

# Public Document Pack



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

**Date:** Friday, 1 April 2022                      **Time:** 10.00 am

**Venue:** Joint Fire/Police HQ - Sherwood Lodge, Arnold, Nottingham, NG5 8PP

**Members are requested to attend the above meeting to be held at the time, place and date mentioned to transact the following business**

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

<b>Agenda</b>	<b>Pages</b>
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<b>3 Minutes</b> Of the meeting held on 14 January 2022 (for confirmation)	3 - 8
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**Any councillor who is unable to attend the meeting and wishes to submit apologies should do so via the Executive Assistant of the Principle Officer Team 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.**

Governance Officer:

*Catherine Ziane-Pryor 0115 8764298  
catherine.pryor@nottinghamcity.gov.uk*

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 the Nottinghamshire Fire and Rescue Service  
Headquarters, Bestwood Lodge Drive, Arnold, Nottingham, NG5 8PD on Friday  
14 January 2022 from 10:00am to 10:50am**

**Membership**

**Present**

Councillor Toby Neal (Chair)  
Councillor Scott Carlton  
Councillor Eddie Cubley  
Councillor Nicola Heaton

**Absent**

Councillor Nick Raine  
Councillor Jason Zadrozny

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

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

**15 Apologies for Absence**

Councillor Nick Raine  
Councillor Jason Zadrozny

**16 Declarations of Interests**

None.

**17 Minutes**

The Committee confirmed the minutes of the meeting held on 8 October 2021 as a correct record and they were signed by the Chair.

**18 Service Delivery Performance Report**

Mick Sharman, Area Manager for Response, presented a report on the performance of the Service Delivery Directorate during the year to date at 4 December 2021. The following points were discussed:

- (a) the current incident numbers profile is very similar to that of the previous two years, though there was a spike during April and May due primarily to the

deliberate lighting of secondary fires in the Mansfield area, during the warmer weather following a period of Coronavirus lockdown. Largely, these represented low-risk cases. The numbers of incidents that have posed the highest risk to life and the wider environment have remained stable over the past five quarters;

- (b) a key target for the Service is that all emergency incidents are attended within 8 minutes, on average. Attendance times do fluctuate across a given year due to seasonal impacts, but the target is being achieved, with an average attendance time of 7 minutes and 59 seconds;
- (c) to ensure that operational incidents are managed effectively and safely, with the right command structures in place, active monitoring is carried out for 10% of cases to make certain that the response is conducted properly and well, and that any learning arising is taken into account applied to future operations. Training exercises have now resumed following the easing of Covid restrictions;
- (d) currently, the average on-call availability is 84%, which falls below the Service target of 85%. The performance of most sections is consistent and above the attainment target of 85%, reflecting a very good community commitment. The strongest on-call availability is at Warsop, at 97%. Availability is improving both at Ashfield and Retford, which achieved 77% and 86%, respectively. However, there are significant challenges in some areas such as Southwell, where on-call availability fell below the Service's 70% minimum standard. Coverage for the area is maintained though support provided by neighbouring stations and the on-call support team, though the local need for operational services remains relatively low;
- (e) a great deal of on-call recruitment work is being carried out, but continues to be a significant issue both locally and nationally. The part-time, additional work that being an on-call firefighter represents presents challenges for the demographic living in that station catchment in Southwell. However, the Service is always seeking to raise its profile through community engagement to encourage volunteerism;
- (f) the joint handling of emergency calls by the Nottinghamshire and Derbyshire Services is progressing well, with the targets for call answering and handling times being met. However, a review has shown that there has been a steady decline in the mobilisation system availability. Steps are being taken to address this to manage mobilisation more effectively, working closely with the system supplier 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, to improve both performance and stability;
- (g) although the number is reducing, false alarms still constitute around 40% of incidents attended. Many false alarms arise from large sites such as hospitals and prisons. The Service works closely with the people responsible for the management of these facilities to raise standards, as they are significant and complex sites that can be expected to contain a large number of vulnerable people. A close working relationship is also required with the Joint Control centre

to ensure that the right details are gathered and provided to inform the correct operational response to a given incident. Currently, two appliances are sent to a hospital in the event of an unconfirmed fire, but engagement is underway with hospital management on whether it would be suitable to send only one appliance in these cases;

- (h) the Prevention and Protection team seeks to work closely with repeat false alarm offenders on education, but the Service can use legal enforcement processes, if necessary. A Fire Safety Inspector will carry out a full audit after three false alarms, to ensure that fire detection systems in use are appropriate and compliant;
- (i) the Service has put in measures that have reduced false alarm incidents by 30%, which is important because it enables the Service to spend more time on prevention and protection activity. The number could be reduced further, but a balance must be struck to control the risk of the Service not responding to an alarm when an operational response is required. The Service has a focus on site-specific risk to inform how it mobilises in the event of incidents arising from certain properties;
- (j) the Service has continued to deploy staff in support of Coronavirus vaccination centres, but the demand is now reducing. The Committee thanked Service staff for the vital contribution of their time given to responding to the Coronavirus pandemic;
- (k) the Service is on track to meet its targets in relation to fire prevention, and has supported a number of national prevention campaigns. It is also taking proactive measures through Data Intelligence Community Events to engage directly with communities on specific risk areas;
- (l) fire protection is a growing area and provision continues to be increased. The Protection team is carrying out further development and education with frontline firefighters on fire protection, to help them be more effective in their role and ensure that buildings are safe. A great deal of work is carried out with Nottingham City Council on the audit of measures for high-rise premises, with 120 inspections of high-rise buildings carried out. The team reviews its working practice continually to identify further developments that will improve the service that it provides;
- (m) currently, the National Fire Chiefs' Council is discussing proposals to bring buildings of 11 meters in height into the fire protection remit, which could mean a significant increase in the buildings the Service will become responsible for auditing. A review is being carried out to consider how any further responsibilities might be resourced. There is growing demand for fire protection work, and this has associated staffing and financial pressures. It takes time to train Fire Inspectors and, as this is an area of growth, the market is currently extremely competitive.

