

# Public Document Pack



## **NOTTINGHAMSHIRE & CITY OF NOTTINGHAM FIRE & RESCUE AUTHORITY - COMMUNITY SAFETY COMMITTEE**

**Date:** Friday, 20 April 2018                      **Time:** 10.00 am

**Venue:** Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold,  
Nottingham, NG5 8PD

**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 be 'M. P. Lawrence'.

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

### **AGENDA**

### **Pages**

<b>1</b>	<b>APOLOGIES FOR ABSENCE</b>	
<b>2</b>	<b>DECLARATIONS OF INTERESTS</b>	
<b>3</b>	<b>MINUTES</b> Of the meeting held on 12 January 2018 (for confirmation).	3 - 8
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**ANY COUNCILLOR WHO IS UNABLE TO ATTEND THE MEETING AND WISHES TO SUBMIT APOLOGIES SHOULD DO SO VIA THE PERSONAL ASSISTANT TO THE CHIEF FIRE OFFICER AT FIRE SERVICES HEADQUARTERS ON 0115 967 0880**

**IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ABOVE, PLEASE CONTACT THE CONSTITUTIONAL SERVICES OFFICER SHOWN ON THIS AGENDA, IF POSSIBLE BEFORE THE DAY OF THE MEETING.**

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**NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM  
FIRE AND RESCUE AUTHORITY**

**COMMUNITY SAFETY COMMITTEE**

**MINUTES of the meeting held at Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold, Nottingham, NG5 8PD on 12 January 2018 from 10.10 am - 11.41 am**

**Membership**

Present

Councillor Eunice Campbell (Chair) (part of minute 21- 24).  
Councillor Andrew Brown  
Councillor Patience Uloma Ifediora  
Councillor Parry Tsimbirdis  
Councillor Jonathan Wheeler  
Councillor Jason Zadrozny

Absent

Councillor Brian Grocock

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

Wayne Bowcock - Deputy Chief Fire Officer  
Catherine Ziane-Pryor - Governance Officer

**16 TEMPORARY CHAIR**

As Councillor Campbell was delayed, Councillor Grocock who was substituting for her, was appointed temporary Chair.

**17 APOLOGIES FOR ABSENCE**

Councillor Campbell sent apologies for lateness, during her absence, Councillor Grocock substituted.

**18 DECLARATIONS OF INTERESTS**

None.

**19 MINUTES**

The minutes of the meeting held on 6 October 2017 were confirmed as a true record and signed by the Chair presiding.

## **20 NOTTINGHAM TRAIN STATION FIRE**

The Chair of the meeting was of the opinion that this item, although not included on the agenda, should be considered as a matter of urgency in accordance with Section 100B(4)(b) of the Local Government Act 1972, in view of the special circumstances that it is a significant on-going incident of which members need to be informed.

Wayne Bowcock, Deputy Chief Fire Officer, informed the Committee that a fire was reported at Nottingham Train Station at 6.30am this morning. The station was evacuated and closed and at the time of this report, there have not been any citizen or firefighter casualties.

Initially the fire started in the ladies toilets of the new building which links the train station with the tram stop and car park. Although initial firefighting was aggressive and fast, the fire rapidly spread to the Edwardian wooden concourse between platforms. At this time, the Art Nouveau section of the building has only been subject to smoke damage.

All trains have been suspended and East Midlands Trains are operating diversions and coach services. Tram services are not operating near to the station due to an unrelated incident elsewhere in the City.

At the height of the fire, 12 appliances were in attendance. The initial fire has been extinguished but firefighters are stripping back cladding and investigating ducts with thermal imaging equipment to ensure that the fire is fully extinguished and will not re-emerge elsewhere in the building.

Once the fire is confirmed fully extinguished, the smoke in the ticket hall will be removed by pressure ventilation and a full structural and electrical assessment, including the train lines and facilities, will be required and satisfied before the station can be reopened.

On responding to the fire, the National Co-Ordination Framework was implemented which includes informing the Home Office .

As a nationally reported incident, neighbouring Fire and Rescue Services were quick to offer support and there has been excellent partnership working between the Fire Service, Police, City Council and Highways to co-ordinate a response to the fire and the resulting disruption. A Tactical Co-ordination Meeting is to be held at 11am this morning at Fire HQ. Normally it would be held at a fire station close to the incident but due to the impact on access, it is easier for partners to travel to HQ.

Members will receive a further report to the next meeting.

## **21 SERVICE DELIVERY PERFORMANCE**

In the absence of Area Manager Dan Quinn (who was involved in co-ordinating the response to the Nottingham Train Station fire), Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on the activity and performance of the Service Delivery Directorate between 1 June 2017 and 30 September 2017.

The report provides full details but the following points were highlighted and responses given to member's questions:

- (i) there were 3 fire fatalities in this period;
- (ii) the Service attended 2862 incidents, which is 89 more than the same period the year before;
- (iii) retained duty availability averaged 78% but some stations achieved more than 90% with Worksop availability at 95.65%;
- (iv) there were 11 more road fatalities so the focus on road safety promotion and awareness has increased and a specific road safety campaign is operating from November to February; a period when RTC statistics tend to increase. This will include the use of media, social media and visits to schools;
- (v) the Service was involved in and hosted a range of seasonal and on-going safety and engagement events (listed in the report) and generally received a very good response. The Christmas meal for particularly vulnerable and isolated older people was held at Loxley House with support from the London Road NFRS crews and members of the Prince's Trust. Participants thoroughly enjoyed themselves and it provided a valuable connection to ensuring that all received a home safety check whereas they may otherwise have been difficult to identify;
- (vi) with regard to the retained duty system availability data in Appendix A to the report showing that 'no driver was available', a percentage of crew were required to be drivers, but the Service has since moved away from this system. Crew members can volunteer to drive and are trained when training places become available. Although there is dependence and limitations on availability of potential drivers at a local level, this system is being reconsidered but it is recognised that not everyone wants the added responsibility of driving a LGV vehicle on blue lights.

Members of the Committee commended the often creative range of engagement safety promotion undertaken by the Service.

Councillor Campbell requested that her thanks were recorded to everyone who helped at the older persons Christmas meal.

**RESOLVED to note the report.**

At this point in the meeting Councillor Eunice Campbell resumed the Chair and Councillor Grocock remained in attendance as an observer.

**22 PREVENTION ACTIVITIES: INTELLIGENCE LED WORKING**

Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on how incident data is used to target specific vulnerable sections of the community and potentially dangerous behaviours with prevention education and activity.

