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

Date: Friday, 6 January 2023 **Time:** 10.00 am

Venue: Nottinghamshire Fire and Rescue Service Joint Headquarters - 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

A handwritten signature in black ink, appearing to read "M. J. S. Davies".

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 Executive Assistant to the Chief Fire Officer on 0115 8388900

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

Governance Officer: *Catherine Ziane-Pryor, Governance Officer
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Nottinghamshire and City of Nottingham Fire and Rescue Authority Community Safety Committee

**Minutes of the meeting held at Nottinghamshire Fire and Rescue Service Joint
Headquarters - Sherwood Lodge, Arnold, Nottingham, NG5 8PP on 7 October 2022 from
10.01 am - 11.26 am**

Membership

Present

Councillor Jason Zadrozny (Chair)

Councillor Nicola Heaton

Councillor Nick Raine

Councillor Dave Trimble

Councillor Roger Upton

Councillor Mike Quigley MBE (Substitute for Councillor Robert Corden)

Absent

Councillor Robert Corden

Colleagues, partners and others in attendance:

Candida Brudenell	- Assistant Chief Fire Officer
Bryn Coleman	- Area Manager for Prevention
Andy Macey	- Area Manager for Response
Guninder Nagi	- Community Engagement Manger
Matt Sismey	- Organisational Development and Inclusion Manager
Catherine Ziane-Pryor	- Governance Officer

5 Apologies for Absence

Councillor Robert Corden (Councillor Mike Quigley MBE substitute)
Cllr Nick Raine for lateness.

6 Minutes

The minutes of the meeting held on 17 June 2022 were confirmed as a true record and signed by the Chair.

7 Declarations of Interests

None.

8 Service Delivery Performance Report

Bryn Coleman, Area Manager for Prevention and Protection, and Andy Macey, Area Manager for Response, presented the report which informs members of the performance of the Service between 1 April 2022 and 31 August 2022.

Andy Macey, Area Manager for Response, highlighted the following points and answers to members' questions:

- a) a total of 5,561 incidents were attended during the period, which is a 27% increase in the same period last year, but this is mainly due to lockdown restrictions in April and May 2021, and extreme hot and dry weather experienced in July and August 2022, during which there was an increase by 52% of fire attendances compared to the same period last year;
- b) tables within the report provide a rich visual representation of the numbers and types of incidents attended during the past 12 months, for which is noted that outdoor, refuse and grassland fires had significantly increased by 236%, 93% and 327% respectively;
- c) the number of unwanted fire signals (UwFS) received had reduced during lockdown restrictions in the same period of last year as many business premises were unoccupied and less likely to accidentally trigger alarms;
- d) there had been a significant increase in the number of Priority 3 fires since March 2022. The additional demand is reflected within the average response times, which rose to 8 minutes 36 seconds, exceeding the average target of attending within eight minutes. Some delays were due to the remoteness of grass fires, gaining access and an unclear location report. The Service continues to promote the use of the 'what three words' location app;
- e) the On-Call availability has a target of 85% which was exceeded at 85.97%. Hucknall station achieved 100% availability, Warsop 99%, Misterton 96%, and Newark 95%. One quarter of all stations fell below the 85% targets, and ongoing recruitment issues at Southwell resulted in the station achieving less than the 70% minimum standard of availability;
- f) the report provides further detailed breakdown of availability at the Day Shift Crewing (DSC) fire stations of Ashfield and Retford, compared to previous years;
- g) three key performance measures are monitored regarding activity of Joint Control:
 - i. 96% of 999 calls answered within seven seconds. During the height of the summer activity, this dropped to 94%, purely due increased to demand;
 - ii. the call handling time aims for completion within 89 seconds, and although significant improvement has been achieved, the target was not met;
 - iii. mobilisation system availability has a target of 99%, and although improvement was clear against the same period last year, the target was missed by a small margin;

- h) it has not yet been possible to compare the Services activity against that of other similar authorities for the July August period, but this information can be provided to a future meeting. However, it should be noted that other services have a different ways of measuring activity so will not provide a fully compatible comparison.

Bryn Coleman, Area Manager for Prevention and Protection, highlighted the following points and provided responses to members' questions

- i) a total of 4,829 Safe and Well Visits (SWVs) were completed in the period between 1 April 2022 and 31 August 2022, against an annual target of 13,000. This equates to 37.15% completion;
- j) prevention work is currently targeting the over 65-year-olds and disabled citizens as these groups have been statistically (data led intelligence) identified as the most vulnerable;
- k) two safety zone events were held, one at Ranby Preparatory School, and another at Ashfield Fire Station, to which schools from the North of the county were invited. Further events are planned in the south of the county during September;
- l) work to address hoax calls and promote fire prevention was undertaken with secondary schools. The Service's intervention package has now been adopted by the National Fire Chiefs Council as part of the stay-wise education initiative;
- m) the Service also contributed to multiagency, holistic road safety interventions, including 'Biker Down' with further multiagency engagement planned with schools and colleges across the county on 'Operation Highway' events, which previously have been well received;
- n) 463 Fire Safety Audits (FSAs) were completed and as a result, 98 premises required informal action, whilst a further 14 were issued formal notices. The Service doesn't hesitate to issue action and enforcement to ensure the safety of citizens;
- o) the number of audits is increasing compared to the same period in the last three years, as is illustrated in figure 12 within the report;
- p) 156 of the 500 Business Safety Checks (BSCs) of lower level risk businesses such as shops and smaller businesses have been completed, mainly by operational crew and watch managers who undergo supervised checks before being allowed to work unsupervised;
- q) Fire Safety Audits and Business Safety Checks are prioritised through the risk-based inspection programme (determined by an algorithm) which includes consideration of building height, locality, what the businesses may store, and sleep risk. The top 10% of premises (4,500) are then targeted for examination every three years. The remaining 90% of business are subject to business safety checks by operational crews. Premises such as nursing homes are considered high-risk, but if graded as good by the Care Quality Commission, then they drop down the priority list as they have a proven good management programme in place;
- r) takeaway food businesses aren't specifically considered high risk but do form the majority of safety prosecutions and are where incidents do occur, the premises are