The Committee noted the report.

## 19 Safe and Well Visits

Bryn Coleman, Area Manager for Prevention and Protection, presented a report on the delivery programme for 'safe and well' visits. The following points were discussed:

- (a) the 'safe and well' visits are the primary prevention tool used to target those people most at risk from a fire in their home. The last inspection of the Service asked for improvement in this area, so a great deal of work is being carried out to seek to ensure that every contact counts in supporting the safety of the most vulnerable. It is important that the right balance is struck between Service availability both for response and for prevention and protection activity. It is a long-term challenge at the national level to invest more in protection work, but the Service is developing strong foundations in this area;
- (b) the Service is on track to deliver 13,250 safe and well visits this year, which exceeds the national average and the commitment made in the Safer Communities Strategy, and represents a 200% increase in productivity since 2018/19. However, it is important to ensure that referrals to the Service are appropriate, so that the right resources are provided to the people most at risk – the current target set in the current Community Safety Strategy is for 80% of visits to be medium risk or above. As such, the Service works closely with its partners across the health and social care sector and refreshes its training regularly, to ensure that other organisations can refer fire concerns appropriately when they are in contact with vulnerable people. As a result, the number of visits to at risk-groups is above the national average;
- (c) 10% of safe and well visits are data-led and are used to specifically target at-risk individuals, areas, and communities for direct engagement – particularly when referral numbers from these areas are low. Recipients are identified through a Risk Stratification Index, which utilises a number of datasets aligned to the CHARLIE profile, and arising from local knowledge. 1% of visits are follow-ups for the households at greatest risk, which are revisited after a period of time to determine if the situation has changed and if there is anything more the Service can do to lower the risk of fire. Normally, this forms part of a multi-agency engagement with the household;
- (d) an independent assurance process has been carried out to ensure that the CHARLIE profile used by the Service is robust and fit for purpose. The National Fire Chiefs' Council continues to develop a 'person-centred framework' for prevention and protection, and the Service is working to this model already. Officers aim to give as much time as possible to households when attending and, following a visit, the Service will refer a household on to other partner organisations where appropriate, as part of a multi-agency approach to supporting vulnerable people;
- (e) reactive delivery accounts for approximately 25% of all visits and includes post-incident visits to households and wider community reassurance and engagement

activity. Approximately 21% these visits are delivered immediately following an incident by the attending Response Crews, at the premises involved and in the very local vicinity. Following a serious incident, larger-scale engagement may be used to target a wider area around the scene of the incident a few days after it has occurred. This activity takes advantage of the greater fire-consciousness of a community following an incident, and has a strong impact;

- (f) the Equality Impact Assessment for safe and well visits is kept under review to ensure that all communities are being engaged with effectively, and that the right people are being reached. The elderly and people with certain disabilities are at the greatest risk from fire in the home – particularly if mobility issues mean that they are not able to escape easily in response to a fire alarm. In these cases, it is important that the visits help to develop a tailored escape plan. Proactive work is carried out to identify and engage further with communities that are under-represented in the safe and well visits being carried out;
- (g) the unattended charging of electric vehicles is being reviewed nationally as a potentially increasing area of fire risk and Service demand, in the future. Currently, there have not been many incidents of electric vehicle fires, but the approach to putting out such a fire safely (particularly if the fire occurred where there was a large concentration of electric vehicles – in a multi-storey car park, for example) will need to be managed differently to incidents involving fuelled vehicles;
- (h) a survey carried out in 2019/20 found that customer satisfaction following a safe and well visit was extremely high, which is very positive. A new survey will be commissioned at the end of 2021/22. The Committee noted that its members had also received good feedback from residents on the Service's performance and its positive impact in communities, and thanked staff for their very hard work.

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:** 1 April 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

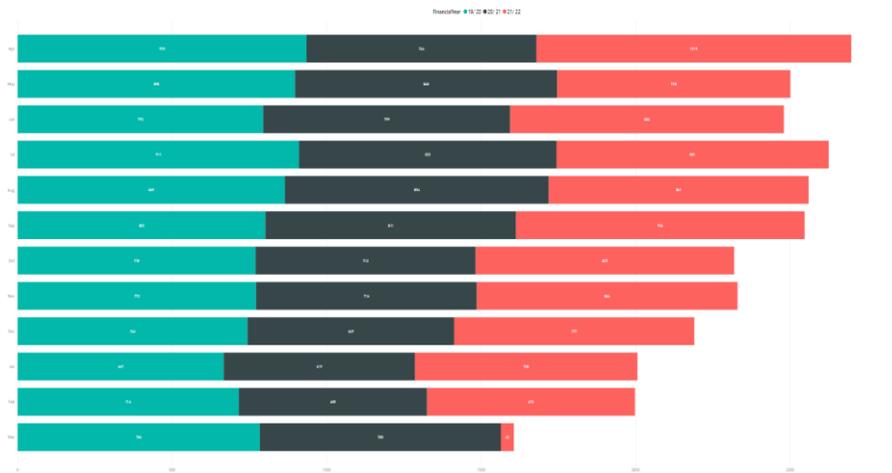
- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including response, prevention, and protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery.