The newly developed Incident Report System Query Tool (IRSQT) was devised by NFR Officers to identify incident patterns and trends. This information, which can be detailed to geographical areas, causes, and types of incident, then feeds into the Incident Reduction

Plan (IRP) to enable appropriate targeting of prevention activity to be undertaken, even aimed at individual profiles of the population, by local crews.

Members welcomed the IRSQT as a valuable asset to incident prevention.

**RESOLVED to note the report.**

## **23 NEW CROSS AND BROOMHILL PROJECT**

Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on the current collaborative prevention work being undertaken at the New Cross and Broomhill projects, following a request from Councillor Jason Zadrozny of Ashfield District Council.

The New Cross project was set up in 2014 by Ashfield District Council as a multi-agency collaborative prevention team to work with troubled families and complex persons in response to their multifaceted social problems which demanded a high resource input from a range of agencies.

The project has been regularly independently reviewed and reports that for every £1 spent, a saving of £12 is collectively realised across the combined partner agencies. This could result in the predicted saving of public money totalling of £3.4 million by 2019. Specifically for NFRS, a contribution of almost £1 will provide savings to the Service of £1, resulting in a cost neutral contribution, although the broader social benefits are significant.

Since its establishment and success of the pilot model, a second site has been established at Broomhill to tackle the same issues.

NFRS continues to meet its commitment of funding to the value of £40,000 per annum (agreed for 3 years), at New Cross and a NFRS District Prevention Officer has been seconded to the Broomhill Project for a period of three years, to be reviewed every 12 months.

The resource and financial contribution from other partners is detailed within the report.

Members are presented with three potential options in the report and requested to determine which should be selected with regard to the future engagement and funding by the Service in the New Cross and Broomhill projects.

It is noted that with regard to option one, to maintain the current support, £40,000 is earmarked as a reserve and accounted for the current budget.

Councillors commented as follows:

- (a) with consideration to the economy of scale, it would be better to continue this work, and so option 2, 'continue with the year 3 financial support and withdraw the secondee' which gives the broader benefit, is preferred with a further report in 12 months' time;
- (b) further information is required as to the fire incident reduction achievement following NFRS's involvement;

- (c) consideration should be given to the broader positive social impact of the project and not just in relation to NFRS;
- (d) these projects are not an appropriate use of funding, do not achieve the savings claimed and actually result in a cost. £40,000 may be ring fenced but it could be better spent elsewhere to promote and improve fire safety. There is no evidence that the projects have saved lives; they appear to focus on enabling people to be happy in their home, which is not fire safety related. It is increasingly likely that the Clinical Commissioning Group (CCG) will withdraw funding to the projects in the next financial year and this will result in the collapse of the projects;
- (e) with this new information, members need to better understand the current situation before committing funding;
- (f) other options need to be presented to identify how effective and sustainable fire prevention work can be supported;
- (g) it's important to ensure that all areas of the county can benefit from this funding and not just population pockets within the Ashfield District Council area;
- (h) further information is requested prior to any decision as the Service needs to be robust in how every penny is spent to ensure the best outcomes;
- (i) confirmation from the CCG needs to be sought regarding their commitment to future funding before a decision is made for NFRS's commitment to funding. If the CCG are intending to withdraw, then option three, 'to withdraw from the project at the end of the current financial year', should be selected. If the CCG agreed to commit to a further year's funding, then it is reasonable for NFRS to commit a further one year funding but the position needs to be reviewed in a year's time;
- (j) this has been an excellent example of partnership working and consideration should be given to the achievements of the projects so far;
- (k) assurance should be sought regarding the benefits to the wider Nottinghamshire community of these projects.

## **RESOLVED**

- (1) for the Deputy Chief Fire Officer to confirm the position of the CCG with regard to its future funding of the New Cross and Broomhill Projects;**
- (2) once the CCG funding position is clarified, to delegate authority to the Chair, in consultation with the Lead Opposition Member, to determine which of the options presented within the report, or if amended, recommended by the Chief Fire Officer, should be acted upon;**
- (3) for the Committee to receive an update report to the next meeting.**

## **24 PRIMARY AUTHORITY SCHEME**

Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on the existing Primary Authority agreement between Boots UK and NFRS, and the potential expansion of the scheme to include two further organisations.

To date the Primary Authority Scheme has been working to the mutual benefit of Boots UK and NFRS. Whilst NFRS currently operates on a cost recovery basis by recharging Boots UK for the time and resources spent dealing with the organisation, Boots UK have the benefit of a single point of contact and a consistent approach to the fire safety advice and enforcement relating to all of its stores.

The arrangements to the Primary Authority Scheme were amended in October 2017 to enable easier access for small businesses to the scheme.

A further two large organisations within Nottingham /Nottinghamshire have approached NFRS to enquire as to be possibilities of becoming their primary authority. The implications of engaging with the additional large organisations are being considered.

It is noted that potential partnership working with Derbyshire Fire and Rescue Service is being considered with regard to providing a 'one-stop shop' to advise small businesses on fire with fire safety advice regarding risk assessments. This approach is supported by the Local Enterprise Partnership D2N2.

Councillors' questions were responded to as follows:

- (a) whilst there are no financial implications currently, if any do occur with regard to the expansion of the Services' operation of the Primary Authority Scheme, a report will be brought to the Committee. However it is intended that any additional work can be managed within existing resources on a cost recovery basis;
- (b) the scheme was initially established to provide a co-ordinated approach to fire safety for businesses, ensuring that they are required to comply with only one interpretation of fire legislation. It was not intended that the scheme would be profit-making as advising and enforcing fire safety legislation is considered a statutory duty for fire rescue services. However some Fire Services do operate slightly different cost recovery schemes;
- (c) the service provided through the Primary Authority Scheme is a statutory duty, so it is reasonable that the Service should operate on a not for profit basis;
- (d) if the position regarding statutory duty changes, then there may be profit-making potential but this would need to be through an arm's length organisation.

Some members of the Committee suggested that, when dealing with large organisations, consideration of a small profit margin should be considered.

