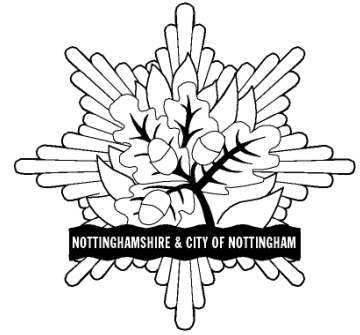


# Public Document Pack



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

**Date:** Friday, 21 June 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**

A handwritten signature in black ink, appearing to read 'M. J. 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><br>Of the meeting held on 22 March 2019 (for confirmation)                     | 3 - 8   |
| <b>4</b> | <b>SERVICE DELIVERY PERFORMANCE UPDATE</b><br>Report of the Chief Fire Officer                | 9 - 16  |
| <b>5</b> | <b>REDUCING THE NUMBER OF UNWANTED FIRE ALARM SIGNALS</b><br>Report of the Chief Fire Officer | 17 - 22 |

**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*

Agenda, reports and minutes for all public meetings can be viewed online at:-  
<https://committee.nottinghamcity.gov.uk/ieListMeetings.aspx?CId=215&Year=0>

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

**MINUTES of the meeting held at Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold, Nottingham, NG5 8PD on 22 March 2019 from 10.00 am - 11.15 am**

**Membership**

Present

Councillor Eunice Campbell-Clark (Chair)  
Councillor Patience Uloma Ifediora  
Councillor Francis Purdue-Horan  
Councillor Kevin Rostance  
Councillor Parry Tsimbiridis

Absent

Councillor Jason Zadrozny

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

Councillor John Longdon - Observing  
Craig Parkin - Deputy Chief Fire Officer  
Michael Sharman - Area Manager Service Delivery  
Catherine Ziane-Pryor - Governance Officer

**(19) APOLOGIES FOR ABSENCE**

Councillor Jason Zadrozny - unwell

**(20) DECLARATIONS OF INTERESTS**

None.

**(21) MINUTES**

The minutes of the meeting held on 11 January 2019 were confirmed as a true record and signed by the Chair.

**(22) SERVICE DELIVERY PERFORMANCE UPDATE**

Craig Parkin, Deputy Chief Fire Officer, presented the report which updates the Committee on service delivery performance for year Quarter 3, between 1 October and 31 December 2018.

The following points were highlighted and questions from the Committee responded to:

- (a) It should be noted that the Service not only attends incidents but also undertakes significant prevention work, which may be reflected in the 13 incident decrease in accidental dwelling fires;
- (b) A total of 2,565 incidents were attended during Quarter 3, which is an increase of 77. The breakdown of incidents is contained within the report, but most notably there were 8 fire fatalities compared to 4 during the same period in 2017;
- (c) All data is scrutinised for patterns, which can then be addressed however, some relate to the time of year such as exceptionally hot dry weather;
- (d) Now that Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspections are taking place, it will be possible to compare on-call availability of NFRS to other fire services. Appendix A to the report provides comprehensive availability data for each station including movements on the last quarter's data, with nine of the 16 stations achieving 90% availability or more;
- (e) With regard to Retford Fire Station and mixed crewing, transitional support will be needed whilst more on-call officers are recruited but the focus on recruitment has attracted five more applicants resulting in the size of the section doubled within a year;
- (f) The Service has historically struggled to recruit on-call firefighters in the area of Southwell Fire Station, which has a low availability of 45.58%. This is possibly down the assumption of demographics where financial incentive is not enough to attract recruits. However, in addition to financial incentive, the Service relies on community support within an area, which can make recruitment difficult. Focused recruitment campaigns will continue within the Southwell area;
- (g) The exceptionally high availability of 99% at East Leake Fire Station reflects the admirable commitment of the staff and community;
- (h) Following the sad incident at Collingham, officers undertook comprehensive 'community reassurance and engagement activities'. It is a huge concern that a substantial number of properties did not have smoke alarms, but also that where smoke alarms were fitted, some were fitted incorrectly and others were not regularly tested and maintained. The importance of having an escape plan should a fire occur was also heavily promoted;
- (i) The Service and Nottingham Health Care Trust has been shortlisted for an 'Advancing Health Award' for reducing risk of harm from fire. The awards event will take place on 12 April 2019;
- (j) With regard to fire safety inspections, the Service does take enforcement action but it is proportionate and the likelihood of not only winning a prosecution but also achieving the award of costs is considered due to the substantial cost of progressing legal proceedings. As different services have different approaches, it is expected that the HMICFRS inspection will enable a national comparison. It is anticipated that following the Grenfell Tower incident, there will be a stronger focus on regulation and enforcement in future;
- (k) With the introduction of business safety checks, when not attending incidents, fire crews will undertake lower risk premises inspection, which will leave specialist inspectors

