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

Date: Friday 8 October 2021 **Time:** 10:00am

Venue: Nottinghamshire Fire and Rescue Service Headquarters, Bestwood Lodge
Drive, 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. [unclear]". The signature is written in a cursive style.

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

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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 and Rescue Service Headquarters on 0115 8388900.

If you need any advice on declaring an interest in any item above, please contact the Governance Officer shown on this agenda before the day of the meeting, if possible.

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

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

**Minutes of the meeting held at Nottinghamshire Fire and Rescue Service
Headquarters, Bestwood Lodge Drive, Arnold, Nottingham, NG5 8PD on 11
June 2021 from 10:03am to 11:04am**

Membership

Present

Councillor Jason Zadrozny (Chair)
Councillor Eddie Cubley
Councillor Patience Uloma Ifediora
Councillor Nick Raine

Absent

Councillor Scott Carlton
Councillor Toby Neal

Colleagues, partners and others in attendance:

Adrian Mann - Governance Officer, Nottingham City Council
Craig Parkin - Deputy Chief Fire Officer
Mick Sharman - Area Manager for Response

1 Apologies for Absence

Councillor Scott Carlton
Councillor Toby Neal

2 Declarations of Interests

None.

3 Minutes

The Committee confirmed the minutes of the meeting held on 19 March 2021 as a correct record and they were signed by the Chair.

4 Service Delivery Performance Report

Mick Sharman, Area Manager for Response, presented a report on the performance of the Service Delivery Directorate between 1 February 2021 and 30 April 2021. The following points were discussed:

- (a) a total of 2408 incidents were attended by the Service. Positively, there were no fatalities due to road traffic collisions in the period. However, the Coronavirus pandemic has created a period of non-typical results, so future reporting may

need to cover longer durations of time, in order to be able to make useful comparisons of the data;

- (b) unfortunately, 528 of the incidents were deliberate fires, which represents an increase of 161 compared to the same period in 2019/20. Action is being taken to manage this spike in cases, a number of which are concentrated in the Oak Tree Estate in Mansfield, often around school opening and closing times. Work is underway with Local Authority and schools to address this challenge. Cases can be seasonal and seem to have increased during lockdown, but it is possible to track the incidents and work is underway with partners to address the causes. The Service has a proactive education team that engages with children in school on fire awareness and prevention, and implications and consequences. It is also important to establish good role models for children, who may become interested in the Service's cadet scheme. However, the Coronavirus pandemic has made it more difficult to go into schools to carry out this work;
- (c) a key target for the Service is that all emergency incidents will be attended within 8 minutes, on average. The overall average attendance time in the period was 7 minutes and 57 seconds, which is a decrease of 9 seconds against the same period in 2019/20;
- (d) on-call availability reports an average of 90.3%, which represents a decrease of 4% compared to the same period in 2019/20, but on-call availability had been increased to higher than usual levels during to the pandemic. All on-call stations other than Southwell achieved the Service target of 85% availability, though the situation at Ashfield and Retford is still challenging. The number of people in Southwell applying to be on-call firefighters is relatively low, but some whole-time firefighters have moved to the area to also work on-call. However, the Service's performance remains good in comparison to others across the country;
- (e) on-call availability remains a challenge at a national level, and work is underway to review remuneration and tailor the national recruitment model to be more flexible locally. A different approach is being developed to increase opportunities and improve recruitment. A pilot scheme will be run from September for up to a year, to see what improvements can be made, and their potential impact;
- (f) during the pandemic, the Service entered into a staff secondment agreement with the NHS to support seven vaccination centres. As at 16 May, Service staff have administered 50,406 vaccinations, and are also working to help test for the Delta variant;
- (g) operational exercises had to be suspended due to Coronavirus restrictions, but have now resumed. Despite restrictions, the Service was still able to complete a total of 6453 in-person or virtual Safe and Well visits, targeting those people most at risk in the event of a fire in their home. Community Reassurance and Engagement activities are also carried out to support communities where there has been a serious domestic fire, with a particular focus on the areas most at risk. Proactive fire protection work continues during the pandemic, with teams working in a different way. It is intended to return to a 'business as usual' approach as soon as possible, but future work will be informed by learning arising from the pandemic;

- (h) the Service continues to respond to the findings of the Grenfall Tower disaster and is working to upskill operational personnel so that they have more training in fire protection measures. Unsafe building materials and methods of construction remain a concern and continued focus on these building materials is required, so the Service must be proactive in raising awareness. Currently, resources are being focused on the city, to identify those buildings that have fire protection deficiencies. A new national building safety regulator has been established, but a great deal of partnership working on enforcement is required;
- (i) ultimately, fire protection is an area of focus and growth. The sector needs to ensure that it has the right fire response processes in place, but effective fire protection is an area in which further investment is required. The Service needs to work with Local Authorities and other partners to ensure that it is involved at the right stage in the Planning process to ensure the construction of safer buildings, with the appropriate resources in place to support the effective provision of regulation and enforcement. The Service aims to invest to qualify operational staff, including fire engineers, but consideration will need to be given on how to retain these qualified staff so that they do not move to the private sector;
- (j) the committee thanked Service staff for their strong operational performance. It requested that a report setting out how the Service engages with schools is brought to its next meeting, and that it is kept updated on the progress of the on-call recruitment pilot scheme. It noted that members have existing links to education providers and can work to develop further connections between schools and the Service. Members should also seek to engage with Local Authorities and the Local Government Association on the fire safety issues relating to Planning and Building Control.

The Committee noted the report.

5 An Update on the 'Areas for Improvement' from the 2019 HMICFRS Inspection

Craig Parkin, Deputy Chief Fire Officer, presented a report on the Service's response to the 2019 inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services. The following points were discussed:

- (a) the final Areas for Improvement (AFIs) falling under the remit of the committee are AFI 9 ("to ensure that mobile data terminals are reliable to allow staff to access risk information") and AFI 4 ("to ensure that prevention work is targeted at people most at risk"). AFI 4 was completed by the agreed deadline of 31 March with the conclusion of the Safe and Well Review and the implementation of a person-centred approach to future engagement;
- (b) however, progress against AFI 9 has not met the target date of 31 March 2021, so an extension to the timetable is required. The issues in completing this AFI are primarily related to ongoing delays from the supplier of the Tri-Service Control System in carrying out the required updates to the software. Potentially, it may be more difficult for terminals to connect remotely if the crew is in a rural area. While the problems are understood and engagement with the supplier to solve these

issues continues, back-up methods of accessing information are being explored if the terminal does not work, as not being able to access information on an incident site may result in avoidable risks for operational staff.

Resolved:

(1) to approve the closure of Area for Improvement 4;

(2) to approve the extension of the target completion date for Area for Improvement 9 to 30 September 2021.