**RESOLVED to note the report.**



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
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Nottinghamshire and City of Nottingham  
Fire and Rescue Authority  
Community Safety Committee

# **SERVICE DELIVERY PERFORMANCE**

Report of the Chief Fire Officer

**Date:** 20 April 2018

**Purpose of Report:**

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

## **CONTACT OFFICER**

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Deputy Chief Fire Officer

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## **1. BACKGROUND**

- 1.1 The Service gathers data on a range of performance covering response and prevention activity, absence management and availability.
- 1.2 As the Service works towards a performance culture and builds the processes to capture the data required, to produce a quarterly performance report against key performance indicators (KPIs), it has been agreed that the Head of Service Delivery reports performance on a quarterly basis. This will evolve and develop over the coming months as new data sets become available and KPIs are agreed with the Strategic Leadership Team.
- 1.3 This report is based on performance data between 1 October 2017 and 31 December 2017.

## **2. REPORT**

- 2.1 A total of 2487 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 October 2017 and 31 December 2017, which is a decrease of 439 incidents during the same period in 2016. The information below shows that this decrease is due to the Emergency First Responding trial termination in September 2017. The following incidents were attended during this period.
  - 160 accidental dwelling fires; increase of 23 compared to the same period in 2016
  - 250 deliberate secondary fires; no change compared to the same period in 2016
  - 4 fire fatalities; an increase of 2 compared to the same period in 2016
  - 652 special service calls (SSC) including 136 RTCs a decrease of 21 RTC's compared to the same period in 2016.

### **ON-CALL AVAILABILITY**

- 2.2 Service Delivery continues to capture data for on-call availability. On-call availability is recorded within the Systel system, the Service is working to develop this data into a format which is more useable as management information.
- 2.3 Members should note that the on-call availability between 1 October and 31 December 2017 (Appendix A) reports an average of 84.97% availability which is an increase in availability of 6.22%, with each section averaging 1876 hours of availability. Seven out of the sixteen sections performed above 90%, with the highest level of availability being Warsop with 97.35%.

- 2.4 On-call availability data shows an increase in average availability across the service between 1 October and 31 December. As data continues to be gathered and analysed, Service Delivery will continue to work closely with District Managers, Human Resources and on-call managers to implement areas for further improvement around availability through recruitment, retention and development to support the on-call staff.

## **OPERATIONAL ASSURANCE**

- 2.5 Operational assurance performance data was collated between 1 October 2017 and 31 December 2017. During this period, a total of 89 incidents of interest were attended.

- 2.6 NRFS attended the following incidents of interest between 1 October 2017 and 31 December 2017.

- Crews attended thirty-seven fires resulting in:
  - 8 people and three animals rescued;
  - 2 people led to safety;
  - 4 human fire fatalities;
  - 16 fire casualties (non-fatal).
  
- Crews attended 61 road traffic collisions (RTCs) of interest between 1 October 2017 and 31 December 2017 resulting in:
  - NFRS extricated 42 members of the public;
  - There were 5 RTC fatalities;
  - There were 3 animal rescue incidents;
  - The period of this report recorded 3 hazardous materials (HAZMAT) incidents (both incidents were over border, supporting Lincolnshire and Derbyshire Fire and Rescue Services);
  - 4 incidents required a multi-appliance attendance (five or more appliances). These are identified below:
    - Fire, building of eight floors, fire located on the fourth floor. Resources included six pumping appliances and the Command Support vehicle. Three Officers also attended this incident.
    - SSC, one male trapped in drain, rescued by Service. Due to the nature of this call, six appliances including three appliances from Leicestershire, three officers including one from Leicestershire Fire and Rescue Service.
    - SSC, person fallen from bridge on to railway line, resources included five pumping appliances, one Specialist Rescue Unit and one officer.

- House fire, fire located in roof space. Pre-determined attendance of two pumping appliances mobilised, this was increased to five appliances including two from Derbyshire. The incident also required a Command Support Vehicle and four officers, including one from Derbyshire Fire and Rescue Service.
- Operational crews completed 62 debrief returns during the reporting period, all following incidents to support organisational learning.

## **EXERCISE PLANNING**

2.7 A revised Exercise Planning Procedure has been introduced for exercises to be undertaken from April 2017. The themes to be covered are:

- Fire fighting in high-rise buildings;
- Fire fighting in basements;
- Use of breathing apparatus (BA), particularly BA command and control;
- Incident command system.

2.8 Nine exercises had been planned between 1 October 2017 and 31 December 2017, including two exercises testing incident command, three testing the use of breathing apparatus, Two simulated RTCs and one exercise testing water relay procedures.

## **3. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

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

During the period of this report the Service did not have any new RDS trainee firefighters. There were eleven trainees who were approved to ride and celebrated their passing out on 9 November 2017.

## **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 disorders implications arising from this report.

## **7. LEGAL IMPLICATIONS**

An effective performance culture ensures that the Service is focussing on key objectives as set by the Fire and Rescue Authority. 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**

Service Delivery is currently conducting a review of which appliances attend incidents, identifying any opportunities to work closer with other fire and rescue services to maximise efficiency and to provide the highest level of service to the public.

## **10. RECOMMENDATIONS**

That Members note the content of the report.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

## RETAINED DUTY SYSTEM AVAILABILITY DATA BY STATION

Station	Available (No. of Hours and %)		Unavailable - Insufficient Crew (No. of Hours and %)		Unavailable - No OIC (No. of Hours and %)		Unavailable – No Driver (No of Hours and %)		Unavailable - More Than 1 Variable (No. of Hours and %)		Increase in availability against previous quarter
	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%	
02 Blidworth	2029.25	91.90%	33.5	1.52%	15	0.68%	83.75	3.79%	46.5	2.11%	Yes
05 Ashfield	2092.5	94.77%	67	3.03%	44.5	2.02%	0	0.00%	4	0.18%	Yes
07 Warsop	2149.5	97.35%	50	2.26%	8.5	0.38%	0	0.00%	0	0.00%	Yes
08 Worksop	2040.5	92.41%	51	2.31%	62.5	2.83%	14.5	0.66%	39.5	1.79%	Yes
10 Harworth	1998.25	90.50%	56.75	2.57%	137	6.20%	0	0.00%	16	0.72%	No
11 Misterton	1621	73.41%	435.5	19.72%	35	1.59%	0	0.00%	116.5	5.28%	Yes
12 Retford	1716.25	77.73%	188.5	8.54%	183.25	8.30%	16	0.72%	104	4.71%	Yes
13 Tuxford	1746.5	79.10%	264.5	11.98%	99	4.48%	41	1.86%	57	2.58%	Yes
14 Southwell	1472	66.67%	55.5	2.51%	250	11.32%	213	9.65%	217.5	9.85%	Yes
15 Collingham	1740	78.80%	140	6.34%	34	1.54%	0.5	0.02%	293.5	13.29%	Yes
16 Newark	1889	85.55%	7.5	0.34%	275.5	12.48%	13.5	0.61%	22.5	1.02%	Yes
17 Bingham	1875.75	84.95%	4.5	0.20%	153.75	6.96%	68.75	3.11%	105.25	4.77%	Yes
23 Stapleford	1942.75	87.99%	178.75	8.10%	62.75	2.84%	0	0.00%	23.75	1.08%	Yes
24 Eastwood	1534	69.47%	104.25	4.72%	319.25	14.46%	93.25	4.22%	157.25	7.12%	Yes
25 Hucknall	2045	92.62%	44.5	2.02%	88.5	4.01%	1	0.05%	29	1.31%	Yes
28 East Leake	2126	96.29%	41	1.86%	32.5	1.47%	0	0.00%	8.5	0.38%	Yes