## 2. REPORT

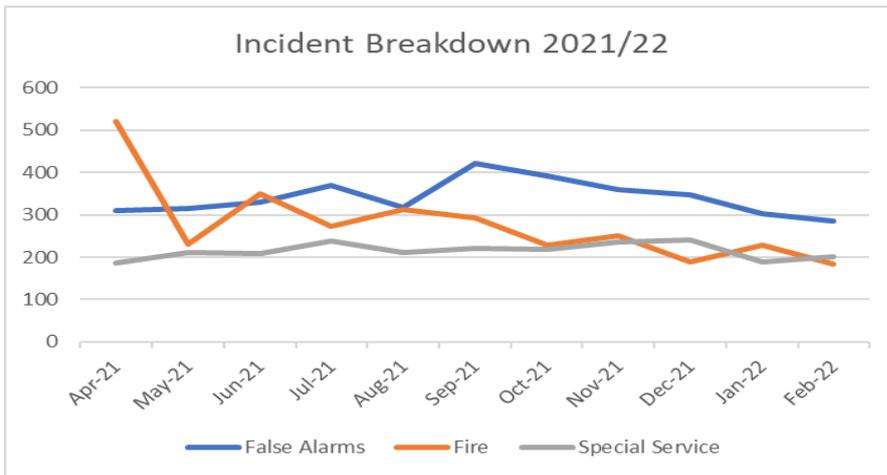
### RESPONSE

- 2.1 Year to date (28 February 2022) a total of 9167 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.

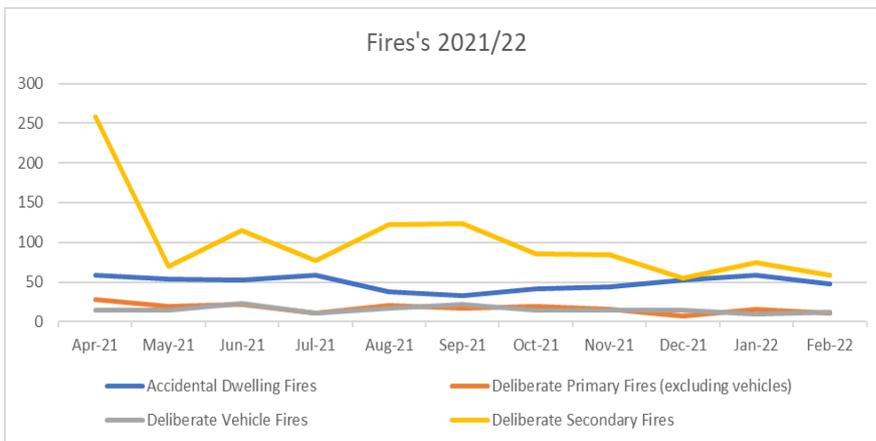


A further breakdown of 2021/22 incidents (see chart below) show that incidents by type remain relatively consistent throughout the year, except for a spike in fire incidents in the early part of 2021/22, which has been previously reported to Members.

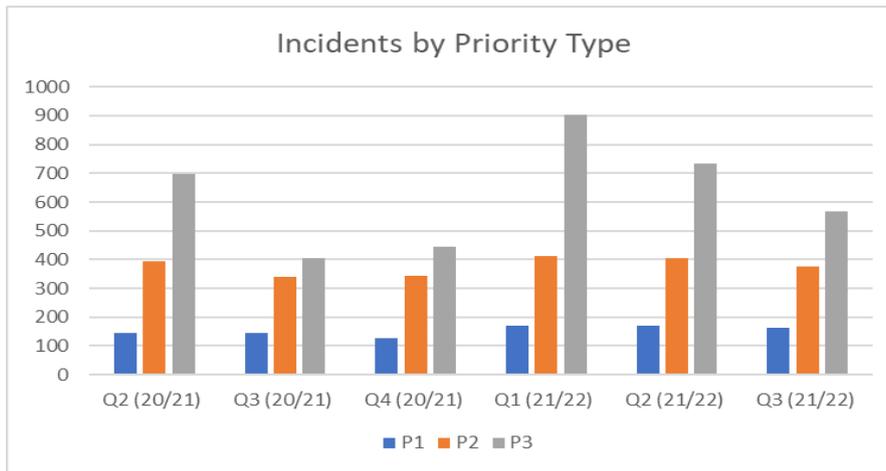


Analysis shows that year to date, 41% of all incidents attended are false alarms. This compares to 42% during 2020/21.

A more detailed analysis of fire related incidents (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.

