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

Date: Friday, 11 January 2019 **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

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

<u>AGENDA</u>	<u>Pages</u>
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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: *Cath Ziane-Pryor*
0115 8764298
catherine.pryor@nottinghamcity.gov.uk

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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 October 2018 from 10.00am - 10.29am

Membership

Present

Councillor Eunice Campbell-Clark (Chair)
Councillor Patience Uloma Ifediora
Councillor Francis Purdue-Horan
Councillor Kevin Rostance
Councillor Yvonne Woodhead
Councillor Jason Zadrozny

Absent

Councillor Brian Grocock was present.

Colleagues, partners and others in attendance:

Craig Parkin - Assistant Chief Fire Officer
Catherine Ziane-Pryor - Governance Officer

9 APOLOGIES FOR ABSENCE

None.

10 DECLARATIONS OF INTERESTS

None.

11 MINUTES

Confirmation

The minutes of the meeting held on 22 June 2018 were confirmed as a true record and signed by the Chair.

Matters Arising

Craig Parkin, Assistant Chief Fire Officer, informed members that with regard to minute 6, 'Reducing the Number of Unwanted Fire Alarm Signals Through Collaboration', and the arrangements, whereby when an automatic alarm is raised, confirmation by a person that

there is indeed a fire and the attendance of an appliance is required, were not yet in effect. Although implementation was predicted within 6-8 weeks following Committee's approval, further discussions are taking place with partners and the Fire Brigades Union to ensure that all required measures are in place to appropriately support the approved approach.

It has been reiterated that when automatic alarms are received at night for higher 'risk to life' buildings, including residential or where people sleep, these properties are exempt from call challenging process and the Service will respond directly.

It is anticipated that the new measures are implemented from November.

Members of the Committee welcomed the delay in implementation to ensure that all parties are ready, understand the requirements and prepared to respond appropriately.

12 SERVICE DELIVERY PERFORMANCE UPDATE

Craig Parkin, Assistant Chief Fire Officer, presented the Service Delivery Performance Update report and highlighted the following points:

- (a) A new performance management framework is due to be implemented in the Spring and will provide a greater depth of detail, including further information on prevention work and business and partner engagement. Currently there is a focus on satisfying the data requirements of the HMICFRS inspection;
- (b) A partnership mapping exercise will take place during the next few months;
- (c) No areas of performance have been identified as raising any concerns and incidents remain within the expected tolerances;
- (d) Further preventative work around road traffic collisions (RTCs) and general road safety is proposed to try and further reduce incidents;
- (e) Retained Duty System (RDS) availability remains an ongoing challenge, for example at Southwell and Tuxford Fire Stations, but with an average of 83.32%, Nottinghamshire does achieve one of the highest availability rate in the East Midlands.
- (f) Work continues to improve RDS availability, particularly by increasing recruitment. It is possible that in wealthy areas such as Southwell, the role of retained firefighter is just not considered attractive. Group Manager West is taking part in a national Fire Service working group to examine the reasons why retained staff leave the service and will investigate factors such as community demographics, local community factors such as the salary offered and the flexibility available;
- (g) The 'On-Call Support Team' will become operational in the coming weeks and provide further flexibility to retained crews designed to increase overall availability;
- (h) Although there are fewer fires, incidents such as that at Sutton Bonington which stopped trains running and the Stoney Street multi-storey car park fire, particularly following the previous incident in Liverpool where more than 1,000 cars were destroyed present ongoing challenges for the fire sector. This has prompted a national approach to consider such incidents, including the construction, access, and

architecture of multi-storey car parks, including whether it would be appropriate to require sprinkler systems to be installed;

- (i) If businesses hold hazardous substances on their premises, they don't necessarily need to register this unless required under a range of guidance, for example quantities meet a set level. However, during premises inspections, Fire Officers routinely document the hazardous materials found and informs the site specific risk information which staff refer to when attending incidents;
- (j) Illegal waste sites/dumps are particularly concerning, not just from an environmental perspective. Local knowledge of businesses and industry can prove vital in initially identifying potentially hazardous materials;
- (k) On-board computers list the potential hazards and risks around specific industries and trades, from which fire fighters can then de-escalate the risk as a better understanding of the incident and site is gained.

