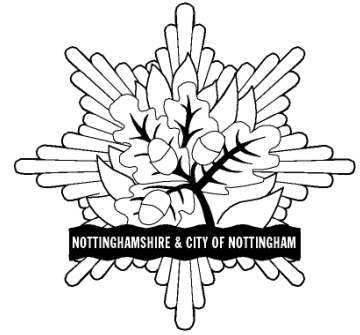


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Nottinghamshire and City of Nottingham Fire and Rescue Authority - Community Safety Committee

Date: Friday 15 March 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. 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 12 January 2024, for confirmation	3 - 8
4 On-Call Duty System Update Report of the Chief Fire Officer	9 - 14
5 Review of Fatal Fires 2023 Report of the Chief Fire Officer	15 - 22

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: Laura Wilson, Senior Governance Officer
0115 8764301
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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 Nottinghamshire Joint Fire and Rescue Service/
Police Headquarters - Sherwood Lodge, Arnold, Nottingham, NG5 8PP on 12
January 2024 from 10.00 am – 10.46am**

Membership

Present

Councillor Jason Zadrozny (Chair)
Councillor Robert Corden
Councillor Anwar Khan
Councillor Devontay Okure
Councillor Nick Raine
Councillor Nigel Turner

Absent

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

16 Apologies for Absence

None.

17 Declarations of Interests

None.

18 Minutes

a) Confirmation

The minutes of the meeting held on 13 October 2023 were confirmed as a true record and signed by the Chair.

b) Update

As suggested by members within the Safeguarding, Disclosure and Barring Update (minute 14), enhanced DBS checks have been considered and consultation is underway for all frontline staff to undergo enhanced DBS Checks.

19 Service Delivery Performance Report

Andy Macey, Area Manager for Response, presented the response element of the Service's performance, with highlights including the following:

- a) Whilst overall this year, the number of incidents has reduced, in quarter three response to incidents is expected to increase due to the flooding in October and November;
- b) The report provides a comparison of activity levels month by month for the past three years, which follow a consistent pattern, as are the types of incidents responded to. Also provided are statistics of incidents attended by priority type and district station;
- c) The Service has set a standard of an eight minute response time, but this was fractionally missed with an average of 8 minutes and 16 seconds, mainly due to the new Appliance Mobile Data Terminals, for which there were some initial issues which have now been resolved;
- d) On call availability is listed for every on-call station, with Harworth and Southwell struggling to achieve the 85% minimum availability target. Some staff on both of these stations have experienced long term illness, but are now returning to work and so performance is expected to improve. On call availability at Warsop and Hucknall fire stations achieved an impressive 99.7% and 99.5% respectively;
- e) The year-to-date performance data for Retford Fire Station On-Call crewing is set out in the report, as specifically requested by members. Five of the 34 new On-Call firefighters will be based at Retford, and so performance is expected to improve;
- f) More detailed data regarding recruitment, including the proportion of initial applications to successful appointees, can be provided to a future meeting. It should be noted that consideration is underway to revise the requirements of On-Call firefighters living within five minutes travelling of the fire station, to expand the time in some areas of specific need where recruitment has been especially difficult;
- g) Approximately 400 whole-time firefighter applications were received in the current round of recruitment, with 170 candidates shortlisted and now undergoing testing;
- h) Whole-Time appliance availability consistently exceeded the 98% available turnout target, with a minimum 99% availability;
- i) Fire Control did not meet the Services target in quarter two, again, this can be mainly attributed to the to the initial introduction of the new Appliance Mobile Data Terminals, but as can be seen from the performance chart in the report, performance has since much improved.

Members commented as follows:

- j) Overall performance is looking good, and it is welcomed that where there were challenges, solutions are now in place;

- k) The 99.9% availability of both Arnold and Ashfield Whole-Time fire station crews is pleasing.

