:** Friday, 12 January 2024      **Time:** 10.00 am

**Venue:** Nottinghamshire Joint Fire and Rescue Service/ Police 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. Lawrence'.

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

<b>Agenda</b>	<b>Pages</b>
<b>1 Apologies for Absence</b>	
<b>2 Declarations of Interests</b>	
<b>3 Minutes</b> Minutes of the meeting held on 13 October 2023, for confirmation.	3 - 10
<b>4 Service Delivery Performance Report</b> Report of the Chief Fire Officer	11 - 24
<b>5 Update on learning from the Manchester Arena Inquiry - volume two</b> Report of the Chief Fire Officer	25 - 30

**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?CIId=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 Joint Fire / Police HQ, Sherwood Lodge, Arnold,  
Nottingham, NG5 8PP on 13 October 2023 from 10.01 am - 11.12 am**

### **Membership**

#### Present

Councillor Jason Zadrozny (Chair)  
Councillor Robert Corden  
Councillor Anwar Khan (minutes 12-15 inclusive)  
Councillor Devontay Okure  
Councillor Nick Raine  
Councillor Nigel Turner

#### Absent

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

Damien West – Assistant Chief Fire Officer  
Andy Macey - Area Manager for Response  
Catherine Ziane-Pryor - Governance Officer

### **9 Apologies for Absence**

None.

### **10 Declarations of Interests**

None.

### **11 Minutes**

Minutes of the meeting held on 9 June 2023 were confirmed as a true record and signed by the Chair.

### **12 Service Delivery Performance**

Andy Macey, Area Manager for Response, presented the comprehensive report which provides the committee with an update on the performance of the Service between 1 April and 30 September 2023.

Some highlighted points included the following, along with responses to members' questions:

- a) 5,430 incidents were attended by the Service during this reporting period, which, compared to the same period last year, is a decrease of 16.4%, but this can be attributed to last year's extreme summer weather conditions;
- b) The report provides a breakdown of the type of calls received, the volume of calls, comparative figures for previous years, month by month activity, priority, and activity levels by district;
- c) Whilst the Community Risk Management Plan (CRMP) target is to respond to all incidents within 8 minutes from the first appliance mobilisation, the average time achieved during this performance period was 8 minutes and 14 seconds. The slightly longer than previous response time can mainly be attributed to the introduction of the new appliance Mobile Data Terminals, which took place in June. This is being further investigated and will be monitored;
- d) On-call station availability is set out in the report, with Hucknall, Newark, Stapleford and Warsop achieving in excess of 95% availability, whilst Harworth and Southwell stations failed to meet the 70% minimum standard set by the Service. It is anticipated that the recent recruitment of 34 new on-call firefighters will help to address this issue;
- e) The year-to-date statistics for Ashfield DSC are set out in the report, and it is noted that the station will return to 24-hour crewing from 29 November 2023, in line with the resourcing to risk work stream;
- f) The year-to-date statistics for Retford DSC are set out in the report, and whilst there have been reductions in availability, there are no proposals to amend the current crewing arrangements;
- g) Performance data for 999 calls answered within 7 seconds, call handling times for priority one and two incidents, and mobilisation system availability, are all set out in the report with priority call handling performance improving;
- h) During six months of activity, the Service has completed more than half of the 14,000 proposed 'safe and well' visits, and so is expected to exceed this year's target;
- i) Safety initiatives, including water rescue, road safety, general fire safety, and fire safety for older citizens, were among the initiatives undertaken during the reporting period;
- j) People-focused events are being held three times a year, including at Warsop College, with the aim to reach approximately 3,000 pupils in total;
- k) Referrals for the 'Fire Setter' courses can come from the Police or Youth Offending Teams, with the aim to deter and address such behaviour;

- l) A comparison of fire safety audits completed month by month for the past 3 years is set out in the report and clearly shows that performance in the latest reporting period has exceeded that of previous years;
- m) However, with a target of 1000 business safety checks during the performance year, the Service is behind on target with only 386 completed. This is mainly due to several supervisory managers who are yet to complete the required qualification, but a training programme begins in November for 30 officers;
- n) A range of protection activities have been undertaken the reporting year-to-date, including statutory building regulation consultations, licensing consultations, post-fire inspections, follow-ups to complaints, enforcement and prohibition notices;
- o) The Service responded to 2,133 false alarms in this reporting period which is an increase of 16% from last year, against a target to reduce Unwanted Fire Signals (UwFS) by 3%. A breakdown of the four alarm classifications, including malicious, good intent, and apparatus, are set out in the report, with 383 attendances to non-residential premises, 234 of these being at hospitals, 1207 being residential, 400 of which were single occupancy houses or bungalows with telecare systems installed;
- p) The Building Safety Act was implemented on 1 October 2023, and requires dedicated multidisciplinary teams to support the work, which will include the Fire Service. The operating model is very similar to that already established by the Service with regard to the Fire Safety England Regulation 2022, and the statutory duties on responsible persons, particularly in buildings over 18 metres in height;
- q) Business safety checks are undertaken on smaller businesses, with a focus on seasonal themes and activities.

Members of the committee welcomed the ongoing good work of the Service and the recruitment of further on-call firefighters, specifically as it will help address the on-going availability concerns at Southwell Fire Station.

**Resolved to note the report.**

### **13 Approach to Reducing Unwanted Fire Signals - Update**

Damien West, Assistant Chief Fire Officer, presented the update report on the Service's approach to reducing the number of unwanted Fire signals (UwFS).

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

- a) When an automatic fire alarm activates for a reason other than fire, this is regarded as an unwanted fire signal (UwFS);
- b) The Community Risk Management Plan (CRMP) has a target to reduce UwFS year-on-year, but nationally, they have risen by 8%. For this Service the rise has been 16%;

- c) Previously there was a proposal not to attend automated alarm signals at hospitals between the hours of 7am and 7pm, following concerns raised by members the proposals was further explored and is now reported;
  - i. Consultation was undertaken of representative bodies including the respective NHS Trusts and Private hospitals providers, with an 86% response rate;
  - ii. A further data review on attendance was undertaken and it found that the vast majority of UwFS were from the City and Queens Medical Centre Hospitals;
  - iii. Whilst the Fire Protection Team (FPT) has a good working relationship with these providers and continues to work with them to reduce the number of UwFS, the review highlighted that a more specific risk-based approach would be the preferred option against non-attendance, with both sites committing resources to help tackle the problem;
- d) The Service Delivery Evaluation and Assurance Group (SDEAG) continues to monitor overall UwFS trends and recorded an increase at hospitals, and most concerning, a 50% increase in the number of signals from domestic dwellings, particularly sheltered housing and premises with independent living alarm systems;
- e) As a result, further work will be undertaken with hospitals and with regard to minimising the false activation of telecare call systems, which are usually fitted at premises occupied by the most vulnerable citizens in society who are often at very high risk;
- f) Investigation of the potential for chargeable calls as a mechanism to reduce repeat UwFS, continues and will be reported to members at a future meeting;
- g) Currently there are no easy solutions identified regarding unwanted telecare signals, but there is potential that as domestic communication technology moves away from analogue, there may be the ability to differentiate between the type of alert issued through the telecare type systems. As the population is living longer and remaining within their own homes is the preferred option, the increased use of alert systems needs to be taken into account and planned for, not only by the Service but by health and social care partners;
- h) A chargeable UwFS scheme is already in place, but any further expansion would require the approval of this committee.