Members of the Committee expressed concern at some of the downward trends around retained officer retention, particularly that of overnight retained staff, but welcomed the proactive and successful approach to trying new methods to attract and interest potential recruits.

RESOLVED to note the report.

13 SAFE AND WELL UPDATE

Craig Parkin, Assistant Chief Fire Officer, presented the report which updates members on the 'Safe and Well' visits which replace the former 'Home Safety Check'.

The following points were highlighted:

- (a) Although the principle is the same, Fire Services across the country are applying a variety of schemes differently under the safe and well name. This has caused great concern and challenge from Trades Unions nationally which consider this to be a broadening of the firefighter role. The Nottinghamshire Service has been working to address firefighter concerns and this has seen amendments with staff signposting citizens to appropriate information and services;
- (b) Using the most recent hand held technology during visits will make it possible for referrals of citizens to other services to be raised automatically where appropriate by staff and is a key area for development.

Members of the Committee welcomed the report.

RESOLVED to note the report.

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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 UPDATE

Report of the Chief Fire Officer

Date: 11 January 2019

Purpose of Report:

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

CONTACT OFFICER

Name: Craig Parkin
Assistant Chief Fire Officer

Tel: 0115 967 0880

Email: craig.parkin@notts-fire.gov.uk

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

1. BACKGROUND

- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire, including response, prevention and protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery between 1 July and 30 September 2018.
- 1.3 A new performance management framework will be implemented to support the 2019-21 'Strategic Plan' and will influence the content of future update reports for the Community Safety Committee.
- 1.4 The performance of Service Delivery, in particular effectiveness, will also be scrutinised in the forthcoming inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in early February 2019.
- 1.5 Recent months have also seen changes to the management responsibilities for Service Delivery and these are now stabilising with confirmation of appointment for the Area Manager and Group Managers for both the prevention and protection roles.
- 1.6 During January 2019, the Service will produce its annual 'Operational Activity' report for 2018 detailing the operational activity for all appliances during the year and will be published on the Service website, further supporting the organisation's commitment to transparency and openness to public scrutiny.

2. REPORT

RESPONSE

- 2.1 A total of 3577 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 July and 30 September 2018, which is an increase of 715 incidents during the same period in 2017. The following incidents were attended during this period:
 - 154 accidental dwelling fires; increase of 44 compared to the same period in 2017.
 - 675 deliberate secondary fires; increase of 352 compared to the same period in 2017.
 - 2 fire fatalities; decrease of 1 compared to the same period in 2017.
 - 262 special service calls (SSC) including 179 RTCs an increase of 20 RTCs compared to the same period in 2017.
- 2.2 On-call availability between 1 July and 30 September 2018 (Appendix A) reports an average of 81.89% availability which is a decrease in availability of 1.43% compared to the previous quarter and an increase of 9.14% compared

to the same period in 2017 with each section averaging 1808 hours of availability. Six out of the sixteen sections performed above 90%, with the highest level of availability being Warsop with 96.29%.

2.3 The Service has recently appointed four On-call support Crew Managers, whose roles will include working 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.

2.4 Out of the 3577 operational incidents attended between 1 July 2018 and 30 September 2018, a total of 56 incidents of interest were reported. A summary of those incidents included; crews attended 28 fires, resulting in:

- Four people rescued.
- Twenty-two people evacuated to safety.
- One human fire fatality.
- Eight fire casualties (non-fatal).

Crews attended 23 RTCs resulting in:

- NFRS extricated twenty-five members of the public.
- Two RTC fatalities.
- One animal rescue incident.