Bryn Coleman, Area Manager for Prevention and Protection, presented the prevention element of the performance data, followed by protection data, highlighting the following points:

- l) the Service is on target to complete 14,000 safe and well visits this year, with a focus on reaching those most at risk of fire injury;
- m) Youth engagement events will be held during the summer, working with partners such as the Police the National Grid, the Railway Police, and the Ambulance Service. There is an open invitation for members to attend;
- n) In areas where hoax calls become an issue, schools are targeted with safety focused visits and messages;
- o) 'Biker Down' is programme run by firefighters teaching motorbike riders how they can most safely assist a fellow fallen rider. As part of engagement the Fire Service is involved in Easter egg run again this year from Forest Fields to Mansfield Fire Station on Easter weekend;
- p) As usual, throughout party season there will be a focus on drink/drug driving awareness, including targeting new drivers through colleges. It's very difficult to gauge prevention success, but there is a general feeling that it is working;
- a) With regard to protection, it is likely that the service will miss the Fire Safety Audits (FSAs) target of 1,500 as there are not enough Safety Advisers within the Service, or even nationally, to undertake the volume of work required. In addition, the data only registers the property and not the number of visits undertaken or required, which can be multiple if premises owners are required to take action which then needs to be re-inspected. Work is ongoing to recruit and/or train Fire Safety Auditors;
- b) A breakdown by type of FSAs and business safety checks is included in the report;
- c) 48 formal notices of action were issued. The Service prefers to take an initial educational approach, but applies enforcement and prohibition when necessary;
- d) The Service is completing more safety audits than ever before, with supervisory managers on appliances now trained so operating crews can undertake audits. In addition, crews are also now able to identify required interventions which in turn releases capacity from the audit teams;
- e) Safety programs around the festive season, such as the '12 days of Christmas', highlight prevention messages and retaining fire safety standards, such as not blocking fire exits with stock;
- f) Whilst the Service aims to reduce Unwanted Fire Signals (UwFSs) by 3% every year, this has not been possible and nationally the number of UwFSs has

increased. A generally small number are due to good but mistaken intent, and some will be hoax calls. Between April and December 79 malicious or hoax calls were received. The Service can trace these telephone numbers, including a pay-as-you-go, and does take action;

- w) The highest number of UwFS was 2875 due to alarm apparatus. Whilst hospitals used to be the worst culprit, the Service has worked hard with these partners to address the issue, which, as a result has reduced. Residential properties are now the most frequent source, with a 13% increase on the previous year's data;
- x) Whilst the Service does have enforcement powers and liaises with commercial properties to address UwFS issues, it has no powers with regard to residential properties, and so an urging co-operation approach is taken;
- y) When attending such incidents, crews have identified other vulnerability issues, including deprivation, which can then be assessed through Safe and Well Visits, including referrals to other service pathways where necessary;
- z) The majority of UwFSs are from residential premises by telecare alarm activation by people living independently but with an alarm facility. If the telecare call handler doesn't receive a response from the activation address, the alarm is escalated to the emergency services;
- aa) The 'Building Safety Act' requires a multibit disciplinary team to look at high-rise buildings. Nottinghamshire and Leicestershire are the East Midlands Regional Team Leads as other areas do not have the same extent of high-rise buildings;

Members comments included:

- bb) Overall performance and progress is positive, and welcomed;
- cc) With an ageing population and more people remaining in their own homes, it is likely that there will be an ongoing increase in telecare type systems, and unless processes change, the numbers of UwFS will also increase. However, members welcome confirmation that the Service does follow up where vulnerabilities are identified;
- dd) With regard to the regional response to the Buildings Safety Act, having local building safety inspection capacity is preferable, but its hoped that under these new arrangements, local officers will not be required to travel beyond the region, due to the national lack of qualified personnel.

Resolved to note the report.

20 Update on learning from the Manchester Arena Inquiry - volume two

Damien West, Assistant Chief Fire Officer, the report which provides an update on the Service's response to the recommendations in volume II of the inquiry regarding how to the emergency services responded to the Manchester Arena bombing.

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

- a) The report provided 53 recommendations which the Service must respond to, 32 are now closed and 21 ongoing, but progressing on track. It is anticipated that all recommendations will have been addressed by December 2024;
- b) In many of the areas for improvement the sector has updated response processes, added training requirements and with the consideration of the Fire Chief's Council, produced new national guidance to ensure consistency across the sector;
- c) Some of the learning from the Manchester Arena Bombing was implemented during the Nottingham murders in June last year, with effective communication across the blue light partnership;
- d) This Fire Service Chairs the Local Resilience Forum sub-group which has been formed on the recommendation of the inquiry, to address 55 actions across all responders, 33 of which are now closed and 22 are ongoing;
- e) His Majesty's Inspectorate for Constabulary and Fire and Rescue Services (HMICFRS) is due to visit the Service in March 2024 and will scrutinise the progress made against the inquiry recommendations;
- f) Marauding Terrorist Attack (MTA) equipment packs have now been issued and members will have the opportunity to examine the equipment and speak to an officer after the meeting;
- g) The current threat level from MTA is 'likely' and whilst the additional requirements of equipment and training are a financial burden, they must be provided by the Service to keep firefighters as safe as possible in the event of an attack.

