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

Date: Friday 14 January 2022 **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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**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 Friday
8 October 2021 from 10:01am to 11:21am**

Membership

Present

Councillor Jason Zadrozny (Chair)
Councillor Nicola Heaton
Councillor Toby Neal (items 10-14)

Absent

Councillor Scott Carlton
Councillor Eddie Cubley
Councillor Nick Raine

Councillor Patience Uloma Ifediora
(Substitute for Councillor Nick Raine)

Colleagues, partners and others in attendance:

Candida Brudenell - Assistant Chief Fire Officer
Adrian Mann - Governance Officer, Nottingham City Council
Mick Sharman - Area Manager for Response

7 Apologies for Absence

Councillor Scott Carlton
Councillor Eddie Cubley
Councillor Nick Raine

8 Declarations of Interests

None.

9 Minutes

The Committee confirmed the minutes of the meeting held on 11 June 2021 as a correct record and they were signed by the Chair.

10 Service Delivery Performance Update

Mick Sharman, Area Manager for Response, presented a report on the performance of the Service Delivery Directorate between 1 April 2021 and 31 August 2021. The following points were discussed:

- (a) there have been no significant changes to the incident profile in the period, and the incidents in each category are of a similar level to the previous year. There has been an increase in fires attended, which has largely been due to fires being set deliberately in the open ground around the Oak Tree Estate in Mansfield. A multi-agency approach to education and enforcement is underway, to address this issue. There are a number of construction sites close to the affect area, so the Service will engage with the site developers on security considerations, where appropriate. There have been 11 serious incidents requiring multi-appliance attendance, with a number taking place within the city in high-rise residences. The tri-service response with Leicestershire and Derbyshire Fire and Rescue Services continues to be effective in managing larger incidents;
- (b) response times remain below the Service attendance standard of 8 minutes, and are likely to decrease during the winter. The Service continues to meet the attendance standards set by the Authority in a consistent way. Ongoing monitoring and assurance is in place for the Functional Collaboration Agreement between Nottinghamshire and Derbyshire Fire and Rescue Services, including for the Joint Control Room, for which three key performance measures have been agreed. The Control Room performance was close to target, with the slight shortfall in meeting the mobilising system availability standards due primarily to a prolonged technical fault during June. The fault has now been corrected and work is underway with the supplier to improve the stability of the system;
- (c) on-call availability remains a continual challenge, with a current average availability of 85.24%, which just meets the service target of 85%. However, of the 16 on-call sections, 10 are performing above target. Day shift crewing availability is now reported separately. Of the two day shift crewing stations, the position is improving at Retford, but still remains challenging at Ashfield. There is a very strong commitment the on-call sections and everything possible is being done to support on-call provision, including the introduction of a new 3-year training planner. In order to mitigate unavailability in some sections such as Ashfield, cover is provided by appliances from other areas, so no availability is left empty at any of the major stations;
- (d) on-call availability is a national issue and presents a constant challenge in recruitment and retention. A dedicated team has been established to support the sustainability of the current on-call structure and the on-call firefighters. Currently, this team has been able to increase on-call availability by just over 10%. The available resources are being aligned to areas on the basis of risk, and the team is working proactively to increase availability, which is good in the national context;
- (e) however, there is a lack of supervisory managers and incident commanders, so it is important to carry out training to build confidence amongst on-call staff to carry out these roles. The training programme has been changed significantly in 2021, and has been very successful. It is important that on-call staff are able to work as flexibly as possible, so the Service is investing in a new, easily accessible rostering system that will facilitate this. As much work as possible is required on engaging with the large communities around the on-call stations to increase numbers, with a particular focus on the day shift crewing stations. The 2020/21 recruitment campaigns generated 166 applicants, which are being supported by

the dedicated team, but a large number of applicants for on-call roles often drop out of the process;

- (f) the national conditions for on-call firefighters require a high level of time commitment, so a local contract is being trialled with more flexible terms, to make the role more accessible. The contracts will be reviewed and evaluated towards the middle of 2022, and the conclusions will be reported to the Authority. The Service recognises the challenges of increasing diversity as part of the recruitment process, so work is underway to take positive action and broaden the appeal and inclusivity of a role as a firefighter. Positive action has been most successful in increasing diversity amongst whole-time firefighters, but is proving more difficult for on-call roles;
- (g) engagement is being carried out with schools to widen awareness and outreach is carried out with a wide range of communities. There is also support available to help break down barriers to making an application for a role in the Service, including in developing the required level of fitness. There is a clear focus and challenge in place to ensure that all recruitment requirements are reasonable and necessary, and consideration is given to who might be discouraged from applying due to certain requirements. All support from members of the Authority in reaching communities is very welcome, and the details of the upcoming recruitment campaign starting on 18 October will be forwarded to members;
- (h) the Service is now returning to a 'business as usual position' following the Coronavirus lockdown, but is still providing support to the East Midlands Ambulance Service and to food banks. Emergency planning procedures are in place and the Service will provide support as needed in the event of a new emergency as part of the Local Resilience Forum. Fire prevention work continues, including the carrying out of a large number of 'safe and well' visits following lockdown, which are on track to achieve the target number of visits, which is higher than the national average;
- (i) the Committee requested that the details relating to where and when safe and well visits are being carried out, the priority areas for them and their resource allocations are circulated to members, for their information.

The Committee noted the report.

11 Response Times and Call Handling Performance

Mick Sharman, Area Manager for Response, presented a report on the Service's response times and call handling performance. The following points were discussed:

- (a) in January 2021, the Home Office published the national response times to attending incidents, which showed the Service as having a higher than average response time. However, the Home Office figures identify Nottinghamshire as a predominantly urban area, though its context is relatively different to that of the other metropolitan regions against which it is compared in the data. A tri-service review has been carried out with Leicestershire and Derbyshire, which are much more similar in context to Nottinghamshire – and the response times for the three Services are relatively similar;

- (b) the Service's response time reflects the time taken to answer a call, mobilise assets and then travel to an incident. The Service has two key performance indicators relating to answering a call and then mobilising assets. However, there is disparity across the country as to at what point response time starts to be recorded, depending upon the system that each individual service uses. As such, it is most helpful to compare the Service against others that use the same recording system;
- (c) ultimately, there are no national targets for response times, and the Service's response times do meet the targets set by the Authority, and they are decreasing. Means of reducing call handling times are under review, but a main priority of the Service is to ensure that mobilisation is properly informed by clear information, so that the right assets are sent to attend the incident. As such, the longer lead-in time recorded as part of the call handling time leads to a much more informed and effective response to the incident.