available to undertake inspections of higher risk businesses. Firefighters will need to be trained but overall, long-term benefits are predicted;

- (l) The full impact of the Grenfell Tower incident will not be known for some time yet, but it is anticipated that there will be changes to evacuation procedures and policies, particularly in properties where there is only one staircase. The 'stay put' policy for medium and high-rise properties relies on being safe within a compartment, but this was not the case with Grenfell Tower, so the policy is under review.

Members of the Committee expressed concern at the lack of interest shown by residents of the Southwell area in the role of retained firefighters, suggesting that community engagement is required for the benefit the Southwell community and the communities of surrounding villages to ensure that the fire station remained viable, open and operational.

It is noted that the demographic of the area maybe a contributory factor and that Southwell is a significant commuter town where residents are not available and working within the immediate area to be available as on-call firefighters. In addition, firefighters need to commit to training time. Although there is pride in being a firefighter, as incident prevention improves there are fewer incidents which results in less pay and engagement.

**RESOLVED to note the report.**

### **(23) 2018 FATAL FIRES REVIEW REPORT**

Craig Parkin, Deputy Chief Fire Officer, presented the report which informs the Committee of the Fatal Fires Review which is being undertaken by Michael Sharman, Area Manager Service Delivery, who was also in attendance and contributed to the discussion.

Following points were highlighted and responses provided to members' questions:

- (a) There has been a rise in fatalities in the past year with 10 fatalities in seven fires during 2018, so a fatal fire review is being undertaken to investigate the background to these incidents to ensure fire prevention targeting of the most vulnerable people in the community, including an understanding of how circumstances can change and people may become vulnerable;
- (b) The profile of the deceased showed that three of 10 did not have English as a first language. Whilst the Service does have access to interpreters, it is recognised that some communities present specific engagement challenges, especially within the City;
- (c) Partners are assisting in rolling out of the 'Charlie' profile, which highlights factors that contribute to vulnerability, but also takes forward the Service's fire safety messages with their own work. Safe and Well Visits will also be reviewed with a plan to provide 50% more Safe and Well Visits in 2019/20. There will also be a new 'Fire Kills' campaign launched which is expected to ensure that individual and community awareness is raised;
- (d) The National Fire Chiefs Council continues to lobby Central Government for sprinklers to be fitted in all new build homes, and not just flats;

- (e) Following the Collingham incident, some staff are still receiving emotional support. Staff from all departments within the Service volunteered to help promote the fire safety message within the area of the Collingham community.

Members of the Committee were alarmed at how many homes within the village of Collingham either didn't have smoke detectors or they did have them, but they weren't working properly or the battery been removed. Concern was raised that this may not be an isolated issue, and may be a more widespread issue.

**RESOLVED to note the report.**

**(24) SAFE AND WELL UPDATE**

Craig Parkin, Deputy Chief Fire Officer, presented the report which updates members of the Committee on the performance of Safe and Well Visits.

