

# Public Document Pack



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

**Date:** Friday, 22 June 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 read 'M. J. Taylor'.

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

<b><u>AGENDA</u></b>	<b><u>Pages</u></b>
<b>1 APOLOGIES FOR ABSENCE</b>	
<b>2 DECLARATIONS OF INTERESTS</b>	
<b>3 MINUTES</b> Of the meeting held on 20 April 2018 (for confirmation).	3 - 8
<b>4 SERVICE DELIVERY PERFORMANCE JANUARY - MARCH 2018</b> Report of the Chief Fire Officer	9 - 14
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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.**

Constitutional Services Officer: *Catherine Ziane-Pryor*  
*0115 8764298*  
*catherine.pryor@nottinghamcity.gov.uk*

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



**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 20 April 2018 from 10.02am - 11.12am**

**Membership**

Present

Councillor Eunice Campbell (Chair)  
Councillor Andrew Brown  
Councillor Patience Uloma Ifediora (minutes 28-31)  
Councillor Parry Tsimbiridis  
Councillor Jonathan Wheeler

Absent

Councillor Jason Zadrozny

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

Wayne Bowcock - Deputy Chief Fire Officer  
Dan Quinn - Area Manager and Head of Service Delivery  
Damian West - Group Manager for the South of the County  
Catherine Ziane-Pryor - Governance Officer

**25 APOLOGIES FOR ABSENCE**

None.

**26 DECLARATIONS OF INTERESTS**

None.

**27 MINUTES**

The minutes of the meeting held on 12 January 2018 were confirmed as a true record and signed by the Chair.

**28 SERVICE DELIVERY PERFORMANCE**

Dan Quinn, Area Manager and Head of Service Delivery, presented the report which updates the Committee on Service Delivery Performance between 1 October and 31 December 2017.

The report includes the activity of the Service with the number and types of incidents responded to and the Retained Duty System (RDS) availability by station.

The following points were highlighted and responses provided to the Committee's questions:

- (a) it should be noted that retained Warsop and East Leake Station staff achieved an exceptionally impressive availability of 97.35% and 96.29% respectively during the last quarter of 2017. The achievement of 80% or more is considered good against some national figures, so even where there has been a decrease in availability on the previous quarter's figures, overall service availability is good. Detailed investigations into the factors behind lower performing stations is carefully considered and efforts made to address the issues behind lower availability;
- (b) for future reports, additional information will be included such as the number of incidents attended by each station. It is noted that although on call 100 hours per week, if only called out three or four times, this can result in as little as £17 per callout, which provides the Committee with a true sense of retained firefighters commitment to their communities;
- (c) on 1 July 2018 there will be a 'Significant Incidence Response' Service exercise which will include a fire in a high rise building. Members of the Authority will be provided with more details;
- (d) with regard to recruitment, the Service does attend jobs/recruitment fairs. More details are provided in a following agenda item but information from respective Councils on their fairs and recruitment events is welcomed;
- (e) in response to the point raised by members that several residents contributing to the East Leake Facebook page had commented and raised concerns that the valued First Responder service is no longer available, this voluntary element has been withdrawn at the suggestion of trades unions pending the outcome of the ongoing negotiations at a national level. East Leake crews took part in the first responder scheme on a voluntary basis which was welcomed by the community due to its remote location and the length of time taken for paramedics and ambulances to arrive. The comments of Councillors and residents will be passed to the East Leake crews, along with the suggestion that if they wish to continue with First Responding on a voluntary basis, from the Services' stance, the option is still available to them. Statistics on responding to incidents and the outcomes are held by East Midlands Ambulance Service (EMAS) but information can be requested to try and gauge, what, if any adverse effects for citizens, including loss of life, can be identified by the service being withdrawn. This information will be circulated to members outside of the meeting.

Members of the Committee commended the high availability rates of Warsop and East Leake Station staff and requested that this is formally reflected in writing to the staff at these stations and each station which achieved an availability of 90% or more. It is understood that there are many factors which may influence availability which is not necessarily a reflection of staff commitment, which is not doubted.

## **RESOLVED**

- (1) to note the report;**

- (2) for Wayne Bowcock, Deputy Chief Fire Officer, to forward the Committee's thanks and appreciation to staff at Retained Duty stations which have achieved an availability of 90% or more during the last quarter.**

## **29 SUSTAINABILITY OF ON-CALL PROJECT**

Damian West, Group Manager for the South of the County, presented the Sustainability of On-Call Project report which informs the Committee of the ongoing development work of the project following the 'On-Call Review'.

The Sustainability of On-Call Project engages representatives from the organisation, including representative bodies, and receives ideas and suggestions from every level of the workforce on improving processes and increasing efficiency. This work feeds into that of the national working group (in which Damian participates).

Significant progress has been made in increasing the availability of on-call staff which is now averaging 90%, one of the highest availability rates across the UK.