The Committee noted the report.

12 Fatal Fires Review 2020

Mick Sharman, Area Manager for Response, presented a report on the fatal fire incidents attended in 2020 and the Services' response. The following points were discussed:

- (a) the number of fire-related fatalities are relatively low, with 5 in 2020. Of there, two were adult women and three were adult men, and four were over the age of 65. Three lived alone, and 4 had mental health needs. Profiling vulnerable people is carried out as part of the Service's fire prevention activity, and a visit had been carried out at the address of one of the fatalities. Vital work is done with partners to provide education and to identify and seek to mitigate the risks to vulnerable people as much as possible. An Occupational Therapist is now in place to work with the Service and partners in engaging with vulnerable people with particularly complex needs;
- (b) reviews are carried out into the circumstances surrounding all fatal fires, and they look at previous responses, whether the victim was known to the Service, and whether the victim had been identified as being at risk. In many cases, a fire is caused as a result of a person's actions, so the main focus of risk mitigation is on addressing individual behaviour. However, the risk to an individual can be exacerbated by the nature of the building in which they live. Reassurance and engagement activities take place immediately following a serious or fatal fire to support the local community and increase awareness of fire safety.

The Committee noted the report.

13 'Areas for Improvement' from the HMICFRS Inspection 2019 Update

Candida Brudenell, Assistant Chief Fire Officer, presented a report on the Service's response to its 2019 inspection report. The following points were discussed:

- (a) Area for Improvement (AFI) 9 ('to ensure that mobile data terminals are reliable to allow staff to access risk information') is the final AFI from the last HMICFRS Inspection to be completed. Whilst significant progress has been made and a focused programme of work is underway, there are still some actions to be undertaken to mitigate problems relating to the reliability of the risk information uploaded onto the appliance data terminals. Currently, manual interventions are taking place to ensure that crews have access to the most up to date risk data;
- (b) an extension of the completion date to 31 March 2022 is required to conclude this AFI, to allow for the completion of the action plan. The additional time will allow for the implementation and testing of a planned upgrade to the data terminals. In the longer term, a process will take place to recommission the mobilising system for the Service.

Resolved to agree the extension of the completion date for Area for Improvement 9 to 31 March 2022, and to receive update reports on the progress against this outstanding Area for Improvement.

14 Fire Protection Update

Mick Sharman, Area Manager for Response, presented a report on the developments within Fire Protection. The following points were discussed:

- (a) fire protection is an important national focus and the National Fire Chief's Council has published a framework to support the changes to fire safety arising from the Grenfell Inquiry. In response, the Service has implemented a new and more detailed fire safety audit process for high-rise residential buildings;
- (b) a set of training standards has been introduced to embed the framework into ongoing practice, and new investment has been made in further specialist training on fire safety and education, to professionalise the approach to fire protection. An accreditation scheme is in place for the Service's Fire Safety Inspectors, and two members of staff are taking a Fire Engineer course. The Service is making a strong investment to establish in-house fire protection roles, and staff are being brought in at the introductory level, for development;
- (c) a full building risk review is being carried out, and partnership working is being done with a focus on high-rise premises. Unfortunately, of the buildings inspected, there has been a very low level of fire safety compliance. As such, a great deal of work is being carried out with building owners to ensure that the structures are compliant. However, there is still a substantial amount of work to be done, so the right investment must be in place to ensure good recruitment to and resourcing of fire protection roles, to fulfil the requirements of the safety standards and legislation.

The Committee noted the report.

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NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

SERVICE DELIVERY PERFORMANCE REPORT

Report of the Chief Fire Officer

Date: 14 January 2022

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

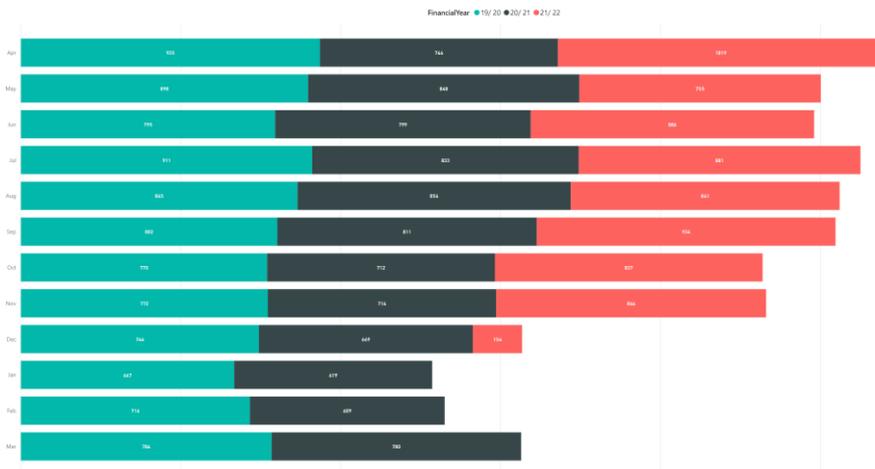
- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including response, prevention, and protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery.