6 Safe and Well Visit Review Outcomes

Craig Parkin, Deputy Chief Fire Officer, presented a report on the process to improve the effectiveness and efficiency of Safe and Well visits and ensure that the Service has an inclusive approach to supporting those in greatest need. The following points were discussed:

- (a) the Safe and Well visits represent a long-term programme of community engagement with vulnerable people. During the Coronavirus pandemic, there has been a strong focus on making every contact count. Although it was not viable to carry out all of the in-person visits planned originally, it was still possible to continue to provide the service by alternative means, and performance during the pandemic has been good. A more normal service has now resumed, with around 1000 visits per month;
- (b) the Service has increased its targets for the number of visits carried out during the year, though visit numbers are still below the national average. However, the method used to record the number of visits by Services across the country is not completely consistent, so the methodology used locally is under review. Investment in the Service's database system is proposed to improve the recording of visits;
- (c) the Safer Communities Strategy will be updated as part of the Service's new strategic plan. An effectiveness review has been carried out, and the 80% quality target for visits referred by partners has been monitored as part of the Service's approach to its performance framework. The responses to the 2020 Safe and Well visit customer survey were very positive, but there is continual work in place to ensure that the service is of a good quality and reaches the right people. A revised Equality Impact Assessment has been completed to review both visit procedure and equality policy application. Close work is required with partners, where appropriate, to address any additional safeguarding concerns that may arise from visits;
- (d) the Service budgets £100,000 for smoke alarms and £52,000 for safety equipment each year. The Service is seeking to deliver more in this area, but this has cost implications that will need to be resolved within the overall budget.

The Committee noted the report.



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: 08 October 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.

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1. BACKGROUND

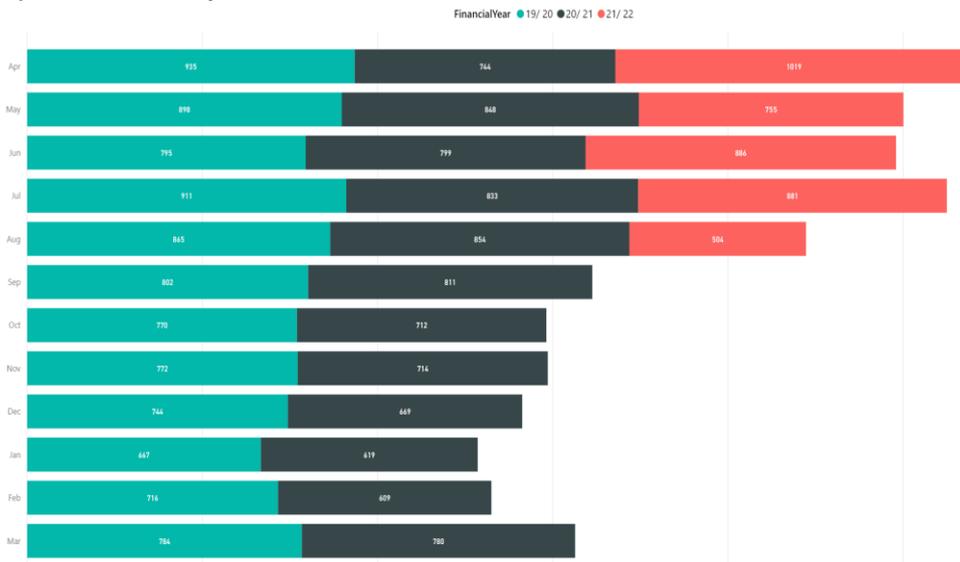
- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including Response, Prevention and Protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery, between 1 April 2021 and 31 August 2021 and where appropriate an overview of key annual comparisons, to enable further scrutiny.

2. REPORT

RESPONSE

- 2.1 Year to date (2021/22) a total of 8992 incidents have been attended by Nottinghamshire Fire and Rescue Service (NFRS).

The chart below shows incident numbers profile remains similar to the previous two years.



Between 1 July 2021 and 31 August 2021 NFRS attended 1720 incidents. In comparison to 1687 during the same period in 2020/21.

Further breakdown of incidents attended between 1 July and 31 August 2021 show the Service attended:

- 118 Priority 1 (P1) incidents, 21 incidents more than the same period in 2020/21. P1 incidents - 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;
- 264 Priority 2 (P2) incidents, 2 incidents fewer than the same period in 2020/21. P2 Incidents - pose a serious hazard and high-risk threat to the

environment, society, property, or heritage – and FRS immediate response;

- 481 Priority 3 (P3) incidents, 37 more incidents more than the same period in 2020/21. P3 incidents - pose a potential hazard to human life, the environment, society, property or heritage or incidents which pose a confirmed low hazard to human life;
- 857 false alarms incidents, 23 fewer incidents more than the same period in 2020/21. False alarms - incidents which on investigation are found to be false alarms.

2.2 Of the 4782 reported incidents attended year to date, during 2021/22, the table below shows a comparison against percentage, per incident category compared to 2020/21.

Incident Category	2020/21		2021/22 (to date)	
	Total number of incidents	% of total	Total number of incidents	% of total
False Alarms	3828	42%	1820	38%
Fire	2940	33%	1829	38%
Special Service	2224	25%	1133	24%
Total Incidents	8992		4782	

The above table shows that as a percentage of total incidents year to date, false alarms have decreased by 4%, with fires increased by 5%.

Further analysis shows the 5% increase in fires is primarily due to an increase in secondary fires, predominately grassland and refuse fires during the month of April 21. Mansfield saw the most significant increase, which as reported previously was due to an increase in deliberate fire setting on dry grassland, within the Oak Tree Estate, Mansfield.

Between 1 July 2021 and 31 August 2021, analysis of incident data compared to the same period of 2020/21, show:

- 327 accidental fires; increase of 51 compared to the same period in 2020/21;
- 257 deliberate fires; decrease of 7 compared to the same period in 2020/21;
- 2 Incidents involving a fatality although not yet confirmed that these are fire fatalities compared to 0 in the same period in 2020/21;
- 449 Special Service Calls (SSC) which is an increase of 37 compared to the same period in 2019/20.

2.3 Out of the 1722 operational incidents attended between 1 July 2021 and 31 August 2021, crews attended 264 primary fires of note:

- NFRS attended 7 incidents and rescued 12 members of the public;
- NFRS attended 4 incidents where 7 people were injured (non-fatal);
- 7 fire incidents required five or more appliances.

Crews attended 83 RTCs resulting in:

- The extrication of 18 members of the public;
- 0 RTC fatalities

Crews also attended the following:

- 11 incidents required a multi-appliance attendance (five or more appliances), including appliances from Leicestershire and Derbyshire Fire and Rescue Services. These are identified below:

2.4 A key target for the Service, as detailed in its Strategic Plan, is that all emergency incidents will be attended on average, within 8 minutes. Year to date (2021/22) the Service is currently achieving an average attendance time of 7:59. This compares to the previous two years, as detailed in the table below.

Year	Attendance Times
2021/22 (year to date)	07:59
2020/21	07:50
2019/21	07:55

The table shows that response times over the past three years have remained constant and below the response standard target.

Between 1 July 2021 and 31 August 2021, the overall average attendance time was 07:53 minutes which is an increase of 5 seconds against the same period in 2020/21. Incidents are categorised as per priority levels:

- Priority 1 (P1). Average 08:11 minutes;
- Priority 2 (P2). Average 08:15 minutes;
- Priority 3 (P3). Average 08:17 minutes;
- False Alarms. Average 07:30.

2.5 On-Call availability year to date (2021/21) as shown on the chart below shows an average availability of 85.24%, which meets the service target of 85%.

Pump 1 Availability by Station: 21/ 22



10 out of the 16 sections are currently performing above the attainment target of 85%, with the highest level of availability being Stapleford and Warsop at 97%. Southwell fell below the 70% minimum standard set by the Service, this was due to reduced staffing levels caused by annual leave and Supervisory Manager availability over the summer period.

Chart below shows current performance for 2021/22 year to date, compared to the previous two years.