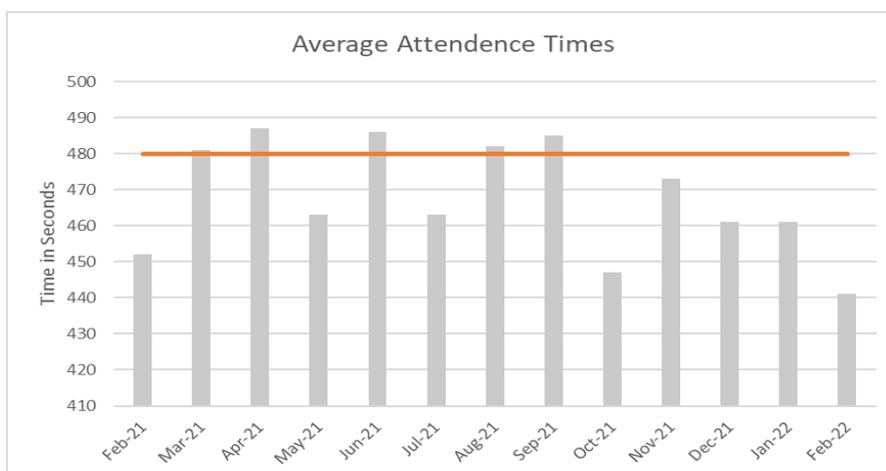


2.2 Breakdown of incidents by priority (chart below), shows that the number of P1 and P2 incidents have remained stable over the past six quarters. The increase in the number of P3 incidents in Q1 (21/22) and Q2 (21/22) correlates with previous data highlighted earlier in this report.



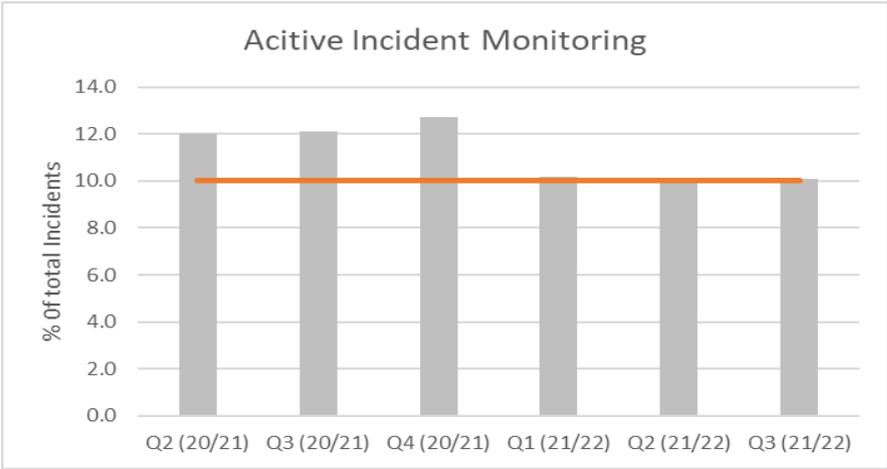
- P1 incidents – pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk.
- P2 incidents - pose a serious hazard and high-risk threat to the environment, society, property, or heritage – and FRS immediate response.
- 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 (28 February 2022) the Service is currently achieving an average attendance time of 7:49 minutes. The chart below shows a rolling 12-month performance, against the Service’s 8-minute target.



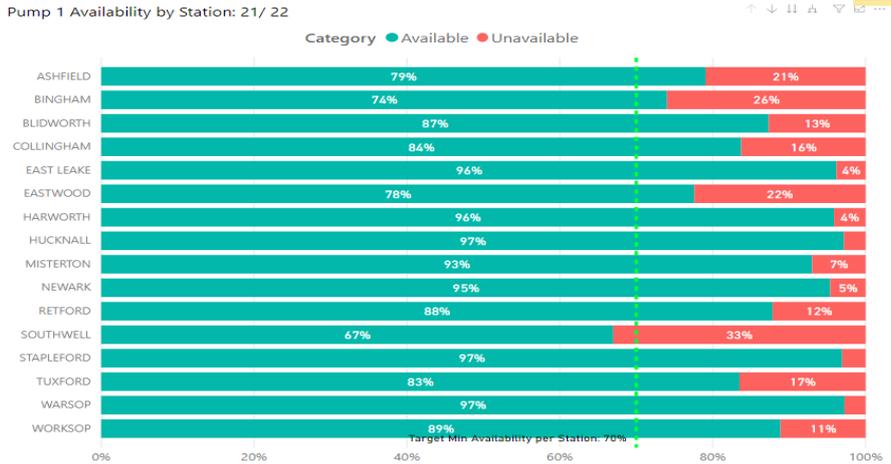
2.4 To ensure operational incidents are managed appropriately and safely, as detailed in the Service’s Community Safety Strategy, the Service commits to

the active monitoring of 10% of all operational incidents (excluding automatic fire alarms), for the purpose of continuous improvement and assurance.



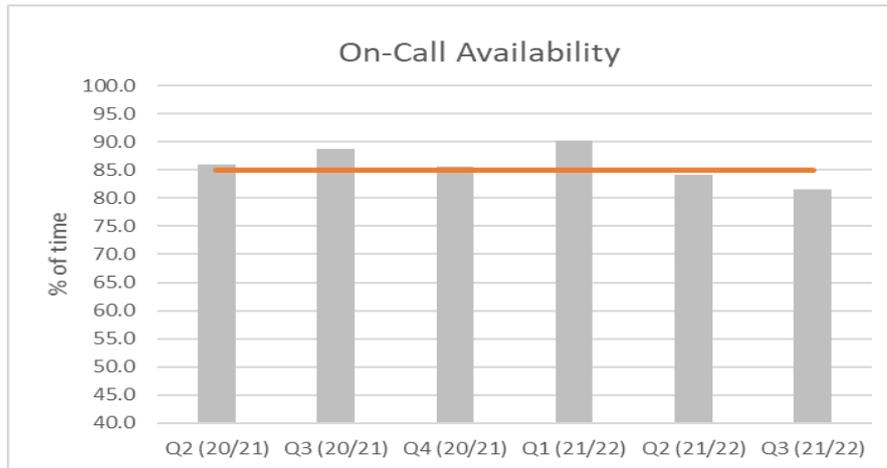
Analysis shows active monitoring is achieving the required standard.