Crews also attended the following:

- One hazardous materials (HAZMAT) incident.
- Two rescues from height incidents, rescuing two people.
- One flooding incident, evacuating twenty-nine people in to emergency accommodation.
- Eight incidents required a multi-appliance attendance (five or more appliances), including appliances from Leicestershire and Derbyshire Fire and Rescue Services. These are identified below:

Incident	Appliance No's.
Fire - House severely damaged	8
Fire - Retail building commercial / domestic	11
Fire - Multi-storey car park	5
Fire - Industrial	13
Fire - involving 2 houses	7
Fire - Waste recycling	13
Fire - Industrial building / disused	8
Fire – Industrial building	11

PREVENTION

- 2.5 The delivery of Safe and Well Visits (SWVs) by wholetime crews launched in early August 2018. 440 SWVs were completed by 30 September 2018 bringing the total number of home visits to 977 over the summer period.
- 2.6 Reactive Community Reassurance and Engagement (CRaE) activities were carried out following fatal incidents in Stapleford and at Colwick Park. Planned district activities (including multi-agency action, public engagement, press releases and radio/TV interviews) focused on the spate of grass and secondary fires experienced throughout the county
- 2.7 Education initiatives that were conducted over the summer period included multi-agency RTC Awareness Days in Hucknall, Tuxford and Southwell, attended by approximately 380 years 12 and 13 students. A Three Nines event in Carlton, Safety Zone at Holme Pierrepont was attended by approximately 1000 years 5 and 6 students.
- 2.8 Dedicated Fire Safety input was delivered at library events in Mansfield and Worksop, Sure Start and children's centres across Skegby; and to Syrian families in Mansfield.
- 2.9 Through the collaboration framework, engagement continues with Nottinghamshire Police to identify areas of common interest and between 1 July and 30 September, key prevention collaboration projects with Nottinghamshire Police have included:
 - Rural Community Safety Education, including attendance at ploughing matches in Collingham, Flintham and Southwell.
 - Joint Operation Highway, targeting cycle safety in West Bridgford.
 - Princes Trust Programme Team, a PCSO being seconded to the role of Team Leader for a NFRS team.
 - Nottinghamshire Mini Police Units, fire safety education from NFRS.
 - Nottinghamshire Police's Cyber Fraud Team shared training around NFRS's CHARLIE profile.
 - NFRS Education Team and the Nottinghamshire Police's School Education Liaison Officers.

PROTECTION

- 2.10 Fire Protection has continued to regulate premises identified as part of the Services risk based inspection programme. This work included:
 - 284 pre-planned inspections of non-domestic premises with 35 follow up inspections.
 - 44 Thematic (information gathering) inspections.
 - 181 Specific (complaints) and post fire inspections.
 - 6 Enforcement notices served with 8 follow up inspections.
 - 2 Prohibition notices served with 15 follow up inspections.

- 201 Building regulation consultations with local authority building control or approved inspectors.
 - 77 Other consultations with agencies including Ofsted and Care Quality Commission.
- 2.11 Post Grenfell Tower incident, the Service alongside partners from Nottingham City Council Emergency Planning, Environmental Health and Building Control have worked together in addressing the initial outcomes and concerns raised by the incident. Fire Protection staff have supported post-Grenfell high rise living events to provide support and re-assurance to residents in Nottingham City Homes (NCH) high rise properties.
- 2.12 The Grenfell Tower incident is highly likely to have long term resourcing implications across the fire sector and was specifically referenced within the latest National Framework Document. These implications remain under consideration by officers and business plans will reflect the support required as more emerges from the national inquiry and incident learning processes, via the National Fire Chiefs Council.
- 2.13 Fire Protection staff continue to be engaged in Best Practice Housing Group meetings alongside colleagues from prevention. These meetings support local authority and housing associations to meet the requirements of the legislation that governs their management. Staff have also engaged private landlords to provide support and advice around Houses in Multiple Occupation selective licensing. The Service has supported NCH in its application for a place on the Ministry for Housing, Communities and Local Government Social Sector (Building Safety) Engagement Best Practice Group.
- 2.14 Staff continue to support local businesses through regular and varied engagement activities, including fire risk assessment workshops and face to face engagements, a particular focus during Business Safety Week. Collaborative working with Derbyshire Fire and Rescue Service to develop and share business re-assurance and support documentation aimed at restaurants and takeaways continues.
- 2.15 During 2019 further work to increase both the effectiveness and productivity of the Service in relation to Fire Protection will be implemented, this relates to the introduction of 'Hazard Spotting'. Utilising response crews to assess lower risk sites and increase capacity of the dedicated Fire Protection inspection and enforcement teams to focus on higher risk premises. The progress of the Hazard Spotting initiative will be contained within future reports to Members of Community Safety Committee.