Between 1 July 2021 and 31 August 2021 including Alternative Crewing availability, stations, reports an average of 83.25% availability which is a decrease in availability of 9% compared to the same period in 2020/21.

- 2.6 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 two On-Call appliances between 18:00 – 08:00.

Between 1 July 2021 and 31 August 2021 Ashfield DSC reports:

- An average of 59.5% 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 56.8%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-Call appliance 71.1% and maintained two On-Call appliances 7.1%.

2.7 The availability of Ashfield is below the Services minimum standard, primarily due to the temporary loss of a key Supervisory Manager, impacting on appliance supervision levels.

2.8 Between 1 July 2021 and the 31 August 2021 Retford DSC reports:

- An average of 87% (minimum of one On-Call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 83.7%;
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 89.3% and maintained two On-Call appliances 22%.

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

- Calls answered in 7 seconds – Target 96%;
- Average call-handling times for P1/P2 fires – Target 89 seconds;
- Mobilisation System Availability – Target 99.0%.
- Between 1 April and 30 June 2021 (Quarter 1), control room staff achieved 95.7% of calls answered in 7 seconds, failing to meet the target by 0.3%;
- Between 1 April and 30 June 2021 (Quarter 1), control room staff average call handling times for P1/P2 fires was 90 seconds, failing to meet the target by 1 second;
- Between 1 April and 30 June 2021 (Quarter 1), the mobilising system availability saw the system being available for 89.3% of the time, failing to meet the target by 10%.

The primary issue resulting in the failure to meet the mobilising system availability standards was due to a prolonged fault during the month of June.

System faults have now been addressed, however, to ensure greater stability of the system an upgrade to existing hardware and software is planned for the later part of the year.

- 2.10 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. As previously reported, due to the restrictions of Covid-19 NFRS suspended its operational exercise programme, until restrictions are relaxed.

The Service has now resumed its exercise programme and as completed year to date, 15 exercises in total, including 1 group, 3 district and 11 watch level exercise

Themes of exercises undertaken to date:

- 3 x Testing risk info/plans
- 3 x Tall buildings, 2 x BA
- 2 x Water rescue, 2 x SWAH
- 1 x RTC, 1 x Large scale incident procedures (Group)
- 1 x Water relay

SUSTAINABILITY OF ON-CALL (SoOC)

- 2.11 At June's Community Safety Committee Members asked to be updated on work undertaken by the Service and the SoOC team, specifically around work related to both recruitment and retention.
- 2.12 Between the period of 1 April 2020 and 31 July 2021 the SoOC team delivered an additional 2983 hours of availability to On-Call sections, equating to an increase of 10.3% availability, where an appliance would have been otherwise unavailable to be mobilised to operational incidents.
- 2.13 The chart shown in paragraph 2.5 shows average annual availability for the current year, and the previous two years. It is worthy of note that 2020/21 year was an exceptional year for On-Call availability, due to the positive effects of Covid restrictions and its positive impact on On-Call availability.
- 2.14 Whilst overall On-Call availability has increased year on year since 2017/2018, the increase in 2020/2021 can partially be attributed to the work undertaken by the SoOC team and the work within sections to deliver better availability.
- 2.15 A major contributor to unavailable On-Call appliances is the lack of availability of Supervisory Managers / Incident Commanders. The SoOC team have recognised the importance of this and have developed and delivered a number of 'Have a Go' days, with the aim of improving existing firefighter confidence to encourage firefighters to undertake first line Supervisory Management responsibilities, including Incident Commander roles. Further 'Have a Go' days are planned throughout the year.

- 2.16 During 2020/21 the SoOC Team recognised the ongoing challenges faced by existing On-Call Supervisory Managers to programme the diverse needs of ongoing operational maintenance of competence. As a result, the SoOC team worked with On-Call Supervisor Managers to produce a 3-year training planner that meets the needs of both the On-Call and Service, resulting in improved levels of consistency and standards of competence across the On-Call. The training planner success was then replicated across the wholetime workforce.
- 2.17 A key and fundamental part of any On-Call firefighters' role is aligning their availability to the availability required of the Service. Central to this is an effective rostering system that is accessible and user friendly. The Service is currently working with Fire Service Rota to implement a new rostering system, that will bring about both benefits for the Service and users. The SoOC team are key to this project and are playing an important role in its development, ensuring it meets the needs of On-Call firefighters.
- 2.18 A key priority of the SoOC team is the recruitment of new On-Call firefighters. Recruitment activities have been prioritised at On-Call sections with low establishment levels or low availability, including both Day Shift Crewing stations (Ashfield & Retford), Southwell, Collingham, Bingham, Eastwood, Tuxford and Misterton. All have seen an increase in applications.
- 2.19 Whilst recruitment activities have focused on priority stations, recruitment from all other On-Call stations have also continued.
- 2.20 Over the past 18 months, over 600 hours have been put into recruitment by the team over this period. To enable recruitment to continue during the Covid pandemic the SoOC team identified and delivered changes to how On-Call recruitment was conducted.
- 2.21 With support from the Communications team the SoOC team have hosted live webinars, using Facebook live and Zoom, to broaden the reach of traditional recruitment campaigns. These webinars gave an opportunity to fully explain the role of an On-Call firefighter, as well as give potential applicants the chance to ask questions. The initial webinar was viewed more than 3000 times.
- 2.22 During 2020/21 recruitment campaigns generated 166 applicants, including the most successful campaign ever, attracting 90 applications. SoOC team support individual throughout their recruitment journey, with the aim of ensuring candidates are prepared to undertake a 14-week recruitment course.
- 2.23 Currently the Service is trialing a new On-Call Pay & Contracts, at Bingham and Collingham fire stations, with the aim of introducing a new contract with greater contractual options and variations that will appeal to a wider number of individuals, with aim of improving both recruitment and retention. As part of the trial the SoOC team have supported additional recruitment campaigns aimed at the two sections, carrying mail drops and the wider use of social media. As a result of their efforts 200 additional expressions of interest were

generated, with 52 expressions of interest being received from underrepresented minority groups.

- 2.24 The SoOC team are currently working closely with Occupational Health to design a community fitness programme to stimulate interest within On-Call areas, starting with the hardest to recruit to stations.
- 2.25 As part of the 2021/2022 SoOC team business plan the team will be working with People, Organisational and Development, Communications and Occupational Health teams to identify, implement and improve Positive Action initiatives to ensure that the service has a continuous Positive Action programme.
- 2.26 The SoOC team represent the service at a quarterly National Fire Chief Council On-Call practitioner meeting, and active participation in development of both national and regional workstreams, including recruitment, training, retention, and future ways of working.
- 2.27 Over the past 18 months the SoOC team have completed a review of the On-Call Phase 2 development programme, which was implemented in July 2021. The new programme will see a more consistent set of professional standards applied to those firefighters moving from being firefighters in development to competent firefighters.
- 2.28 A key barrier and challenge for new On-Call Firefighters is the commitment to undertake a 14-week initial training course. The SoOC team alongside learning and development colleagues have worked to introduce a more flexible approach to On-Call initial acquisition training. Following the traditional approach On-Call firefighters in development would undertake intensive training over their initial 6 months.

A new approach called 'Safe to Ride' has been developed, with the first training course to start later this year. Initial On-Call Phase 1 training will now be offered as a modular course, with the requirement to complete all four modules within 12 months of the start date. This approach offers a more flexible approach that could appeal to a broader range of individuals, the traditional intensive course option will still be available enabling potential On-Call firefighter a greater level of chose.