2. REPORT

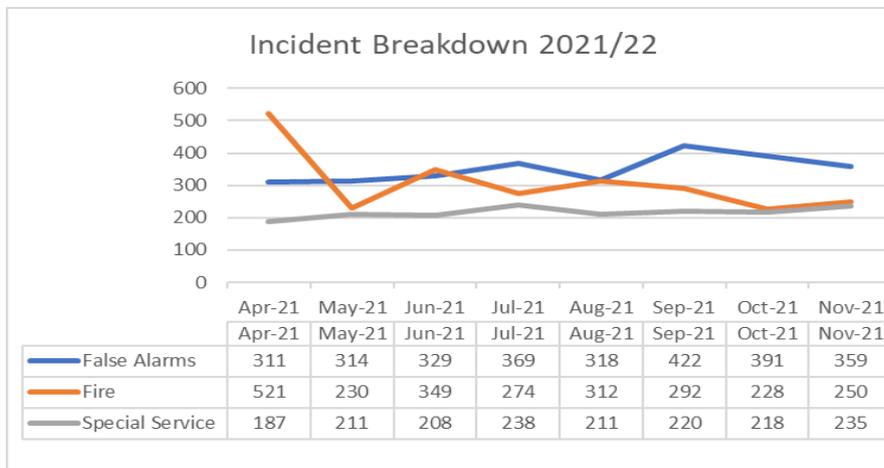
RESPONSE

- 2.1 Year to date (4 December 2021) a total of 7151 incidents have been attended by Nottinghamshire Fire and Rescue Service (NFRS).

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

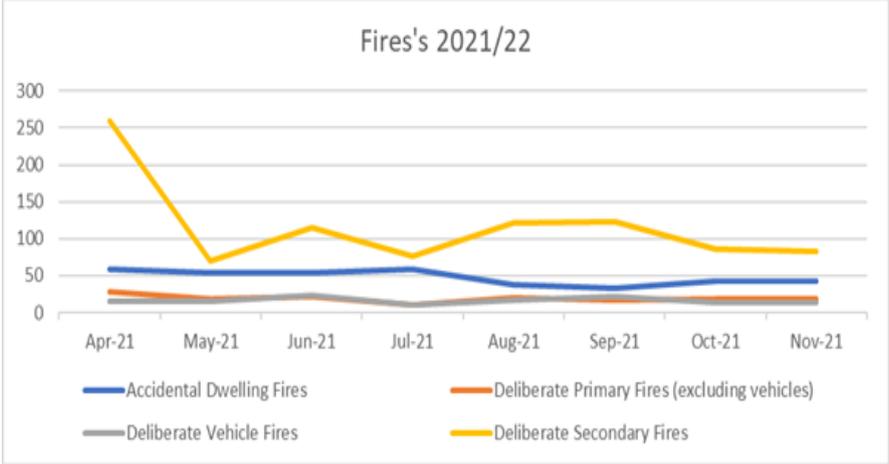


A further breakdown of 2021/22 incidents (see chart below), shows that incidents by type remain relatively consistent throughout the year, except for a spike in fire incidents in the early part of 2021/22.

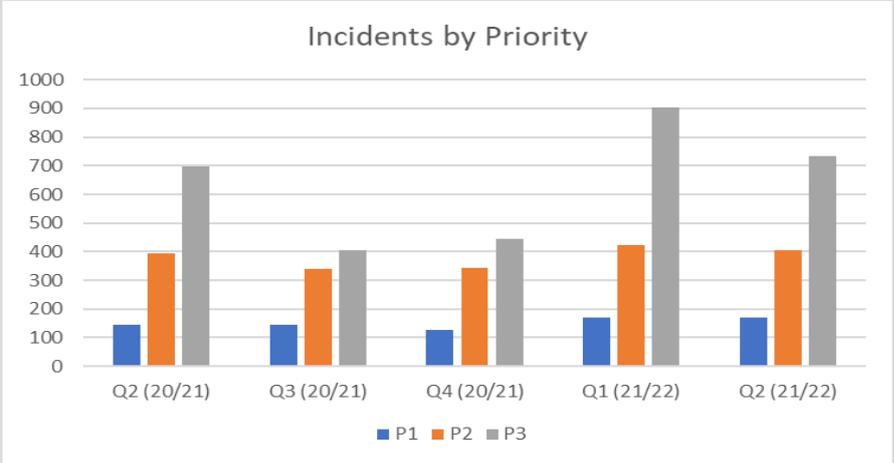


Analysis shows that year to date, 40% of all incidents attended are false alarms. This compares to 42% during 2020/21.

A more detailed analysis (chart below) shows that, as previously reported to Members, the spike in incidents can be attributed to an increase in deliberate secondary fires in the early part of 2021/22.



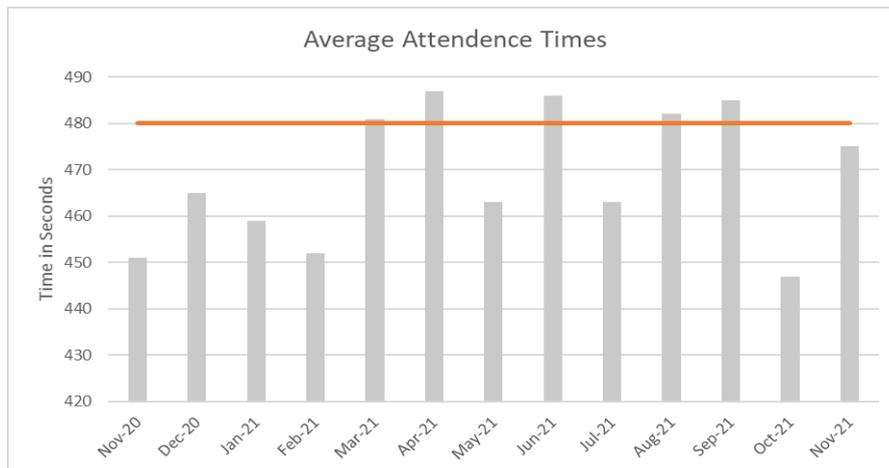
2.2 Breakdown of incidents by priority (chart below), shows that the number of P1 and P2 incidents have remained stable over the past five quarters. The Service has seen an increase in the number of P3 incidents. Further breakdown and analysis show a correlation with the increase in deliberate secondary fires, as detailed earlier in the report.