Information sheets, which can be tailored to local recruitment, highlight the benefits and dispel myths of retained on-call working for the Fire Service. Final versions will be available to all members of the Authority by the end of the month.

Turn-over of retained staff is 10% but there are a variety of reasons why retained staff may leave the Service, including availability and flexibility to undertake training, but also include individual circumstances around home life and substantive employment. It is worth noting that retained staff must live within a set distance of the fire station, which, in itself limits broader recruitment.

Members of the Committee requested further, more detailed information, on the reasons why retained staff left the Service.

Concerted efforts are being made to improve staff retention, including:

- ensuring that staff can maintain a work/life balance;
- revising how training is provided by ensuring it's offered at a variety of times and days to enable it to fit around other, substantive employment,. Development of how training can be undertaken; for example independent e-learning for some subjects;
- increased availability of support staff, including speciality support.

The Service is working collaboratively at a national level and is working closely locally with Lincolnshire (which also has a high on-call rate), Leicestershire and Derbyshire to share good practices.

The success of the Police in increasing Black Asian Minority Ethnic (BAME) and female recruitment will be carefully examined and where appropriate adapted for Fire Service recruitment.

Members of the Committee welcomed the report and offered to ensure that the Service is kept informed of potential events where retained firefighter recruitment may be possible, and

requested that the provision of recruitment contact cards be considered to enable Councillors to inform interested constituents. Members also urged the Service to fully participate in recruitment fairs, approach secondary schools and colleges to engage young people in preparation for potential recruitment and ensure that the range of activity undertaken by the Fire Service is understood.

**RESOLVED to note the current work being undertaken by the Sustainability of On-Call Group.**

### **30 ARBORETUM: SAFER HOUSES CAMPAIGN**

Dan Quinn, Area Manager for Service Delivery, presented the report which informs members of the multi-agency preparation and 'Safer Houses' campaign activity which took place on 14 February 2018 in the Arboretum Ward of Nottingham City.

As one of the most deprived wards in the country, Arboretum has a diverse and significant transient proportion of the community and consistently high rates of crime and antisocial behaviour, including intentional fire setting which averages approximately 250 incidents per year.

Whilst the combined focus of partners provided a range of safety and advice information to approximately 300 properties, partners also knocked on doors to engage residents and small business owners in person. A prevention stand was also sited in the Mary Potter Centre to raise awareness and offer advice.

30 Home Safety Check referrals were made (10 undertaken on the day), 10 small businesses on Bentinck Road and the top of Radford Road were engaged and will receive follow-up activity, and approximately 40 individuals received safety advice at the Mary Potter Centre stand.

The value of face-to-face engagement was evident where residents were not fluent in, or able to read English, but were pleased to engage, including some because of their children translating. Although officers fluent in a range of several languages assisted with the engagements, all emergency service partners have access to a dial-up interpreter service.

It is recognised that the Fire Service is often able to access communities and engage with citizens, where other authorities/services may not be so warmly welcomed. This has proved valuable not only for the preventative work of the Fire Service, but collaboratively by being able to introduce and share partners' information.

In residential tenanted properties, where hazards and regulatory issues are identified by Fire Service staff, but which are outside the remit of the fire service, tenants can be sign-posted to relevant partners or the relevant information passed to regulatory bodies.

The issues within the Arboretum ward are significant and an ongoing focus for the Crime and Drugs Partnership. However, the transient nature of a significant proportion of the community presents challenges which will require the continued, frequent work of partners to improve home and business safety, prevent fires and reduce organised crime.

Whilst there are no firm plans to undertake similar work in other areas of the City and/or County, where the value of such work can be evidenced, as per the Service's 'Community Safety Plan', resources can be allocated to where they will have the most influence.

Members of the Committee commended officers' work and the excellent working relationship and collaboration with partners, and requested that should any further events be scheduled, members of the Committee are informed in advance.

**RESOLVED to note the report.**

### **31 NEW CROSS AND BROOMHILL UPDATE**

Following the questions raised by Committee Members at the previous meeting, discussions have taken place with the Chief Executive of Ashfield District Council (ADC). It has been confirmed that ADC has re-profiled and restructured the project model and support team for the New Cross and Broomhill Project due to financial commitments from contributing partners changing. As a result, the guaranteed funding available makes the project financially viable for the partners involved.

Considering the previous report, independent evaluation and re-profiling of the project, the Chair of the Community Safety Committee and Opposition Spokesperson are satisfied that the previously proposed contribution of £40,000 to the project will provide value for money to the Service. The funding allocation has been approved and the seconded officer returned to their substantive NFRS post, as per the delegated authority awarded by the Committee at the last meeting.

The business case for the Project will be reviewed in a year's time and annually if further funding is requested from the Service.