COVID-19 PARTNERSHIP WORK

- 2.29 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.
- 2.30 12,687 medicine and food parcels have been delivered, 71,633 vaccinations administered, 2,102 asymptomatic tests completed, and 3,598 'Signposting and Befriending' calls made by NFRS staff members.

- 2.31 NFRS continues to have a staff sharing agreement in place with East Midlands Ambulance Service (EMAS) and NFRS employees have so far completed 473 shifts and transported 1,585 patients on behalf of EMAS.
- 2.32 Having been instrumental in the building of 22 Asymptomatic Testing sites around the county and the training of 710 volunteers to deliver tests, NFRS continues to have a Station Manager seconded to the Council's Public Health team to support their efforts.

PREVENTION

- 2.33 Since mid - April 2021 the Service has resumed undertaking Safe & Well visits (SWV) across the City & County. Prior to this date the Service were only undertaking SWVs to those who were deemed to be `High` or `Very High` risk due to the Covid 19 pandemic.
- 2.34 The Service has set a target since April 2021 to undertake 12 000 SWV within the year. In the period from 15th April -30th June 2021, 2945 SWV were conducted. This represents 24.52% of the yearly target and NFRS is on track to complete 12 000 SWVs this financial year
- 2.35 Over the Summer period Prevention and Operational crews have been focusing on high rise residential buildings which have had a fire or have been identified as having issues with the fire protection systems. Over the 12 high rise blocks the Service have visited 2253 individual flats to offer fire safety advice.
- 2.36 Following serious fire-related incidents, reactive Community Reassurance and Engagement (CRaE) activities have been carried out in Beeston, Ashfield, Rise Park, and the City Centre to engage with affected communities, increase fire safety awareness and complete SWVs.
- 2.37 The Service continues to support the annual `Safety zone` event at Holme Pierrepont Water Sports Centre. The event is attended by partner organisations including British Transport Police, RNLI, and Nottingham City Transport. Throughout the event over 2000 Primary School Children have attended the event from both the City and County areas.

PROTECTION

- 2.38 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme, with the following activities undertaken between 1 April 2021 and 30 June 2021:
- 146 pre-planned inspections of non-domestic premises with 40 follow up inspections;
 - 43 Specific (complaints) and 44 post fire inspections;
 - 50 other Specific Inspections;
 - 4 Enforcement Notice served;
 - 2 Prohibition Notices served;

- 197 Building regulation consultations with local authority building control or approved inspectors;
- 121 other consultations with agencies including Ofsted and the Care Quality Commission.

2.39 The Service continues to roll out the Level 3 Fire Safety qualification to Managers. This has now resulted in the first Business Safety Checks being undertaken in August by operational crews.

2.40 The Service continues its partnership with the City Council jointly inspecting multi-occupancy residential buildings where there is shared legislative responsibility. Two members of the Protection team are currently assigned to this Joint Audit and Inspection Team (JAIT). To date the Team have inspected 122 of the 511 high rise building which have been identified.

2.41 Work continues in support of the NFCC Building Risk Review programme, with a requirement to ensure all 120 high-rise residential properties within Nottinghamshire are reviewed by the end of 2021. In August the Service completed the inspection of all remaining high-rise buildings ahead of the completion date of December 2021.

2.42 Following any fire at a high-rise residential property, the Service is compelled to submit a report to the NFCC considering whether the building cladding impacted on firefighting. During this period 2 such reports were submitted, none of which highlighted any significant concerns.

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



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

RESPONSE TIMES AND CALL HANDLING PERFORMANCE

Report of the Chief Fire Officer

Date: 08 October 2021

Purpose of Report:

To provide Members with an overview of the Service's response times and call handling performance against the Home Office, April 2019 to March 2020, published data report.

Recommendations:

That Members note the contents of the report.

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1. BACKGROUND

- 1.1 At the March 2021 Community Safety Committee it was reported to Members that Nottinghamshire Fire and Rescue Service (NFRS) is above the English average for the total response times and above average for all three sub-reporting categories which make up the total response time, as reported by the Home Office in their annual response times to fire attended by fire and rescue services: England, April 2019 to March 2020 published official statistics (latest version).
- 1.2 It was agreed by Members that a more detailed report would be brought back to Community Safety Committee detailing further analysis.

2. REPORT

- 2.1 In January 2021, the Home Office published response times to fires attended by fire and rescue services: England, April 2019 to March 2020, the latest annual publication that shows the average response times to certain categories of fire by each English fire and rescue service.
- 2.2 This breakdown suggested NFRS have some of the longest total response times components, with NFRS showing longer average response times than the average English fire and rescue service, as shown in the table below.

Average Response times, England 2019/20									
		Total response time		Call handling time		Crew turnout time		Drive Time	
		England Average	NFRS	England Average	NFRS	England Average	NFRS	England Average	NFRS
		2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20	2019/20
Response times (minutes and seconds)									
All Primary fires		7m 37s	9m 48s	1m 24s	1m 42s	1m 09s	2m 03s	1m 09s	2m 03s
Dwellings		6m 55s	8m 35s	1m 17s	1m 31s	1m 01s	1m 47s	1m 01s	1m 47s
	House/bungalow	7m 08s	8m 43s	1m 09s	1m 26s	1m 02s	1m 47s	1m 02s	1m 47s
	Flats	6m 38s	8m 15s	1m 25s	1m 39s	0m 58s	1m 38s	0m 58s	1m 38s
	Other Dwellings	6m 54s	8m 38s	1m 20s	1m 46s	1m 04s	2m 02s	1m 04s	2m 02s
Other Buildings		7m 29s	9m 29s	1m 31s	1m 44s	1m 05s	1m 42s	1m 05s	1m 42s
	Other Residential	6m 59s	9m 46s	1m 30s	2m 01s	1m 05s	1m 52s	1m 05s	1m 52s
	Non Residential	7m 32s	9m 26s	1m 31s	1m 41s	1m 05s	1m 41s	1m 05s	1m 41s
Road Vehicles		8m 28s	11m 21s	1m 24s	1m 52s	1m 21s	2m 39s	1m 21s	2m 39s
Other Outdoor		9m 58s	12m 33s	1m 54s	2m 03s	1m 29s	2m 46s	1m 29s	2m 46s
Secondary fires		8m 47s	10m 46s	1m 46s	2m 04s	1m 12s	2m 34s	1m 12s	2m 34s

- 2.3 Further analysis of Home Officer statistics (Appendix A) shows a breakdown of NFRS average response time performance over the past three reported years, compared to both the English average and a comparison between the geographical category classification in which NFRS are placed, the predominantly urban classification.
- 2.4 Geographical category classifications are based upon Department for Environment, Food and Rural Affairs (DEFRA) 2011 census data sets, which compares NFRS to other Fire and Rescue Services (FRS) such as Manchester, London, and other large metropolitans. Nottinghamshire is classified as predominantly urban, due to having 74% or more of the area as 'urban' according to DEFRA's classifications. Comparing performance against

others by geographical category does not provide NFRS a 'like for like' comparable source of performance data, due to the significant levels of resources within metropolitan FRS, particularly when comparing total response times and drive times.

- 2.5 A more comparable data set to measure current performance, is against Tri-Service and regional partners, Derbyshire Fire and Rescue Service (DFRS) and Leicestershire Fire and Rescue Service (LFRS). Not only do DFRS and LFRS use the same mobilising system as NFRS, but both counties are made up of similar urban / rural demographics, and not to de-similar population densities. The table below shows comparable levels of performance for the three Tri-Service partners when comparing the average response time for 2019/20.