The committee welcomed the new approach as an alternative to a blanket non-attendance policy for hospitals, noting that staffing is a nationwide issue for hospitals, but there needs to be more responsibility placed with sheltered housing alert systems.

**This resolved to:**

- 1) note the update relating to the approach of the Chief Fire Officer in reducing UwFS;**
- 2) support the continued work and focus to reduce the number of UwFS attended in line with the Service's CRMP.**

## 14 Safeguarding, Disclosure and Barring Update

Damien West, Assistant Chief Fire Officer, presented the report which provides a summary update, including implications to the Service, on the changes to the Rehabilitation of Offenders Act (Exceptions), alongside an overview of current safeguarding practices in the Service.

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

- a) New legislation requires increased vetting of all personnel, whereas previously, a basic check was undertaken for those coming into contact with vulnerable citizens;
- b) A higher-level check is now required for officers coming into contact with vulnerable citizens, which takes into consideration spent and unspent convictions, and is repeated on a recurring basis. Following consideration of risk, all other staff are to undergo only the basic check;
- c) There haven't been any dismissals from the Service due to the emergence of any previous convictions or crimes, and where convictions do emerge, they are considered on a case-by-case basis dependant on the nature of the offence;
- a) The National Fire Chiefs Council has issued guidance which explicitly sets out the safeguarding expectations for the Sector;
- b) A further update will be provided to the committee in 12 month's time, which will provide information on the outcome of the vetting which occurred;
- c) The Service sets out clear behavioural expectations for all staff, and has confidential reporting mechanisms in place that have been checked for effectiveness, and which can be used by all members of the workforce if inappropriate behaviours and/or cultures emerge. The Leadership Team are confident that if any issues arose, they would be appropriately and promptly addressed, and reported to the Human Resources Committee as part of its monitoring and scrutiny role;
- d) More broader checking/enhanced DBS checks of all staff could be further considered within the internal governance review;
- e) Safeguarding communities is a statutory requirement under the Care Act 2014, so the Service requires staff to undertake safeguarding training. To date more than 700 employees have completed the basic online e-learning package, whilst an additional 134 have completed the advanced training;
- f) In the year from 1 August 2022 to 31 July 2023, the Service identified and referred 27 people to multi-agency safeguarding hubs, 8 of whom were children;
- g) The safeguarding culture encourages staff to have professional curiosity and report instances and circumstances which don't feel are quite right, prompting further investigation;

- k) The Service is working with partners to support the 'Safer Streets' initiative and is promoting city fire stations as a place of safety for women and girls in fear of violence or intimidation. There is scope for all fire stations to be more broadly promoted as safe spaces, and there has been a report of a victim of modern slavery approaching the crew of a station, which then engaged the Safer Streets protocol along with partner organisations.

Members commented;

- l) Enhanced DBS checks for all staff would be welcomed, but the balance between risk and financial impact is acknowledged, along with the need for a standardised approach across all Services;
- m) There are of course, no guarantees that crimes may have been committed, but that there is no criminal record;
- n) The importance of ensuring that the cultures across all areas of the Service are aligned, is important. It is understood that no existing employees have declared themselves as members of the LGBT+ community, which raises concerns as to whether the Services' culture is perceived as being accepting of such declarations;
- o) Further information on the whistleblowing policy and enforcing a positive behavioural culture would be welcomed in future reports.

**Resolved to:**

- 1) note the contents of this report and the updated changes to legislation:**
- 2) endorse the approach of the Chief Fire Officer, as outlined in the report;**
- 3) agree to receive a further update in 12 months' time once the new approach to checks has been embedded.**

## **15 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services, Areas For Improvement**

Damien West, Assistant Chief Fire Officer, presented the report which updates the committee on progress in addressing the Areas For Improvement (AFI) allocated to the Community Safety Committee for monitoring and scrutiny, as identified in the 2021 inspection.

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

- a) AFI 2 stated that 'the Service should assure itself that its risk-based inspection programme prioritises the highest risks and includes proportionate activity to reduce risk';
- i. The Service already applies its own Risk Based Inspection Programme (RBIP) to ensure that fire protection activities are targeted at the highest risk premises;



- ii. the Service will be working with Nottingham Trent University to evaluate the RBIP and ensure it is functioning as intended;
  - iii. the Service is undertaking its own internal gap analysis, and evaluation of its RBIP, using the risk related guidance recently issued by the National Fire Chiefs Council;
  - iv. It is anticipated that this AFI will be ready for closure in Spring of 2024;
- b) AFI 4 advised that 'the Service should ensure that, when responding to a 999 call, Mobile Data Terminals (MDTs) are reliable to allow staff to access risk information';
- i. This AFI theme was initially identified in the 2019 inspection, and closed in 2022 following significant progress. However, this AFI seeks to continue progress and advancement in the reliability and access by crews of relevant risk information;
  - ii. New MDTs have been rolled out across all appliances across the Tri-Service collaboration, but some improvement are still required and work continues to improve reliability and accessibility;
  - iii. The new MDT system is due to be operational by October 2025, but information around risk will continue to be scrutinised and a secondary backup device provided to all responding crews, with the closure of this AFI predicted in early 2024;
- c) It is noted that Assistant Chief Fire Officer, Mick Sharman, works collaboratively across both Nottinghamshire and Derbyshire Fire and Rescue Services to progress the appropriate joint commissioning of the new Replacement Mobilising System.

**Resolved to note the progress with addressing the areas for improvement are assigned to the Community Safety Committee.**

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**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:** 12 January 2024

**Purpose of Report:**

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

**Recommendations:**

That Members note the contents of this report.

## **CONTACT OFFICER**

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Assistant Chief Fire Officer

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## 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 31 December 2023.

## 2. REPORT

### RESPONSE

- 2.1 So far this year, a total of 8,175 incidents have been attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes an 8.8% decrease in incidents when compared to the same period in 2022/23. This decrease has been driven by the Service attending 1,142 less fires, which is largely 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 a slight increase in incidents during Quarter 3, 2023/24 which can be attributed to widespread flooding.