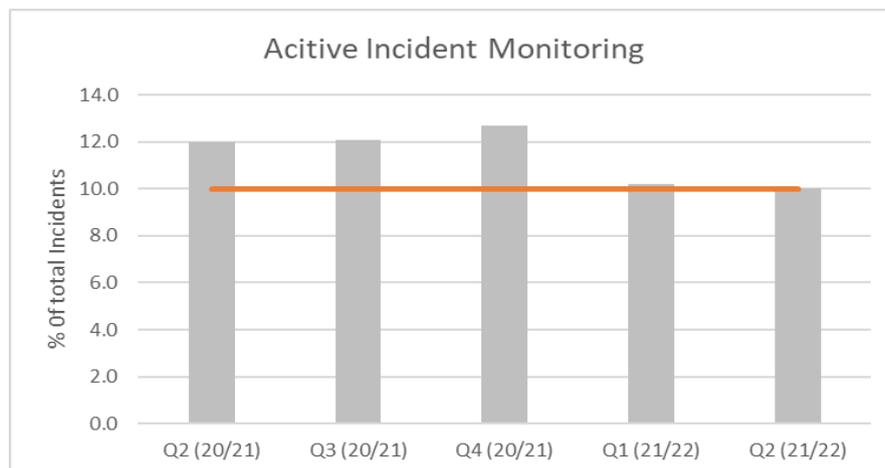
- P1 incidents – pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk.
- P2 incidents - pose a serious hazard and high-risk threat to the environment, society, property, or heritage – and FRS immediate response.

- 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.

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 8 minutes (480 seconds). Year to date (4 December 2021) the Service is currently achieving an average attendance time of 7:59 minutes. The chart below shows a rolling 12-month performance, against the Service’s 8-minute target.

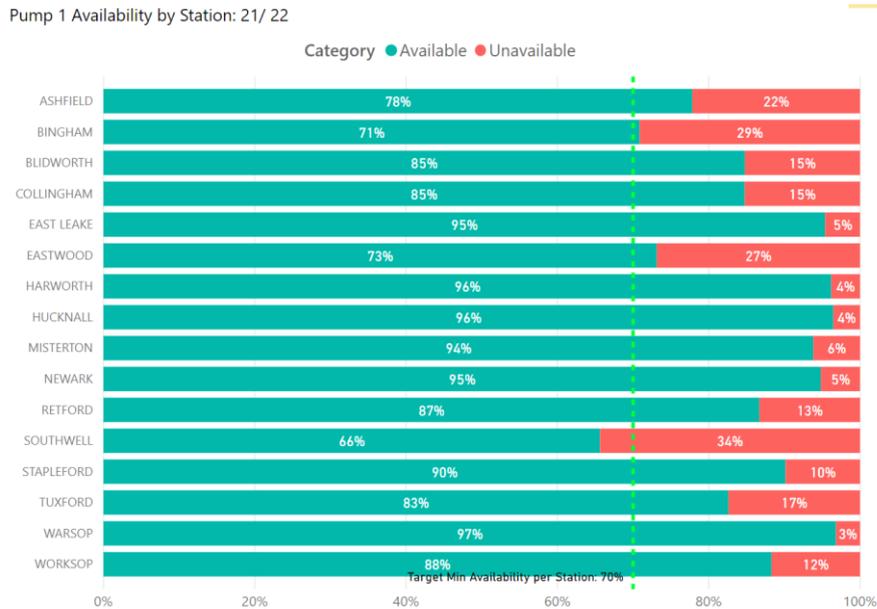


2.4 To ensure operational incidents are managed appropriately and safely, as detailed in the Service’s Community Safety Strategy, the Service commits to the active monitoring of 10% of all operational incidents (excluding automatic fire alarms), for the purpose of continuous improvement and assurance.



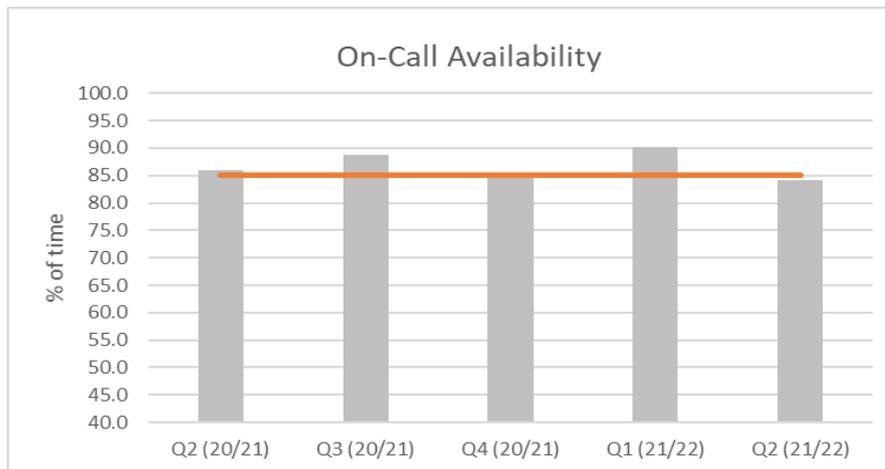
Analysis shows active monitoring is achieving the required standard, however, the number of incidents monitored has decreased in quarter one and two during 2021/22.

2.5 On-call availability year to date (4 December 2021), as shown on the chart below, shows an average availability of 84.43%. Which falls below the service target of 85%.



10 out of the 16 sections are currently performing above the attainment target of 85%, with the highest level of availability being Warsop at 97%. Southwell fell below the 70% minimum standard set by the Service. Recruitment continues to be a challenge, particularly in areas such as Southwell, which directly impacts on On-call availability.

Chart below shows On-call availability over the past rolling five quarters.



On-call availability has remained consistent over the past five quarters.

- 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.

Year to date, Ashfield DSC reports:

- An average of 77.83% 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 64.02%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 87.65% and maintained two On-Call appliances 20%.