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# SUSTAINABILITY OF ON-CALL PROJECT

Report of the Chief Fire Officer

**Date:** 20 April 2018

**Purpose of Report:**

To update Members on the current actions and developments being undertaken to support and develop the on-call duty system

## CONTACT OFFICER

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## 1. BACKGROUND

- 1.1 The Chief Fire Officer has highlighted, through the Sustainability Strategy 2020, that greater investment and support for the on-call duty system (on-call) is required within the Service, as a greater emphasis is placed upon this duty system for operational response and delivery of core services to communities.
- 1.2 The on-call review was conducted between 2015 and 2017 which saw a focus on recruitment and resulted in over sixty additional personnel being recruited to the retained duty system (RDS). Whilst the on-call review project delivered a small net increase in the number of on-call firefighters, recruitment and retention still remain challenging. For example in 2017/18, 37 RDS personnel joined Nottinghamshire Fire and Rescue Service (NFRS) and 28 personnel left. However, overall availability at most on-call stations has improved as reported to Members in the service delivery performance reports.
- 1.3 From May 2017, the on-call review has been closed and moved to the sustainability of on-call (SoOC) project which aims to be fundamentally different to the on-call review through adopting a risk-based approach to the organisational development of the on-call (RDS).
- 1.4 The continued development and success of the on-call within the Service is of paramount importance and, for this to be maintained and realised, the on-call require a new focus and level of support. This requires a level of investment in the on-call, which was identified by the Chief Fire Officer in the 'Sustainability Strategy for 2020' and can now be fully realised following changes to Service Delivery agreed by the Authority at the February meeting.
- 1.5 In addition to initiating a new project, NFRS has the ambition to invest in the future of its on-call staff as highlighted but with a refreshed ambition and focus from the Strategic Leadership Team to ensure that on-call staff are fundamental to the Service's future sustainability.
- 1.6 Since the introduction of SoOC there has been an increase in appliance availability over the past 12 months. This new focus on performance and availability has seen the average availability of 86% in 2017, rise to 91% in January 2018 for RDS appliances.

## 2. REPORT

- 2.1 The SoOC project aims to adopt a risk-based approach to the organisational development of the on-call
- 2.2 A Project Board was established which formed participation from:
  - Service Delivery Response Group Manager (Chair);
  - Head of Service Risk, Resilience and Assurance;
  - Learning and Development Group Manager;

- FBU Executive Member;
- Human Resources Station Manager;
- Shaping our Future Team Group Manager;
- RDS Support Watch Manager.

2.3 The Project Board has engaged with a 'Working Group', which consists of personnel from the on-call, as a 'task and finish' group and for generating future concepts.

2.4 Since its inception, the SoOC project has developed a number of areas to further enhance the delivery of the on-call:

- Developed a 'fact sheet' for each on-call station to enhance recruitment information and enable greater engagement and awareness with communities. It is proposed that these fact sheets could be utilised by Members to assist with raising awareness in their communities (draft attached to this document at Appendix A);
- Development of a new approach to initial training to provide greater accessibility and flexibility for trainee on-call firefighters to account of their primary employment commitments;
- Revised the 'certificate of availability' to enable greater flexibility and management of personnel;
- Development of a standardised training schedule for on-call personnel to assist with the maintenance of competence, which is complimented by new eLearning modules;
- Engaged in the recruitment of dedicated On-Call Support Officer roles;
- Developed a 'News in Brief' document to increase effective communication with on-call personnel;
- Engaged nationally with the National Fire Chiefs' Council On-Call Group to share best practice.

2.5 The SoOC group is continuing their work for continuous improvement of the On-Call. Future areas of work include:

- A continued focus on recruitment and retention of personnel;
- A full review of pay and contracts to ensure that the Service offers flexible and attractive packages to employees;
- A review of operational activity and skills for on-call personnel;
- Further development of training packages and support for on-call stations;
- Recruitment and development of two further Crew Manager On-Call Support roles.

### **3. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report. Each element outlined in this report will be reported through appropriate internal governance processes that will detail implications relevant to each initiative.

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

The recruitment, retention and engagement of on-call personnel will be affected by the actions outlined in this report. Each element outlined in this report will be reported through appropriate internal governance processes that will detail implications relevant to each initiative.

### **5. EQUALITIES IMPLICATIONS**

An equality impact assessment has not been undertaken because of the nature of this update report. Any future changes to terms and conditions or policy will be subject an equality impact assessment.

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

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

### **7. LEGAL IMPLICATIONS**

There are no direct legal implications arising from this report at the present time. Human resources advisors will maintain a close watch on developments within human resources or EU law, as long as they are applicable, particularly in relation to part time workers' regulations and working time directives.

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

Failure to appropriately support and develop the on-call may lead to an organisational risk in terms of the sustainability and performance of this duty system. The actions outlined in this report, and the continued work of the SoOC group, will aim to mitigate these risks.

### **9. COLLABORATION IMPLICATIONS**

The SoOC group is exploring all opportunities to collaborate with other Fire and Rescue Services, both in the delivery of work streams arising from the project and in the sharing of concepts, ideas and best practice.

**10. RECOMMENDATIONS**

That Members note the current work being undertaken by the Sustainability of On-Call Group.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

# On-call station

## Information sheet



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



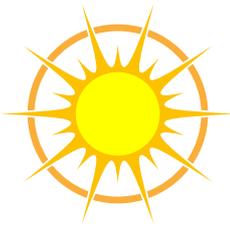
you'll need to get to the station within **approximately 5 minutes**

## Station

is an on-call fire station staffed by firefighters who are available to respond to emergencies when their pager alerts.