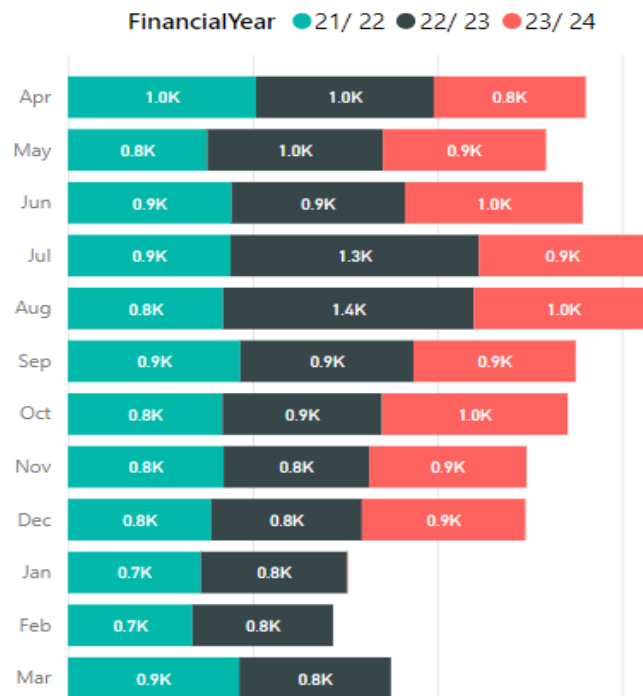


Figure 1: Incidents attended by month, 2021/22 – 2023/24

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 shown a gradual increase over the last 12 months, peaking in October at 490. Special Service calls also peaked in October at 290, but have remained relatively constant throughout the year, averaging 227 per month.

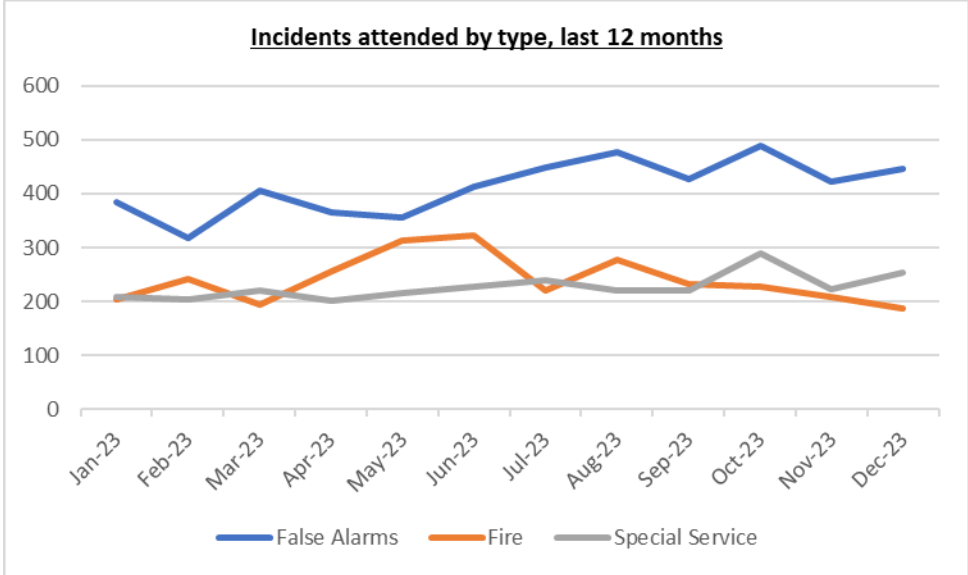


Figure 2: Incidents attended by type, last 12 months

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 by far the most incidents (2,413), and Rushcliffe the least (614).

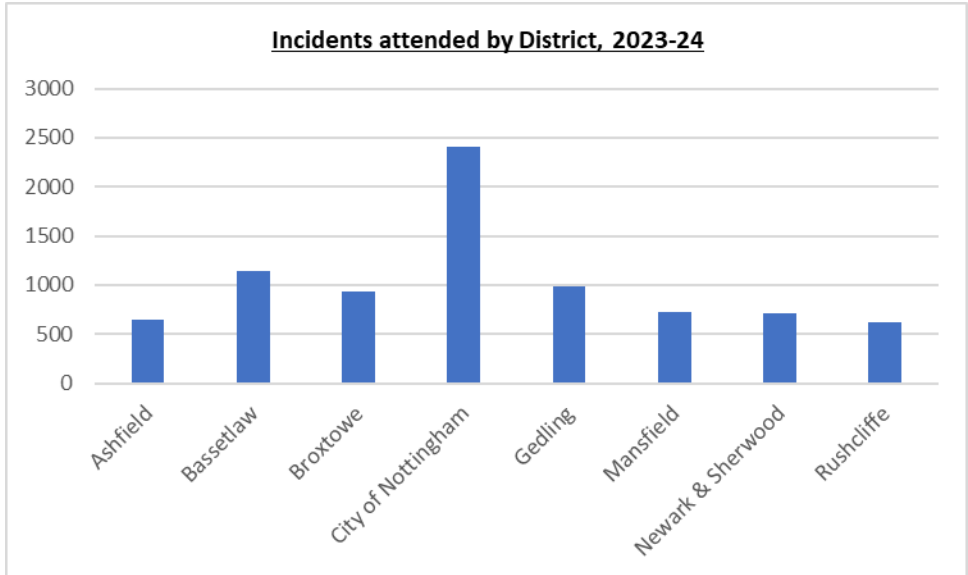


Figure 3: Incidents attended by District, 2023-24

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

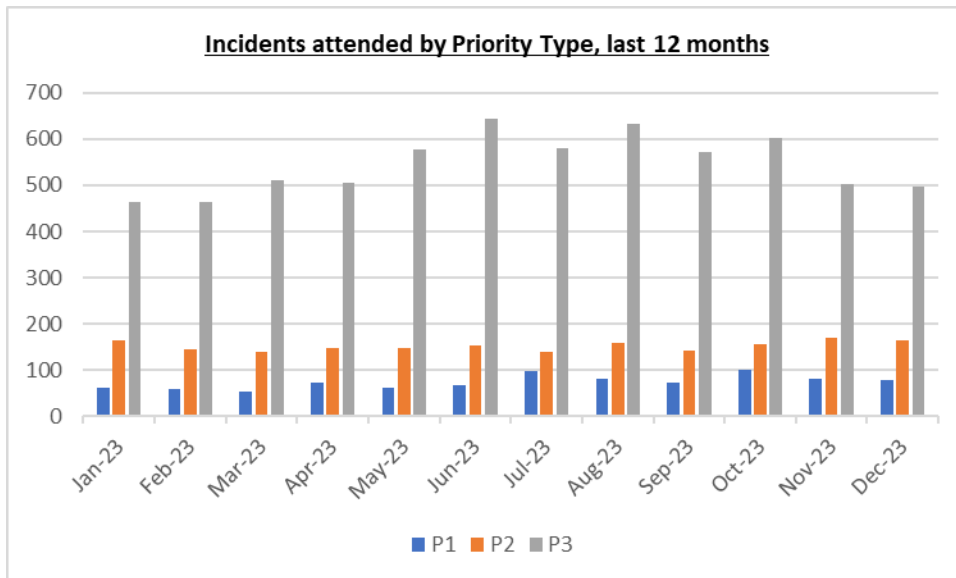


Figure 4: Incidents attended by Priority Type, last 12 months

- 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 8 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 16 seconds (496 seconds). It is believed that this below target performance is partly linked to the introduction of the new Appliance Mobile Data Terminals in June. It is hoped that a recent software update has resolved the issue and, as Figure 5 suggests, performance in this area will improve from December 2023.