Members of the committee commented:

- h) It is diabolical that Central Government has withdrawn 60% of funding from services, particularly after the incident last year, and when there is a clear requirement for Services to purchase and maintain additional specialist equipment against so many other financial pressures;
- i) Working out the level of threat can be difficult, as threats are continuously unstable and can come in many forms and with so many significant venues in the City, is unrealistic to reduce funding when the threat level is rising;
- j) We need to praise the Blue Light Services for their action last June and we need to remember that these people go into an often unknown situation and risk their lives to do their job.

Resolved to:

- 1) note the update from the report and endorse the actions being taken by the Service in response to the Manchester Arena Inquiry;**
- 2) receive further reports for the monitoring and scrutiny of the implementation of learning through 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

ON-CALL DUTY SYSTEM UPDATE

Report of the Chief Fire Officer

Date: 15 March 2024

Purpose of Report:

To provide Members with an update on the achievements of Nottinghamshire Fire and Rescue Service's On-Call Sections in 2023/24 and the measures being taken to support their success in the future.

Recommendations:

That Members note the contents of this report.

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1. BACKGROUND

- 1.1 On-Call firefighters are those who live or work within a short distance of their fire station and usually have alternative employment away from Nottinghamshire Fire and Rescue Service (NFRS) (although some also have another role with the Service on a dual-employment basis). They carry an 'alerter' which activates when they are required to respond to an emergency incident and provide up to 120 hours of availability each week. In addition, they maintain their operational competence by attending weekly training sessions and completing learning events.
- 1.2 16 out of the Service's 24 fire stations host an On-Call crew. Most of Nottinghamshire's 30 fire appliances are crewed by On-Call firefighters (16 during the day, and 17 at night).
- 1.3 On-Call sections are vital for NFRS in the delivery of prevention, protection, and response activities to communities. As of 17 February 2024, On-Call sections had attended 1,554 incidents and delivered 1,196 safe and well visits (SWVs) and 39 business safety checks (BSCs) during 2023/24.
- 1.4 Nationally, fire and rescue services (FRSs), are struggling to recruit and retain On-Call firefighters. Changes in society, such as people travelling further to work, house prices, general cost of living and busy lifestyles have all impacted On-Call firefighter recruitment and retention figures.
- 1.5 Several FRSs are currently consulting, or have recently consulted the public on removing or replacing aspects of their On-Call delivery model. Warwickshire FRS is considering the replacement of all their 120 On-Call firefighters with new part-time, and additional wholetime duty system (WDS), roles. Cheshire FRS has proposed the conversion of four On-Call crewed fire appliances to WDS appliances during weekdays. Hereford and Worcester FRS is seeking approval to remove eight On-Call fire appliances and change the cover model of a ninth to night-time only.
- 1.6 Over recent years, NFRS has taken considerable steps, and continues to implement measures, to ensure the sustainability of the On-Call model. These have resulted in recognition from the Home Office in a meeting with its representatives to discuss On-Call challenges and best practice on 8 February 2024.

2. REPORT

- 2.1 The key metric by which NFRS measures the success of its On-Call is appliance availability. The Service targets On-Call availability to be above 85%, with each individual section being available no less than 70% of the time.
- 2.2 As of 17 February 2024, NFRS On-Call appliances have collectively been available 86.2% of the time during 2023/24. This places the Service in fourth

place nationally when it comes to On-Call availability. Only Southwell fire station, at 69.8%, has fallen below the individual 70% minimum target.

