

# Public Document Pack



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

**Date:** Friday, 8 January 2021      **Time:** 10.00 am

**Venue:** To be held remotely and streamed  
<https://www.youtube.com/channel/UCt4VuYp8JJJvXCLRmSRJ1mw/featured>

**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. D. Clarke'.

**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>	
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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 Governance Officer shown on this agenda, if possible before the day of the meeting.**

Governance Officer:

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

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

**Minutes of the meeting held at Fire and Rescue Service Headquarters, Bestwood Lodge, Arnold, Nottingham, NG5 8PD on 17 January 2020 from 11.17 am - 12.12 pm**

**Membership**

Present

Councillor Nick Raine (Chair)  
Councillor Parry Tsimbiridis  
Councillor Sue Saddington  
Councillor Stuart Wallace  
Councillor Gul Nawaz Khan  
Councillor Jason Zadrozny

Absent

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

Ian Pritchard - Assistant Chief Officer  
Mick Sharman - Area Manager for Service Delivery  
Damian West - Area Manager for Prevention  
Catherine Ziane-Pryor - Governance Officer

**10 Apologies for absence**

Craig Parkin, Deputy Chief Fire Officer

**11 Declarations of interests**

None.

**12 Minutes**

The minutes of the meeting held on 4 October 2019 were confirmed as a true record and signed by the Chair.

**13 Service Delivery Performance**

The Fire Brigades Union (FBU) submitted a question which was responded to at the end of the item.

Mick Sharman, Area Manager for Response, presented the report which provides the Committee with performance data for the period between 1 July and 30 September 2019.

Nottinghamshire and City of Nottingham Fire and Rescue Authority - Community Safety - 17.01.20  
The following points were highlighted:

- a) a total of 2,579 incidents were attended, which is a decrease of 1,020 incidents for the same period in 2018. A breakdown of these is included in the report;
- b) whilst the locally set response target is 8 minutes, the average attendance time was 8.25 minutes;
- c) on-call availability increased by an average of 1.36% to 83.31%, with the East Leake Station reporting the highest availability of 96.54%;
- d) the call answering time exceeded the '90% within 7 seconds' target at 96.5%;
- e) the mobilisation system target of 99% was met;
- f) annual training was completed on schedule with 14 of the 26 planned exercises completed;
- g) safe and well visits exceeded the target and there has been a range of community engagement and prevention activity, particularly around smoke alarm ownership and fire safety in the home;
- h) non-domestic premises fire protection regulation activity continues, including activity to support the recommendations of the Phase 1 Grenfell Tower report.

Members' questions were responded to as follows:

- i) the majority of accidental dwelling fires are cooking related. All incident data is collated and analysed and then targeted prevention campaigns introduced where appropriate;
- j) a question was raised about the cause of a fire at a solar farm which was reported; this information was not to hand but would be found and confirmed to the Members.
- k) training exercises take place at a variety of locations each year. For NHS hospitals, site specific information is available to fire fighters. Work is continuing with all non-domestic premises, including the hospitals in Nottingham, to reduce the number of unwanted fire signals.

The FBU posed their question, for which a response was provided.

There was a brief adjournment of 5 minutes when an additional question was posed (in line with the requirements). It was agreed for a response to be provided in writing and also circulated to members of the Committee. Both questions and the responses are issued with the initial publication of the minutes.

Members of the Committee welcomed the reduction in unwanted (automated) alarms.

## **Resolved**

- 1) to note the report;**
- 2) for a summary of the planned response to a fire at a solar farm to be circulated to Members of the Committee by the Area Manager for Service Delivery following the meeting.**

## **14 Safer Communities Strategy**

Damien West, Area Manager for Prevention, Protection and Fire Investigation, introduced the report which presents the Safer Communities Strategy to members for approval and sets targets to work towards by 2022.

The following points were highlighted, members' questions responded to and comments made;

- a) members expressed that the objectives within the strategy needed to be tangible so that progress against them could be reported, captured and monitored.
- b) there appeared to be a lack of understanding of the risk of not having and maintaining a fire alarm but with a persistent campaign, significant progress has been made;
- c) for some more vulnerable residents, the Fire Service will provide and fit fire alarms with 10 year battery life (as part of the safe and well visits scheme);
- d) although recommended where appropriate, the Service does not provide carbon-monoxide alarms as Cadent take the lead on this within the sector.