**RESOLVED to note the delegated decision taken by the Chair and opposition spokesperson to withdraw the seconded officer and maintain the LPSA reward grant reserve funding to the project, and review the position annually.**

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

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

# **SERVICE DELIVERY PERFORMANCE JANUARY – MARCH 2018**

Report of the Chief Fire Officer

**Date:** 22 June 2018

**Purpose of Report:**

To provide Members with an update on the performance of the Service Delivery Directorate between 1 January and 31 March 2018.

## **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 January and 31 March 2018.

## **2. REPORT**

- 2.1 A total of 2245 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 January and 31 March 2018, which is a decrease of 370 incidents during the same period in 2017. 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.
  - 143 accidental dwelling fires; increase of 7 compared to the same period in 2016
  - 138 deliberate secondary fires; decrease of 28 compared to the same period in 2017
  - 1 fire fatality; no change compared to the same period in 2017
  - 664 special service calls (SSC) including 122 RTCs an increase of 12 RTCs compared to the same period in 2017.

### **RETAINED DUTY SYSTEM AVAILABILITY**

- 2.2 Service Delivery continues to capture data on retained duty system (RDS) availability. RDS 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 RDS availability between 1 January and 31 March 2018 (Appendix A) reports an average of 83.76% availability which is a decrease in availability of 1.21% compared to the previous quarter, with each section averaging 1851 hours of availability. Eight out of the sixteen sections performed above 90%, with the highest level of availability being East Leake with 98.82%.

2.4 RDS availability data shows a decrease in average availability across the Service between 1 January and 31 March 2018 compared to the previous quarter. As data continues to be gathered and analysed, Service Delivery will continue to work closely with District Managers, Human Resources and RDS Managers to implement areas for further improvement around availability through recruitment, retention and development to support the RDS.

## **OPERATIONAL ASSURANCE**

2.5 Operational assurance performance data was collated between 1 January 2018 and 31 March 2018. During this period, a total of 59 incidents of interest were reported.

2.6 NFRS attended the following incidents of interest between 1 January 2018 and 31 March 2018.

- Crews attended 23 fires resulting in:
  - Nine people and two animals rescued;
  - Four people and one animal led to safety;
  - One human fire fatality.
  - Five fire casualties (non-fatal).
  
- Crews attended 25 road traffic collisions (RTCs) of interest between 1 January 2018 and 31 March 2018 resulting in:
  - NFRS extricated 366 members of the public;
  - There were no RTC fatalities;
  - One animal rescue incident;
  - The period of this report recorded four hazardous materials (HAZMAT) incidents
  - Eight incidents required a multi-appliance attendance (five or more appliances). These are identified below:
    - Fire, building of two floors, fire located in the roof void. Resources included 12 appliances including one appliance from Derbyshire, one aerial ladder platform and support appliance, one command support vehicle, one technical rescue unit, one incident support (welfare) unit and ten officers.
    - Fire, farm building of two floors involved in fire. Resources included eight appliances including one appliance from South Yorkshire, one high volume pump, one aerial ladder platform and support appliance, one water carrier and five officers.
    - Fire, 72 porta-loos destroyed by fire, one ISO container and one LGV trailer involved in fire. Resources included five appliances

including one appliance from Derbyshire, one water bowser and two officers.

- Fire, building of five floors under renovation, fire on second, third, fourth, fifth floors and roof space. Resources included five appliances including two appliances from Derbyshire, one command support vehicle, one water carrier, one high volume pump and three officers. One aerial ladder platform and support appliance attended, but was not utilised due to unstable ground.
- Fire, building of two floors and two basements used as plastic recycling centre, fire located in the basement. Resources included five appliances including one appliance from Derbyshire, one foam unit and one officer.
- Road traffic collision – multi vehicle collision including 6 LGVs. three people extricated by Service. Resources included five appliances, one command support vehicle, one specialist rescue unit and three officers.
- Special service call – rescue from height. Four appliances including one appliance from Derbyshire and one appliance from Leicestershire, one technical rescue unit, one aerial ladder platform and support appliance for Derbyshire and one officer.
- Fire, unoccupied building of three floors, fire on ground and first floor. Resources included five appliances and one officer
- Operational crews completed 38 debrief returns during the reporting period, all following incidents to support organisational learning.

### **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 thirteen RDS trainee firefighters commenced training at the Service's Development Centre.

### **5. EQUALITIES IMPLICATIONS**

An equality impact assessment has not been undertaken because the information contained in this report does not relate to a change in policy or procedure.