- 2.3 Attending operational incidents is a key motivator for On-Call firefighters. Maintaining appliance availability therefore plays a significant role in their retention.
- 2.4 An innovative approach to maintaining appliance availability has been the introduction of the Service's On-Call Support Team (OCST). The team's primary function is to mobilise members to crew On-Call appliances where they would otherwise be unavailable. When fully established, the team consists of five WDS employees, all of whom have appropriate incident command and driving qualifications to enable them to fulfil any role on a deficient On-Call crew. During 2023/24 this team has contributed 1,452 hours to On-Call crewing.
- 2.5 Another innovation to maintain On-Call appliance availability in Nottinghamshire has been the introduction of alternative crewing over several years. This relates to the crewing of standard fire appliances with three On-Call firefighters at times when the section is unable to maintain the traditional minimum crewing level of four. This has enabled On-Call appliances to remain available to attend operational incidents as an additional resource at the most serious, or as part of a pre-determined attendance at those that are less significant. The ability to alternatively crew appliances has contributed over 6.5% to On-Call appliance availability in 2023/24.
- 2.6 As mentioned in Paragraph 1.1 above, some of the Service's On-Call firefighters also have another role within the Service on a 'dual employed' basis. There are currently 69 WDS firefighters who also perform an On-Call role. Not only does dual employment support the availability of On-Call appliances, but it also has many other benefits, including the sharing of knowledge and experience, and the breaking down of cultural barriers which had once existed between the On-Call and WDS.
- 2.7 Whilst the OCST, alternative crewing and dual employment have increased On-Call appliance availability, the sections that have the highest establishment numbers always perform better in this area. Targeted recruitment remains a real focus for On-Call sections and the OCST. In 2023/24, the delivery of local recruitment campaigns, 'have-a-go-days' and primary employer liaison have resulted in 24 new On-Call trainees beginning a career with NFRS. The ability for new trainees to now undertake modular ('safe-to-ride') initial training that has removed the potential barrier of a 13-week initial course, which has been cited by many as a key enabler to On-Call recruitment.
- 2.8 The success of On-Call recruitment in 2023/24 has meant that NFRS will end the year with up to 14 more On-Call firefighters than it had at the end of 2022/23. This bucks the national trend of reducing On-Call establishment numbers.

- 2.9 Whilst On-Call recruitment is crucial, the Service also recognises the importance of similar efforts being placed on the retention of existing On-Call firefighters. Currently, 85 of the Service's On-Call firefighters have between 10 and 40 years' experience in the role. This commitment and dedication to serving their local community cannot be understated, especially when considering that many of these On-Call staff provide over 120 hours of availability each week for those years.
- 2.10 As highlighted in Paragraph 2.3 above, attending operational incidents is a key motivator for On-Call firefighters, however, nationally the number of operational incidents attended by FRSs is reducing. It has therefore been important to enhance the role of the On-Call firefighter with additional opportunities to attend operational incidents. One way this has been achieved is to have special appliances such as the welfare unit, water and foam bowser and high-volume pump crewed by On-Call sections and special attributes such as marauding terrorist attack capability provided by them.
- 2.11 Another way of increasing opportunities for the On-Call to attend operational incidents, has been the introduction of 'short-crewing'. This enables an On-Call firefighter to volunteer to undertake shifts on a WDS watch when there are shortfalls in the WDS ridership, and when it does not affect the availability of their On-Call appliance. The concept of short-crewing was introduced during the Covid-19 pandemic, but has been retained as it has proved to be very popular and provides flexibility and resilience for the Service.
- 2.12 Retention has also been enhanced by providing On-Call firefighters with the opportunity to undertake the full firefighter role. Whereas other FRSs may not enable On-Call firefighters to undertake prevention and protection activities, this is encouraged in NFRS wherever an On-Call firefighter has the capacity to do so, and the benefit for communities can be evidenced.
- 2.13 For some, the potential for progression within the On-Call is a key factor in their decision to remain in role. Whilst dual employment (as described in Paragraph 2.6 above) has been beneficial in terms of enhanced appliance availability, an unintended consequence has been the proportion of dual employees who have successfully achieved On-Call supervisory manager roles. To counter this, every section is permitted to recruit to an additional temporary crew manager role for the development of their firefighters who are solely On-Call employees.
- 2.14 National research has shown that alongside attendance at operational incidents, another crucial factor in an On-Call firefighter's decision to leave their role, is the feeling of being under-valued. In 2023/24, NFRS has taken several steps to address this. At Christmas, the OCST facilitated arrangements for each On-Call section to have a 12-hour period free from providing availability so that they could celebrate with family and friends. Social media promotion of the achievements of On-Call sections has increased, and a letter of appreciation will be sent to On-Call firefighters from the Chief Fire Officer at the end of 2023/24.