**Resolved to support the adoption of the Safer Communities Strategy.**

## **15 Unwanted Fire Signals Update**

Damien West, Area Manager for Prevention, Protection and Fire Investigation, presented the report which informs the Committee of the progress in reducing Unwanted Fire Alarm Signals (UwFSs) since the Services' change in policy as of 3 December 2018.

The following points were highlighted, responses given to members' questions, and comments made:

- a) there has been a reduction of 18% attendance to UwFSs against the same period last year;
- b) of the 2,510 calls received, 2,169 were UwFSs. 1365 of these incidents only had one appliance attend;
- c) hospitals continue to present the largest proportion of UwFS but this is reducing with 53 fewer calls against the same period last year;
- d) 519 premises owners have been contacted where UwFS occur, and for the most common occurrences, fire safety audits are undertaken;
- e) whilst some members expressed continued concern that school premises alarms were challenged and not automatically responded to, they were assured that prior to placing schools in this category, thorough risk assessments had been undertaken to ensure this response was most appropriate. However, this can be reviewed and if significant additional risks are found, the categorisation can be amended.

**Resolved to note the report and support the continuation of the Tri-Service Unwanted Fire Signals Policy.**

## **16 Combined Campaign Calendar**

Damien West, Area Manager for Prevention, Protection and Fire Investigation presented the Services' combined campaign calendar which lists engagement, support, and activity by the Service and with partners, in response recommendations made in the HMICFRS report to promote the greater efficiency for all partners.

The themes of campaigns and activity range from safety awareness such as drowning prevention, road safety and home fire safety, to community and faith focus including Holocaust Memorial Day and British Sign Language Week.

**Resolved to endorse the approach being taken in relation to campaigns across 2020.**

## **17 Update on the Service's Response to Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services Inspection**

Damien West, Area Manager for Prevention, Protection and Fire Investigation presented the report which includes the Services' responses to the findings of inspection by her Majesty's Inspectorate for Constabulary Fire and Rescue Services (HMICFRS).

In total there were 25 areas highlighted for improvement by the inspection, 12 of which are relevant to the Community Safety Committee. These have been charted with commentary outlining the issues and how they are to be addressed.

Questions from Committee Members were responded to as follows:

- a) there has been a long-standing agreement whereby firefighters from several fire stations towards the edges of the county cross borders to support neighbouring services, which is reciprocated when appropriate. This is a practical solution to best supports citizens;
- b) where the Service may be the first to attend a multi-agency incident, it will take initial control and if not a Fire Service focused incident, will hand over incident management to the relevant agency on their arrival. For instance, fires are obviously responsibility of the Fire Service, whilst the main responsibility in responding to terrorism incidents usually sits with the Police;
- c) training on critical skills is continuous with a 14 week course for starters, and then ongoing throughout their career with a risk based approach resulting in annual refresher training for some skills, and lower frequency training for other skills.

Members of the committee expressed an interest in the different types of training undertaken and were invited to attend some future sessions.

**Resolved to note the progress made against the agreed action plan.**



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

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

# **SERVICE DELIVERY PERFORMANCE REPORT**

Report of the Chief Fire Officer

**Date:** 08 January 2021

**Purpose of Report:**

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

**Recommendations:**

That Members note the contents of this report.

## **CONTACT 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.

## 2. REPORT

### RESPONSE

2.1 A total of 2238 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 September and 30 November 2020, which is a decrease of 106 incidents during the same period in 2019. The following incidents were attended during this period:

- 341 accidental fires – decrease of 28 compared to the same period in 2019;
- 339 deliberate fires – increase of 59 compared to the same period in 2019;
- 2 incidents involving a fatality although not yet confirmed that these are fire fatalities compared to 0 the same period in 2019;
- 559 Special Service Calls (SSC) which is a decrease of 68 compared to the same period in 2019.

2.2 Out of the 2238 operational incidents attended between 1 September and 30 November 2020, crews attended 332 primary fires, of note:

- NFRS attended 3 incidents and rescued 4 members of the public;
- NFRS attended 8 incidents where 9 people were injured (non-fatal);
- 13 fire incidents required five or more appliances.

Crews attended 127 RTCs resulting in:

- NFRS extricating 22 members of the public;
- 1 RTC fatality.