Response times (minutes and seconds)		NFRS	Derbyshire FRS	Leicester FRS
All Primary fires ⁴		9m 48s	10m 06s	9m 36s
Dwellings		8m 35s	9m 11s	8m 30s
	House/bungalow	8m 43s	9m 21s	8m 51s
	Flats	8m 15s	8m 35s	7m 35s
	Other Dwellings	8m 38s	9m 15s	8m 37s
Other Buildings ⁵		9m 29s	10m 16s	9m 46s
	Other Residential	9m 46s	10m 31s	8m 48s
	Non Residential	9m 26s	10m 14s	9m 51s
Road Vehicles		11m 21s	11m 05s	10m 18s
Other Outdoor ⁶		12m 33s	11m 00s	11m 26s
Secondary fires ⁷		10m 46s	10m 15s	9m 50s

- 2.6 The Home Office report breaks down average response time into three components: call handling, crew turnout and drive times. A further comparison of NFRS performance against the English fire and rescue average is in Appendix B.
- 2.7 Appendix B shows that whilst not significant the English average for call handling and crew turn out time is also below that of NFRS.
- 2.8 When examining the various elements which make up the average response times and where the reported data is collected from, there are a number of 'touchpoints' in the process from emergency call receipt to incident attendance. The touchpoints are points in the mobilising system that capture the times which then inform the Incident Reporting System (IRS), from which the Home Office take their times and data. These touchpoints particularly impact on the reporting of call handling times.
- 2.9 The capturing of call handling times is taken from a fire and rescue service mobilising system; however, mobilising systems record the time of call received differently. An example being that a number of mobilising systems would record the time of call received once the control operator matches the address search; another system captures the time of call when the call is answered. Systel, the current mobilising system, captures the time of call from when the phone rings. From the research carried out, no mobilising system captures the call handling time earlier than Systel, thus one reason

why NFRS Tri-Services fire and rescue services call handling and total response times are reported to be above the English average.

- 2.10 Due the inconsistencies in how call handling times are captured and the reported, comparing NFRS performance to the English average is not comparable. The inconsistencies of capturing and recording call handling times will affect the overall average response time reported by NFRS, resulting in reported but incorrectly, longer than average response times.
- 2.11 Crew turn out times (Appendix B) show that NFRS are again above the English average. Over the reported time period of three years NFRS have made efforts to improve crew turn out times as detailed in the table below:

	Average overall turn out time	Average Wholetime turn out time	On-call average turn out time
2020/21	2:43	1:52	5:53
2019/20	2:46	1:56	6:01
2018/19	2:46	2:02	5:23

The above data is taken from NFRS internal reporting system and not the Home Office. Whilst only a small improvement, the Service has increased its overall crew turn out time.

- 2.12 Appendix B also identifies and compares the English average drive times and NFRS drive times. The reported English average is lower than the NFRS average by 17 seconds. It is believed due to the urban and rural nature of Nottinghamshire drive times will be above average, and when comparing times with other counties of a similar demographics there are no areas of concern to report.
- 2.13 There are currently other differences to the way that response time performance is reported internally and how it is reported by the Home Office. An example being that the Home Office will report on over border resources attending incidents in Nottinghamshire which NFRS have very little control over if they are from Lincolnshire, South Yorkshire, or Humberside.
- 2.14 With the time of call being reported differently this means that the Home Office figures do not allow direct comparisons. However, the mean average reported by NFRS and Tri-Service partners is slower than South and West Yorkshire who also use a Systel mobilising, which demonstrates further learning and performance improvements can be sought.
- 2.15 Whilst there are differences between the way the Home Office and NFRS report response time data, Members should be assured that officers maintain a focus and are commitment as detailed in the Services' 2019 – 20 Strategic Plan to ensure that incidents are attended in an average below 08:00 minutes. Table details the Service past three years response times:

	NFRS Average Response Times
2020/21	07:50
2019/20	07:55
2018/19	07:53

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 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 partners' 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 the report.

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

None.

John Buckley
CHIEF FIRE OFFICER

APPENDIX A

		English FRS Average			NFRS Average			Geographical Category		
		2017/18	2018/19	2019/20	2017/18	2018/19	2019/20	2017/18	2018/19	2019/
Response times (minutes and seconds)										
All Primary fires		8m 38s	8m 49s	8m 43s	9m 57s	9m 50s	9m 48s	5m 37s	5m 49s	5m 46s
Dwellings		7m 48s	7m 48s	7m 47s	8m 42s	8m 42s	8m 47s	5m 06s	5m 08s	5m 10s
	House/bungalow	8m 15s	8m 13s	8m 13s	8m 53s	8m 53s	8m 43s	5m 33s	5m 36s	5m 38s
	Flats		7m 00s	7m 01s	8m 22s	8m 22s	8m 17s	4m 22s	4m 25s	4m 26s
	Other Dwellings	7m 49s	7m 46s	7m 44s	8m 10s	9m 20s	8m 38s	4m 55s	4m 52s	4m 56s
Other Buildings		8m 27s	8m 35s	8m 37s	9m 44s	9m 20s	9m 29s	5m 27s	5m 37s	5m 39s
	Other Residential	7m 56s	7m 55s	8m 07s	9m 20s	8m 46s	9m 46s	4m 57s	4m 59s	5m 06s
	Non-Residential	8m 31s	8m 40s	8m 41s	9m 48s	9m 25s	9m 26s	5m 31s	5m 42s	5m 44s
Road Vehicles		9m 35s	9m 43s	9m 40s	10m 55s	10m 41s	11m 21s	6m 14s	6m 24s	6m 24s
Other Outdoor		10m 46s	11m 34s	11m 06s	12m 56s	12m 24s	12m 33s	6m 55s	7m 39s	7m 19s
Secondary fires		9m 10s	9m 42s	9m 18s	10m 29s	10m 52s	10m 46s	5m 51s	6m 20s	6m 05s

APPENDIX B

Call Handling		English FRS Average			NFRS Average		
All Primary fires		1m 24s	1m 23s	1m 22s	1m 54s	1m 48s	1m 42s
Dwellings		1m 15s	1m 14s	1m 13s	1m 39s	1m 34s	1m 31s
	House/bungalow	1m 10s	1m 08s	1m 07s	1m 31s	1m 26s	1m 26s
	Flats	1m 23s	1m 22s	1m 23s	2m 01s	1m 53s	1m 39s
	Other Dwellings	1m 19s	1m 19s	1m 16s	1m 47s	1m 40s	1m 46s
Other Buildings		1m 27s	1m 25s	1m 25s	1m 55s	1m 44s	1m 44s
	Other Residential	1m 24s	1m 22s	1m 24s	1m 52s	1m 55s	2m 01s
	Non-Residential	1m 28s	1m 26s	1m 26s	1m 55s	1m 43s	1m 41s
Road Vehicles		1m 29s	1m 27s	1m 25s	2m 00s	2m 02s	1m 52s
Other Outdoor		1m 48s	1m 51s	1m 47s	2m 31s	2m 14s	2m 03s
Secondary fires		1m 44s	1m 47s	1m 41s	2m 06s	2m 02s	2m 04s