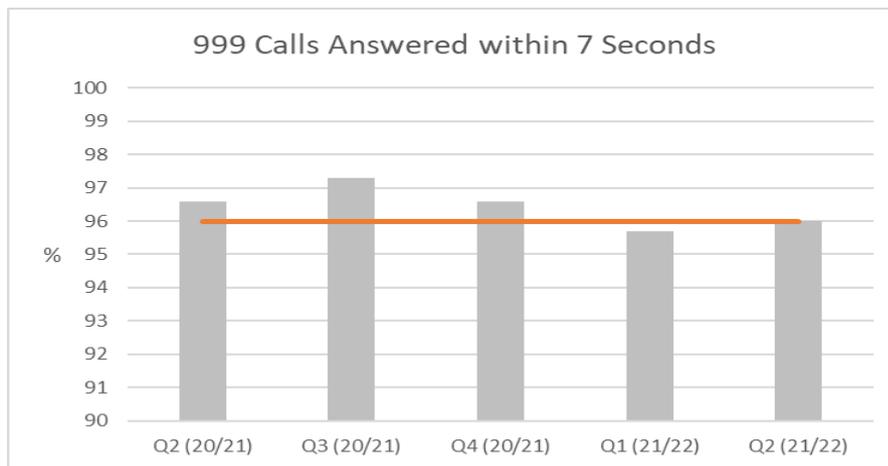
The availability of Ashfield is below the Service's minimum standard, however, availability is improving when comparing periods earlier in 2021/22.

Year to date, Retford DSC reports:

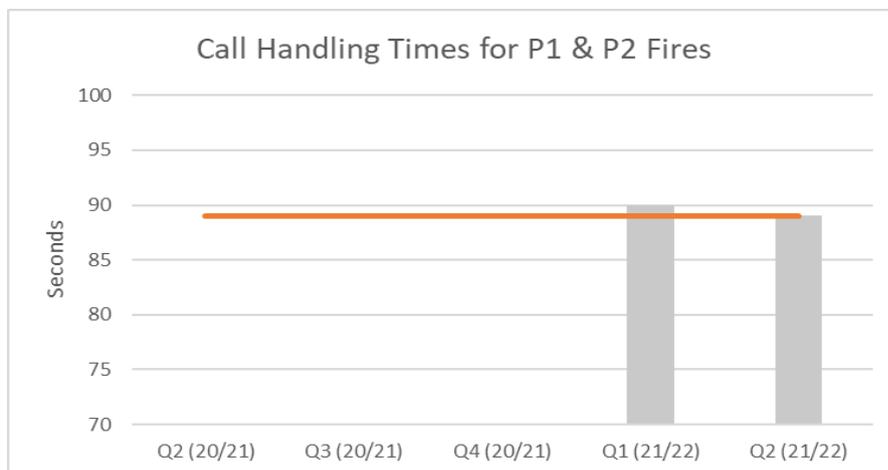
- An average of 86.73% (minimum of one On-call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 79.8%;
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 91.67% and maintained two On-Call appliances 25%.

- 2.7 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:

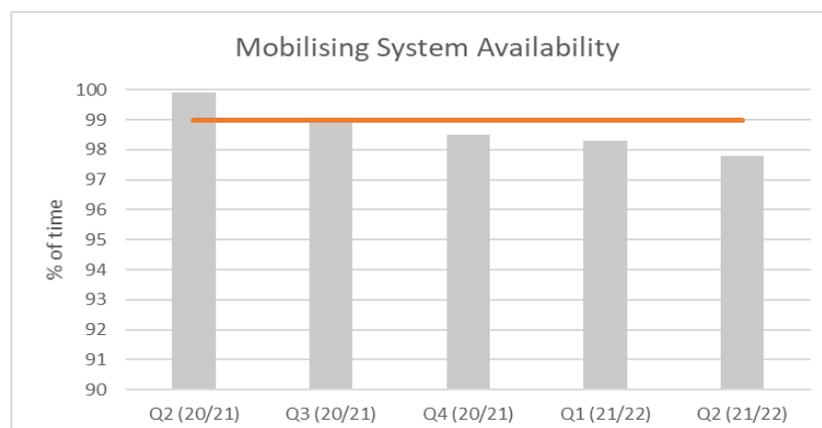
Calls answered in 7 seconds – target 96%. A rolling view of the previous five quarters shows that Joint Control are meeting the target, except for quarter one 21/22.



Average call-handling times for P1/P2 fires – target 89 seconds. This key performance measure was introduced in April 2021. Over the past two quarters Joint Control has met the required target.



Mobilisation System Availability – target 99.0%. A rolling view of the previous five quarters shows that system availability has steadily declined over the past five quarters.



Work is ongoing to address and manage the Service's and Tri- Services' mobilising system availability. The Service works closely with its mobilising supplier, Systel, to both identify and address faults and concerns.

A hardware restructure and replacement programme was undertaken in December 2021, with a software upgrade planned for in the early part of 2022. It is hoped that both actions will improve both the systems performance and stability.

- 2.8 The Service has now resumed its exercise programme and has completed year to date, 27 exercises in total, including 1 service, 1 group, 4 district and 18 watch level exercises. Of these exercises seven of them involved over border FRS involvement. Three MTA exercises have also been carried out, all of which involved elements of multi- agency and over border working.

Themes of exercises undertaken to date:

- 8 x testing risk info/plans;
- 3 x BA procedures;
- 3 x tall buildings;
- 3 x water relay;
- 3 x MTA;
- 2 x water rescue;
- 2 x SWAH;
- 1 x RTC;
- 1 x tall buildings / evacuation procedures (Service);
- 1 x large scale incident procedures (Group).

COVID-19 PARTNERSHIP WORK

- 2.9 The Government's ambition to accelerate the delivery of Covid booster vaccinations has again seen a request of the Service to support where possible. NFRS has moved quickly to deploy nine members of staff full-time to vaccination sites at Mansfield and the Forest Recreation Ground from 13 December 2021. Further staff members will be joining the effort over coming weeks.