Crews also attended the following:

- 21 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.
Building Fire – Non-Residential (x2)	6
Building Fire – Non-Residential	19
Building Fire – Non-Residential	9
Building Fire – Non-Residential	15
Building Fire – Non-Residential	5
Building Fire – Dwelling (x6)	5
Building Fire – Dwelling	14
False Alarm – Dwelling (x5)	5
False Alarm – Dwelling (x2)	6
False Alarm – Building: Residential	5

2.3 A key target for the Service, as detailed in its Strategic Plan, is that all emergency incidents will be attended on average, within eight minutes. Between 1 September and 30 November 2020, the overall average attendance time was 07:42 minutes, which is an average improvement of 20 seconds against the same period in 2019. Incidents are categorised as per priority levels:

- Priority 1 (P1). Average 08:27 minutes – incidents which pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk;
- Priority 2 (P2). Average 07:53 minutes – incidents which pose a serious hazard and high-risk threat to the environment, society, property or heritage – and FRS immediate response;
- Priority 3 (P3). Average 08:30 minutes – Incidents which pose a potential hazard to human life, the environment, society, property or heritage or incidents which pose a confirmed low hazard to human life.

2.4 On-call availability between 1 September and 30 November 2020 (Appendix A) including alternative crewing availability, reports an average of 91.75% availability which is an increase in availability of 0.15% compared to the same period in 2019 with each section averaging 2,003.83 hours of availability. 13 out of the 16 sections performed above the target of 85%, with the highest level of availability being Hucknall with 98.15%.

2.5 As previously requested by Members, day shift crewing (DSC) On-call appliance availability is reported separately. Both (DSC) stations; Ashfield and Retford operate one On-call appliance from 08:00 - 18:00 alongside one Wholetime appliance and 2 On-call appliances between 18:00 – 08:00.

Between 1 September and 30 November 2020 Ashfield DSC reports:

- An average of 88.5% availability for On-call (minimum of one On-call appliance available over 24 hours);
- Between 08:00 & 18:00 Ashfield has maintained at least one On-call appliance 98.25%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 95.17% and maintained two On-Call appliances 36.19%.

Between 1 September and 30 November 2020 Retford DSC reports:

- An average of 95.5% (minimum of one On-call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 99.21%;
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 97.02% and maintained two On-Call appliances 31.55%.

2.6 A key part of the Service's ongoing commitment to ensure resources are mobilised to emergency incidents in a timely manner is the performance of Joint Control. As part of the 'Functional Collaboration Agreement', between Nottinghamshire and Derbyshire Fire and Rescue Services, two key performance measures were agreed, they are:

- Calls answered in 7 seconds – Target 90%;
- Mobilisation System Availability – Target 99.0%.

In agreement with Derbyshire Fire and Rescue Service, and with the aim of continuously improving performance a new target of 96% has been agreed for calls to be answered in 7 seconds:

- Between 1 July and 30 September 2020 (Quarter 2), control room staff achieved 96.6% for the percentage of calls received in 7 seconds, surpassing the target by 0.6%;
- Between 1 July and 30 September 2020 (Quarter 2), the mobilising system availability saw the system being available for 99.9% of the time, surpassing the target by 0.9%.

2.7 Operational exercises are carried out by NFRS on a frequent basis as part of its preparedness activities. Exercises are an ideal opportunity to practice, hone skills and to exercise with other partner agencies. Due the restrictions of Covid-19, NFRS suspended its operational exercise programme, until restrictions are relaxed. In place NFRS has used this opportunity to undertake 'table-top' exercises, to ensure crews are familiar with local risks and some of the challenges they may face.

## **COVID-19 PARTNERSHIP WORK**

- 2.8 In response to the Covid-19 pandemic and its impact on Nottingham and Nottinghamshire, the Service has undertaken a broader range of activities to support partner organisations and the most vulnerable communities.
- 2.9 To date, the Service has delivered 11,075 food parcels and medicines to households and care facilities across the city and county. Response crews are telephoning the most high-risk residents as part of a befriending / signposting scheme that was introduced to ensure that the most vulnerable had human contact during lockdown and were aware of other support services available to them.
- 2.10 NFRS has entered into staff sharing agreements with East Midlands Ambulance Service (EMAS), since early November 2020 firefighters have undertaken 15 shifts as ambulance drivers supporting EMAS's outpatient/urgent care function.
- 2.11 Additional to the above, further Covid-19 support has included:
- Additional agreement with NHS Hospital Discharge Team / County Council for NFRS to be primary provider of out-of-hours food parcels during the Christmas period;
  - Preparations and planning is being undertaken to provide logistical support for the Clinical Commissioning Group vaccinations roll out.