Crew turnout time		English FRS Average			NFRS Average		
All Primary fires		1m 37s	1m 38s	1m 35s	2m 12s	2m 05s	2m 03s
Dwellings		1m 27s	1m 25s	1m 22s	1m 57s	1m 53s	1m 47s
	House/bungalow	1m 32s	1m 30s	1m 27s	2m 03s	1m 54s	1m 47s
	Flats	1m 15s	1m 14s	1m 12s	1m 39s	1m 41s	1m 38s
	Other Dwellings	1m 35s	1m 35s	1m 31s	1m 59s	2m 09s	2m 02s
Other Buildings		1m 33s	1m 33s	1m 32s	1m 59s	1m 51s	1m 42s
	Other Residential	1m 35s	1m 35s	1m 37s	1m 47s	1m 49s	1m 52s
	Non-Residential	1m 32s	1m 32s	1m 32s	2m 01s	1m 52s	1m 41s
Road Vehicles		1m 52s	1m 52s	1m 51s	2m 35s	2m 26s	2m 39s
Other Outdoor		2m 03s	2m 04s	2m 00s	2m 46s	2m 26s	2m 46s
Secondary fires		1m 35s	1m 35s	1m 32s	2m 42s	2m 27s	2m 34s

Drive Time		English FRS Average			NFRS Average		
All Primary fires		5m 37s	5m 49s	5m 46s	5m 51s	5m 57s	6m 03s
Dwellings		5m 06s	5m 08s	5m 10s	5m 05s	5m 21s	5m 17s
	House/bungalow	5m 33s	5m 36s	5m 38s	5m 20s	5m 32s	5m 30s
	Flats	4m 22s	4m 25s	4m 26s	4m 42s	4m 43s	4m 58s
	Other Dwellings	4m 55s	4m 52s	4m 56s	4m 24s	5m 31s	4m 50s
Other Buildings		5m 27s	5m 37s	5m 39s	5m 51s	5m 45s	6m 03s
	Other Residential	4m 57s	4m 59s	5m 06s	5m 41s	5m 01s	5m 54s
	Non-Residential	5m 31s	5m 42s	5m 44s	5m 52s	5m 51s	6m 04s
Road Vehicles		6m 14s	6m 24s	6m 24s	6m 20s	6m 12s	6m 49s
Other Outdoor		6m 55s	7m 39s	7m 19s	7m 39s	7m 43s	7m 44s
Secondary fires		5m 51s	6m 20s	6m 05s	5m 41s	6m 23s	6m 08s

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NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

2020 FATAL FIRES REVIEW

Report of the Chief Fire Officer

Date: 08 October 2021

Purpose of Report:

To update members on the fatal fire incidents that Nottinghamshire Fire and Rescue Service (NFRS) attended in 2020 the Service response.

Recommendations:

That Members note the content of the report.

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1. BACKGROUND

- 1.1. The fire fatalities discussed within this report are per calendar year, in which 1 January 2020 – 31 December 2020 is the focus.
- 1.2. Not all incidents discussed within this report have been heard by Her Majesty's Coroner's Inquest and as such it must be noted that the information contained within this report is based on what is available at the time of writing.
- 1.3. Within the 2020 calendar year, there has been a decrease in fire fatalities within the county from the preceding four years; four incidents resulted in four fatalities within 2020, with a fifth death recorded in January 2020 after an incident in December 2019.
- 1.4. The average number of fire fatalities attended by Nottinghamshire Fire and Rescue Service (NFRS) from 2016 – 2019 (inclusive) is eight deaths per year.
- 1.5. The previous figures for the county can be summarised in the table below:

Calendar Year	Number of Fire Fatalities	Number of Incidents
2019	6	7
2018	10	7
2017	8	8
2016	6	6

Table 1: previous fire fatality figures 2016 – 2019, inclusive.

- 1.6. Whilst any fire fatality is a tragedy, it is an opportunity for NFRS to learn lessons and where necessary, adapt its approach to prevention and response activities.

2. REPORT

- 2.1. Three of the fatal fires occurred between October and December 2020, with one in February 2020 and a death in January 2020, resulting from an incident in December 2019.
- 2.2. Of the five deaths within 2020, one incident took place in Nottingham City, one in Newark and Sherwood, one in Rushcliffe and two within the Mansfield District. Two fatalities were adult females, with the remainder being adult males. Three of the fire fatalities were over the age of 65; the youngest fatality was 33-years old, with the oldest being 86-years.
- 2.3. NFRS's fatal fire profile (CHARLIE-P – please see Appendix A) was examined against the five deaths within 2020 and an outline of this profile can be found within Section 11 of this report. Three out of the five fatalities

lived alone, and all but one had underlying medical conditions, mobility impairments or mental health issues. One fatality displayed six CHARLIE-P profile factors, as they had previous tendencies for hoarding requiring interaction from outside agencies, reduced mobility, lived alone, elderly, was until recently a smoker, along with alcohol use on the day of the fire and cause of fire attributed to an electrical determination.

- 2.4. Of the five fatalities, only one address was known to NFRS regarding previous interaction; on the 16 January 2014 a home safety check (HSC), now known as a safe and well visit, was conducted by NFRS staff. At the time, this concluded as a 'high risk' due to concerns over clutter throughout the property, evidence on smoking and alcohol use. To mitigate these risks, NFRS fitted three battery operated smoke detectors and issued a fire-retardant throw and metal bin to assist with smoking habits and disposal. In-line with current NFRS policy at the time, this was followed up with an email and details passed to the relevant council. No further contact with the Service was received.

ACTIVITY IN 2020

- 2.5. NFRS continues to utilise the Fatal Fire Review Group, which was launched in 2018. This tasking group is convened as soon as is reasonably practicable after a fatal fire has occurred to manage the Service's response. The group's responsibilities include planning for immediate prevention activities to take place, deciding on the most appropriate messages the Service will put out to the media, interrogating systems to ascertain what knowledge the Service had of the person involved and ensuring that the welfare needs of attending crews have been met.
- 2.6. Community Reassurance and Engagement (CRaE) activities take place immediately following a fatal fire to take advantage of the local community's heightened awareness of fire safety.
- 2.7. Of the fatal incidents which took place in 2020, each received a CRaE and + resulted in total 615 properties being contacted regarding fire prevention advice. Of these properties, 94 safe and well visits were conducted, with 78 smoke alarms fitted. A further 42 safe and well visits were scheduled for after the CRaE activity. 408 properties were left with safety leaflets due to no answer on knocking and 119 addresses accepted advice and testing of their current smoke alarm provision, with literature left regarding future safe and well visits.
- 2.8. The incident from December 2019, which sadly resulted in a death from fire in January 2020, had received CRaE activity in the month of the original incident and will not be discussed within this report, as it still subject to HM Coroner determination.
- 2.9. Where a serious but non-fatal incident takes place, CRaE activity will still be considered and is often completed in high-profile cases, such as those entering the criminal justice system. Additionally, collaboration with the Safer

Houses scheme also enables living standards and home fire safety within the private rental sector to be assessed and support offered from NFRS.

- 2.10. An Occupational Therapist has been seconded to NFRS in 2020 and continues to work closely with Prevention and Fire Investigation Officers to identify trends and areas for collaborative working between NFRS and the NHS. This is to prevent future fires, injuries and ultimately fatal incidents and improve a person's standard of living where required.