- 2.15 Removing complexity from the On-Call role is also important. The introduction of Fire Service Rota for the start of 2023/24 has improved an On-Call firefighter's ability to access real-time insights into the availability of their section, and to arrange their periods of unavailability at any time that suits them. It is now far easier for On-Call firefighters to be on call when needed, but also free when possible.
- 2.16 To ensure appropriate support can be provided, during 2023/24, District Manager responsibilities have been reviewed and realigned to provide them with more capacity to be available to support and attend the On-Call sections for which they are responsible.
- 2.17 In 2024/25, NFRS will continue to focus on the On-Call. Initial training courses are planned for August and September so targeted recruitment campaigns have begun. To support the OCST's decisions regarding the mobilisation of team members to improve On-Call appliance availability, the upcoming Fire Cover Review will consider the impact on attendance times when each On-Call fire appliance is unavailable. Opportunities to attend operational incidents will be further enhanced by the introduction of three rural firefighting vehicles which will each be crewed by On-Call sections. More opportunities to undertake prevention and protection activities will also be provided with the increase of achievement targets for both SWVs and BSCs, and the 'community befriending' scheme (that was cited as one of NFRS's strengths in its recent EDI Progress Review) will be rolled out to On-Call sections too.
- 2.18 In addition to this local work, throughout 2024/25, NFRS will remain committed to supporting national On-Call working groups at both practitioner and strategic levels.

3. FINANCIAL IMPLICATIONS

The financial implications relating to this report have all been considered and agreed during 2024/25 budget setting meetings.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

The human resources and learning and development implications relating to this report have been considered and agreed in 2024/25 priority setting meetings.

5. EQUALITIES AND ETHICAL IMPLICATIONS

- 5.1 The information in this report aligns with the Core Code of Ethics and in particular the principles of putting communities first, and dignity and respect.

5.2 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 environmental and sustainability implications arising from this report.

7. LEGAL IMPLICATIONS

The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.

8. RISK MANAGEMENT IMPLICATIONS

To mitigate the corporate risks of workforce sustainability and unavailability of resources, it is important that NFRS supports and develops all areas of its workforce.

9. COLLABORATION IMPLICATIONS

NFRS works effectively with other FRSs on national strategic and practitioner On-Call working groups to share ideas and best practice.

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

REVIEW OF FATAL FIRES 2023

Report of the Chief Fire Officer

Date: 15 March 2024

Purpose of Report:

To update Members on the fatal fire incidents that Nottinghamshire Fire and Rescue Service attended in 2023.

Recommendations:

That Members note the contents of this report.

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1. BACKGROUND

- 1.1 The fire fatalities discussed within this report are per calendar year, in which 1 January 2023 – 31 December 2023 is the focus.
- 1.2 Not all incidents discussed within this report have yet been heard via His Majesty's Coroners' Inquest and as such it must be noted that the information contained within this report is based on what is available at the time of writing.
- 1.3 Within the 2023 calendar year, there has been a decrease in fire fatalities from the preceding five years; four incidents resulted in four fatalities within 2023.
- 1.4 The average number of fire fatalities attended by Nottinghamshire Fire and Rescue Service (NFRS) from 2018 – 2022 (inclusive) is seven deaths per year.
- 1.5 The previous annual figures can be summarised in the table below:

Calendar Year	Number of Fire Fatalities	Number of Incidents
2023	4	4
2022	7	4
2021	7	7
2020	4*	3
2019	6	7
2018	10	7

Table 1: previous fire fatality figures 2018 – 2022, inclusive.

**note: an incident in 2019 resulted in a death in 2020, due to length of time spent in hospital receiving treatment.*

- 1.6 Whilst every loss of life is a tragedy, it is also an opportunity for NFRS to learn lessons and, where necessary, adapt its approach to prevention and response activities, and engagement with partner organisations.