The following points were highlighted and questions responded to:

- (a) The Service has been undertaking Home Safety Checks for citizens since 1999, but the current Safe and Well Checks include gathering information for partner agencies to help identify and support vulnerable citizens;
- (b) There has been a significant increase in the number of households receiving the service from 1510 in 2017/18, to 1909 by February 2019. 20% of visits this year identified residents at high or very high risk within their home;
- (c) Other partner agencies have also had resources reduced so it is more important than ever to ensure that referrals for Safe and Well Visits are appropriate;
- (d) Whilst HMICFRS praised the Service for 49% of visits being to citizens aged over 65 and 23 % to registered disabled citizens, the Service needs to increase the number of visits.

**RESOLVED to note the report.**

**(25) OPERATIONAL ACTIVITY UPDATE 2018**

Craig Parkin, Deputy Chief Fire Officer, presented the report, which includes an Appendix document providing comprehensive detail on the operational performance of the Service, which will be available on the Service website.

The following points were highlighted and questions responded to:

- (a) There were 11,278 incidents during the calendar year 2018;
- (b) These consisted of:
- 4591 were false alarms;
  - 1778 were primary fires;
  - 2256 were secondary fires road traffic collisions;
  - 2065 incidents were special service incidents classified as unknown/other;

- (c) With the exception of 'unknown/other' incidents, occurrences increased within each category;
- (d) With regard to the 12% increase in traffic incidents attended by the Service, at this moment it is not possible to explain why there has been an increase but a lot of data is held by other emergency responders and can be difficult to get a consolidated picture;
- (e) Initially the target to attend 90% of incidents within 10 minutes was introduced only for domestic fires, but has since morphed to include all incidents. Following consultations and focus group consideration, this has now changed to an average attendance measure.

**RESOLVED**

- (1) to note the operational activity levels for 2018;**
- (2) to support the publication of the report to the NFRS website.**

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**NOTTINGHAMSHIRE**  
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Fire and Rescue Authority  
Community Safety Committee

# **SERVICE DELIVERY PERFORMANCE UPDATE**

Report of the Chief Fire Officer

**Date:** 21 June 2019

**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 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 January and 31 March 2019.
- 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 was scrutinised by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) during their inspection in early February 2019. The results of the inspection, via an inspection report, are to be released to the Service in late June 2019. HMICFRS report findings will be contained within future reports to Members.

## 2. REPORT

### RESPONSE

- 2.1 A total of 2226 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 January and 31 March 2019, which is a decrease of 42 incidents during the same period in 2018. The following incidents were attended during this period:
  - 137 accidental dwelling fires; decrease of 7 compared to the same period in 2018.
  - 284 deliberate secondary fires; increase of 130 compared to the same period in 2018.
  - One fire fatality; increase of 1 compared to the same period in 2018.
  - 632 special service calls (SSC) including 123 road traffic collisions (RTC) which is identical compared to the same period in 2018.
- 2.2 On-call availability between 1 January and 31 March 2019 (Appendix A) reports an average of 86.18% availability which is an increase in availability of 1.26% compared to the previous quarter with each section averaging 1736 hours of availability. Eight out of the sixteen sections performed above 90%, with the highest level of availability being East Leake with 99.03%.
- 2.3 Out of the 2226 operational incidents attended between 1 January and 31 March 2019. A total of 60 incidents of interest were reported, a summary of those incidents included; crews attended fires, resulting in:
  - Four people rescued;
  - Thirteen people evacuated to safety;

- One human fire fatality;
- Ten fire casualties (non-fatal).

Crews attended 32 RTCs resulting in:

- NFRS extricated thirty members of the public;
- Two RTC fatalities.