## **PREVENTION**

- 2.12 During the Service's response to Covid-19, Response Crews ceased the delivery of safe and well visits (SWVs) due to the risk-based approach adopted to engage with communities. During this time, the Persons at Risk Team (PART), within the Prevention department, implemented a triaging process, based against the Service's CHARLIE matrix, to ascertain those referrals which were deemed as 'high' and 'very high' risk. These members of the community were still visited by members of the PART, wearing specialist protective equipment, to complete SWVs.
- 2.13 The Service will continue to make contact with every referral that is received. Those members of the community who are deemed to be 'medium' risk are being contacted by telephone and offered advice on home safety as well as assessing the need for other referrals. These visits are then being recorded and will be followed-up once Covid-19 restrictions are again relaxed.
- 2.14 To address the backlog of SWV referrals, the Service has utilised a proportion of the Covid-19 grant funding from Government to employ four, fixed term, Specialist Home Safety Operatives who are delivering additional SWVs in communities.

- 2.15 The period covered by this report saw the relaxation of some of the restrictions around the Service's response to Covid-19 and the resumption of some SWVs by Response Crews. Between 1 September 2020 and 30 November 2020, 1493 SWVs were carried out by operational crews and the PART. This included 384 'visits' that were completed by telephone and 1109 physical visits.
- 2.16 Following serious fire-related incidents, reactive community reassurance and engagement (CRaE) activities have been carried out in Newark, Rainworth, Bulwell and Top Valley to engage with affected communities, increase fire safety awareness and complete SWVs.
- 2.17 Members have previously been briefed on the tragic incidents attended in Top Valley and Costock which sadly resulted in people losing their lives. Following the incident at Costock, a three-day CRaE was undertaken in the village, engaging with 523 premises to offer reassurance to the community and provide fire safety advice, as well as fitting smoke alarms.
- 2.18 During the CRaE in Costock, it was highlighted that over 40% of the homes that were visited had inadequate smoke alarm detection. This is an area of continued focus for the Service and features heavily in the Year Three Business Plan for Prevention.
- 2.19 The Service continues to engage with National Fire Chief Council campaigns, actively participating in Home Fire Safety month, Smoke Alarm Testing month, Student Fire Safety week, Electrical Safety Month, Bonfire night and Diwali celebration safety. These campaigns were mainly delivered through social media engagements, due to Covid-19 related restrictions, as well as targeted engagements with specific communities.
- 2.20 Due to the current pandemic and the risk-assessed approach being undertaken, the Service has temporarily suspended all data-led, proactive engagements in communities. This will be reviewed on an ongoing basis in line with the level of current restrictions.

## **PROTECTION**

- 2.21 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme, with the following activities undertaken between 1 September and 30 November 2020:
- 149 pre-planned inspections of non-domestic premises with 61 follow up inspections;
  - 60 Specific (complaints) and 29 post fire inspections;
  - 40 other Specific Inspections;
  - Six Enforcement Notices served;
  - Five Prohibition notices served;
  - 174 Building regulation consultations with local authority building control or approved inspectors;
  - 107 other consultations with agencies including Ofsted and the Care Quality Commission.