ACTIVITY PLANNED FOR 2021/22

- 2.11. Efforts will continue to educate partner organisations of the CHARLIE profile and when appropriate referrals should be made to the service.
- 2.12. The Arson Reduction Investigation Team (ARIT), which incorporates Fire Investigation Officers has come under the leadership of Prevention, to enable more closer working relationships and the appropriate sharing of knowledge, information, and expertise to highlight vulnerable persons within Nottinghamshire.
- 2.13. ARIT and Prevention staff will continue to focus on safety messages via social media platforms, linked to Fire Investigations, where criminal and coronal limitations allow.
- 2.14. ARIT has embedded links with Nottinghamshire County and Nottingham City Trading Standards, concentrating on electrical appliances and white goods which cause fires, which is continued year upon year to highlight trends and feed information back to manufacturers to allow for recall notices to be issued as appropriate.
- 2.15. ARIT will continue to provide fire investigation awareness training to Nottinghamshire Police, which introduces the method of referral to NFRS for vulnerable persons at risk of fire and arson.
- 2.16. In April 2022, NFRS will analyse new data intelligence by which vulnerable people within Nottinghamshire can be internally identified through various datasets and directly targeted for a Safe and Well Visit.
- 2.17. The CHARLIE-P fatal fire profile will be reviewed in 2021 to ensure this still fits the demographic of fatal fire or serious fire injury incidents NFRS attend. This is to be completed in conjunction with the NFRS Persons and Risk Team (PART), the Occupational Therapist seconded to the Service and Nottingham Trent University (NTU). What is more, the CHARLIE-P profile questionnaire used by NFRS staff is being analysed to ensure standardisation and current interpretation of risk factors.
- 2.18. The NFRS website and Prevention pages are to be made more accessible to users with disabilities, which is scheduled to begin in 2021, thereby helping a wider audience access the NFRS safety messages and referral scheme.

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

The Prevention Department will be liaising closely with the Service's Inclusion Manager and Equalities Officer to ensure that prevention messages are suitable for all areas of our diverse communities.

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

Collaboration activities between Safer Houses, Trading Standards and Nottinghamshire Police will continue to be upheld.

10. RECOMMENDATIONS

That Members note the contents of the report.

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

None.

John Buckley
CHIEF FIRE OFFICER

APPENDIX A

Prem ID (if known) Or Address:		Circle as appropriate for each CHARLIE P descriptor. Add the score and place total in bottom box. Please scan and send to Admin for addition to CFRMIS if not completed on tablet.				Date: Service No: Stn No: Job No:	
Score	Score	1	2	4	8	10	
	Descriptor	Rare	Unlikely	Possible	Likely	Almost certain	
C	Care and support needs	No care or support needs	In receipt of comprehensive care and support package	Support in place but not deemed adequate	No support in place but concerns for health and welfare	No support in place but significant concerns for health and welfare	
	Cooking	No concerns	Meal/drink preparation completed by others	Prepares own food and drink but concerns identified by others or regularly uses hot oil	Preparing own food and drink but repeated episodes regarding safety	Actual incident requiring support of others prior to safe and well visit	
H	Hoarding	1-2 CIR	3 CIR	4-5 CIR	6-7 CIR	8+ CIR	
A	Alcohol use	Not used	Signs of alcohol use no concerns	Signs of alcohol use some concerns	Signs of alcohol being used Query dependency?	Concerns alcohol use may impact upon fire safety, including escape	
R	Reduced mobility	Independently mobile	Walks with support	Requires mobility aid or history of falls e.g. stick or frame	Unable to walk e.g. wheelchair user	Cared for in bed	
L	Lives alone	Lives with others	Lives alone but fully independent	Lives alone with daily support	Lives alone with occasional visitors or social contact	Lives alone – no visitors or social contact	
I	Inappropriate smoking	Non-smoker	Occasional smoker aware of safety	Regular smoker aware of safety	Occasional smoker unaware of safety	Regular smoker – unsafe smoking practices	
E	Elderly	Under 40	41-50	51-64	65-79	80+	
	Electrical	No concerns	Some risks identified but resolved during visit	Risks identified, client to resolve	Risks identified and client would need assistance to resolve	Poor understanding and dangerous use of electrics	
P	Previous signs of fire	No signs	Evidence of historic burn marks	Evidence of recent near miss fires – would respond to alarm	Evidence of recent near miss fires – would not respond to alarm	Previous fire within the last 12 months	

Score 1-20: LOW RISK	Score 21-34: MEDIUM RISK	Score 35+: HIGH RISK	TOTAL SCORE:
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NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

AN UPDATE ON THE 'AREAS FOR IMPROVEMENT' FROM THE 2019 HMICFRS INSPECTION

Report of the Chief Fire Officer

Date: 08 October 2021

Purpose of Report:

To present Members with an update on the Service's response to the 2019 inspection of Nottinghamshire Fire and Rescue Service by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

Recommendations:

It is recommended that Members:

- Agree the extension of 'Area for Improvement 9' to 31 March 2022.
- Agree to receive update reports on progress against the outstanding 'Area for Improvement'.

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1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in July 2019, Members were presented the report from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) following the recent inspection of Nottinghamshire Fire and Rescue Service (NFRS).
- 1.2 In September 2019, Members were presented with an action plan detailing the 24 'Areas for Improvement' (AFIs) which had been highlighted by HMICFRS and capturing the actions to address these areas.
- 1.3 It was agreed that scrutiny and monitoring of progress of these actions would be facilitated through the Fire Authority Committee structure, with regular progress reports being presented to Members.
- 1.4 Of the 24 AFIs, 12 were aligned to the Community Safety Committee for scrutiny.

2. REPORT

- 2.1 Each of the 24 areas for improvement were allocated to a lead officer with clear milestones and expected outcomes. Within the Service, progress against these timelines was monitored and reported through the monthly Performance and Programme Board, chaired by the Chief Fire Officer.
- 2.2 Over the past 18 months, work has been undertaken to develop the Service in the areas highlighted by HMICFRS. Much of the work which was developed had already been started by the Service or was planned as part of the 2019/20 Business Plans. The Service has continued to focus resources and support to ensure continual improvement of these areas as part of the Service's wider Strategic Plan.
- 2.3 Eleven AFIs have previously been presented to Members and 'closed' at the Community Safety Committee and, in total, 23 of the 24 AFIs have now been closed by the Service and approved by Members.
- 2.4 The final area for improvement, under Community Safety Committee governance, is AFI 9 – *"to ensure that mobile data terminals (MDTs) are reliable to allow staff to access risk information"*.
- 2.5 Progress against AFI 9 did not meet the original target date of 31 March 2021 and was extended by Members to 31 September 2021 at the June Community Safety Committee. The failure to meet original deadlines occurred due to the Service's supplier being unable to deliver proposed upgrades to the Service's mobilising systems which would have remedied the issues which had been highlighted.
- 2.6 The outstanding AFI is being addressed by the Strategic Leadership Team and has been entered on the Service's Corporate Risk Register due to impacts on the provision of risk information to operational crews.