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

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

## **7. LEGAL IMPLICATIONS**

An effective performance culture ensures that the Service is focussing on key objectives as set by the Fire 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	1975.5	91.46%	79.5	3.68%	26.5	1.23%	65	3.01%	13.5	0.63%	No
05 Ashfield	2031.5	94.05%	62	2.87%	49.5	2.29%	17	0.79%	0	0.00%	No
07 Warsop	2090.25	96.77%	61.75	2.86%	3	0.14%	0	0.00%	5	0.23%	No
08 Worksop	2037.25	94.32%	34	1.57%	50.25	2.33%	8.5	0.39%	30	1.39%	Yes
10 Harworth	2094.5	96.97%	9.5	0.44%	52	2.41%	3.5	0.16%	0.5	0.02%	Yes
11 Misterton	1418.5	65.67%	406.25	18.81%	269	12.45%	0	0.00%	66.25	3.07%	No
12 Retford	1840.75	85.22%	143.75	6.66%	94.25	4.36%	5.25	0.24%	76	3.52%	Yes
13 Tuxford	1479.5	68.50%	532.5	24.65%	26	1.20%	92.5	4.28%	29.5	1.37%	No
14 Southwell	1507.25	69.78%	98.5	4.56%	201.75	9.34%	145	6.71%	207.5	9.61%	Yes
15 Collingham	1757	50.52%	139.5	20.43%	134.5	3.81%	0	1.75%	129	23.49%	No
16 Newark	1739.25	80.52%	52	2.41%	248.25	11.49%	25.5	1.18%	95	4.40%	No
17 Bingham	1821.5	84.33%	6.75	0.31%	224.5	10.39%	13.5	0.63%	93.75	4.34%	No
23 Stapleford	2013.25	93.21%	114.25	5.29%	15	0.69%	1	0.05%	16.5	0.76%	Yes
24 Eastwood	1632.25	75.57%	101.75	4.71%	106.25	4.92%	184	8.52%	135.75	6.28%	Yes
25 Hucknall	2042	94.54%	70.75	3.28%	14.5	0.67%	4.75	0.22%	28	1.30%	Yes
28 East Leake	2134.5	98.82%	4.5	0.21%	21	0.97%	0	0.00%	0	0.00%	Yes



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

# **SERVICE DELIVERY PERFORMANCE ANNUAL OVERVIEW**

Report of the Chief Fire Officer

**Date:** 22 June 2018

**Purpose of Report:**

To provide Members with an annual overview on the performance of the Service Delivery Directorate between 1 April 2017 – 31 March 2018

## **CONTACT OFFICER**

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

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

## **1. BACKGROUND**

- 1.1 The Service has gathered 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 April 2017 and 31 March 2018.

## **2. REPORT**

- 2.1 A total of 10577 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 April 2017 and 31 March 2018, which is a decrease of 435 incidents during the same period in 2016/17.
  - 543 accidental dwelling fires; decrease of two compared to the same period in 2016/17;
  - 706 deliberate secondary fires; increase of 106 compared to the same period in 2016/17;
  - Seven fire fatalities; no change compared to the same period in 2016/17;
  - 2980 special service calls (SSCs) including 589 RTCs a decrease of 12 RTCs compared to the same period in 2016/17.

### **RETAINED DUTY SYSTEM AVAILABILITY**

- 2.2 Service Delivery continues to capture data on retained duty system (RDS) availability. RDS 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 RDS availability between 1 April 2017 and 31 March 2018 (Appendix A) reports an average of 78.53% availability, with each section averaging 7342 hours of availability. Six out of the sixteen sections performed above 90%, with the highest level of availability being Warsop with 96.77%.
- 2.4 As data continues to be gathered and analysed, Service Delivery will continue to work closely with District Managers, Human Resources and RDS Managers

to implement areas for further improvement around availability through recruitment, retention and development to support the RDS.

## **OPERATIONAL ASSURANCE**

2.5 Operational assurance performance data was collated between 1 April 2017 and 31 March 2018. During this period, a total of 273 incidents of interest were attended.

2.6 NFRS attended the following incidents of interest between 1 April 2017 and 31 March 2018.

- Crews attended 75 fires resulting in:
  - 34 people and 13 animals rescued;
  - Nine people led to safety;
  - Seven human fire fatalities.
  - 18 animal fire fatalities (all at one incident)
  - 43 fire casualties (non-fatal).
- Crews attended 147 road traffic collisions (RTCs) of interest between 1 April 2017 and 31 March 2018 resulting in:
  - NFRS extricated 143 members of the public;
  - There were 11 RTC fatalities;
  - There were 14 animal rescue incidents;
  - The period of this report recorded 20 hazardous materials (HAZMAT) incidents
  - 23 incidents required a multi-appliance attendance (five or more appliances). These are identified below:
    - Fire, house of three floors in a block of six. Resources included six appliances, support from the British Red Cross Fire Emergency Support Service, aerial ladder platform and support appliance from Derbyshire and two officers.
    - Fire, single storey building. Resources included four appliances, one aerial ladder platform and support appliance, one command support vehicle and support appliance, one environmental protection unit and four officers.
    - Fire, building fire on first floor and roof area. Resources included six appliances, one aerial ladder platform, command support vehicle and support appliance, incident support (welfare) unit and two officers.
    - Fire, building of three floors, fire located on the first floor. Resources included five appliances, command support vehicle and support appliance and two officers.