PREVENTION

- 2.10 Year to date (15 December 2021) the Service has completed 9,418 Safe and Well Visits (SWVs). This puts NFRS on track to exceed the Community Safety Strategy target of 12,000 SWVs in 2021/22 by approximately 10%.
- 2.11 13,200 SWVs in 2021/22 would see the Service delivering 11.3 per 1,000 households across the City and County which would be above the national average. So far in 2021/22, 49.7% of SWVs have been delivered to over 65s and 50.6% to those who consider themselves to have a disability. Nationally, in 2020/21, 48.8% of SWVs were delivered to over 65s and 35.6% to those with a disability.

- 2.12 For 2021/22 the Service targeted the completion of twenty-four Data Intelligence Community Events (DICE). A DICE sees Prevention Staff and Operational Crews tackling specific risks, areas, and communities for direct engagement due to the level of risk which has been identified through data analysis, local knowledge and/or partner organisation concerns. Between May (when COVID restrictions were lifted) and December, the Service has already met this target.
- 2.13 A similar activity to DICE is Community Reassurance and Engagement (CRaE). A CRaE is carried out following a significant incident to take advantage of a community's heightened interest in prevention. To date in 2021/22, 22 large scale CRaEs have been delivered. Most recently these have taken place in Newark, Southwell, Bulwell, Blidworth and Mansfield.
- 2.14 Through media messaging and local activity the Service has supported 45 national prevention campaigns so far in 2021/22.
- 2.15 Work is continuing towards the introduction of the Service's own Fire Cadet scheme in 2022.

PROTECTION

- 2.16 Fire Protection continues to regulate premises identified as part of the Service's Risk Based Inspection Programme, with the following activities undertaken between 1 April 2021 and 30 November 2021:
- 430 pre-planned inspections of non-domestic premises with 140 follow up inspections;
 - 127 specific (complaints) and 135 post fire inspections;
 - 161 other specific inspections;
 - 14 Enforcement Notices served;
 - 7 Prohibition Notices served;
 - 535 building regulation consultations with local authority building control or approved inspectors;
 - 315 other consultations with agencies including Ofsted and the Care Quality Commission.
- 2.17 The Protection Teams continue to roll out the Level 3 Fire Safety qualification to Supervisory Managers. This involves assessing various work products within One-File and shadowing Business Safety Checks (BSCs). This has now resulted in the BSCs being undertaken since August by the Service's operational crews and a number of Supervisory Managers have completed all their work and are now warranted under the Fire Safety Order. Work continues with Response to get the remaining Supervisory Managers qualified over the next 18 months.
- 2.18 The Service continues to play an active role in its partnership with the City Council, jointly inspecting multi-occupancy residential buildings where NFRS has shared legislative responsibility. Two members of the Protection Team are currently assigned to this Joint Audit and Inspection Team (JAIT).

- 2.19 The Fire Protection Department has now completed the NFCC Building Risk Review programme two months ahead of schedule. This required the joint Protection and Response audit of the top 120 high-rise residential properties within Nottinghamshire.
- 2.20 The Protection Department has now completed the review and subsequent enhancement of the Risk Based Inspection Programme. This data base is now more responsive and accurate, giving up to date risk data in the non-domestic environment.

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

- 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 Due to the high priority activity, the Service is once again fully engaged with health partners to support the vaccination booster programme. There is the potential that this may cause disruption of day-to-day service delivery, however, this will be monitored closely to ensure any risks remain tolerable.

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

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NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

SAFE AND WELL VISITS

Report of the Chief Fire Officer

Date: 14 January 2022

Purpose of Report:

To provide Members with an update on the Service's safe and well visit delivery programme.

Recommendations:

That Members note the contents of this report.

CONTACT OFFICER

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1. BACKGROUND

- 1.1 The Fire and Rescue Service Act 2004 places a responsibility on a Fire Authority to make provision for the purpose of promoting fire safety in its area.
- 1.2 The National Fire Chiefs Council (NFCC) recognises the importance of safe and well visits (SWVs) in promoting fire safety and the part they have played in reducing the number of accidental fires in the home and consequent reductions in the number of deaths and injuries.
- 1.3 The Service's HMICFRS Inspection in 2019 highlighted that, in completing less than 4,000 visits, NFRS's performance fell some way short of the national average. HMICFRS also highlighted the need for NFRS to ensure its prevention activity is targeted at those most at risk.
- 1.4 Within its current Safer Communities Strategy, the Service has committed to the completion of 12,000 SWVs per year by the end of 2021/22 and that these will be targeted at those most at risk.

2. REPORT

- 2.1 An effective SWV aims to:
 - Reduce the number of fire related casualties;
 - Reduce the number of accidental dwelling fires;
 - Direct resources to where and when they are most needed, in the most effective and efficient way;
 - Utilise the Making Every Contact Count (MECC) approach by streamlining internal referral and signposting pathways to ensure standardisation throughout the Service;
 - Contribute to the wider health prevention agenda to reduce the pressure on acute services and associated budgets;
 - Signpost to specialist advice and support to further reduce the underlying risks contributing to making a household at risk of fire.

QUANTITY

- 2.2 In 2021/22 NFRS is on track to deliver 13,250 SWVs. This exceeds the commitment made in the Safer Communities Strategy, represents a 200% increase in productivity since 2018/19 and, at 11.32 visits per 1,000 population, is above the current national average (10.3 visits per 1,000).
- 2.3 A number of measures and initiatives have led to the increase in productivity over the last few years, but the most important has been the setting of targets for Delivery Teams and an increased focus on performance management.