- 2.22 Following a serious fire in Blidworth, the Fire Protection team undertook a Business Reassurance and Engagement activity. This engagement saw fire safety inspectors visit local businesses to provide support, advice and reassurance. During the event, 38 businesses were engaged with, offering fire safety advice, carrying out short audits where possible and plotting Fire Safety Audits for future dates. In addition to the intervention work, the Team were also able to update records on businesses on the site and engaged with some businesses that the team had previously tried to contact with no success.
- 2.23 The Protection team continue to be engaged with major developments across the City and County, including engaging a fire engineer from Derbyshire and Leicestershire Fire and Rescue Service to provide specific, expert guidance on a new, large distribution warehouse near Mansfield.
- 2.24 To meet the ever-increasing technical requirements of fire safety audits and business consultations, the Service has commissioned two people to undertake the Fire Engineering Degree course and a further four people will be upskilled to Fire Safety Level 5 Diploma.
- 2.25 The Service's collaboration with the City Council to inspect multi-occupancy residential buildings continues. The Joint Audit and Inspection Team (JAIT) have now inspected over 100 premises under joint legislation and have engaged with every premises owner, from advice to enforcement; ensuring that the standards of living accommodation remain safe for our communities. The JAIT has highlighted common issues that are being shared with other business owners to proactively address these concerns. Of particular interest, 47% of premises inspected have had fire compartmentation issues raised as a concern.
- 2.26 Meetings continue with Nottinghamshire Police over potential for greater collaboration between the NFRS Fire Investigation Team and the Police's Crime Scene Investigation team. An opportunity to co-locate at the Sherwood Lodge site is progressing and will present opportunities for closer working and sharing of information. It is anticipated that a shared facility will be enabled by April 2021.
- 2.27 Between 1 September and 30 November 2020, 33 Tier Two Fire Investigations were undertaken by the Service. These included investigations carried out at both commercial and domestic premises with 6 vehicle fires and 2 fatal fire investigations.

### **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**

APPENDIX A

ON-CALL APPLIANCE AVAILABILITY 1 SEPTEMBER TO 30 NOVEMBER 2020  
(EXCLUDING DAY SHIFT CREWING STATIONS)

Station	Available		Available – Alternative Crewing		Unavailable – Insufficient Crew		Unavailable – No OIC		Unavailable – No Driver		Unavailable – More Than 1 Variable		Increase in availability against previous quarter
	(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		(No of Hours and %)		(No. of Hours and %)		
02 Blidworth	1,901.50	87.07%	119.75	5.48%	29.75	1.36%	25.75	1.18%	5.25	0.24%	102.00	4.67%	-5.01%
07 Warsop	2,090.50	95.72%	48.50	2.22%	4.00	0.18%	1.50	0.07%	0.25	0.01%	39.25	1.80%	-1.61%
08 Worksop	1,999.75	91.56%	31.25	1.43%	10.75	0.49%	37.75	1.73%	27.25	1.25%	77.25	3.54%	0.71%
10 Harworth	2,017.75	92.39%	3.75	0.17%		0.00%	134.00	6.14%		0.00%	28.50	1.30%	-6.90%
11 Misterton	2,035.75	93.21%	29.75	1.36%	0.50	0.02%	36.25	1.66%	10.75	0.49%	71.00	3.25%	-3.92%
13 Tuxford	1,795.75	82.22%	111.50	5.11%	21.25	0.97%	49.50	2.27%	4.00	0.18%	202.00	9.25%	-5.06%
14 Southwell	1,745.75	79.93%	72.50	3.32%	13.75	0.63%	87.75	4.02%	43.25	1.98%	221.00	10.12%	-0.67%
15 Collingham	1,673.75	76.64%	157.00	7.19%	32.00	1.47%	42.00	1.92%		0.00%	279.25	12.79%	-3.06%
16 Newark	1,937.25	88.70%	58.25	2.67%	10.75	0.49%	98.75	4.52%	6.75	0.31%	72.25	3.31%	-3.66%
17 Bingham	2,031.50	93.02%	18.75	0.86%	1.25	0.06%	70.25	3.22%	14.25	0.65%	48.00	2.20%	-0.61%
23 Stapleford	2,083.25	95.39%	2.50	0.11%	1.00	0.05%	69.75	3.19%		0.00%	27.50	1.26%	-4.28%
24 Eastwood	1,713.50	78.46%	124.00	5.68%	31.50	1.44%	209.00	9.57%	12.25	0.56%	93.75	4.29%	-2.58%
25 Hucknall	2,134.00	97.71%	9.50	0.43%	1.00	0.05%	6.75	0.31%	2.00	0.09%	30.75	1.41%	-1.01%
28 East Leake	2,068.00	94.69%	36.50	1.67%	24.25	1.11%	2.00	0.09%	0.50	0.02%	52.75	2.42%	-2.72%



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

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

# HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES UPDATE

Report of the Chief Fire Officer

**Date:** 08 January 2021

**Purpose of Report:**

To present Members with an update on the Service's response to the outcomes of the inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services