- SSC, male juvenile falling in to river, this incident utilised resources from Nottinghamshire and Derbyshire Fire and Rescue Services. Resources included numerous appliances from both Services, incident support (welfare) unit, command support vehicle and three officers.
- 500 tonnes of shredded rubber, this incident utilised resources from Nottinghamshire and Derbyshire Fire and Rescue Services. Resources included numerous appliances from both Services, one command support vehicle, one water carrier, one incident support (welfare) unit and four officers.
- Single storey disused leisure centre severely damaged by fire.
- Fire within a multi storey car park, including a basement and sub-basement. 10 cars involved in fire and 20 cars damaged by smoke and/or heat.
- Building fire in a disused office block. This incident required resources including an aerial ladder platform, command support vehicle, incident support (welfare) unit, six officers and assistance from the fire investigation team, including the fire investigation dog.
- House fire, persons reported, resulting in one person being rescued by the Service. This incident was supported by an aerial ladder platform.
- 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.
- Fire, building of two floors, fire located in the roof void. Resources included twelve appliances including one appliance from Derbyshire, one aerial ladder platform and support appliance, one command support vehicle, one technical rescue unit, one incident support (welfare) unit and ten officers.

- Fire, farm building of two floors involved in fire. Resources included eight appliances including one appliance from South Yorkshire, one high volume pump, one aerial ladder platform and support appliance, one water carrier and five officers.
- Fire, 72 porta-loos destroyed by fire, one ISO container and one LGV trailer involved in fire. Resources included five appliances including one appliance from Derbyshire, one water bowser and two officers.
- Fire, building of five floors under renovation, fire on second, third, fourth, fifth floors and roof space. Resources included five appliances including two appliances from Derbyshire, one command support vehicle, one water carrier, one high volume pump and three officers. One aerial ladder platform and support appliance attended, but was not utilised due to unstable ground.
- Fire, building of two floors and two basements used as plastic recycling centre, fire located in the basement. Resources included five appliances including one appliance from Derbyshire, one foam unit and one officer.
- Road traffic collision - multi vehicle collision including 6 LGVs. three people extricated by Service. Resources included five appliances, one command support vehicle, one specialist rescue unit and three officers.
- Special service call – rescue from height. Four appliances including one appliance from Derbyshire and one appliance from Leicestershire, one technical rescue unit, one aerial ladder platform and support appliance for Derbyshire and one officer.
- Fire, unoccupied building of three floors, fire on ground and first floor. Resources included five appliances and one officer.
- Operational crews completed one hundred debrief returns during the reporting period, all following incidents to support organisational learning.

## **EXERCISE PLANNING**

- 2.7 A revised Exercise Planning Procedure was introduced for exercises to be undertaken from April 2017. The themes 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 19 exercises were planned and conducted between 1 April 2017 and 31 March 2018.

### **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 26 RDS trainee firefighters commenced training at NFRS Service Development Centre. 11 were approved to ride in September, completing their training and passing out in early November 2017 with 13 still undertaking training beyond the period of this report.

### **5. EQUALITIES IMPLICATIONS**

An equality impact assessment has not been undertaken because the information contained in this report does not relate to a change in policy or procedure.

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

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

### **7. LEGAL IMPLICATIONS**

An effective performance culture ensures that the Service is focussing on key objectives as set by the Fire 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 %)	
	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%
02 Blidworth	7926.75	90.49%	327.25	3.74%	227.25	2.59%	197.5	2.25%	81.25	0.93%
05 Ashfield	7973	91.02%	472	5.39%	224.5	2.56%	40.5	0.46%	50	0.57%
07 Warsop	8477.25	96.77%	262.75	3.00%	15	0.17%	0	0.00%	5	0.06%
08 Worksop	7848.75	89.60%	267.75	3.06%	388	4.43%	99	1.13%	156.5	1.79%
10 Harworth	8150.25	93.04%	196.25	2.24%	331.5	3.78%	5.5	0.06%	76.5	0.87%
11 Misterton	5959.75	68.03%	1882	21.48%	381.75	4.36%	0	0.00%	536.5	6.12%
12 Retford	6827.5	77.94%	982.25	11.21%	394.75	4.51%	22	0.25%	533.5	6.09%
13 Tuxford	6631.5	75.70%	1269.5	14.49%	294	3.36%	217.5	2.48%	347.5	3.97%
14 Southwell	5835.25	66.61%	300	3.42%	1016	11.60%	672	7.67%	936.75	10.69%
15 Collingham	6931.25	79.12%	355.25	4.06%	558.75	6.38%	53.5	0.61%	861.25	9.83%
16 Newark	7402.25	84.50%	117	1.34%	839.25	9.58%	125.5	1.43%	276	3.15%
17 Bingham	7402.25	84.50%	338.25	3.86%	569.75	6.50%	186.5	2.13%	263.25	3.01%
23 Stapleford	7655	87.39%	954	10.89%	109.75	1.25%	1	0.01%	40.25	0.46%
24 Eastwood	6199.75	70.77%	448	5.11%	803.5	9.17%	497.25	5.68%	811.5	9.26%
25 Hucknall	8006	91.39%	388	4.43%	215.25	2.46%	17.75	0.20%	133	1.52%
28 East Leake	8246.5	94.14%	289.25	3.30%	208.25	2.38%	1.5	0.02%	14.5	0.17%