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 14 whole-time trainee firefighters commenced training at the Service's Development Centre and four firefighters transferred to Nottinghamshire Fire and Rescue Service.

5. EQUALITIES IMPLICATIONS

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

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

- 7.1 The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.
- 7.2 The Local Government Act 1999 places a statutory duty on NFRS to '*secure continuous improvement in the way in which its functions are exercised*'. The reporting of Service Delivery's performance ensures that the Service is focussing on key objectives as set by the Fire and Rescue Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.

8. RISK MANAGEMENT IMPLICATIONS

An effective performance culture and regime ensures that the Service focuses on key objectives which contribute to the management of strategic and corporate risks. Robust performance information and analysis supports effective decision making and efficient use of resources.

9. COLLABORATION IMPLICATIONS

The Service continually seeks opportunities to work closely with other fire and rescue services to maximise efficiency and to provide the highest level of service to the public.

10. RECOMMENDATIONS

That Members note the contents of this report.

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

None.

John Buckley
CHIEF FIRE OFFICER

ON-CALL 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	1986	89.95%	57.75	2.62%	56.5	2.56%	45	2.04%	62.75	2.84%	1.15%
05 Ashfield	1919.75	86.95%	233.25	10.56%	42.5	1.92%	7.5	0.34%	5	0.23%	-9.55%
07 Warsop	2126	96.29%	69.25	3.14%	6.75	0.31%	3	0.14%	3	0.14%	-1.93%
08 Worksop	2014.5	91.24%	13.5	0.61%	155	7.02%	12.5	0.57%	12.5	0.57%	7.47%
10 Harworth	2077.5	94.09%	14	0.63%	108	4.89%	0	0.00%	8.5	0.38%	0.33%
11 Misterton	1558.75	70.60%	262.5	11.89%	153.25	6.94%	30	1.36%	203.5	9.22%	2.66%
12 Retford	1249.75	56.60%	60.25	2.73%	497.75	22.54%	20.75	0.94%	379.5	17.19%	-16.25%
13 Tuxford	1617	73.23%	539.75	24.45%	24	1.09%	27.25	1.23%	0	0.00%	2.71%
14 Southwell	904	40.94%	83.5	3.78%	359	16.26%	301	13.63%	560.5	25.38%	-10.75%
15 Collingham	1820.75	82.46%	176.5	7.99%	101.75	4.61%	1	0.05%	108	4.89%	2.20%
16 Newark	1768	80.07%	14	0.63%	361.5	16.37%	23.75	1.08%	40.75	1.85%	-8.01%
17 Bingham	1859.25	84.21%	92.75	4.20%	149.25	6.76%	17	0.77%	89.75	4.06%	-0.55%
23 Stapleford	2027	91.80%	121.5	5.50%	40	1.81%	12.75	0.58%	6.75	0.31%	1.20%
24 Eastwood	1832.5	82.99%	43	1.95%	209.5	9.49%	38.5	1.74%	84.5	3.83%	8.33%
25 Hucknall	2110.25	95.57%	32	1.45%	36.75	1.66%	4.5	0.20%	24.5	1.11%	2.57%
28 East Leake	2059	93.25%	70.5	3.19%	76	3.44%	2.5	0.11%	0	0.00%	-4.49%



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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Community Safety Committee

NEW CROSS AND BROOMHILL PROJECT

Report of the Chief Fire Officer

Date: 11 January 2019

Purpose of Report:

To update Members of the on the New Cross and Broomhill Projects that the Service has supported since 2015.