**Recommendations:**

That Members note the progress made against the Area for Improvement (AFI) Action Plan

## CONTACT OFFICER

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## 1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in July 2019 Members were presented with the report from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) following the inspection of Nottinghamshire Fire and Rescue Service (NFRS).
- 1.2 Furthermore, at the September 2019 Fire Authority meeting, Members were presented with an action plan detailing the 'Areas for Improvement' (AFI), that had been highlighted by HMICFRS and actions required to address these areas.
- 1.3 It was agreed that scrutiny would be conducted through the Fire Authority committee structure with regular progress reports being presented to Members. Of the 25 AFI, 12 were aligned to the Community Safety Committee, eight were aligned to Human Rescues Committee, two were aligned to Finance and Resources Committee, and three were aligned to the Policy and Strategy Committee.
- 1.4 Due to the interim governance arrangements being in place because of Covid-19, the reporting of updates to the various committees was suspended and update papers detailing progress against all AFI presented to the Policy and Strategy Committee.
- 1.5 As an update, of the 25 AFI the Service received, there are now just six remaining. Good progress is being made against these with all AFIs scheduled to be complete by April 2021
- 1.6 Of the 12 AFI aligned to Community Safety Committee, 10 have now been completed and closed and just two remain, this paper provides an update for the two remaining AFI.

## 2. REPORT

- 2.1 HMICFRS highlighted 25 AFI for the Service to consider. Each improvement area has been allocated to a lead officer, with clear milestones and expected outcomes to deliver the improvement required.
- 2.2 Progress against each of the 25 AFI is monitored, tracked and reviewed through an online 'action tracker', allowing for ongoing updates and scrutiny. These are then reported to the Programme and Performance Board, chaired by the Chief Fire Officer.
- 2.3 The attached appendix provides a summary of progress against each of the 12 AFI that relate to this committee. Of the two remaining AFIs to be completed:
  - AFI 4 relates to; *The Service should ensure it targets its prevention work at people most at risk.* This action is 92% complete and on track to be

completed by the deadline of 31<sup>st</sup> January 2021, DCFO Parkin leads on this action. The last update gives assurance that this action will be completed on time. Remaining actions focus on evaluation work.

- AFI 9 relates to; *The service should ensure that, when responding to a 999 call, mobile data terminals are reliable to allow staff to access risk information.* This action is 70% complete and on track to be completed by 31<sup>st</sup> March 2021. ACFO Brudenell leads on this action and the last update highlights this action to be completed on time. Some ongoing issues with an ICT system are known and being tracked closely.

2.4 It is anticipated that the next update Members receive will see both actions completed and a recommendation for Members to support formal closure by the Fire Authority. This will then complete all the AFI workstreams that are aligned to this committee.

### **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 Service 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.

7.3 The Police and Crime Act (2017) Chapter 4 Section 11 outlines that the English inspectors must inspect, and report on the efficiency and effectiveness of, fire and rescue authorities in England.

## **8. RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications arising from this report.

## **9. COLLABORATION IMPLICATIONS**

There are no collaboration implications arising from this report, however discussions with Nottinghamshire Police continue in relation to their experience of HMICFRS inspections and how NFRS can learn from that in preparation for future inspections.

## **10. RECOMMENDATIONS**

That Members note the progress made against the Area for Improvement (AFI) Action Plan

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

## HMICFRS AREAS FOR IMPROVEMENT- OCTOBER 2020 UPDATE

AFI Reference	Reporting Committee	Completion Date	Comments
<b>AFIs Seeking approval for Closure</b>			
N/A for this reporting period			
AFI Reference	Reporting Committee	Completion Date	Comments
<b>ONGOING AFI</b>			
AFI 4	Community Safety	31-Jan-21	<p><b>The Service should ensure it targets its prevention work at people most at risk</b></p> <p>Action 92% complete Action progressing and on track for completion by deadline</p> <p>The last update, provided by DCFO Parkin (2-12-20) gives assurance that this action will be completed on time. Remaining actions focus on evaluation work. It also states that Prevention activities continue to focus on areas of need, working with partners, for example the newly released CDP strategic assessment and Health and Well-being Board plan</p>
AFI 9	Community Safety	31-Mar-21	<p><b>The Service should ensure that, when responding to a 999 call, mobile data terminals are reliable to allow staff to access risk information</b></p> <p>Action 70% complete Action progressing and on track for completion by deadline</p> <p>The last update provided by ACFO Brudenell, (6-12-20) notes a key report is being presented to SLT which is approved will significantly move this action closer to completion. Some known issues with an ICT issue are being tracked closely to mitigate impact.</p>