2.5 On-call availability year to date (28 February 2021), as shown on the chart below, shows an average availability of 81.6%. 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 and Hucknall 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 six quarters.



On-call availability has remained relatively consistent over the past six quarters, however a decrease in the last reportable quarter is noted. Analysis show that On-call availability has returned to pre-Covid levels. Bingham and Eastwood sections availability has declined over the past 24 months, which has impacted on the overall availability data. Support for both sections is being provided by the Sustainability of On-call Team.

- 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 79% 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 65%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 89% and maintained two On-Call appliances 21%.

The availability of Ashfield is below the Service's attainment target, however, as reported previously, availability is improving when comparing periods earlier in 2021/22.

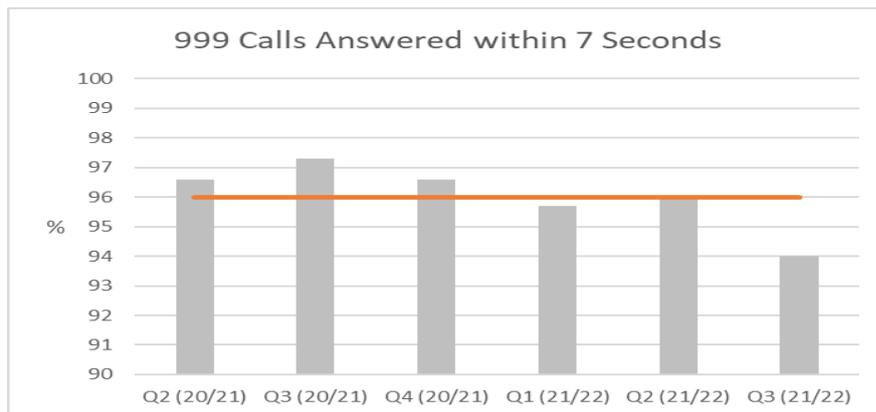
Year to date, Retford DSC reports:

- An average of 88% (minimum of one On-call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 81%;

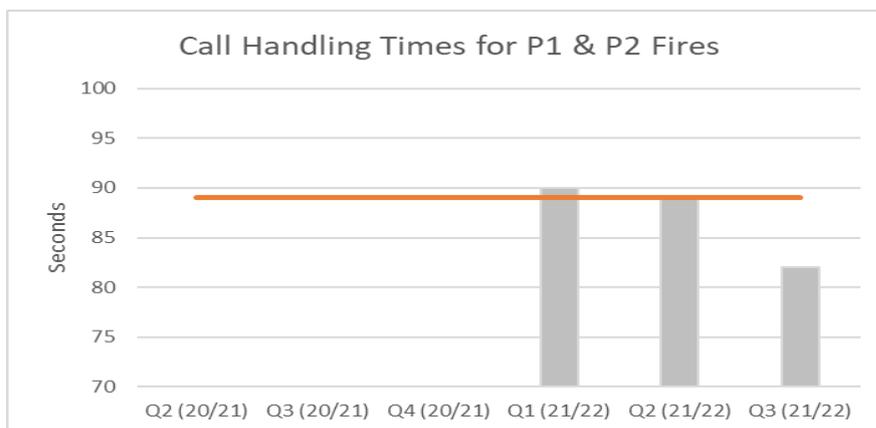
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 93% and maintained two On-Call appliances 27%.

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:

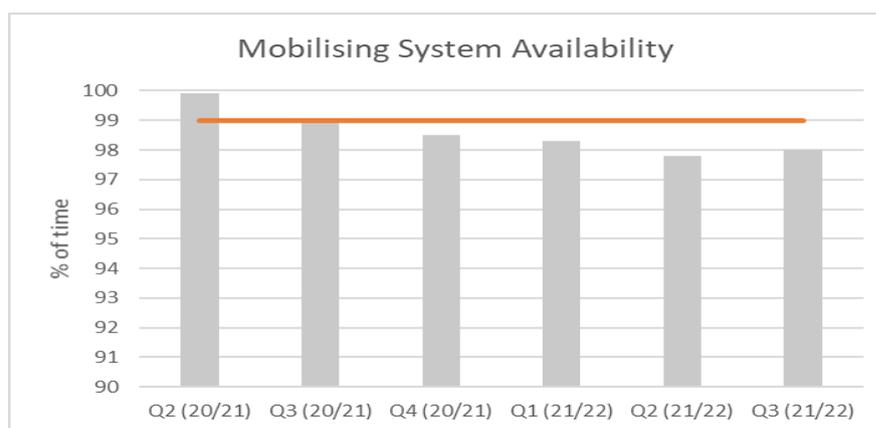
Calls answered in 7 seconds – target 96%. A rolling view of the previous six quarters shows that Joint Control have meeting the target in the majority of occasions.



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 have met the required target.



Mobilisation System Availability – target 99.0%. A rolling view of the previous six quarter shows that system availability has steadily declined.