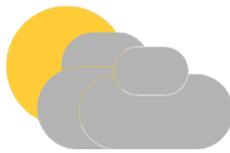
Training night: Monday 2-3 hours

On an **average weekly basis** how often are we needed?



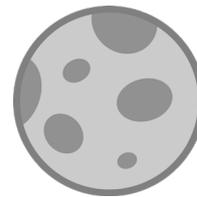
Daytime

4



Evening

2



Overnight

1

On average how long am I likely to be called out for? Approximately 1 hour

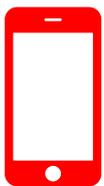
How much on average could I earn as an on-call firefighter?



**6500**

Earnings vary depending on the hours of cover you provide and how busy the station is, but for Station station the average earnings over the past 12 months were £6,500 per annum, which is paid monthly.

Contact us



Human Resources  
XXXXX XXXXX

Station address

Fire Station, Some Road, Nottingham,  
Nottinghamshire, NG\* \*\*\*



@NottsFRS



@nottsfire



@nottsfire



NottsFire

[www.Notts-Fire.gov.uk](http://www.Notts-Fire.gov.uk)



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

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

# ARBORETUM: SAFER HOUSES CAMPAIGN

Report of the Chief Fire Officer

**Date:** 20 April 2018

**Purpose of Report:**

To update Members on the outcomes of the Arboretum Safer Houses campaign which took place on 14 February 2018.

## CONTACT OFFICER

**Name:** Daniel Quinn  
Area Manager Service Delivery

**Tel:** 07967 690752

**Email:** dan.quinn@notts-fire.gov.uk

**Media Enquiries Contact:** Therese Easom  
(0115) 9670880 therese.easom@notts-fire.gov.uk

## **1. BACKGROUND**

- 1.1 The Arboretum Ward is amongst the 20% most deprived Wards in the country and consistently has the highest rates of crime and anti-social behaviour in Nottingham. Annually Nottinghamshire Fire and Rescue Service (NFRS) attends over 250 incidents in the Ward and intentional fire-setting is slightly higher in the Arboretum than elsewhere in the City.
- 1.2 The transient nature and the diversity of the communities that live within the Ward makes it one of NFRS's most challenging Wards when it comes to prevention activities.
- 1.3 Partnership working in the Arboretum is essential to engage local communities, improve relationships and understanding, and to work towards the vision of creating safer communities.

## **2. REPORT**

- 2.1 Multi-agency planning for an Arboretum Safer Houses campaign took place on 5 February and involved representatives from NFRS, Nottingham City Council, Nottinghamshire Police, Nottingham City Homes, the NHS and third sector organisations such as Framework UK and Take One Studios.
- 2.2 On 13 February, Community Protection Officers (CPOs) and Police Community Support Officers (PCSOs) delivered approximately 300 'We are Visiting Tomorrow' leaflets to inform residents of the campaign:
- 2.3 On 14 February the campaign was delivered by members the NFRS Prevention Team, NFRS Protection Team, Crews from Stockhill (Stn20), CPOs, PCSOs, Environmental Health Officers and our seconded Occupational Therapist.
- 2.4 Approximately 300 properties were 'door-knocked' of which approximately 100 received safety advice and leaflets (which included advice on domestic abuse, recycling, fire safety and crime prevention).
- 2.5 Referrals for 30 home safety checks were generated and 10 were completed on the day.
- 2.6 NFRS Fire Protection concentrated resources on small businesses located on Bentinck Road and the top of Radford Road. 10 engagements took place which will lead to follow up activity.
- 2.7 A 'Prevention Stall' was located nearby at the Mary Potter Health Centre on Gregory Boulevard. Approximately 40 individuals received fire safety advice and a regular safety talk was arranged with the Acorn Resources Centre which provides day services for people with physical and sensory impairments.

### **3. FINANCIAL IMPLICATIONS**

There are no direct financial implications arising from this report, however there is a potential for wider financial efficiencies to have been realised by the preventative measures that were put in place on the day and the lessons learned that will inform the delivery of future such campaigns.

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

There are no human resources or learning and development implications arising from the report.

### **5. EQUALITIES IMPLICATIONS**

An equality impact assessment has not been undertaken because the purpose of this report is to provide a general update.

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

- 6.1 Working collaboratively with the Police on such campaigns supports the Authority's statutory duties under Section 17 of the Crime and Disorder Act 1998.
- 6.2 The Nottingham Crime and Drugs Partnership performance report indicates that Arboretum ward has consistently seen high levels of crime across a broad range of crime types. NFRS support to this partnership approach not only make residents and businesses safer from fire but also contributes to the reduction in crime and anti-social behaviour.

### **7. LEGAL IMPLICATIONS**

Beyond the statutory prevention duty under the Fire and Rescue Services Act 2004 there are no legal implications arising from this report.

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

There are no risk management implications arising from this report.

### **9. COLLABORATION IMPLICATIONS**

This campaign directly supports a collaborative approach to working with key partners in the delivery of preventative activities and contributes to the Authority's statutory responsibilities.

**10. RECOMMENDATIONS**

That Members note the contents of the report.

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

None

John Buckley  
**CHIEF FIRE OFFICER**



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

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

# NEW CROSS AND BROOMHILL UPDATE

Report of the Chief Fire Officer

**Date:** 20 April 2018

**Purpose of Report:**

To update Members on the delegated decision taken by the Chair and opposition spokesperson of this committee following the previous New Cross and Broomhill report dated 12 January 2018.

## CONTACT OFFICER

**Name :** Wayne Bowcock  
Deputy Chief Fire Officer

**Tel :** (0115) 967 0880

**Email :** wayne.bowcock@notts-fire.gov.uk

**Media Enquiries  
Contact :** Therese Easom  
(0115) 967 0880 therese.easom@notts-fire.gov.uk

## **1. BACKGROUND**

- 1.1 In January 2018 Members received an update report on the New Cross and Broomhill project.
- 1.2 As shown in the minutes of that meeting at Appendix A, delegated authority was given to the Chair and opposition spokesperson of the Community Safety Committee to decide on the preferred option once further financial information had been obtained from Ashfield District Council (ADC).