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# **REDUCING THE NUMBER OF UNWANTED FIRE ALARM SIGNALS THROUGH COLLABORATION**

Report of the Chief Fire Officer

**Date:** 22 June 2018

**Purpose of Report:**

To inform Members about the number of calls to unwanted fire alarm signals and the benefits of harmonising the Nottinghamshire Fire and Rescue Service response to such calls with neighbouring fire and rescue services for Members' consideration.

## **CONTACT OFFICER**

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## **1. BACKGROUND**

- 1.1 Unwanted fire alarm signals (UwFS) are defined as a false alarm fire signal from an automatic fire detection system (AFD) resulting from a cause other than fire.
- 1.2 In 2017, Nottinghamshire Fire and Rescue Service (NFRS) responded to over 3000 false alarms caused by 'apparatus' which are classified as UwFS.
- 1.3 The National Fire Chiefs Council has published guidance to support fire and rescue services (FRS) in reducing the number of false alarms received and the number and weight of responses to UwFS, considering local risk.
- 1.4 The number of AFD systems installed across Nottinghamshire is unknown, NFRS has no control over these systems. The Regulatory Reform (Fire Safety) Order 2005 (FSO) places a duty on the responsible person (RP) for the alarm system and for all fire safety measures in the premises.
- 1.5 False alarms become UwFS at the point a FRS is requested to attend. However, they are avoidable through good system design, management practice, procedures, maintenance and the appropriate use of space within premises.
- 1.6 The Tri-Service Fire Control covering Derbyshire, Leicestershire and Nottinghamshire was introduced to provide resilience, efficiency and effective response across the three FRS areas. This was supplemented by the Regional Implementation Team (RIT) in 2017 which aims to harmonise the introduction of national operational guidance across the five East Midlands FRSs. This is to achieve efficiency in terms of the work required to introduce the guidance but more importantly, effectiveness through harmonising the ways of working between the FRSs to provide the fastest and most effective service to communities.
- 1.7 Presently Derbyshire, Leicestershire and Nottinghamshire have slightly different approaches when dealing with and responding to UwFS.

## **2. REPORT**

- 2.1 NFRS has an UwFS policy in place which includes a local interpretation of elements of the NFCC guidance including call challenging, amended response to calls received from Alarm Receiving Centres (ARC), response to unoccupied premises where alarms are sounding and dealing with premises where there are frequent false alarms.
- 2.2 The NFRS policy includes proactive engagement with RPs and premises to advise and ensure accountability is clear in relation to effective system maintenance, staff training, procedures and management arrangements.

- 2.3 To harmonise the process for handling UwFS across the Tri-Service area, a draft joint procedure has been developed. Should NFRS wish to align with this draft procedure, Members would have to agree to a policy change within NFRS.
- 2.4 The key differences between the current policy within NFRS and the draft Tri-Service procedure are:
- Move from call challenging between the hours of 07:00 and 18:00 to 24 hours, 7 days per week;
  - Hotels will be call challenged during the day, but not during night time hours, 21:00 – 08:00
  - A standard level of attendance after call challenging to AFD calls of one appliance.
- 2.5 Certain premise types will be exempt from call challenging, these are:
- Domestic premises including houses in multiple occupation (HMO), residential flats, sheltered housing;
  - Residential care and nursing homes;
  - Local Primary Care Trust hospitals and private hospitals which have sleeping on site;
  - Hotels during night-time hours only 21:00 - 08:00. During the day, hotels will be call challenged;
  - Other sleeping risks;
  - Sites that are subject to site specific risk information (SSRI) National PORIS Level 4 and 5;
  - Heritage sites listed as Grade 1 or Grade II\* by Historic England
  - High rise premises with sleeping risk;
  - Premises not conforming to the above criteria, but is locally determined to be unsuitable for call challenging
- 2.6 To minimise the impact of UwFS it is recommended that a trial will take place within Nottinghamshire and Derbyshire, to be reviewed prior to adoption across the Tri-Service area, whereby unoccupied buildings will not be exempted from call challenging.
- 2.7 To provide assurance, Tri-Service Control retains the discretion to apply the principle of 'dynamic mobilising' which allows the control staff to manually amend the pre-determined attendance at the time of the call based on the information received. This means increasing or decreasing the attendance made by the FRSs in the Tri-Service area.

### **3. FINANCIAL IMPLICATIONS**

Increasing the level of call challenging and the corresponding reduction of unnecessary appliance movements to UwFS will have some positive impact on budgets. Beyond the notional £300 per call per appliance this is unquantifiable until performance can be analysed and costs applied.