AFI Reference	Reporting Committee	Completion Date	Comments
<b>AFI Completed and Closed</b>			
AFI 7	Community Safety	29-Feb-20	<p><b>The service should ensure staff know how to command fire service assets assertively, effectively and safely at incidents</b></p> <p>Action completed and closed</p>
AFI 12	Community Safety	31-Mar-20	<p><b>The Service should ensure all incident commanders have a thorough understanding of JESIP (Joint Emergency Services Interoperability Principles)</b></p> <p>Action completed and closed</p>
AFI 10	Community Safety	31-Mar-20	<p><b>The Service should ensure operational staff have good access to cross-border risk information</b></p> <p>Action completed and closed</p>
AFI 3	Community Safety	30-Apr-20	<p><b>The service should review and update its prevention strategy to take account of risks</b></p> <p>Action completed and closed</p>
AFI 6	Community Safety	31-Jul-20	<p><b>The Service should ensure it makes better use of its specialist resources in implementing its risk-based inspection programme. It should ensure it allocates and quality-assures these inspections appropriately</b></p> <p>Action complete and closed</p>

AFI 2	Community Safety	30 <sup>th</sup> -Sept-20	<b>The Service should ensure its firefighters have access to relevant and up to date risk information</b>  Action complete and closed
AFI 8	Community Safety	30 <sup>th</sup> -Sept-20	<b>The service should ensure it implements the process to monitor incident commanders and provide feedback following operational incidents</b>  Action complete and closed
AFI 21	Community Safety	30-Sep-20	<b>The Service should ensure staff are appropriately trained in safety-critical skills, such as incident command</b>  Action complete and closed
AFI 5	Community Safety	31-Oct020	<b>The service should evaluate its prevention work, so it understands the benefits better</b>  Action complete and closed
AFI 11	Community Safety	31-Oct-20	<b>The service should arrange a programme of over-the-border exercises, sharing the learning from these exercises</b>  Action completed and closed

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

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

# UNWANTED FIRE SIGNALS UPDATE

Report of the Chief Fire Officer

**Date:** 08 January 2021

**Purpose of Report:**

To present Members with an update on the Tri-Service Unwanted Fire Signals Policy.

**Recommendations:**

It is recommended that Members:

- Note the progress made in addressing unwanted fire signals
- Support the exploration of developing the Tri-Service Unwanted Fire Signals Policy.
- Receive a further report with recommendations.

## 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 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 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 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 in Nottinghamshire and went 'live' from the 3 December 2018.

## 2. REPORT

- 2.1 The key elements of the current 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.
- 2.2 Certain premises 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 Level 4 or 5 site specific risk information (SSRI);
  - 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 that are locally determined to be unsuitable for call challenging.
- 2.3 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 enable 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.

- 2.4 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, but normally only relates to increases in attendance.
- 2.5 In the last 12 months, NFRS has attended 2272 calls from AFDs. This compares to 2510 calls attended in the same period of the previous year. A reduction of 9.5%.
- 2.6 Of the 2272 calls attended, 2028 (89%) were found to be UwFSs upon arrival, a reduction of 7% compared to the 2169 attended in 2019. Additionally, 1270 of these incidents were attended by only one appliance; further reducing the risk to road users and our personnel, increasing efficient use of time and effective use of our resources.
- 2.7 Upon arrival at the AFD call, 82 incidents transpired to involve a fire and seven incidents required additional resources to deal with the incident.
- 2.8 Of the 82 incidents, 40 involved no flame (heat or smoke only), 28 were restricted to the item that first ignited, seven were confined to the room of origin and six spread from the room of origin.
- 2.9 At those 82 incidents, only one injury was reported and this was classified as 'slight injury – smoke inhalation' to a 73-year-old woman.
- 2.10 The requests for additional resources included:
  - 1 x make pumps two;
  - 3 x make pumps three;
  - 1 x make pumps four;
  - 2 x greater than make pumps four.
- 2.11 Of the 2028 UwFSs, hospitals continue to present the single greatest number of calls. Queens Medical Centre and Nottingham City Hospital together recorded over 471 calls that were false alarms, this is down from 538 in the same period in the previous year, a reduction of 8% but still 20% of all UwFSs. Work continues through proactive engagement with these sites to further reduce the number of calls and improve procedures.
- 2.12 Following every UwFS incident, the premises owner (for non-domestic premises) receives a letter from the Protection team outlining their requirements in relation to Fire Safety. Following a fourth occurrence, the premises is contacted by the Business Education Advocate. A sixth occurrence initiates contact from a Fire Safety Inspector, which may result in a full audit of the premises.