## **2. REPORT**

- 2.1 Following conversations with the Chief Executive of ADC and written confirmation, attached at Appendix B, the Deputy Chief Fire Officer met with the Chair and opposition spokesperson of the Community Safety Committee to present the information received.
- 2.2 The information received indicated that ADC has restructured the support team into the community protection structure which was unknown at the time of writing the report members received in January 2018. This restructure has reduced some of the funding pressure which members were seeking clarity on.
- 2.3 As a result of the ADC support team restructure, the ADC Chief Executive has been able to confirm the ongoing financial viability of the support team, including the £40k commitment from Nottinghamshire Fire and Rescue Service (NFRS). The changes in funding by other partners has been factored into the restructure and it has therefore been re-profiled accordingly. This has removed the concerns highlighted by members during the January committee meeting.
- 2.4 As a result of this information, the Chair and opposition spokesperson agreed to Option 2 of the January paper which was to remove the NFRS secondee, but continue with the third-year funding commitment of £40k from the LPSA reward grant reserve.

## **3. FINANCIAL IMPLICATIONS**

Continued support of the project will require the previously agreed commitment of the £40k funding from the LPSA reward grant reserve. This commitment was based on an annual review and the process members have gone through this year shows an effective high degree of scrutiny.

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

The secondee has returned to the Service where a vacancy was being held. Therefore, all human resources implications have been contained within establishment and budget levels.

#### **5. EQUALITIES IMPLICATIONS**

An equality impact assessment has not been undertaken because there is no impact on policy.

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

The Authority has statutory duties under Section 17 of the Crime and Disorder Act 1998. Support to this project has a direct relationship with this commitment. Withdrawal of the secondee does not reduce this contribution as the Service has moved the capacity from the project to the District Prevention role which works closely with partners through the Mansfield and Ashfield Community Safety Partnership (CSP).

#### **7. LEGAL IMPLICATIONS**

- 7.1 Engagement with this project and the CSP directly supports the Authority's statutory duties under the Fire and Rescue Services Act 2004.
- 7.2 The commitment to this project satisfies the requirements of the multi-agency approach and information sharing of the care Act 2014 and the Anti-social behaviour Crime Policing Act 2014.
- 7.3 This approach further demonstrates the services commitment to collaboration which is a potential legal implication within the Policing and Crime Act 2017.

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

- 8.1 The risks in Paragraphs 8.1 and 8.2 of the report dated 18 January 2018 have been mitigated by the restructure undertaken by ADC as mentioned in the body of the report.
- 8.2 Any decision to withdraw funding could mean that one of the Case Worker posts could be put at risk (case workers are employed by ADC on a fixed term contract for three years).

## **9. COLLABORATION IMPLICATIONS**

This project directly supports a collaborative approach to working with key partners in the delivery of community safety and contributes to the Fire and Rescue Authority's statutory responsibilities.

## **10. RECOMMENDATIONS**

That Members note the delegated decision taken by the Chair and opposition spokesperson to withdraw the secondee and maintain the LPSA reward grant reserve funding to the project, and review the position annually.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**



**NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM  
FIRE AND RESCUE AUTHORITY**

**COMMUNITY SAFETY COMMITTEE**

**MINUTES of the meeting held at Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold, Nottingham, NG5 8PD on 12 January 2018 from 10.10 am - 11.41 am**

**Membership**

Present

Councillor Eunice Campbell (Chair) (part of minute 21- 24).  
Councillor Andrew Brown  
Councillor Patience Uloma Ifediora  
Councillor Parry Tsimbiridis  
Councillor Jonathan Wheeler  
Councillor Jason Zadrozny

Absent

Councillor Brian Grocock

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

Wayne Bowcock - Deputy Chief Fire Officer  
Catherine Ziane-Pryor - Governance Officer

**16 TEMPORARY CHAIR**

As Councillor Campbell was delayed, Councillor Grocock who was substituting for her, was appointed temporary Chair.

**17 APOLOGIES FOR ABSENCE**

Councillor Campbell sent apologies for lateness, during her absence, Councillor Grocock substituted.

**18 DECLARATIONS OF INTERESTS**

None.

**19 MINUTES**

The minutes of the meeting held on 6 October 2017 were confirmed as a true record and signed by the Chair presiding.

## **20 NOTTINGHAM TRAIN STATION FIRE**

The Chair of the meeting was of the opinion that this item, although not included on the agenda, should be considered as a matter of urgency in accordance with Section 100B(4)(b) of the Local Government Act 1972, in view of the special circumstances that it is a significant on-going incident of which members need to be informed.

Wayne Bowcock, Deputy Chief Fire Officer, informed the Committee that a fire was reported at Nottingham Train Station at 6.30am this morning. The station was evacuated and closed and at the time of this report, there have not been any citizen or firefighter casualties.

Initially the fire started in the ladies toilets of the new building which links the train station with the tram stop and car park. Although initial firefighting was aggressive and fast, the fire rapidly spread to the Edwardian wooden concourse between platforms. At this time, the Art Nouveau section of the building has only been subject to smoke damage.

All trains have been suspended and East Midlands Trains are operating diversions and coach services. Tram services are not operating near to the station due to an unrelated incident elsewhere in the City.

At the height of the fire, 12 appliances were in attendance. The initial fire has been extinguished but firefighters are stripping back cladding and investigating ducts with thermal imaging equipment to ensure that the fire is fully extinguished and will not re-emerge elsewhere in the building.

Once the fire is confirmed fully extinguished, the smoke in the ticket hall will be removed by pressure ventilation and a full structural and electrical assessment, including the train lines and facilities, will be required and satisfied before the station can be reopened.

On responding to the fire, the National Co-Ordination Framework was implemented which includes informing the Home Office .

As a nationally reported incident, neighbouring Fire and Rescue Services were quick to offer support and there has been excellent partnership working between the Fire Service, Police, City Council and Highways to co-ordinate a response to the fire and the resulting disruption. A Tactical Co-ordination Meeting is to be held at 11am this morning at Fire HQ. Normally it would be held at a fire station close to the incident but due to the impact on access, it is easier for partners to travel to HQ.

Members will receive a further report to the next meeting.

## **21 SERVICE DELIVERY PERFORMANCE**

In the absence of Area Manager Dan Quinn (who was involved in co-ordinating the response to the Nottingham Train Station fire), Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on the activity and performance of the Service Delivery Directorate between 1 June 2017 and 30 September 2017.