- 2.4 All Response Crews and specialist members of the Prevention Department are responsible for the delivery of SWVs. Monthly targets for each Delivery Team are as follows:

Delivery Team	Monthly Target
Prevention	209
2x Appliance Stations	20
1x Appliance Stations	15
Technical Rescue Stations	12
Day Crewed Stations	12
On-Call	8

- 2.5 Due to the various Delivery Team types, and numerous delivery mechanisms, SWVs can be completed throughout the City and County, 24 hours a day, 7 days a week.
- 2.6 SWV delivery is either proactive or reactive. Proactive delivery is targeted at persons who are known to be vulnerable. Reactive delivery aims to take advantage of a community's heightened interest in fire prevention following an incident.
- 2.7 Proactive activity accounts for approximately 75% of SWVs which are delivered. Proactive delivery includes Partner Referral, Public Referral, Data-led SWVs, Data Intelligence Community Engagement (DICE) and high-risk follow-ups.
- 2.8 At approximately 51% of all SWVs, Partner Referral contributes the largest proportion. Partner organisations are trained to recognise fire risks associated with the Service's vulnerable person (CHARLIE) profile (see Paragraph 2.15) and utilise an electronic system to make a referral to NFRS. So far in 2021/22 partner referrals per District are as follows:

District	No. of Referrals in 21/22
Ashfield	467
Bassetlaw	395
Broxtowe	367
Gedling	340
Mansfield	469
Newark & Sherwood	416
Nottingham City	1245
Rushcliffe	256

- 2.9 Approximately 13% of SWVs come through Public Referral. The public are encouraged to self-refer or refer on behalf of friends or family via the Service's on-line or telephone system.
- 2.10 Data-led SWVs and DICE activity, which together constitute approximately 10% of all completed SWVs, target at-risk individuals, areas, and communities for direct engagement. Recipients are identified through the Service's Risk Stratification Index, which utilises a number of datasets aligned to the CHARLIE profile (eg: Exeter Data, Mosaic profiling data and Indices of Multiple Deprivation), and local knowledge.
- 2.11 The 1% of SWVs attributed to high-risk follow-ups is where households at greatest risk are revisited after a period of time to determine if their situation

has changed and if there is anything more the Service can now do to lower their risk.

- 2.12 Reactive delivery accounts for approximately 25% of all SWVs. Reactive delivery includes post-incident SWVs and Community Reassurance and Engagement (CRaE) Activity.
- 2.13 Approximately 21% of all SWVs are delivered immediately following an incident by the attending Response Crews. These are delivered at the premise involved, and in the very local vicinity, prior to the crew leaving the scene.
- 2.14 Following a serious incident, a larger scale CRaE may be arranged to target a wider area around the scene of the incident a few days after it has occurred. CRaE activity accounts for approximately 4% of all SWVs delivered.

QUALITY

- 2.15 All proactive SWVs are targeted at vulnerable persons as defined by the Service's CHARLIE profile (see Appendix A). This year, the CHARLIE profile, which was fully embedded in the Service in 2018, was subject to a suitability assessment by Nottingham Trent University (NTU) which concluded that:

'The conceptualisation and use of the CHARLIE profile in identifying those who are vulnerable and those most at risk of death or serious injury from fire is both generally valid and robust'.
- 2.16 The National Fire Chiefs Council has recently published its Person-Centred Framework. The Service's CHARLIE profile and SWV aligns to this. Because of this, and the NTU analysis, the Service is confident its SWVs are targeted at the right people.
- 2.17 A target set in the current Community Safety Strategy is for 80% of SWVs to be medium risk or above. There is no way to measure risk levels of SWVs generated through direct engagement activities prior to NFRS intervention, so the Service only considers Public and Partner Referrals in this target. Both Public and Partner Referrals are subject to triage and NFRS will only conduct a SWV at those which score 20 or above (medium risk) on the CHARLIE Risk Assessment Matrix (see Appendix B). What is encouraging is that so far in 2021/22, 84% of Partner Referrals have been medium risk or above.
- 2.18 SWV quality measures used by the Home Office and HMICFRS consider the percentage of SWVs delivered to over 65s and those who consider themselves to have a disability. Nationally, in 2020/21, 48.8% of SWVs were delivered to over 65s and 35.6% to those with a disability. In 2021/22 NFRS is outperforming both measures at 49.59% and 50.54% respectively.
- 2.19 A further quality measure relates to the number of onward referrals which are made to partner organisations following an SWV. So far in 2021/22 the following referrals have been made by NFRS:

Outward Referral	No. of Referrals in 21/22
Smoking Cessation	68
Falls Prevention	158
Warmer Homes	77
Alcohol/Drug Dependency	18
Telecare	683
General Support	388

RECIPIENTS

- 2.20 Appendix C shows a heat map of where SWVs have been delivered across the City and County in 2021/22.
- 2.21 The Equality Impact Assessment (EIA) for SWVs was reviewed in March 2021 to consider delivery against the nine protected characteristics.
- 2.22 The EIA found SWVs to have a positive impact against Age. Since SWVs were introduced in 2018, 53.8% have been delivered to over 65s. The over 65 population across the City and County is 18.3% (*source – nottinghaminsight.org.uk and nottinghamshireinsight.org.uk*).
- 2.23 The EIA also found a positive impact against Disability. Between 2018 and March 2021, 37.6% of SWVs were delivered to people who considered themselves to have a disability. In the County 12.6% of adults identify as having a moderate to severe physical or learning disability (*source: Nottinghamshire JSNA: The People of Nottinghamshire 2017*) and in the City 18.2% of people have a long-term health problem or disability that limit their daily activity (*source: Nottingham City Council, Census 2011 – Disability, Health and Carers*).
- 2.24 The EIA highlighted a mixed impact against Race. However, it also highlighted incompatibility of SWV profiling questions to those captured in Census data. Additionally, the Census Data used for comparison was from 2011 and so at the time of the analysis was 10 years out of date. The issue around profiling questions has now been addressed and the analysis will again be undertaken once 2021 Census Data is released to provide a more accurate indication of impact.
- 2.25 Notwithstanding 2.24, in the County the EIA analysis hinted at largely representative delivery of SWVs for the Broad Ethnic Groups of White, and Black African and Caribbean/Black British. However, it also hinted at a slight under-representation for Mixed/Multiple Ethnic and Asian/Asian British.
- 2.26 Due to the increased ethnic diversity in the City, more detailed ethnic groups were considered. The EIA analysis hinted at a positive representation of SWVs for White British, White Irish, Bangladeshi, Black African and Black Caribbean communities. However, it also hinted at an under-representation for all Mixed/Multiple Ethnic groups and Indian, Pakistani and Chinese communities.
- 2.27 The Service has begun to address the communities where an under-representation has been hinted at through proactive SWV targeting. This

activity will be accelerated in 2022 if the re-analysis post the release of 2021 Census Data confirms the mixed impact.