- 2.7 Work has been prioritised to improve functionality and reliability of the Service's mobile data terminals and is being tightly monitored to ensure progress through a programme board being chaired by the Assistant Chief Fire Officer.
- 2.8 To achieve a satisfactory position to close this AFI, the Programme Board is overseeing 16 actions which will address immediate, medium, and long-term requirements to provide a sustainable solution. These actions are split in to three phases.
- 2.9 The initial phase addresses the immediate risks posed by lack of reliability of the Service's mobile data terminals and the accessing of up-to-date risk information by crews. These initial actions have now been completed, including implementing a new approach to remedying issues that arise with the data terminals.
- 2.10 The medium and longer-term actions are being addressed and currently report progress which is on target against the programme plan.
- 2.11 The Service has allocated additional funding, which was reported to the Finances and Resources Committee in July 2021, as well as prioritising actions to mitigate the immediate risks.
- 2.12 It is forecasted this work will be completed in March 2022 and therefore it is proposed the deadline for this AFI is extended to 31 March 2022, to allow suitable assurance to occur and be reported.
- 2.13 It is proposed that Members agree the extension of AFI 9 for completion by 31 March 2022 with a closure report to be presented to the July 2022 Community Safety Committee.
- 2.14 It is proposed that interim update reports continue to be presented to the Community Safety Committee, to report progress against the programme.

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 performance ensures that the Service is focusing on key objectives, as set by the Fire 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.

10. RECOMMENDATIONS

It is recommended that Members:

- 10.1 Agree the extension of 'Area for Improvement 9' to 31 March 2022.
- 10.2 Agree to receive update reports on progress against the outstanding 'Area for Improvement'.

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

None.

John Buckley
CHIEF FIRE OFFICER



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

FIRE PROTECTION UPDATE

Report of the Chief Fire Officer

Date: 08 October 2021

Purpose of Report:

To update members on recent developments within Fire Protection

Recommendations:

That Members note the content of the report

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1. BACKGROUND

- 1.1 In February 2020, the National Fire Chief's Council (NFCC) published the Competency Framework for Fire Safety Regulators. The purpose of this framework is to support changes which are arising from the Grenfell Inquiry and the subsequent publication of the Independent Review of Building Regulations and Fire Safety – Building a Safer Future.
- 1.2 The revised competency framework takes into consideration the Dame Judith Hackitt inquiry comments on competency and includes benchmark standards for Fire Safety Regulators regulating Higher Risk Residential Buildings (HRRBs) under the proposed legislative framework.
- 1.3 A new, more detailed, fire safety audit process for High Rise Residential Buildings has also been implemented by the Service.
- 1.4 The NFCC has recently published a new service delivery standard for Fire Protection. This new standard will be overseen by the Fire Standards Board and will form part of the inspection of the Service by Her Majesty's Inspector of Constabularies and Fire & Rescue Services (HMICFRS)
- 1.5 Nottinghamshire Fire and Rescue Service (NFRS) is also engaged in a partnership approach with Nottingham City Council to inspect multi occupancy residential buildings in the City through the Joint Audit and Inspection Team (JAIT).
- 1.6 Under the Regulatory Reform (Fire Safety) Order 2005, NFRS is the Regulating Body within Nottingham and Nottinghamshire for fire safety in non-domestic premises that do not fall under the remit of the Health and Safety Executive, Defence, Crown or Local Authority responsibilities.

2. REPORT

- 2.1 NFRS has adopted the guidance published by the NFCC for the Competency Framework for Fire Safety Regulators. The guidance has been designed to support the Fire and Rescue Service to deliver the improvements required of the sector which have arisen from the Hackitt inquiry and the Independent Review of Building Regulations and Fire Safety.
- 2.2 All Fire Safety Regulators, who are responsible for the regulation of higher risk premises (HRPs), are to be independently assessed by and registered with a professional body. NFRS has been in discussion with the Institute of Fire Engineers (IFE) who is working on a framework to meet this requirement.
- 2.3 The NFCC Competency Framework and IFE Accreditation Scheme will ensure the Service's Fire Safety Inspector's (FSI) are competent in their role and will maintain their professional development to a nationally recognised

standard. It will, however, involve an increased commitment in training, development, and quality assurance of the work that they undertake.

- 2.4 NFRS is also required under the code to have sufficiently trained Fire Safety Enforcement Officer's available out of hours. At present NFRS have four 'Flexi Duty Officers' who are part of the operational command rota to undertake this role, with a further one in training. The Service can also 'recall' Fire Safety Inspectors out of hours, if required.
- 2.5 The code also sets out standards for Fire Safety Advisors (Level 3) and Fire Safety Inspectors (Level 4) who carry out the audits in business premises.
- 2.6 Fire Safety Advisors holding a Level 3 Certificate in Fire Safety can offer advice, educate responsible persons and undertake simple low risk audits. The Service delivered training to all operational Crew and Watch Managers to the Level 3 standard.
- 2.7 Fire Safety Inspectors holding a Level 4 Diploma in Fire Safety can complete audits of all regulated premises and undertake enforcement action. All NFRS Fire Safety Inspectors hold a Level 4 Diploma in Fire Safety or are in the process of obtaining the qualification.
- 2.8 The NFCC has introduced a new service delivery standard for Fire Protection. This will be the latest standard to be produced by the Fire Standards Board. NFRS are currently assessing the standard to assess any areas where improvements may be required.
- 2.9 NFRS has been working in partnership with Nottingham City Council to inspect multi occupancy residential buildings in the City. The Service has two dedicated Fire Safety Inspectors on the team which have identified 503 buildings which require inspecting.
- 2.10 At present the team have jointly inspected 122 building (24%). A total of 75 of these buildings are over 18 metres and have been inspected, with a further 60 high rise buildings remaining.
- 2.11 Of the total buildings currently inspected only two have been rated at the lowest category of 'broadly compliant', the remaining buildings require remedial works to be carried out. In terms of enforcement action, a total of eight buildings have required an Improvement Notice, two with a Prohibition Order (non-fire) and one with an Enforcement Notice.
- 2.12 It is worth noting that 70 buildings (8,467 Flats) have been identified as having unsatisfactory fire stopping in the fabric of the building, with five (416 flats) being deemed 'critical' due to the absence of any fire stopping.
- 2.13 Fire protection reform, particularly in high rise residential buildings, remains a priority for the sector. The reforms have placed increased demands on the Service's Fire Protection department. The Service is currently evaluating the resources it commits to fire protection to ensure it remains efficient and effective in the delivery of statutory functions.

- 2.14 Future demands on the regulation of the built environment and the wider delivery of public services will be central to the next Community Risk Management Plan (CRMP).

3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this update report. Expenditure to train and develop personnel is met from the Fire Protection training budget.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 The Level 3 Fire Safety training has now been delivered to operational Crew and Watch Managers by the Fire Protection Team. These individuals are now completing their development portfolios so that they can be awarded the qualification.
- 4.2 A fixed term Fire Safety Trainer has also been employed with additional Government funding to deliver the Level 3 Fire Safety training.
- 4.3 Two Fire Safety Inspectors have been attached to the JAIT to undertake the inspections in conjunction with Nottingham City Council.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because of the nature of this report.

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

NFRS have statutory obligations under the Fire and Rescue Services Act 2004 and the Regulatory Reform Fire Safety Order 2005 to provide advice, audits, and enforcement action in non-domestic premises.

8. RISK MANAGEMENT IMPLICATIONS

The NFCC Competency Framework and the Protection Standard will mitigate corporate risk of legal challenge during enforcement action by NFRS.

9. COLLABORATION IMPLICATIONS

- 9.1 The Service is engaged regionally and nationally in relation to Fire Safety activities, through the NFCC.
- 9.2 The Service is a signatory of the Regional MOU for Fire Engineering and currently receives support in relation to fire engineering queries through this mechanism.

10. RECOMMENDATIONS

That Members note the content of the report.

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

None.

John Buckley
CHIEF FIRE OFFICER

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