- 2.13 In the last year, 841 first actuation letters have been sent to premises owners, 121 contacts have been undertaken for fourth occurrences, out of a total of 126 occurrences, and 15 audits have been undertaken for sixth occurrences out of a total of 61 sixth occurrences. However, an additional 24 of these premises have been contacted in other ways, via email or telephone contact, and some have had involvement from the Fire Protection team to help reduce UwFS. Over half of the 61 sixth occurrences were premises reaching this trigger more than once during the year.
- 2.14 The number of UwFSs had seen a consistent reduction over the last five years. The most significant reduction was in 2019 with the introduction of the AFA procedure and call challenging. Previously the average reduction was around 50 calls per year, but in 2019, UwFSs reduced by 541 calls in one year, a reduction of 18%.
- 2.15 In 2020, UwFS have reduced by 238 calls from 2019, a reduction of nearly 10%. Therefore, since the introduction of the Tri-Service UwFS procedure, the Service has attended 779 less incidents year-on-year; a reduction of 25%.
- 2.16 On analysis of 2020 data, it was found that out of the total 2028 UwFS in that year, 42% were caused by premises belonging to just three premises owners; Nottingham University Hospitals, Nottingham City Homes and Broxtowe Borough Council. Work continues with these three providers and are demonstrating a downward trend.
- 2.17 Analysis of the Incident Recording System (IRS) has highlighted that there are discrepancies in the reporting of Crews from incidents. For example, during a dip-sample of incidents, a number were reported as 'False Alarm Apparatus' – which would be reported as an UwFS – but with the cause being given in the narrative log as 'burnt cooking'. In these instances, the AFD has worked effectively and this was not an UwFS.
- 2.18 Measures are being taken to ensure consistency in relation to reporting of incident types including future assurance work to ensure improvement in this area.
- 2.19 As the Service still attends over 2000 UwFSs a year, contributing almost 30% of all incidents attended by the Service, there is scope to reduce this further, including.
- Not attending any AFD calls;
  - Having a reduced exemption list;
  - Call challenging all calls during 'waking hours';
  - Introducing charging for repeat UwFSs.
- 2.20 NFRS Officers will explore additional steps, alongside Tri-Service partners, to assess their potential impact and report back to Members with further recommendations. Steps to be explored include, but are not limited to:

- Reviewing the exemption list to remove premises that present a lower risk, such as staffed hotels during night-time hours and Hospitals and High-Rise premises during day-time hours;
- Reviewing the PDA for attendance to other premises types on the current exemption list;
- A review of all amended PDAs for AFD calls to ensure they are current, accurate and conform to the procedure;
- Introducing call charging for persistent, repeat attendance at UwFSs.

### **3. FINANCIAL IMPLICATIONS**

Whilst a notional financial saving for the reduction in UwFSs could be calculated, there is only a real financial benefit if the call out is attended by an on-call crew for which attendance payments would be payable. These are minimal due to the majority of UwFS occurring in the City. The larger benefits to the organisation are the increased availability of crews to attend other incidents and the freeing up of time for other activities.

### **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**

- 9.1 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.
- 9.2 The Tri-Service Unwanted Fire Signals policy fosters a collaborative approach within the Tri-Service Control arrangements. This collaboration will continue and efforts made to ensure that the three fire and rescue services continue to address the risks and opportunities that are posed in a collaborative manner wherever possible.

## **10. RECOMMENDATIONS**

It is recommended that Members:

- 10.1 Note the progress made in addressing unwanted fire signals
- 10.2 Support the exploration of developing the Tri-Service Unwanted Fire Signals Policy.
- 10.3 Receive a further report with recommendations within six months.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**