Crews also attended the following:

- One water rescue incident (one fatality);
- Two hazardous materials (HAZMAT) incidents (one fatality);
- One rescue from height incident, rescuing one person;
- Two fallen from height, rescuing two people;
- Four 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 – flat, within high-rise premises	9
Fire – industrial premises	8
Fire – industrial premises	6
Fire – industrial premises	6

## PREVENTION

- 2.4 The delivery of safe and well visits (SWVs) has been developed and will see crews engaging in 'data-led' targeted engagement of communities who are deemed at the greatest risk of death or serious injury from fire. In April and May 2019, the Service has delivered over 850 SWVs.
- 2.5 Following serious incidents, reactive community reassurance and engagement (CRaE) activities have been carried out in Aspley, Bingham and Bulwell in order to engage with affected communities and increase fire safety awareness.
- 2.6 The Service has engaged in the National 'Drowning Prevention', 'Sprinkler' and 'Deaf Awareness' campaigns in order to raise awareness of these issues. As part of 'Deaf Awareness' week, Crews from across the Service took part in an operational exercise that simulated an RTC with members of the deaf community undertaking the role of casualties. Outcomes from the exercise have been used to enhance operational procedures and raise the awareness of personnel on how to specifically communicate with, and care for, casualties with hearing difficulties.

- 2.7 In February 2019, the team of Specialist Home Safety Operatives expanded to include an additional Grade 3 fixed term role that is responsible for delivering the Child Home Equipment Scheme (CHES) on behalf of the County Council. The scheme went live on 13 May 2019 with the Council completing referrer training for their personnel in Bassetlaw and Newark & Sherwood (referrer training in Rushcliffe, Broxtowe, Gedling and Ashfield is to follow). The scheme also presents a pathway to contact with up to 600 vulnerable families across the county enabling fire safety interventions for these families too.
- 2.8 Members of the Prevention Education Team have been working closely with Police Schools Early Intervention Officers (SEIOs) to develop a structured Joint School Education Programme. The initial aim, in collaboration with the Police and NFRS, will take joint ownership of a multi-agency approach to school summer holiday interventions around the City and County in 2019. NFRS is now also a 'strategic partner' of the Police in regard to its priority work around youth violence. In supporting this work, NFRS staff will be assisting in the delivery of youth violence presentations in ten secondary schools across the county and the city.
- 2.9 An eight-week pilot programme for a joint Police/Fire Cadet scheme began on 7 May 2019 at Hyson Green Youth Club. The pilot involves 16-18 year olds from a diverse community. The pilot will be reviewed in July prior to the first full scheme beginning in Carlton in September with a view to expanding this further in 2020/21.
- 2.10 A meeting between representatives of NFRS and Police will take place during the week of 3 June to plan 2019 rural safety initiatives. These will largely expand on 2018 activity which focused on the distribution of the rural intervention folders to, and engagement with, vulnerable communities.
- 2.11 The first 2019/20 joint road safety initiative under 'Operation Thought' took place on 21 May 2019 in Basford with Nottinghamshire Police. 21 people were stopped by the Police for offences including not wearing seatbelts, using mobile phones, driving on bald tyres and driving without insurance. All offenders were given the chance to receive road safety education from NFRS staff and, in some cases, this was received in place of fines or points on their license. Further 'Operation Thought' activities are being planned around Gregory Boulevard and London Road over the next few months.
- 2.12 Following the November 2018 fatal fire in Vernon Court, Basford, representatives of the Prevention Department met with Nottingham City Council's Trading Standards team in March 2019 to discuss joint white-goods safety activity. This has led to a joint-approach to ensuring 'white goods' electrical safety and will provide a referral pathway from SWVs to Trading Standards.
- 2.13 At the beginning of the year NFRS (alongside South Wales and Dorset and Wiltshire FRSs) was invited to contribute to the development of a National Fire Chiefs Council memorandum of understanding with the British Red Cross (BRC). The aim of this work is to maximise the joint prevention capability and

capacity of FRSs across the country and the BRC through standardised collaborative approaches.

- 2.14 This collaboration has also enabled various opportunities locally including SWV referral pathways to NFRS from BRC's Hospital Discharge, Community Equipment and Crisis Community Support Services; referral pathways from NFRS to BRC's Community Connectors (social prescribing); a joint approach to refugee interventions and mental health support for NFRS staff through BRC's 'Resilient Responder' scheme.