The report provides full details but the following points were highlighted and responses given to member's questions:

- (i) there were 3 fire fatalities in this period;
- (ii) the Service attended 2862 incidents, which is 89 more than the same period the year before;
- (iii) retained duty availability averaged 78% but some stations achieved more than 90% with Worksop availability at 95.65%;
- (iv) there were 11 more road fatalities so the focus on road safety promotion and awareness has increased and a specific road safety campaign is operating from November to February; a period when RTC statistics tend to increase. This will include the use of media, social media and visits to schools;
- (v) the Service was involved in and hosted a range of seasonal and on-going safety and engagement events (listed in the report) and generally received a very good response. The Christmas meal for particularly vulnerable and isolated older people was held at Loxley House with support from the London Road NFRS crews and members of the Prince's Trust. Participants thoroughly enjoyed themselves and it provided a valuable connection to ensuring that all received a home safety check whereas they may otherwise have been difficult to identify;
- (vi) with regard to the retained duty system availability data in Appendix A to the report showing that 'no driver was available', a percentage of crew were required to be drivers, but the Service has since moved away from this system. Crew members can volunteer to drive and are trained when training places become available. Although there is dependence and limitations on availability of potential drivers at a local level, this system is being reconsidered but it is recognised that not everyone wants the added responsibility of driving a LGV vehicle on blue lights.

Members of the Committee commended the often creative range of engagement safety promotion undertaken by the Service.

Councillor Campbell requested that her thanks were recorded to everyone who helped at the older persons Christmas meal.

**RESOLVED to note the report.**

At this point in the meeting Councillor Eunice Campbell resumed the Chair and Councillor Grocock remained in attendance as an observer.

**22 PREVENTION ACTIVITIES: INTELLIGENCE LED WORKING**

Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on how incident data is used to target specific vulnerable sections of the community and potentially dangerous behaviours with prevention education and activity.

The newly developed Incident Report System Query Tool (IRSQT) was devised by NFR Officers to identify incident patterns and trends. This information, which can be detailed to geographical areas, causes, and types of incident, then feeds into the Incident Reduction

Plan (IRP) to enable appropriate targeting of prevention activity to be undertaken, even aimed at individual profiles of the population, by local crews.

Members welcomed the IRSQT as a valuable asset to incident prevention.

**RESOLVED to note the report.**

## **23 NEW CROSS AND BROOMHILL PROJECT**

Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on the current collaborative prevention work being undertaken at the New Cross and Broomhill projects, following a request from Councillor Jason Zadrozny of Ashfield District Council.

The New Cross project was set up in 2014 by Ashfield District Council as a multi-agency collaborative prevention team to work with troubled families and complex persons in response to their multifaceted social problems which demanded a high resource input from a range of agencies.

The project has been regularly independently reviewed and reports that for every £1 spent, a saving of £12 is collectively realised across the combined partner agencies. This could result in the predicted saving of public money totalling of £3.4 million by 2019. Specifically for NFRS, a contribution of almost £1 will provide savings to the Service of £1, resulting in a cost neutral contribution, although the broader social benefits are significant.

Since its establishment and success of the pilot model, a second site has been established at Broomhill to tackle the same issues.

NFRS continues to meet its commitment of funding to the value of £40,000 per annum (agreed for 3 years), at New Cross and a NFRS District Prevention Officer has been seconded to the Broomhill Project for a period of three years, to be reviewed every 12 months.

The resource and financial contribution from other partners is detailed within the report.

Members are presented with three potential options in the report and requested to determine which should be selected with regard to the future engagement and funding by the Service in the New Cross and Broomhill projects.

It is noted that with regard to option one, to maintain the current support, £40,000 is earmarked as a reserve and accounted for the current budget.

Councillors commented as follows:

- (a) with consideration to the economy of scale, it would be better to continue this work, and so option 2, 'continue with the year 3 financial support and withdraw the secondee' which gives the broader benefit, is preferred with a further report in 12 months' time;
- (b) further information is required as to the fire incident reduction achievement following NFRS's involvement;

- (c) consideration should be given to the broader positive social impact of the project and not just in relation to NFRS;
- (d) these projects are not an appropriate use of funding, do not achieve the savings claimed and actually result in a cost. £40,000 may be ring fenced but it could be better spent elsewhere to promote and improve fire safety. There is no evidence that the projects have saved lives; they appear to focus on enabling people to be happy in their home, which is not fire safety related. It is increasingly likely that the Clinical Commissioning Group (CCG) will withdraw funding to the projects in the next financial year and this will result in the collapse of the projects;
- (e) with this new information, members need to better understand the current situation before committing funding;
- (f) other options need to be presented to identify how effective and sustainable fire prevention work can be supported;
- (g) it's important to ensure that all areas of the county can benefit from this funding and not just population pockets within the Ashfield District Council area;
- (h) further information is requested prior to any decision as the Service needs to be robust in how every penny is spent to ensure the best outcomes;
- (i) confirmation from the CCG needs to be sought regarding their commitment to future funding before a decision is made for NFRS's commitment to funding. If the CCG are intending to withdraw, then option three, 'to withdraw from the project at the end of the current financial year', should be selected. If the CCG agreed to commit to a further year's funding, then it is reasonable for NFRS to commit a further one year funding but the position needs to be reviewed in a year's time;
- (j) this has been an excellent example of partnership working and consideration should be given to the achievements of the projects so far;
- (k) assurance should be sought regarding the benefits to the wider Nottinghamshire community of these projects.

## **RESOLVED**

- (1) for the Deputy Chief Fire Officer to confirm the position of the CCG with regard to its future funding of the New Cross and Broomhill Projects;**
- (2) once the CCG funding position is clarified, to delegate authority to the Chair, in consultation with the Lead Opposition Member, to determine which of the options presented within the report, or if amended, recommended by the Chief Fire Officer, should be acted upon;**
- (3) for the Committee to receive an update report to the next meeting.**

## **24 PRIMARY AUTHORITY SCHEME**

Wayne Bowcock, Deputy Chief Fire Officer, presented the report which updates members on the existing Primary Authority agreement between Boots UK and NFRS, and the potential expansion of the scheme to include two further organisations.

To date the Primary Authority Scheme has been working to the mutual benefit of Boots UK and NFRS. Whilst NFRS currently operates on a cost recovery basis by recharging Boots UK for the time and resources spent dealing with the organisation, Boots UK have the benefit of a single point of contact and a consistent approach to the fire safety advice and enforcement relating to all of its stores.

The arrangements to the Primary Authority Scheme were amended in October 2017 to enable easier access for small businesses to the scheme.

A further two large organisations within Nottingham /Nottinghamshire have approached NFRS to enquire as to be possibilities of becoming their primary authority. The implications of engaging with the additional large organisations are being considered.

It is noted that potential partnership working with Derbyshire Fire and Rescue Service is being considered with regard to providing a 'one-stop shop' to advise small businesses on fire with fire safety advice regarding risk assessments. This approach is supported by the Local Enterprise Partnership D2N2.