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

There are no anticipated human resources implications as a result of a policy change. There will be minor training requirements for Fire Control staff, operational firefighters and Fire Protection Team members. This will be delivered internally as part of normal business.

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

An equality impact assessment has not been undertaken because only minor changes to existing policy are required. Should Members support his policy change, a gap analysis of the existing policy will be undertaken jointly across the Tri-Service.

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

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

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

The Authority has statutory duties under the Fire and Rescue Services Act 2004 and the RRO. The suggested amendments to policy are compliant with the latest NFCC guidance which complies with both pieces of legislation. National guidance and local performance will be monitored to ensure Members can be informed if future changes are required to meet statutory duties.

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

Several potential risks exist in relation to unnecessarily attending UwFS:

- Diverting essential services from attending other life risk incidents;
- Increased risk of accidents and collisions as a result of responding under emergency conditions;
- Disruption to the programmed activity of NFRS, for example fire safety education and fire prevention activities;
- Significant financial burden. Cost of attendance to tax payers for each UwFS can be up to £300 per call;
- Environment impact, caused by unnecessary appliance movements.

Wider risks to the community can include:

- Disruption to business (downtime and time wasted);
- Loss of credibility in the alarm system which may result in occupant complacency leading to inappropriate response in the event of a real fire;

- Loss of revenue;
- Drain on public finances.

These risks, and the proven effectiveness of call challenging and reduced or no attendances offset the perceived reputational risk associated with a fire occurring where no attendance is made by NFRS.

## **9. COLLABORATION IMPLICATIONS**

This is a collaborative approach between Derbyshire, Leicestershire and Nottinghamshire FRSs to realise the benefits of Tri-Service Fire Control through harmonised policy and procedure. To harmonise the East Midlands adoption of national guidance and to ensure the nearest, quickest and most appropriate resources are used to respond to incidents regardless of their county of origin or the location of the incident.

## **10. RECOMMENDATIONS**

That Members endorse the harmonisation of UwFS policy across the Tri-Service Fire Control area of Derbyshire, Leicestershire and Nottinghamshire.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

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# RURAL COMMUNITY SAFETY

Report of the Chief Fire Officer

**Date:** 22 June 2018

**Purpose of Report:**

To update Members on recent rural community safety activities that have been undertaken by the Prevention Department and wider Service Delivery.

## CONTACT OFFICER

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## **1. BACKGROUND**

- 1.1 80% of Nottinghamshire is classified as being rural. In recent years, there has been an increase in rural crime in the county including incidents of arson. In the last 12 months Nottinghamshire Fire and Rescue Service (NFRS) has attended 93 fires at agricultural type premises.
- 1.2 Due to their isolated locations, open boundaries and readily ignitable materials (such as hay and straw stacks), agricultural premises are particularly vulnerable to crime such as deliberate fire setting. In addition, again due to their isolated locations, agricultural premises typically have some of the longest attendance times for all emergency services.
- 1.3 A serious fire on a farm can affect the financial stability of even the most well-run business. Over 40 per cent of agricultural premises that suffer a serious fire never trade successfully again. Within rural communities the wider impact of a serious fire, including the knock-on effect to the local community and the loss of a sense of community wellbeing, can be devastating.
- 1.4 As part of NFRS's wider collaboration agenda, the Prevention Department is represented on the county's Rural Crime Partnership Group (RCPG) which meets bi-monthly. This Group brings together NFRS, Nottinghamshire Police, East Midlands Ambulance Service, the National Farmers Union (NFU) and other organisations to plan, co-ordinate and deliver activities to reduce rural crime in an effective and co-ordinated way.

## **2. REPORT**

- 2.1 This year, NFRS brought in a new procedure for rural intervention which gives crews guidance about how and when they can best deliver community safety advice to their rural communities.
- 2.2 Led by NFRS and Nottinghamshire Police, the RCPG launched a new Rural Community Safety Guidance and Information Folder (RCSG&IF) at the Nottinghamshire County Show on 12 May 2018. Initially 1000 hard copies of the folder have been printed and are being distributed to owners and occupiers of rural properties that are deemed to be most at risk. A digital version is also available and can be accessed from the NFRS website.
- 2.3 A joint education campaign has also been undertaken under the title of 'Operation Bifocal'. Between 28 April and 2 May 2018 members of the Prevention Department alongside NFRS crews and Nottinghamshire Police District Neighbourhood Teams, visited farms and rural properties to highlight the dangers they face and how best they can protect themselves and their livelihoods from arson and other rural crime.
- 2.4 Over the next few weeks NFRS will continue to focus on rural communities through its 'Focus on Farms' campaign. The intention of which will be to drive

down the number of incidents the Service is called to attend in agricultural type premises this year.