CONTACT OFFICER

Name : Michael Sharman
Area Manager for Service Delivery

Tel : 0115 967 0880

Email : michael.sharman@notts-fire.gov.uk

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

1. BACKGROUND

- 1.1 In September 2014 Ashfield District Council (ADC) set up the New Cross Project and created a multi-agency team to work together to support 'troubled families' and 'complex persons' that were causing high demand on a range of services.
- 1.2 In 2015 Nottinghamshire Fire and Rescue Service (NFRS) seconded a District Prevention Officer (DPO) into the multi-agency team to support the project.
- 1.3 In 2016 the New Cross Project was subject to an independent evaluation. The outcome of this saw a change to the delivery model with secondees returning to their parent organisations and the ongoing support for 'troubled families' and 'complex persons' being undertaken by case workers employed directly by ADC. NFRS agreed to provide £40k per annum for three years (subject to an annual review) from the Local Public Service Agreement reward grant to support the funding of a case workers post.
- 1.4 Following the 2016 independent evaluation of the New Cross Project, ADC decided to extend the concept to the Broomhill area, due to its similar community profile. NFRS agreed to second a DPO to the Broomhill Project for a three- year period, subject to an annual review.
- 1.5 In January 2018, following annual reviews, Members took the decision to withdraw the seconded DPO from the Broomhill Project but to continue with the £40k funding for the case worker post for the final year.
- 1.6 In April 2018 ADC took the decision to adapt the New Cross and Broomhill Project's locality model and assimilate the case workers into their wider Complex Case Team operating from their Integrated Services Hub (ISH). This has meant that the support of the case workers could be offered on a wider scale throughout the district.

2. REPORT

- 2.1 Case workers for the New Cross and Broomhill Projects utilised a 'life outcome star assessment (LOSA)' to consider, and attempt to improve, the five key areas of housing, health, finances, community and employment for residents.
- 2.2 The projects were subjected to periodic review and academic evaluations from Nottingham Trent University (NTU).
- 2.3 The last academic evaluation (published in August 2017) found that The New Cross and Broomhill Project Support Teams *"worked with over 300 residents providing early intervention and crisis support. As a result, lives have been transformed and significant public savings have been unlocked."*

- 2.4 The August 2017 evaluation highlighted that 80% of residents 'stabilised' or 'improved' after contact with a support team and of these, 19% highlighted an increase in their 'life satisfaction'.
- 2.5 In August 2017, NTU concluded that for every £1 that was spent on the New Cross and Broomhill Projects, £12 was collectively saved across the partner organisations and total savings could be £3.4million for the combined public purse by 2019. For NFRS the financial savings from the Projects would not be 'significant' with almost £1 being spent to realise a saving of £1.
- 2.6 Since April 2018, when the projects were mainstreamed into the ISH, performance indicators have mirrored or slightly improved on those of NTU's 2017 evaluation.
- 2.7 ADC's Complex Case Team's latest quarterly performance and monitoring report (July – September 2018) indicates that 96% of residents who received a LOSA assessment showed improvement across the five key areas.
- 2.8 An annual evaluation of the Complex Case Team's performance for 2018/19 will be available from April 2019.

3. FINANCIAL IMPLICATIONS

- 3.1 NFRS's financial contribution to the New Cross and Broomhill Projects has been £120k over the last three years.
- 3.2 The cost of seconding a DPO to the New Cross Project for an 18-month period from 2015 was £53k. Whilst the cost of seconding a DPO to the Broomhill Project for a two-year period from 2016 was £71k.
- 3.3 Total cost of NFRS's support for the New Cross and Broomhill Project was £244k and no further funding or DPO secondments will take place in 2019/20.

4. HUMAN RESOURCES AND LEARNING & DEVELOPMENT IMPLICATIONS

DPOs seconded to the New Cross or Broomhill Projects have reported many benefits to their personal development and the ongoing networks and relationships that have been forged. NFRS continues to support the ISH in Ashfield by having a DPO working from the Hub once a week.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken as the report provides a summary update of work that has already concluded.

6. CRIME AND DISORDER IMPLICATIONS

Working in partnership with ADC supported the Authority's statutory duties under Section 17 of the Crime and Disorder Act 1998.

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

NFRS's support of the New Cross and Broomhill Projects contributed to a collaborative approach to working with key partners in the delivery of community safety.

10. RECOMMENDATIONS

That Members note the contents of this report.

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

None.

John Buckley
CHIEF FIRE OFFICER