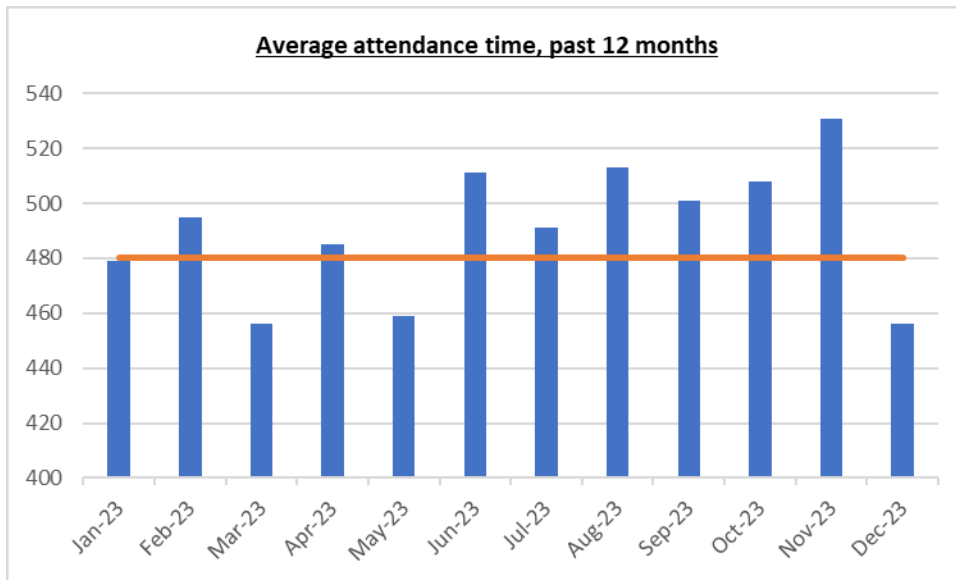


Figure 5: Average attendance time compared to target, past 12 months

2.8 On-Call station availability in the first three quarters of 2023/24 is averaging 85.2%. This is above the Service target of 85% and places us 4<sup>th</sup> nationally. Figure 6 shows a breakdown by Station.

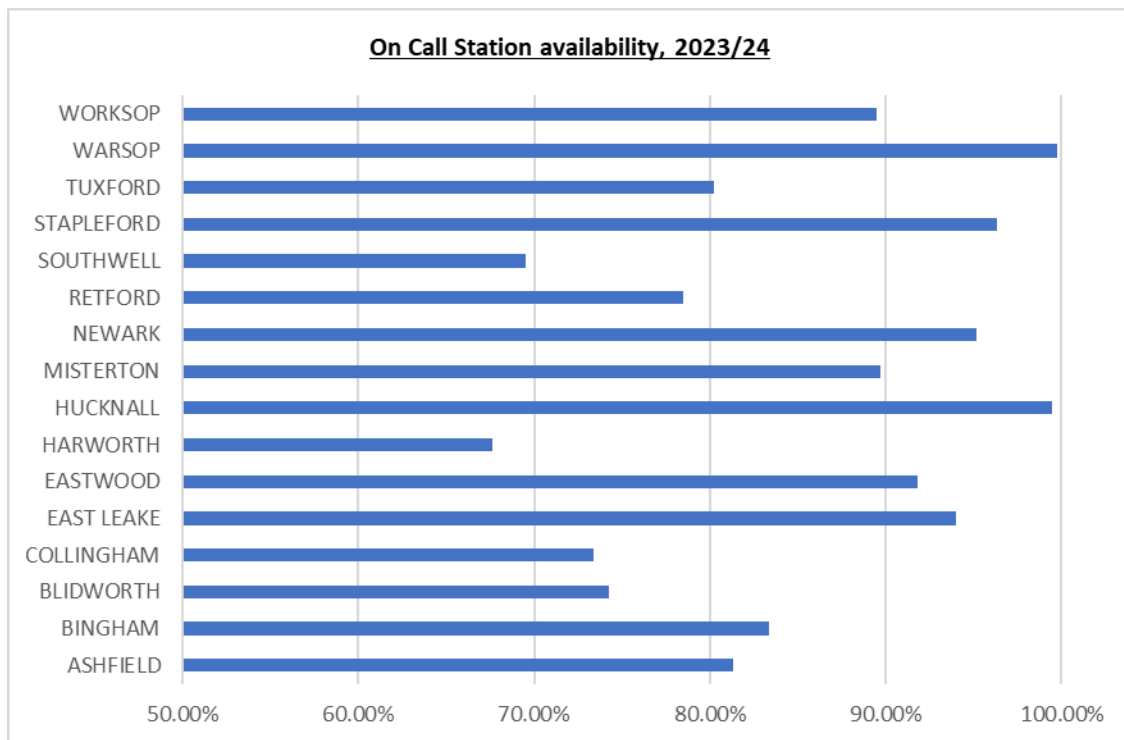


Figure 6: On-call Appliance Availability by Station, 2023/24

Since April, eight On-Call sections are performing above the target of 85% availability. The highest levels of availability have been at Hucknall (99.5%), Newark (95.1%), Stapleford (96.3%) and Warsop (99.7%). However, availability at Harworth (67.7%) and Southwell (69.5%) 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.

- 2.9 As previously requested by Members, a specific focus is given to On-Call appliance availability at Retford Day Shift Crewing (DSC) station. Retford operates one Wholetime and one On-Call appliance between 08:00 - 19:00, and two On Call appliances between 19:00 – 08:00.
- 2.10 Year to date (31 December), Retford DSC reports:
- Over 24-hours one On-Call appliance has been available for 78.4% of the time. (Average for the same period in 2022/23 was 87.1%).
  - Between 08:00 and 19:00 one On-Call appliance has been available for 60.8% of the time. (Average for the same period in 2022/23 was 76.7%).
  - Between 19:00 and 08:00 at least one On-Call appliance has been available for 93.3% of the time and two On-Call appliances have been available for 14.5% of the time. (Averages for the same period in 2022/23 was 96% and 28.1% respectively).
- 2.11 Of the 34 new On-Call firefighters joining the Service in 2023/24 (see 2.8), five will be going to Retford. This is expected to directly improve availability at this station.
- 2.12 Table 1 shows the percentage of time each of the twelve wholetime (WDS) appliances have been available in 2023/24. 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
<b>Arnold</b>	T26P1	99.9%
<b>Ashfield</b>	T05P1	99.9%
<b>Carlton</b>	T27P1	99.3%
<b>Edwinstowe</b>	T06P1	99.4%
<b>Highfields</b>	T29P1	99.7%
<b>London Road</b>	T03P1	98.4%
<b>London Road</b>	T03P2	98.8%
<b>Mansfield</b>	T01P1	99.5%
<b>Newark</b>	T16P1	99.1%
<b>Retford</b>	T12P1	99.7%
<b>Stockhill</b>	T20P1	99.1%
<b>Stockhill</b>	T20P2	99.0%
<b>West Bridgford</b>	T19P1	99.3%
<b>Worksop</b>	T08P1	99.6%

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



2.13 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.