- 2.28 Between 2018 and March 2021, profiling questions regarding Marriage and Civil Partnership, Gender Reassignment, Sexual Orientation, Religion and Belief and Pregnancy and Maternity were not asked during a SWV. These are now included. Similarly, it is currently not possible to analyse the recipients of SWVs by Sex as a SWV is completed by household rather than individual. This will change in April 2022 when the Service moves to Civica's Vulnerable Person Module meaning SWVs will be recorded by individual rather than household.
- 2.29 Annually the Service commissions a customer satisfaction survey regarding SWV delivery. This was not undertaken for 2020/21 due to COVID restrictions resulting in the majority of SWVs being delivered virtually. For 2019/20 the survey found that 100% of SWV recipients were satisfied with the service they received, 99% found advice they had received to be useful and 96% agreed that advice they had received had made them feel safer in their home. The survey will again be commissioned at the end of 2021/22.

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

The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.

8. RISK MANAGEMENT IMPLICATIONS

The targeting and completion of SWVs contributes to the management of fire risk across the City and County.

9. COLLABORATION IMPLICATIONS

The Service continually seeks opportunities to work closely with partner organisations to maximise the effectiveness of SWV delivery and ensure they are targeted to those most at-risk.

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



- C**are and support needs
- H**oarding and mental health issues
- A**lcohol and medication
- R**educed mobility
- L**ives alone
- I**nappropriate smoking
- E**lderly – 65+

Recognise anyone?

If you know someone who displays one or more of these characteristics, get in touch, as statistics show they may be at more risk of fire. Visit www.notts-fire.gov.uk or call **0800 022 3235** today!

NFRS CHARLIE RISK ASSESSMENT MATRIX

APPENDIX B

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:				

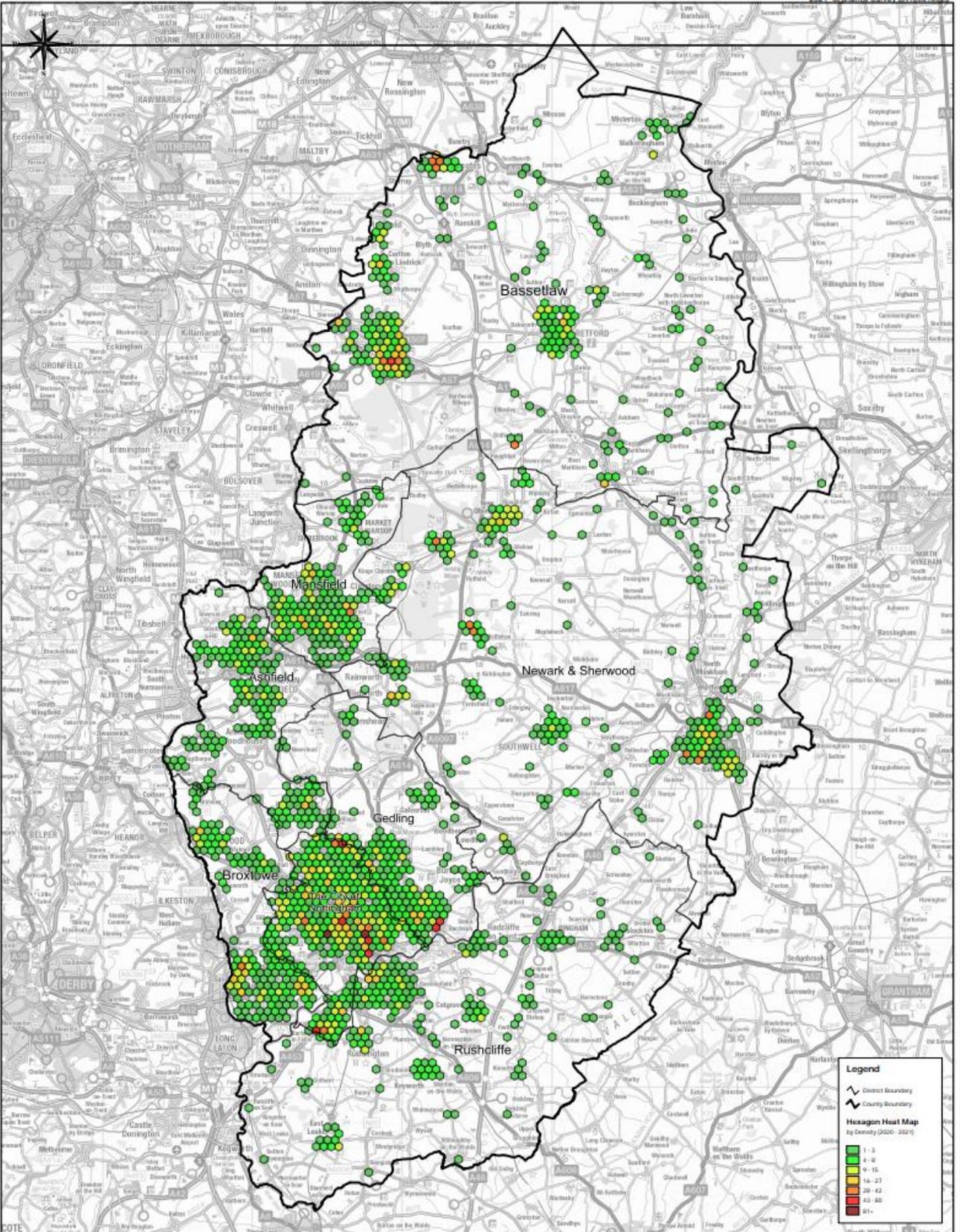
Score	Score	1	2	4	8	10
	Descriptor	Rare	Unlikely	Possible	Likely	Almost certain
C	Care and support needs	No care or support needs	In receipt of comprehensive care and support package	Support in place but not deemed adequate	No support in place but concerns for health and welfare	No support in place but 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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Safe and Well Visits in Nottinghamshire: 03/2020 - 03/2021



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NOTE
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