- 2.5 The introduction of the Farm Fires procedure, RCSG&IF and the delivery of Operation Bifocal has resulted in direct engagement with 23 agricultural premises in Nottinghamshire up to the end of May 2018. The continuing 'Focus on Farms' campaign will aim for many more direct engagements over the coming months.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 Design and production costs for the RCSG&IF were shared between NFRS and Nottinghamshire Police. This has cost each organisation £2680 (for 1000 hard copies).
- 3.2 To launch the RCSG&IF at the Nottinghamshire County Show and promote them going forward, NFRS has purchased two pop up banners at a cost of £400.

### **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**

There are no equalities implications arising from the report.

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

The work of the RCPG is targeted at reducing the incidents of rural crime including deliberate fire setting.

### **7. LEGAL IMPLICATIONS**

This work contributes to the Authority's statutory duties for fire prevention advice within the Fire and Rescue Services Act 2004.

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

The targeted approach involved in identifying and engaging with the premises and individuals at greatest risk supports the Authority's integrated risk management plan objectives and addresses risk in a clear and structured way.

## **9. COLLABORATION IMPLICATIONS**

The report is focussed on the positive outcomes of the ongoing collaboration between NFRS and other partners under the RCPG.

## **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**



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# **PRINCE'S TRUST HOUSE: STOCKHILL FIRE STATION**

Report of the Chief Fire Officer

**Date:** 22 June 2018

**Purpose of Report:**

To update Members on the extensive work which has been carried out on the former fire service house at Stockhill fire station in order that it can now be used as a Prince's Trust hub, and resource for other users within the Service.

## **CONTACT OFFICER**

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## **1. BACKGROUND**

- 1.1 Nottinghamshire Fire and Rescue Service (NFRS) has been a delivery partner for the Prince's Trust Team Programme for over 15 years and has supported more than 1000 young people during that time.
- 1.2 In delivering the Team Programme, the Service works exclusively with disadvantaged young people that are classed as Not in Employment, Education or Training (NEET). Specifically, these young people fall within one or more of the following four categories:
  - The unemployed (with a focus on the long-term unemployed);
  - Those in care or leaving care;
  - Those who are underachieving or in trouble at school (including truants and excluded pupils);
  - Offenders and ex-offenders (including prisoners and ex-prisoners).
- 1.3 The Team Programme aims to promote citizenship and respect; provide financial independence and practical skills; and increase self-esteem and levels of motivation.
- 1.4 The Team Programme consists of a team building residential, work experience, formal qualifications, the organisation of a presentation event and the delivery of a community project.
- 1.5 The community project that was chosen by Team 33 was to transform the former fire service house at Stockhill fire station into a Prince's Trust hub from which future Team Programmes could operate. The former fire house at the station had not effectively been in use for many years and NFRS had taken the decision to not budget for any significant maintenance or improvements to the building going forward.

## **2. REPORT**

- 2.1 Team 33 undertook fund raising activities for basic materials and approached local businesses for the supply of fixtures and fittings. They were then given two weeks towards the end of 2017 to clear, redecorate and carry out the renovation work to the property.
- 2.2 Support from local businesses included a new kitchen supplied and fitted by Keepmoat, floor coverings supplied by Serco and a range of furniture that was donated from various local shops and residents.
- 2.3 The project was successfully completed with members of Team 33 learning many new skills.

- 2.4 It has been estimated that approximately £11,000 of improvements have been achieved, with the property now benefitting from having a new kitchen, team meeting room, break out room and office space.
- 2.5 NFRS now has an established base for the delivery of the Prince's Trust Team Programme in an ideal location with good transport links and easy access to young people that fit the NEET profile.
- 2.6 The facility is available for use by the wider Service and has already been used by the Prevention Department for various meetings.
- 2.7 Ongoing maintenance of the property will largely be carried out by future Prince's Trust Teams as part of their community projects. There are plans to use the area to the front of the property for advertising the Prince's Trust Programme and promoting safety messages to the local community, and using the garage that is attached to the property as a central store for Prevention resources.
- 2.8 A grand opening of the house took place on 4 June 2018 when the property was officially designated as 'The Prince's Trust House' by the Chair of the Fire Authority and the Chief Fire Officer.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 The Service has contributed approximately £1200 for the reinstatement of the internet and phone line, new fire extinguishers and gas/electric safety checks that have been carried out.
- 3.2 There will be small ongoing costs (for example energy bills) associated with the use of the house.

### **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**

There are no equalities implications arising from this report.

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

- 6.1 A Prince's Trust hub in a key location will actively assist in the recruitment of young people with a NEET profile. Participation in the Team Programme will help to prevent these young people from becoming involved in illegal activities.

6.2 The fire house at Stockhill fire station has suffered from some low level anti-social behaviour (eg: graffiti and broken windows) in the past. It is hoped that reinventing the property as The Prince's Trust House and actively using it as a Service resource will put an end to such behaviour

## **7. LEGAL IMPLICATIONS**

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**

The report is focussed on the positive outcomes of the ongoing collaboration between NFRS and the Prince's Trust.

## **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**