2.14 The first JC metric is the % of 999 calls answered within 7 seconds. The target for this is 96%. Figure 7 shows performance over the last eight quarters to Q2, 2023/24. The performance in Q2 was on target.

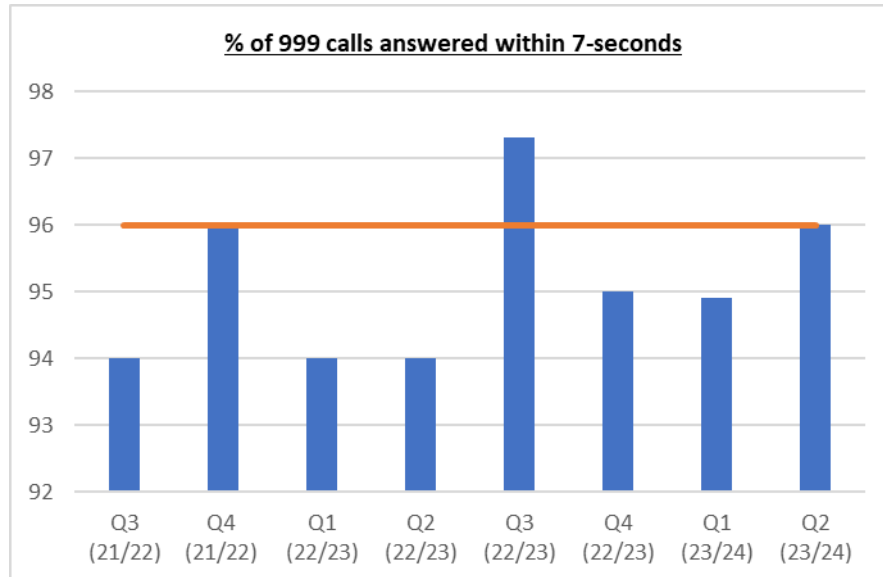


Figure 7: % of 999 calls answered within 7 seconds, previous eight quarters.

2.15 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 8 shows performance over the last eight quarters to Q2, 2023/24. The last four quarters have seen strong performance against this metric with Q2 call handling times being a 7 second improvement on the target.

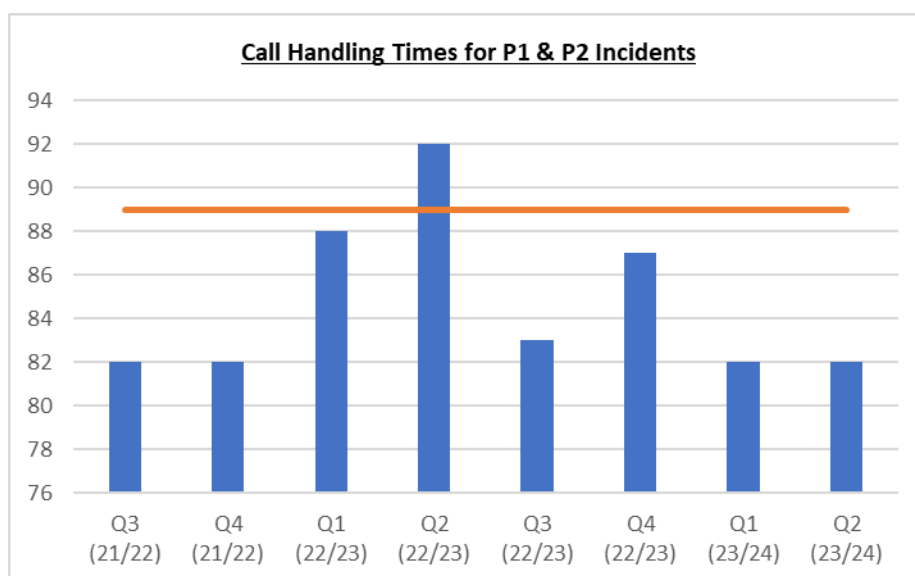


Figure 8: Average Call Handling Time for P1 and P2 incidents, previous eight quarters

2.16 The final JC metric is mobilisation system availability. The target for this is 99.0%. Figure 9 shows performance over the last eight quarters to Q2, 2023/24. In Q2 the mobilising system was available 95.4% of the time.

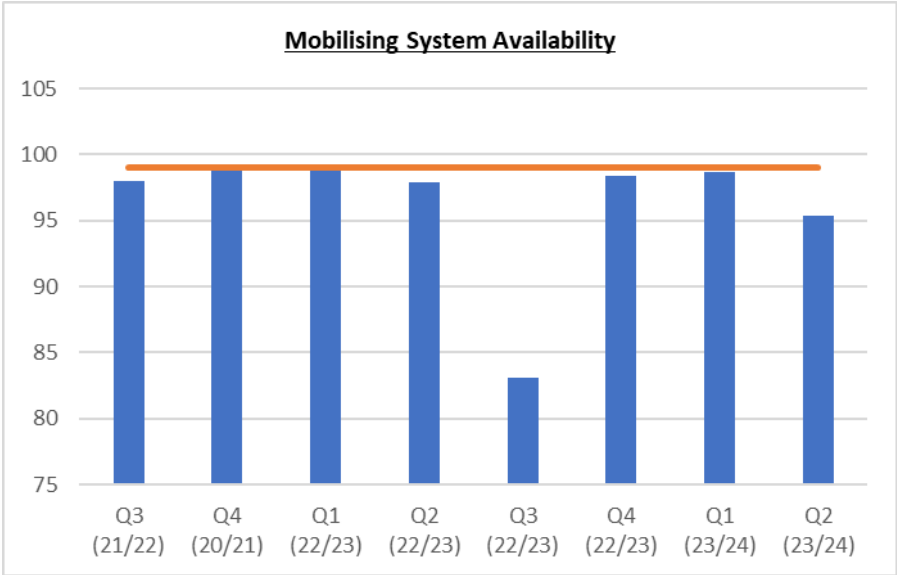


Figure 9: Mobilisation System Availability, previous eight quarters

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**

2.17 The Service completed 12,075 Safe & Well Visits (SWVs) between 01 April and 2 January 2024 (reported over this period due to data provisions). The target for 2023/24 is 14,000 SWVs and the Service has now completed 83.60% of these.