2. REPORT

- 2.1 One fatal fire incident occurred in January 2023, with two fatal incidents in June 2023 and one in December 2023. Of the four fatal incidents, three of these incidents took place in a domestic premises whilst one took place in a vehicle.
- 2.2 Of the four fatal incidents within 2023, two incidents took place in the Mansfield District, one took place in Nottingham City, and one took place in the Bassetlaw District. The four fatalities were adults over the age of 45; the youngest fatality was age 47-years old and the oldest being 61-years old.

- 2.3 Two of the four incidents were determined as accidental causation, with one being deliberate ignition and one where the cause remains as undetermined and under Police investigation.
- 2.4 NFRS's fatal fire (CHARLIE) profile was examined against the four incidents within 2023. A definition of this profile can be found in the appendix of this report.
- Two of the four fatalities lived alone.
 - All had underlying medical conditions, mobility impairments or mental health issues.
 - Three of the fatalities were known smokers.
 - Two had care and support packages in place from local health providers.
 - All four incidents had working smoke alarms, three of which were monitored systems.
- 2.5 Of the four fatal incidents, one address was previously known to NFRS regarding previous interaction. Work continues to raise awareness with partner agencies to ensure that referrals are made to NFRS for all vulnerable people, and especially those who are subject to in-home care provisions.

ACTIVITY IN 2023

- 2.6 NFRS commissions a Serious Event Review Group (SERG) following any incident resulting in death or serious injury from fire. The group is convened as soon as is reasonably practicable after a fatal fire or serious event has occurred to manage the Service's response. The group's responsibilities include reviewing the Service's response to the incident, planning for immediate prevention activities to take place, deciding on appropriate messages that the Service will put out to the media, interrogating systems to ascertain what knowledge was held on the person(s) involved and what information had been shared with partners, and ensuring that the welfare needs of attending crews have been met.
- 2.7 Community Reassurance and Engagement (CRaE) activities take place as soon as possible following a fatal fire to offer engagement at a time of heightened awareness of the local communities. This involves a high-visibility presence of response and prevention personnel in an affected area to carry out door-to-door visits.
- 2.8 Of the fatal incidents which took place in domestic premises in 2023, each area received a CRaE. This resulted in a total of 620 properties being given safety advice. Of these properties, 165 safe and well visits were conducted, with 39 smoke alarms fitted.
- 2.9 Where a serious but non-fatal incident takes place, CRaE activity will still be considered to reassure communities. NFRS also work with the 'Safer Houses' scheme to ensure that living standards and home fire safety within the private rental sector is supported.

- 2.10 The Service continues to fund a seconded Occupational Therapist from the public health sector. This role continues to work closely with prevention and fire investigation teams to identify trends and areas for collaborative working between NFRS and the NHS. This work aims to prevent future fires, injuries and ultimately fatal incidents, as well as improving a person's standard of living where required and reducing duplication and inefficiencies between partner agencies.
- 2.11 The CHARLIE fatal fire profile is continually reviewed to ensure this still reflects the demographic of fatal fire or serious fire injury incidents that NFRS attend. The CHARLIE profile questionnaire, used by NFRS staff and partners, is also analysed to ensure standardisation of the approach and identification of risks.

ACTIVITY PLANNED FOR 2024

- 2.12 The Service is undertaking a review of the CHARLIE profile in 2024 to ensure that the Service's identification of, and targeting of, those most at risk from fire continues to be accurate. Efforts will continue to educate partner organisations of the CHARLIE profile and when appropriate referrals should be made to the Service. Support from Members to continue promoting the CHARLIE profile and referrals from partner organisations is also seen as key.
- 2.13 Prevention staff will continue to focus on safety messages and proactive engagement with communities, linked to the outcomes from fire investigations, where criminal and Coronal limitations allow.
- 2.14 The Prevention Team has embedded links with Nottinghamshire County, and Nottingham City, Trading Standards teams. The work focuses on electrical appliances which may cause fires and highlighting trends which are fed back to manufacturers to allow for recall notices to be issued.

3. FINANCIAL IMPLICATIONS

There are no financial implication arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 There are no human resources implications arising from this report.
- 4.2 The Service is committed to learning lessons wherever possible from serious incidents; both in terms of how the Service responds to the incident and work that has been undertaken prior to any incident occurring. The Service continues to undertake a robust approach to learning through the Serious Event Review Group and these improvements are tracked through internal governance.