Councillors' questions were responded to as follows:

- (a) whilst there are no financial implications currently, if any do occur with regard to the expansion of the Services' operation of the Primary Authority Scheme, a report will be brought to the Committee. However it is intended that any additional work can be managed within existing resources on a cost recovery basis;
- (b) the scheme was initially established to provide a co-ordinated approach to fire safety for businesses, ensuring that they are required to comply with only one interpretation of fire legislation. It was not intended that the scheme would be profit-making as advising and enforcing fire safety legislation is considered a statutory duty for fire rescue services. However some Fire Services do operate slightly different cost recovery schemes;
- (c) the service provided through the Primary Authority Scheme is a statutory duty, so it is reasonable that the Service should operate on a not for profit basis;
- (d) if the position regarding statutory duty changes, then there may be profit-making potential but this would need to be through an arm's length organisation.

Some members of the Committee suggested that, when dealing with large organisations, consideration of a small profit margin should be considered.

**RESOLVED to note the report.**

**Contact:** R. Mitchell  
**Direct Line:** 01623 457251  
**Email:** r.mitchell@ashfield-dc.gov.uk

**Our Ref:** RM/RW/LJS  
**Your Ref:**  
**Date:** 26<sup>th</sup> March, 2018

Mr. Wayne Bowcock,  
 Deputy Chief Fire Officer  
 Nottinghamshire Fire and Rescue Service  
 Bestwood Lodge,  
 Arnold,  
 Nottingham,  
 NG5 8PD

Dear Wayne,

### **DELIVERING INTEGRATED SERVICES (COMPLEX CASE WORK) – NEW CROSS AND BROOMHILL PROJECT.**

As you are aware the Council set up the New Cross Project in September 2014 which created a multi-agency team working together to support individuals and families with complex needs. The project started in New Cross and was later extended to the Broomhill community. These areas were specifically chosen based upon the highest number of individuals/households presenting the greatest level of demands upon services for many agencies.

The independent evaluation conducted by Nottingham Trent University highlighted the strategic support for the project shared by many agencies, and for the leadership which has contributed to the success of the support teams. This collaborative working aligns to the vision of the Safer Nottinghamshire Board integrated approach to partnership working and the PCC's plan for supporting vulnerable people.

At the start of the year the New Cross and Broomhill support teams were realigned into the Community Protection structure and will operate from the integrated services hub which includes the Council's Community Protection, ASB and Nuisance, Environmental Health, private sector Enforcement, Licensing and Housing Options teams, Police, Probation, Women's Aid Integrated Services, Children's Society, CGL, Catch 22 (a victim support service), Adult Social Care - Health & Public Protection and Mental Health. At present the partners in the hub work to their own operational requirements but have the benefit of sharing information and data for more efficient and effective problem solving. The community locations will also continue to operate. The Council is supportive of investing in prevention through innovative best practice and joined up systems and processes. For these reasons the Council has made further financial commitments to support this agenda and will now operate with the same principles and on a district wide basis. The funding provided by Nottinghamshire Fire and Rescue Services is central to the development of this district wide approach and model below:

/continued.....

**Address:** Council Offices, Urban Road, Kirkby-in-Ashfield, Nottingham. NG17 8DA  
**Tel:** 01623 450000 **Fax:** 01623 457585  
[www.ashfield-dc.gov.uk](http://www.ashfield-dc.gov.uk)

	<b>Post</b>	<b>Partner agency</b>	
1x	Complex Case Team Leader	Ashfield District Council	£162K inc. (£40k NFRS)
4x	Complex Case Workers	Ashfield District Council	
2x	DWP caseworkers	DWP	Secondees
1x	Substance Misuse caseworker	CGL	PCC funded secondee
1x	Police Community Support Officer	Nottinghamshire Police	Secondee

Management and administrative support is also provided by Ashfield District Council.

Could you please confirm that the financial contribution from Nottinghamshire Fire and Rescue Services will be maintained for the forthcoming financial year 2018-19 to ensure the model outlined is feasible moving forwards?

Rebecca Whitehead, Community Protection Manager has engaged with Vicky Cropley regarding the developments with the SNB integrated working project and has been in contact with Simon Wall to arrange a joint meeting with Andy Macey; once he has commenced in his new role to look at opportunities regarding the integrated services hub and strengthening the complex casework with Nottinghamshire Fire and Rescue Services.

I would be pleased to meet with you to discuss this further and I have enclosed a copy of the previous evaluation. Ashfield District Council will provide an interim progress report and will be happy to provide a presentation on progress to the fire and rescue service if required.

Yours sincerely



R. MITCHELL,  
Chief Executive.

# New Cross and Broomhill Support Teams

The New Cross and Broomhill Support Teams have worked with over 300 residents in Ashfield, providing early intervention and crisis support. As a result, lives have been transformed and significant public service savings have been unlocked.

## RESIDENT IMPACT

Over 80% of residents see their situation either stabilise or improve as a result of interventions.



## FINANCIAL IMPACT

Across the 2 areas, partner savings are projected to hit £3.6m by the end of 2018 as a result of the support.



**35**  
COSTED CASES

**£26,199**

SAVING PER RESIDENT

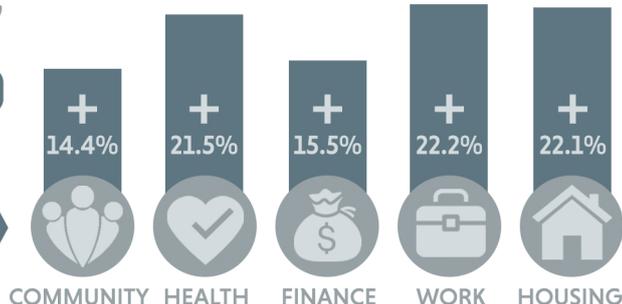


COST TO SAVINGS RATIO = **1:12\***

\*Approximation based on 130 other similar case studies

LIFE SATISFACTION RATING  
INCREASED  
BY OVER **19%**

BASED ON FIVE  
KEY LIFE MEASURES



I didn't know how she'd cope with me to be honest but she's been brilliant. I would never have come this far without her help.

I no longer cry every day when I wake up... because I've actually woke up. That's a bonus in my life.

I can tell them anything. They're the only people I can talk to. I've got a general routine now and the community's there for each other.

I'm getting much more confident now. I'd go to the doctors before and if he wasn't there with me I'd just get up and walk out the door.

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