2.18 Of the total number of SWVs carried out, over 52% have been to the over 65 age group and over 43% to disabled persons, all of which are more at risk of a fire in the home.

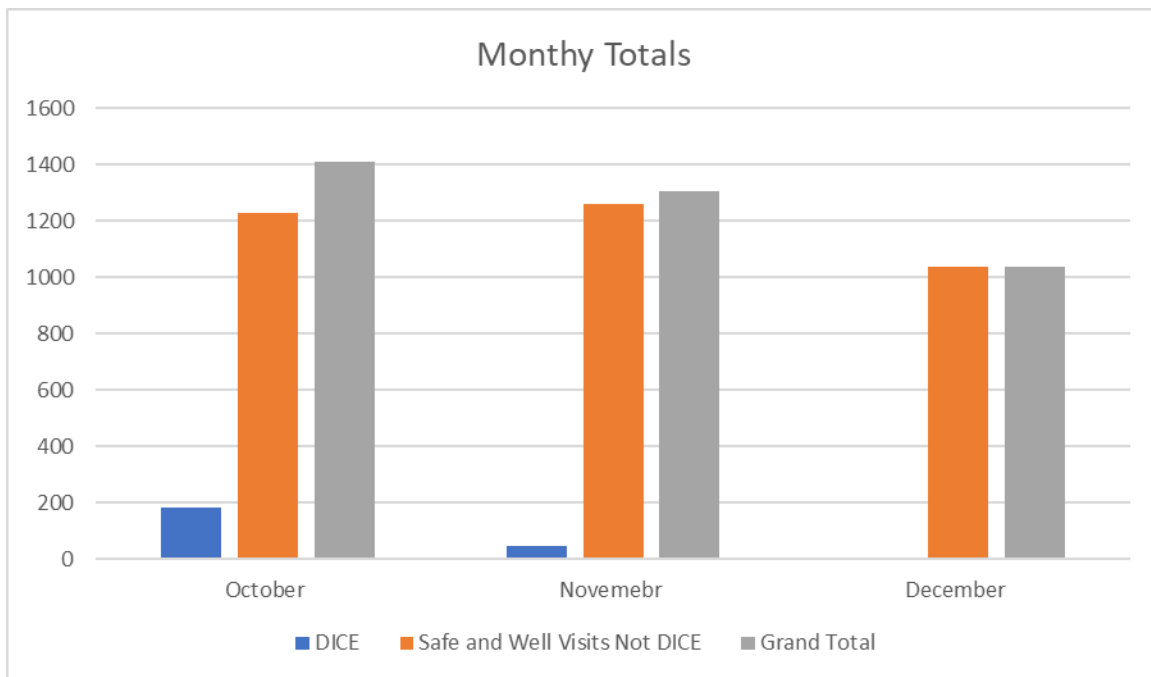


Figure 12, SWVs completed per month 23/24

- 2.19 The Service has delivered two Safety Zone events in 2023/24, one at Ashfield Fire Station attended by 449 pupils and another 2-week event at Holme Pierrepont with a total of 1406 pupils from schools across both the city and county.
- 2.20 Safety Zone focuses on the provision of safety information for Year Six school children with support from a range of partner organisations including Nottinghamshire Police, British Transport Police, National Grid, The Dogs Trust, Royal National Lifeboat Institution, VIA and East Midlands Ambulance Service. A further two Safety Zone initiatives are planned this year for June and September 2024.
- 2.21 In addition to Safety-zone, between October and December 2023, the Education Team has delivered safety assemblies to over 1350 school pupils. These focus on fire safety messaging including prevention of false alarms and hoax calls.
- 2.22 The Service is also actively engaged with Road Safety interventions such as 'Biker Down'. Since April, there have been four Biker Down courses delivered by the Service.

In December, the Service worked closely with Nottinghamshire Police on Deadly Mix 3 where over 100 people were engaged with regarding drink driving and road safety. Future events are planned for Easter this year to also include British Transport Police and Via (East Midlands).

## PROTECTION

- 2.23 The completion of 1,500 Fire Safety Audits (FSAs) in 2023/24 is a key CRMP commitment. Between 01 April and 31 December, the Service has completed 956 FSAs. Of these, 299 required informal action and 48

required formal notices to be issued. Figure 13 shows the number of FSAs that have been undertaken over the last three years as a month-by-month comparison.

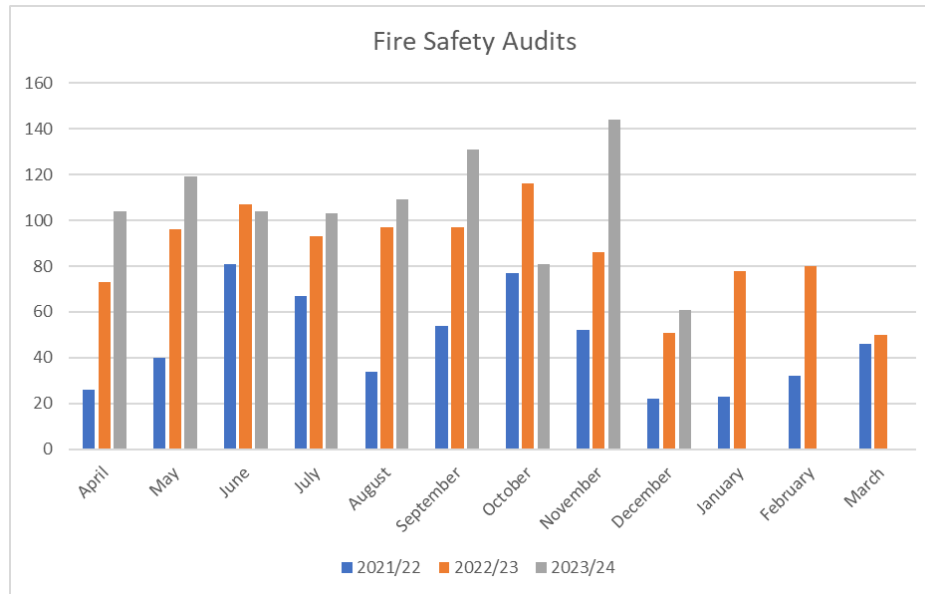


Figure 13, FSAs completed by month.

2.24 In addition to completing 954 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 31 December the department has shadowed 41 BSCs.

2.25 The completion of 1000 Business Safety Checks (BSCs) in 2023/24 is a key CRMP commitment. Between 1 April to 31 December, the Service has completed 751 BSCs. Following a successful, 12 Days of Christmas campaign, focused on retail premises within the county, the Service is now on target to meet this metric. The internal delivery of the L3 Certificate in Fire Safety qualification began again in November which will see a further 30 people eligible to deliver BSCs from 2024 onwards.