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 operates an annual exercise programme to ensure operational preparedness, year to date, the Service has conducted 32 exercises in total, including 1 service, 1 group, 4 district and 23 watch level exercises. Of these exercises, eight have 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:

- 9 x testing risk info/plans;
- 4 x breathing apparatus procedures;
- 3 x tall buildings;
- 4 x water relay;
- 3 x marauding terrorist attacks;
- 2 x water rescue;
- 4 x safe working at height;
- 1 x road traffic collisions;
- 1 x tall buildings / evacuation procedures;
- 1 x large scale incident procedures.

## COVID-19 PARTNERSHIP WORK

- 2.9 The Service's support for partner's COVID-19 work has now largely concluded. Close to 100,000 individual activities have been completed. These have included NFRS staff delivering approximately one in every seven vaccinations given by a UK FRS employee; the Service being instrumental in establishing testing regimes across the City and County; staff ensuring that those most at need have received food, medication and been able to access

further support; and much needed capacity being created for EMAS and the Local Resilience Forum.

## **PREVENTION**

- 2.10 The Service has now exceeded its 12,000 Safe and Well Visit (SWV) target for 2021/22. 49.93% of SWVs have been delivered to over 65s and 50.73% 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.
- 2.11 Work has been continuing on the development of the 'Vulnerable Persons' Module that will make the Service's home visits more person-centred, as opposed to premises-centred in 2022/23. The Module is set to launch in May 2022 and has the potential to significantly increase the number of SWVs that are delivered going forward.
- 2.12 So far in 2021/22 smoke alarms have been found to have been fitted in domestic premises where incidents have occurred on 82% of occasions. Whilst this exceeds the Service's target of 80%, it does represent a slight one percentage point drop from what was found in 2019/20.
- 2.13 Community Safety Area Prevention Plans were introduced in 2020 and are now embedded within Response. These ensure that local activity is targeted at risk and / or in support of National Campaigns. In 2022/23 these have generated an increasing number of prevention activities, a greater diversity in activity type, and an increase in the use of local social media platforms to reinforce safety messages.
- 2.14 The Service currently delivers eight different safety education packages within mainstream schools. These span fire, road and water safety, and the four Key Education Stages. Each package aligns with national 'StayWise' education resources that are backed by the NFCC. The Education Team within the Prevention Department is currently working on identifying 'Risky Schools' using various data-sets and intelligence. These will be prioritised and directly targeted for intervention during 2022/23.

## **PROTECTION**

- 2.15 In the period from 1 April 2021 to 28 February 2022, the Protection Department undertook the following activities :
- 509 pre-planned inspections of non-domestic premises with 106 follow up inspections;
  - 105 Business Safety Checks (Short Audits);
  - 223 Specifics;
  - 196 post fire inspections;
  - 210 Complaints against buildings;
  - 11 Enforcement Notices served;
  - 7 Prohibition Notices served;

- 715 Building regulation consultations with local authority building control or approved inspectors;
- 309 Licencing consultation;
- 94 other consultations with agencies including Ofsted and the Care Quality Commission.

## **UNWANTED FIRE SIGNALS**

2.16 Despite Unwanted Fire Signals (UWFS) for 2021/22 being higher than in 2020/21, they are comparable to 2019/20. Covid-19 restrictions may have had an impact in on the number of UWFS the Service received in 2020/21, as the figures either side of the lockdown period are similar.

<b>Number of UWFS</b>	<b>2021/2022</b>	<b>2020/2021</b>	<b>2019/2020</b>
<b>Quarter 1</b>	507	485	567
<b>Quarter 2</b>	626	599	620
<b>Quarter 3</b>	687	571	605

2.17 Following every UWFS incident, the premises owner (for non-domestic premises) receives a letter from the Fire Protection Team outlining their requirements in relation to Fire Safety. Following a fourth occurrence, the premise is contacted by a Business Education Advocate. A sixth occurrence initiates a full audit of the premises by a Fire Safety Inspector.

2.18 Hospitals continue to present the greatest number of calls. Between April and December 2021, Queens Medical Centre and Nottingham City Hospital together recorded a total of 236 calls to Automatic Fire Detection systems (AFD) that were false alarms. This is down from 342 in the same period in the previous year, a reduction of 31%.

2.19 Work continues through proactive engagement with Nottingham University Hospitals, Nottingham City Homes and Broxtowe Borough Council to further reduce the number of calls and improve procedures.

## **JOINT AUDIT INSPECTION TEAM (JAIT)**

2.20 The JAIT is a collaboration with Nottingham City Council. Fire Safety Inspectors jointly audit high rise residential buildings along with Environmental Health Inspectors.

2.21 During 2020-2021 29 inspections and 15 re-inspections were completed which covered 38 buildings and 3967 flats. With approximately 10 of those being occupied solely by students.

2.22 Resulting from the above, 13 schedules of work were sent to responsible parties to agree timescales and plans of action for works to be completed. During this period two letters before action were sent, with no improvement notices. The Service issued an enforcement notice, which was served at one premises in addition to this.

- 2.23 The number of inspections completed during the year is lower than what was expected, this was due to Covid 19 restrictions. Whilst some inspections were completed during the national lockdown, these were primarily of student accommodation which were empty or at very low occupancy, due to the risk of Covid 19. Inspections have now fully resumed.