## **PROTECTION**

- 2.15 Fire Protection continues to regulate premises identified as part of the Service's risk based inspection programme, with the following activities undertaken between 1 January and 31 May 2019:
- 480 pre-planned inspections of non-domestic premises with 128 follow up inspections;
  - 11 thematic (information gathering) inspections;
  - 261 specific (complaints) and post fire inspections;
  - Nine enforcement notices served;
  - Two prohibition notices served;
  - 457 building regulation consultations with local authority building control or approved inspectors;
  - 30 other consultations with agencies including Ofsted and Care Quality Commission.
- 2.16 Work has continued within the Nottingham City Council (NCC) boundary to monitor and oversee the highest risk, high rise premises that were identified following the Grenfell Tower incident. This has included the reporting of information to support national developments in relation to public and private premises.
- 2.17 The Fire Protection Team is developing bespoke training that will be delivered to operational crews from October 2019. This training will enable the accreditation for all supervisory managers to a Level 3 Certificate in Fire Safety and facilitate the delivery of 'Business Safety Checks' to be undertaken by crews. This will see operational personnel visiting lower risk premises (such as some retail shops or outlets) to undertake 'short audits' to ensure fire safety compliance, offer advice and guidance to owners and refer more serious concerns to the Fire Protection Inspecting Officers.
- 2.18 The provision of these checks will not only increase the safety of communities through increased reach of audits, but will also increase firefighter knowledge and understanding of fire safety as well as a greater emphasis on visiting local 'risks' in their areas.
- 2.19 To support this provision, the Service's risk based inspection programme will be revised to identify lower risk premises that have not previously been visited by the Service.

- 2.20 The Service continues to facilitate two Primary Authority Schemes (PAS) with 'Boots' and 'JTF'. This income generating relationship sees the Service provide a single point of contact for these nationwide businesses in relation to fire safety advice, paid for on an hourly basis to cover costs to the Authority.
- 2.21 Following a serious fire in the Meadows area of Nottingham, involving a business premises, the Service undertook a Business Reassurance and Engagement (BRaE) event in the local area to engage with local businesses, promote fire safety and offer further advice through the Fire Protection Team where necessary to support safety improvements.

### **3. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

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

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

### **5. EQUALITIES 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 focusing on key objectives as set by the Fire and Rescue Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.

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

An effective performance culture and regime ensures that the Service focuses on key objectives which contribute to the management of strategic and corporate risks.

Robust performance information and analysis supports effective decision making and efficient use of resources.

## **9. COLLABORATION IMPLICATIONS**

The Service continually seeks opportunities to work closely with other partner's services to maximise efficiency and to provide the highest level of service to the public, with particular focus currently with Nottinghamshire Police.

## **10. RECOMMENDATIONS**

That Members note the contents of this report.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