2.26 In addition to FSAs and BSCs, the Service has also completed the following Protection activities between 01 April and 31 December:

- 127 Post Fire Inspections
- 226 Follow-ups to complaints
- 34 Enforcement Notices
- 19 Prohibition Notices
- 498 Building Regulation consultations with local authority building control or approved inspectors.
- 227 Licencing Consultations
- 103 Other consultations with agencies including Ofsted and the Care Quality Commission

2.27 Between 01 April and 31 December, the Service has responded to 3377 False Alarms (a 14% 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.

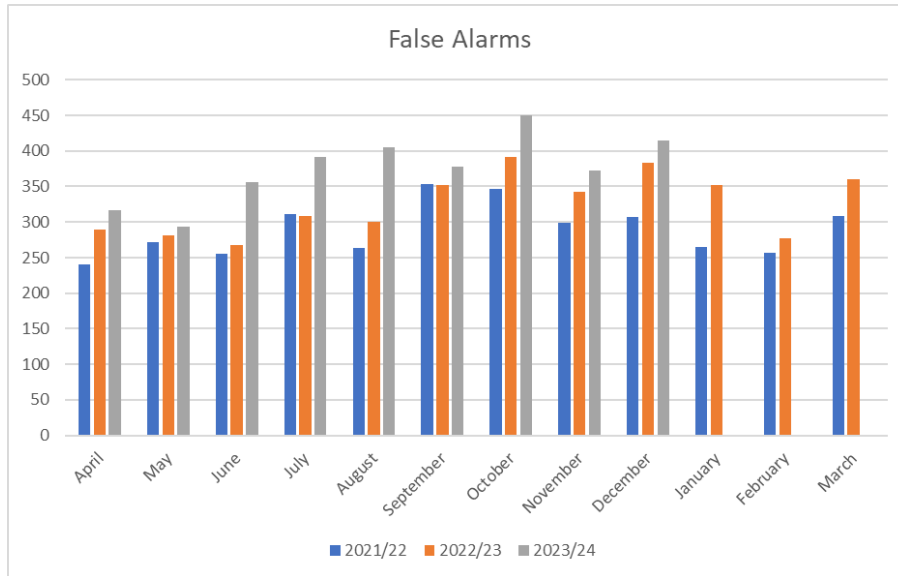


Figure 14, Number of False Alarms per month

Between, 1 April to 31 December the Service has responded to 79 False Alarm Malicious (FAM) incidents, 423 False Alarm Good Intent (FAGI) incidents and 2875 False Alarm Apparatus 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).

2.28 The CRMP sets a target of a 3% reduction in UwFS. Between 01 April and 31 December, the Service has responded to 2875 UwFS (a 13% increase on the same period in 2022/23). Figure 15 shows the number of False Alarm Apparatus calls that the service responded to during the last three years as a month-by-month comparison.

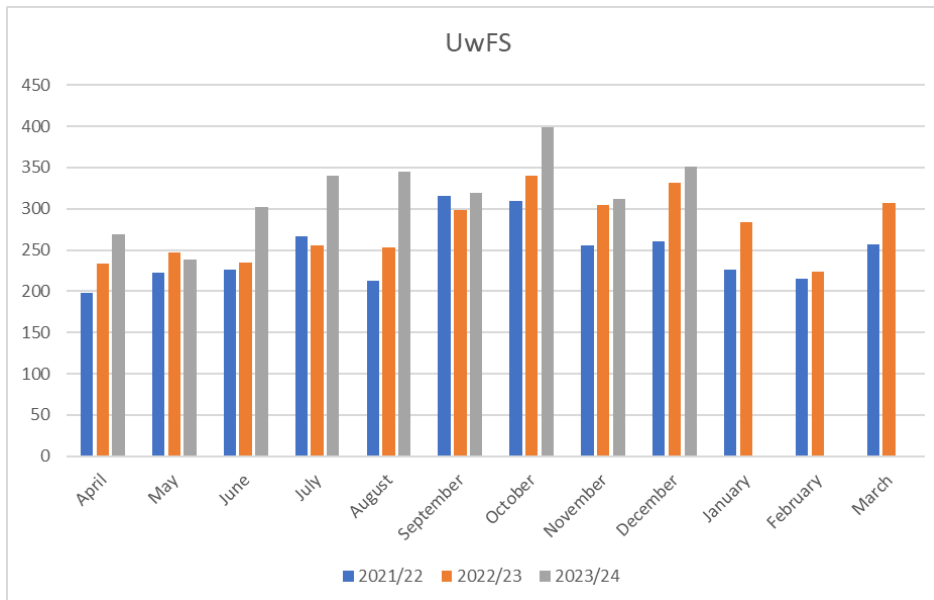


Figure 15, Number of UWFSs per month

- 2.29 Of the 2875 UwFS incidents attended, 573 were at non-residential premises, with 342 of these being caused by hospitals. 1991 were classified as residential premises, with 645 of these being caused by single occupancy houses or bungalows where Telecare/Lifeline systems are installed.
- 2.30 Following each UwFS, the premises owner (for non-domestic premises) receives a letter from the Service outlining their responsibilities in relation to Fire Safety. Following a fourth occurrence, the premises is contacted by the Service's Business Fire Safety Advisor and a sixth occurrence prompts a full audit from a Fire Safety Inspector.
- 2.31 The CRMP sets a target of a 3% reduction of Unwanted Lift Rescues. Between, 1 April to September the Service has responded 141 lift rescues (a 2% decrease on the same period in 2022/23).
- 2.32 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.
- 2.33 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 have begun creating Multi-Disciplinary Teams (MDT) of professionals from the building control, fire safety and housing sector to support their work.
- 2.34 The MDT will follow a regional model and the Service has supported the BSR through the provision of a competent 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.

- 2.35 The Fire Safety (England) Regulations 2022 became law during 2023. This placed several 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 and implemented to ensure national best practice.
- 2.36 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 AND ETHICAL 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. ENVIRONMENTAL AND SUSTAINABILITY 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

# **UPDATE ON LEARNING FROM THE MANCHESTER ARENA INQUIRY – VOLUME TWO**

Report of the Chief Fire Officer

**Date:** 12 January 2024

**Purpose of Report:**

To update Members on the actions being taken following the publication of the Manchester Arena Inquiry – Volume Two.

**Recommendations:**

It is recommended that Members:

- Note the update from this report and endorse the actions being taken by the Service in response to the Manchester Arena Inquiry.
- Receive further reports for the monitoring and scrutiny of the implementation of learning through the Community Safety Committee.

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## 1. BACKGROUND

- 1.1 On 22 May 2017, a homemade explosive device was detonated in the foyer of the Manchester Arena following an Ariana Grande concert. 22 people were killed and 1,017 were injured, many of them being children, with several hundred more left suffering psychological trauma.
- 1.2 Volume Two of the Manchester Arena Inquiry was published on 3 November 2022. Volume Two focussed on the impact of any inadequacies in the planning and preparation by the emergency services and in the emergency response. This includes whether any inadequacies undermined the ability of the response to save life or contributed to the extent of the loss of life.
- 1.3 A report was presented to the Community Safety Community on 28 April 2023 which outlined the approach the Service was taking to implement the identified sector learning.
- 1.4 At that meeting, Members agreed to receive update reports to enable oversight and scrutiny against the Service's action plan.