## **FUTURE DEMANDS ON FIRE PROTECTION**

- 2.24 The demands of the JAIF inspections across the City's high rise residential blocks will continue to place demands on the Protection Team for some considerable time.
- 2.25 The JAIF has currently identified 23 high risk premises which require further remedial works to be carried to comply with legislation.
- 2.26 Revisions are currently being made to the Regulatory Reform (Fire Safety) Order which will give the Service new powers under the Act. It is anticipated that these will come into force in the Autumn of this year.
- 2.27 In addition, the Building Safety Bill is still passing through Parliament and is anticipated to come into force in mid/late 2023. This will place further burdens on our Protection Teams as they will be required to support the Health and Safety Executive in ensuring the safety in high rise buildings.
- 2.28 The Service has also been made aware of the intension for the Protection Team to carry out audits on medium rise buildings between 11-18 metres in height. It is estimated that there are over 2500 buildings of this nature in the City and County. This will place a considerable burden on the limited number of qualified Fire Safety Inspectors currently in the Service.

## **GRENFELL TOWER**

- 2.29 All 47 of the Grenfell Tower Inquiry recommendations, within the Service's direct control have now been completed, with the final recommendations closed on 30 December 2021. The Service has delivered improvements across multiple departments with key areas of improvements covering:
- 2.30 Evacuation of buildings. Workstreams encompassed the recommendations associated with total and phased evacuation of tall buildings. Work included the need and to recognise and instigate an evacuation of a tall building during an incident, with associated changes to Fire Control procedures. Training has been delivered to all staff through, webinars, eLearning, face-to-face presentations, staff bulletins, table-top and physical exercising.
- 2.31 Revised fire survival guidance procedures have been implemented and a program of training Joint Fire Control completed.

- 2.32 Additional radio channels have been implemented to improve emergency services interoperability. These are now monitored 24/7, with all staff trained on the requirements during an evacuation and during a major incident.
- 2.33 Nottinghamshire Police and East Midlands Ambulance Service have received updated guidance on evacuation and fire survival guidance techniques. Face-to-face training has been delivered to Nottinghamshire Police Control.
- 2.34 Exercising to test new and revised procedures has been completed, with further exercises planned in 2022-23.
- 2.35 The Service's High Rise Residential Group has been established to quality assure information sharing across departments. A more closely aligned Fire Protection team with Operational Intelligence has created a greater understanding of risk for Firefighters attending incidents.
- 2.36 The Grenfell Infrastructure Grant has been used to provide additional resources and focus to ensuring the Grenfell recommendations have been met, plus additional equipment purchase to facilitate improved operational capabilities. Approximately £85,000 has been spent with £15,000 remaining.
- 2.37 Many of the Grenfell Tower workstreams now form part of business as usual, particularly within Fire Protection activities, ramifications and implications on legislation and working practices will continue. There will be a continued need to ensure longer-term changes are taken into consideration, to ensure the Service meets the full requirements of the suite of Grenfell recommendations. They include, ensuring any new control mobilising system is compatible with other emergency services to enhance incident information sharing.

### **3. FINANCIAL IMPLICATIONS**

There are no financial implications arising in 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 communities of Nottinghamshire.

## **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

# 2021 FATAL FIRES REVIEW

Report of the Chief Fire Officer

**Date:** 1 April 2022

**Purpose of Report:**

To update members on the fatal fire incidents that Nottinghamshire Fire and Rescue Service (NFRS) attended in 2021 the Service response.

**Recommendations:**

That members note the content of this report.

## CONTACT OFFICER

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## 1. BACKGROUND

- 1.1 The fire fatalities discussed within this report are per calendar year, in which 1 January 2021 – 31 December 2021 are the focus.
- 1.2 Not all incidents discussed within this report have yet to be heard via HM Coroner's Inquest and as such it must be noted the information contained within this report is based on what is available at the time of writing.
- 1.3 Within the 2021 calendar year, there has been an increase in fire fatalities within the county from the preceding four years; seven incidents resulted in seven fatalities within 2021.
- 1.4 The average number of fire fatalities attended by Nottinghamshire Fire and Rescue Service (NFRS) from 2017 – 2020 (inclusive) is seven 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
2020	4*	3
2019	6	7
2018	10	7
2017	8	8

**Table 1:** previous fire fatality figures 2017 – 2020, inclusive. \*note: an incident in 2019 resulted in a death in 2020, due to length of time spent in hospital receiving treatment.

- 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 Two of the fatal fires occurred in January 2021, with one death in February 2021, one in June 2021, one in July 2021 and one in December 2021. One fatality took place in a moving vehicle, whilst all others were within domestic premises.
- 2.2 Of the seven deaths within 2021, once incident took place in Nottingham City, one in Newark and Sherwood, one in Rushcliffe, two in Broxtowe and two within the Ashfield District. Three fatalities were adult females, with the remainder being adult males. Four of the fire fatalities were over the age of 65; the youngest fatality was 53-years old, with the oldest being 85-years.

- 2.3 NFRS's fatal fire (CHARLIE-P) profile was examined against the seven deaths within 2021 and an outline of this profile can be found at Appendix A. All of the seven fatalities lived alone, and all but one had underlying medical conditions, mobility impairments or mental health issues. One fatality displayed five CHARLIE-P profile factors, as they had reduced mobility, lived alone, were elderly, a smoker and had care needs.
- 2.4 Of the seven fatalities, three addresses were known to NFRS regarding previous interaction:
- Address 1 – a Safe and Well visit was offered to the occupier but declined, with details held on file to reflect this.
  - Address 2 – a safe and Well visit was conducted at the address on 16 June 2021, which raised several concerns and partner agencies were contacted (Environmental Health and Fire Protection).
  - Address 3 – NFRS had been in contact with the occupier since 2018 and after 12 attempts the Persons At Risk Team (PART) were able to get an agreed visit in place for 9 June 2020. As a result of this visit, concerns were raised over smoking, alcohol use and their mental health, in which a subsequent referral to the Multi Agency Safeguarding Hub (MASH) was made. Over the next 12 months, NFRS visited the occupier 12 times and offers to fit extra smoke alarms in the bedroom and living rooms were declined by the occupier. Correspondence was made between NFRS with EMAS and Social Care over concerns for the occupier.