## ON-CALL AVAILABILITY DATA BY STATION

Station	Available (No. of Hours and %)		Available – Alternative Crewing (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	%	No. of Hours	%	
02 Blidworth	1858.5	86.04%	150.5	6.97%	86	3.98%	29.5	1.37%	16	0.74%	19.5	0.90%	0.22%
05 Ashfield	2061.25	95.43%	0	0.00%	56.75	2.63%	41	1.90%	1	0.05%	0	0.00%	0.85%
07 Warsop	2008.25	92.97%	67.25	3.11%	41.5	1.92%	18.5	0.86%	14	0.65%	10.5	0.49%	-0.88%
08 Worksop	1967	91.06%	0	0.00%	12	0.56%	150.5	6.97%	23.5	1.09%	7	0.32%	0.65%
10 Harworth	2110.75	97.72%	1	0.05%	0	0.00%	48.25	2.23%	0	0.00%	0	0.00%	2.14%
11 Misterton	1689.75	78.23%	202.75	9.39%	84.25	3.90%	60	2.78%	25.25	1.17%	98	4.54%	1.50%
12 Retford	1619.5	74.98%	0	0.00%	121	5.60%	113	5.23%	16	0.74%	290.5	13.45%	9.31%
13 Tuxford	1563.5	72.38%	132.75	6.15%	169.75	7.86%	209.25	9.69%	42	1.94%	42.75	1.98%	-2.12%
14 Southwell	1221.75	56.56%	5.50	0.25%	4.50	0.21%	544.00	25.19%	65.75	3.04%	318.50	14.75%	10.76%
15 Collingham	1852	85.74%	51	2.36%	60	2.78%	137	6.34%	16	0.74%	44	2.04%	4.29%
16 Newark	1784.25	82.60%	5.5	0.25%	0	0.00%	306.25	14.18%	25	1.16%	39	1.81%	1.68%
17 Bingham	1922.5	89.00%	62	2.87%	7	0.32%	42	1.94%	77.5	3.59%	49	2.27%	-2.06%
23 Stapleford	1991	92.18%	8	0.37%	2.5	0.12%	95.5	4.42%	7	0.32%	56	2.59%	-0.04%
24 Eastwood	1966.25	91.03%	80.75	3.74%	15	0.69%	34	1.57%	14	0.65%	50	2.31%	3.99%
25 Hucknall	2028.25	93.90%	62.5	2.89%	20	0.93%	27.25	1.26%	5.5	0.25%	16.5	0.76%	-0.64%
28 East Leake	2139	99.03%	10.5	0.49%	3	0.14%	7.5	0.35%	0	0.00%	0	0.00%	-0.01%





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

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

Report of the Chief Fire Officer

**Date:** 21 June 2019

**Purpose of Report:**

To update Members on progress made since the introduction of a collaborative approach to reducing the number of unwanted fire alarm signals.

## **CONTACT OFFICER**

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**Media Enquiries  
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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 2018, 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 (NFCC) 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 In June 2018, Members approved a policy change to enable a collaborative approach between the Tri-Service Control (Nottinghamshire, Derbyshire and Leicestershire) to reduce the number of UwFS. This process was implemented and went 'live' from 3 December 2018.

## **2. REPORT**

- 2.1 The three Services now have an UwFS policy in place which standardises the approach to dealing with calls from AFDs. This 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 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 The key elements of the tri-service policy are:
  - Call challenging 24 hours a day, 7 days per week;

- Hotels are 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 is of one appliance.

2.4 Certain premise types are 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 the national Provision of Risk Information System (PORIS) approach to gather site specific risk information (SSRI) resulting in a Level 4 and 5;
- Heritage sites listed as Grade I 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.

2.5 In addition to the exempt list detailed above, local crews continue to assess risks in their local areas to ensure that attendance at AFD calls enables a thorough and safe approach. This has seen some premises – for example some high-rise premises – have an amended attendance of resources to ensure an effective search can be undertaken in a timely manner.

2.6 Furthermore, 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.

2.7 Since the introduction of the revised policy, NFRS has attended 1065 calls from AFDs. This compares to 1278 calls attended in the same period of the previous year. A reduction of 17%.

2.8 Of the 1065 calls attended, 989 were found to be UwFS upon arrival. Additionally, 625 of these incidents were attended by only one appliance,

increasing efficient use of time and effective use of resources. This reduced the total mobilisations during this period, to AFD calls, to 1886 from 2462 in the same period last year; a reduction of 24%, further reducing the risk to road users and personnel.

- 2.9 During the same period, in addition to the above incidents, a further 986 calls relating to AFDs were challenged, by Fire Control in line with the policy, and not mobilised to. Had the Service mobilised to all AFD calls during this period, the Service would have attended 2051 incidents; an increase of 92% year on year.

### **3. FINANCIAL IMPLICATIONS**

The reduction in attendances at these calls creates a more efficient service. Cashable savings will be realised when on call crews are not required to attend UwFS incidents.

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

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

### **5. EQUALITIES IMPLICATIONS**

There are no equalities implications arising from this report.

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

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

### **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**

Work continues to ensure a collaborative approach to applying this policy, however no further collaborative implications are arising from this report.

## **10. RECOMMENDATIONS**

That Members note the content of this report and the reduction in UwFS.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

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