## 2. REPORT

### Nottinghamshire Fire & Rescue Service Response

- 2.1 Nottinghamshire Fire and Rescue Service (NFRS) is well practiced in reviewing and enacting national learning reports. For example, Members will recognise similarities in the approach being reported to those used to review and adopt the learning following the Grenfell Tower Inquiry.
- 2.2 The Service's Risk and Assurance Team lead on the review of the report and is overseeing the Service's action plan. The Risk and Assurance Team identified 53 recommendations with relevance to NFRS. These have been agreed across Fire & Rescue Services in the East Midlands. Of those 53:
  - 32 have been completed and closed
  - 21 are being worked towards
- 2.3 The Service's action plan defines each of the 53 recommendations and sets the timeframe of completion for each. Progress against all recommendations is on-track and are set to be completed by December 2024.
- 2.4 As an example of some of the learning that has been implemented, the Service has reviewed all of its operational policy and procedures relating to Marauding Terrorist Attacks (MTA). Amendments have been made in collaboration with regional partners. The Service also has an agreed programme to rollout the new national guidance - Joint Operating Principles for MTA, Edition 3.

- 2.5 Internal scrutiny of the Service action plan is through the Community Risk Management Plan Assurance Board which is chaired by the Chief Fire Officer.
- 2.6 The National Fire Chiefs Council (NFCC) Operations Committee has also established a strategic board to ensure consistency in responses across all UK Fire and Rescue Services, with quarterly reporting established to track progress of individual Fire and Rescue Services.

### **Nottinghamshire Local Resilience Forum Response**

- 2.7 The Service is actively working with colleagues within the Nottinghamshire Local Resilience Forum (LRF) to implement the learning via a specifically created Manchester Arena Inquiry sub-group.
- 2.8 NFRS chairs this sub-group, which has attendance from all Category One and relevant Category Two responders. The group have identified 55 recommendations with relevance to the LRF. Of those 55:
- 33 have been completed and closed
  - 22 are being worked towards
- 2.9 Scrutiny over the work of this subgroup is through the LRFs Resilience Working Group, with exceptions reported to the full LRF meeting.
- 2.10 The LRF's action plan defines each recommendation and sets out the timeframe of completion for each. Whilst coordination and engagement across all partners has faced some initial challenges, full completion is anticipated to be by December 2024.

### **Next Steps**

- 2.11 The Service will continue to progress the recommendations internally and across the LRF, reporting progress via the governance structure highlighted in this report.
- 2.12 Progress reports will be presented to the CRMP Assurance Board and to Fire Authority Members, through the Community Safety Committee, at key milestones with a proposed final sign-off to Full Authority in December 2024.
- 2.13 His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) is expected to audit progress against the recommendations of the Volume Two report during the next tranche of inspections.

## **3. FINANCIAL IMPLICATIONS**

- 3.1 Any costs associated with completing the recommendations within the Volume Two report will be identified through the action plan. This will then be reviewed by the Strategic Leadership Team as part of the budget setting and business planning process.

- 3.2 Specific MTA funding from Government has been reduced, from £56,000 a year to £19,500 a year, as of April 2023. This reduction will lead to a requirement, after 2024, for the replacement of equipment and facilitation of training to be funded from Service budgets, which do not currently meet this requirement. This additional cost will be addressed as part of Service financial planning.

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

- 4.1 There are a range of recommendations with the Volume Two report that have training implications for Firefighters, Officers, Fire Control, Specialist Responders, NILOs and Incident Commanders. These have been defined within the action plan and are overseen by the Service's Training and Assurance Board.
- 4.2 Learning will be assured through a variety of means including audit and multi-agency exercising. The Service's approach to operational training and development ensures that personnel acquire, and maintain, required competencies to deal with incidents of this nature.

#### **5. EQUALITIES AND ETHICAL IMPLICATIONS**

- 5.1 An equality impact assessment (EIA) has not been undertaken because this report is designed to provide an overview of work to date. Where recommendations require a change to product, service, or policy an EIA will be completed as required.
- 5.2 The approach outlined in this report supports the Service's commitment to 'Putting Communities First' by ensuring that the Service learns from previous events and assures the approach of the Service in response to major incidents.

#### **6. ENVIRONMENTAL AND SUSTAINABILITY IMPLICATIONS**

There are no environmental and sustainability 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. Implementing the recommendations will ensure the Service complies with these requirements by ensuring that the Service is aware of, and has adopted, learning from national incidents of a significant nature.

- 7.2 The Fire Services Act requires the Service to resource to all foreseeable community risks and have adequate arrangements in place to provide an effective operational response. The Service's CRMP identifies the possibility of a terrorist related incident, and the Service addresses this threat through the training and preparations.
- 7.3 The Civil Contingencies Act requires that the Service has necessary plans in place to respond to a major incident. These plans are reviewed and enhanced from the learning of other major incidents, including the Manchester Arena tragedy.
- 7.4 The Local Government Act 1999 places a statutory duty on the Service 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 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**

- 8.1 Effectively implementing the MAI Volume Two recommendations will ensure that the Service is well placed to ensure an effective operational response to MTA incidents. It will also serve to develop further assurance in the effective operational response to any type of multi-agency major incident.
- 8.2 The recommendations are likely to 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.
- 8.3 Close media scrutiny of the Inquiry poses a reputational risk for the organisation were such an event to occur in Nottinghamshire.
- 8.4 Routine reporting of progress against the recommendations will be required to the Home Office and NFCC. The Service is in strong position to respond in an assured and constructive manner to these consultations through the work that has been completed to date.

## **9. COLLABORATION IMPLICATIONS**

- 9.1 There are significant collaboration implications related to implementing the learning within the MAI Volume Two report. This includes working with Tri-Service and regional Fire & Rescue Service partners, partners across Nottinghamshire LRF, and national Fire working groups.
- 9.2 Operational policy and guidance relating to MTA have been developed regionally through the NILO network. A collaborative approach to implementation is being carried out 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 Greater alignment and sharing of intelligence and risk information is critical to achieve with Nottinghamshire Police. Work is already ongoing to progress this with the focus created by the inquiry supporting such work.

## **10. RECOMMENDATIONS**

It is recommended that Members:

- 10.1 Note the update from this report and endorse the actions being taken by the Service in response to the Manchester Arena Inquiry.
- 10.2 Receive further reports for the monitoring and scrutiny of the implementation of learning through the Community Safety Committee.

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

None.

Craig Parkin  
**CHIEF FIRE OFFICER**