5. EQUALITIES AND ETHICAL IMPLICATIONS

- 5.1 The Prevention Department continues to closely work with the Service's Inclusion Manager and Equalities Officer to ensure that prevention messages are accessible for all diverse communities. Along with this, a full equality impact assessment will be undertaken alongside the review of the CHARLIE profile to ensure that the approach to directing resources to risk meets the needs of communities.
- 5.2 The contents of this report uphold the Fire and Rescue Service Core Code of Ethics by ensuring that the Service:
- Acts with Integrity by being open, honest and consistent in its approaches to dealing with serious or fatal incidents.
 - Acts with Dignity and Respect by ensuring that where lives are lost, those incidents are thoughtfully reviewed and lessons are learnt wherever possible to influence future actions.
 - Demonstrates Leadership by ensuring that the Service's focus remains on creating safer communities and that clear leadership is provided during these critical incidents.
 - Continues to Put Our Communities First by ensuring that the delivery of services reflects the changing needs of communities and that resources are effectively used to reduce the risk of injury and death from fire.

6. ENVIRONMENTAL AND SUSTAINABILITY IMPLICATIONS

There are no environment and sustainability implications arising from this report.

7. LEGAL IMPLICATIONS

There are no legal implications arising from this report.

8. RISK MANAGEMENT IMPLICATIONS

The Service has an identified corporate risk of 'preventable deaths' which is mitigated by the learning highlighted in this report. The process and structures which are implemented, as outlined in this report, assist the Service in ensuring that all possible steps have been taken, in conjunction with partners, to prevent death or serious injury from fire and, where a fatal incident occurs, to ensure that learning is taken from the event to guide future delivery.

9. COLLABORATION IMPLICATIONS

Collaboration activities between Safer Houses, Trading Standards and Nottinghamshire Police will continue to create safer communities. The Service proactively reviews fatal incidents with partners to ensure that all possible steps

have been taken to preventing such incidents and that learning is identified and acted upon where necessary.

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

APPENDIX A

CHARLIE-P Profile:

Prem ID (if known) Or Address:		Circle as appropriate for each CHARLIE P descriptor. Add the score and place total in bottom box. Please scan and send to Admin for addition to CFRMIS if not completed on tablet.				Date: _____ Service No: Stn No: _____ Job No: _____	
	Score	Score	1	2	4	8	10
	Descriptor		Rare	Unlikely	Possible	Likely	Almost certain
C	Care and support needs	No care or support needs	In receipt of comprehensive care and support package	Support in place but not deemed adequate	No support in place but concerns for health and welfare	No support in place but significant concerns for health and welfare	
	Cooking	No concerns	Meal/drink preparation completed by others	Prepares own food and drink but concerns identified by others or regularly uses hot oil	Preparing own food and drink but repeated episodes regarding safety	Actual incident requiring support of others prior to safe and well visit	
H	Hoarding	1-2 CIR	3 CIR	4-5 CIR	6-7 CIR	8+ CIR	
A	Alcohol use	Not used	Signs of alcohol use no concerns	Signs of alcohol use some concerns	Signs of alcohol being used Query dependency?	Concerns alcohol use may impact upon fire safety, including escape	
R	Reduced mobility	Independently mobile	Walks with support	Requires mobility aid or history of falls e.g. stuck or frame	Unable to walk e.g. wheelchair user	Cared for in bed	
L	Lives alone	Lives with others	Lives alone but fully independent	Lives alone with daily support	Lives alone with occasional visitors or social contact	Lives alone – no visitors or social contact	
I	Inappropriate smoking	Non-smoker	Occasional smoker aware of safety	Regular smoker aware of safety	Occasional smoker unaware of safety	Regular smoker – unsafe smoking practices	
E	Elderly	Under 40	41-50	51-64	65-79	80+	
	Electrical	No concerns	Some risks identified but resolved during visit	Risks identified, client to resolve	Risks identified and client would need assistance to resolve	Poor understanding and dangerous use of electrics	
P	Previous signs of fire	No signs	Evidence of historic bum marks	Evidence of recent near miss fires – would respond to alarm	Evidence of recent near miss fires – would not respond to alarm	Previous fire within the last 12 months	
Score 1-20: LOW RISK		Score 21-34: MEDIUM RISK		Score 35+: HIGH RISK		TOTAL SCORE:	

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