## **ACTIVITY IN 2021**

- 2.5 NFRS continues to utilise the Serious Event Review Group (formerly 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 we had of the person involved and ensuring 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 communities heightened awareness of fire safety.
- 2.7 Of the fatal incidents which took place in 2021, One was in a moving vehicle and no community activity was carried out, one was notified by the Coroner sometime after the incident, so again no community activity was carried out. At the remaining five, a CRaE was carried out which resulted in a total 788 properties being contacted regarding fire prevention advice. Of these properties, 62 safe and well visits were conducted, with 132 smoke alarms fitted. A further 62 safe and well visits were scheduled for after the CRaE activity. 399 properties were left with safety leaflets due to no answer on knocking and 177 addresses accepted advice and testing of their current

smoke alarm provision, with literature left regarding future safe and well visits.

- 2.8 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.
- 2.9 An Occupational Therapist was 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.
- 2.10 The CHARLIE-P fatal fire profile has been reviewed in 2021 to ensure this still fits the demographic of fatal fire or serious fire injury incidents NFRS attend. This was completed in conjunction with the NFRS 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.

#### **ACTIVITY PLANNED FOR 2022**

- 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, 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 NFRS website and Prevention pages are to be made more accessible to users with disabilities, thereby helping a wider audience access the NFRS safety messages and referral scheme.

### **3. FINANCIAL IMPLICATIONS**

There are no financial implication 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 this report.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

CHARLIE-P Profile

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	
<b>C</b>	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	
<b>H</b>	Hoarding	1-2 CIR	3 CIR	4-5 CIR	6-7 CIR	8+ CIR	
<b>A</b>	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	
<b>R</b>	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	
<b>L</b>	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	
<b>I</b>	Inappropriate smoking	Non-smoker	Occasional smoker aware of safety	Regular smoker aware of safety	Occasional smoker unaware of safety	Regular smoker – unsafe smoking practices	
<b>E</b>	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	
<b>P</b>	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**  
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# **AN UPDATE ON THE AREAS FOR IMPROVEMENT FROM THE 2019 HMICFRS INSPECTION**

Report of the Chief Fire Officer

**Date:** 01 April 2022

**Purpose of Report:**

To present Members with an update on the Service's response to the outcomes regarding the 2019 inspection of Nottinghamshire Fire and Rescue Service by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services, and present closure of the associated 'Areas for Improvement' which were identified.

**Recommendations:**

That Members agree the closure of 'Area for Improvement 9'.

## **CONTACT OFFICER**

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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 36 months, work has been undertaken to develop the Service in the areas highlighted by HMICFRS. Much of the work that was developed had already been started by the Service or was planned as part of the Service business planning. 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, was 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. This was further extended to a revised deadline of 31 March 2022 at the September Community Safety Committee meeting by Members.

- 2.6 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 that had been highlighted.
- 2.7 The outstanding AFI was addressed by the Strategic Leadership Team and was entered on the Service's Corporate Risk Register due to impacts on the provision of risk information to operational Crews.
- 2.8 Work has been prioritised to improve functionality and reliability of the Service's Mobile Data Terminals (MDTs) and was monitored to ensure progress through a programme board being Chaired by the Assistant Chief Fire Officer.
- 2.9 To achieve a satisfactory position to close this AFI, the programme board oversaw 16 actions which addressed immediate, medium, and long-term requirements to provide a sustainable solution.
- 2.10 These actions have now been concluded and the programme board has received assurances in relation to the provision of risk information to crews at operational incidents.
- 2.11 Whilst the programme board acknowledges that issues still persist in relation to the reliability of the MDTs, it is envisaged that this will not be satisfactorily remedied until updates to the mobilising system are administered through the mobilising replacement project, due to complete by 2024.
- 2.12 In the interim, a robust process has been adopted to ensure that a secondary source for risk information is available on all appliances, as well as processes in place to ensure that faults with MDTs are highlighted, awareness of these is present with all affected crews and remedial steps are in place.
- 2.13 The Service has implemented ongoing scrutiny and performance reporting in relation to this matter, which will continue to be monitored through a dedicated programme board on a quarterly basis.
- 2.14 With these mitigations in place, the programme board is assured that a position has been reached where no further improvements are achievable with the current mobilising system, and that a robust and sustainable process is in place to assure the provision of risk information to crews.
- 2.15 With this information, it is proposed that Members agree the closure of AF19 and report this to the full Fire Authority as closed.
- 2.16 In order to align to Fire Authority governance, and schedule of meetings, it is proposed that Members of the Community Safety Committee review the AFIs presented in this report and agree closure of all actions. It is proposed that this is reported to the full Fire Authority meeting in July 2022, and that scrutiny of the 12 AFIs for this Committee is discharged.

### **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**

That Members agree the closure of 'Area for Improvement 9'.

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

None.

John Buckley  
**CHIEF FIRE OFFICER**

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