subject to a safety inspection visit. These premises should not have living accommodation above, but often do;

- s) citizens should not doubt that the Service does prosecute where necessary if the advice and support of the Service are not headed;
- t) figure 13 of the report provides a chart of the protection activities over the past 3 years, of which Building Regulation Consultations provide the majority of work and will continue to increase;
- u) whilst the CRMP aims for a 3% annual reduction of UwFS, overall, there has been an increase but work continues to address this with the initial advice, but following a sixth occurrence at the premises, a full audit from a Fire Safety Inspector is undertaken;
- v) the work of the JAiT (Joint Audit Inspection Team) continues with 25 buildings of over 18 m in height and 339 buildings under 18 metres in height still requiring inspection;
- w) regarding training, recruitment and retention of Fire Safety Inspectors, since last reported, none have left. There is now a career development pathway to enable existing Fire Service staff progress to the role. External recruitment has been useful, but there is still a capacity issue and currently whilst the 11 inspectors are each aiming to undertake 100 inspections per year, this has not been possible and is a huge challenge;
- x) there are increasing numbers of new student accommodation schemes within the city and it has been challenging with regard to capacity to ensure that all are compliant with building safety regulations. There have been prosecutions and prohibitions whereby buildings cannot be occupied until the required safety work has been completed. There will be further information on this at the next meeting;
- y) of the 81 lift incidents, the majority will be late night occurrences in student accommodation or hotels where more people enter the lift than the capacity, often having been drinking. The Service is looking at repeat offenders and urging appropriate building management. The Service only attends if there are people in distress or there is a medical emergency, but people do panic so the Service does often attend. There may be a possibility for the Service to charge to attend non-emergency lift related incidents, but this is yet to be determined;
- z) for those uninspected businesses and high buildings, the Service has targeted those considered at most risk, but all need inspecting. If a complaint is made, then inspectors will attend but otherwise it's prioritised by a desk top risk evaluation and capacity has to be directed to the most appropriate areas. There is potential for the Service to be challenged if an incident occurs at a property which was not considered high priority and therefore wasn't inspected;
- aa) of the 1,117 false alarms approximately 500 are attributed to the larger hospitals across the county, with the majority of the rest relating to local authority housing – so basically only a few organisations provide the greatest number of incidents. Members should be assured that although there are several stages whereby the Service writes to the repeat offenders, there is regular contact with hospitals and Local Authority Housing to address these unwanted alarms. It's not possible to legally charge for responding to false alarms;

- bb) deregulated building control is a huge issue for the Service and very complex. There is an overlap of duty with building control and members concerns that the Service undertaking building control work without charge is noted. Further to Councillor Upton's query, he would be welcome to spend time with the Building Safety Inspection Team to see first-hand what these issues are, and possibly report back to a future meeting.
- cc) Members of the Committee expressed concern and frustration that when fire regulations change, there isn't a formal process in place to ensure that all relevant parties are informed. It is sometimes not until premises are inspected by the Service that the responsible persons are aware of changes but would have been willing to comply earlier if the information was known. It would be helpful if there could be a process whereby when fire regulations change, the information is widely promoted, including to Local Authorities.

Resolved to note the report.

9 On-Call Recruitment

Andy Macey, Area Manager for Response, presented the report which informs the Committee of the challenges and recent efforts to increase On-Call firefighter recruitment.

The following points were highlighted and responses provided to members' questions:

- a) there are 16 On-Call sections, 12 of which are stand-alone and 4 of which share a station with whole-time crews. On-Call firefighters are trained to and provide the same level of service as full time firefighters;
- b) the On-Call Support Team (OCST) consist of 6 staff to help promote recruitment and maintain crewing for On-Call stations;
- c) recruitment of On-Call firefighters has been a national challenge as applicants must live and/or work within five minutes travelling time of a fire station. This is particularly an issue in rural areas with ageing populations and where the majority of residents don't work within their community and commute elsewhere;
- d) another challenge is that more primary employers are reluctant to enable staff to be available to attend incidents;
- e) being an On-Call firefighter requires a high level of commitment which can be a barrier along with the perception that pay is low and that there may be difficulty maintaining a work/life balance, and particularly achieving the required level of flexibility from their primary employer;
- f) for the period between April 2021 and July 2022, 178 applications were received at all On-Call stations but only 34 applicants succeeded in completing the recruitment process which consists of staged tests, including for where the applicants live/work, the amount of time they can commit, written, memory and comprehension tests, job related fitness tests, an interview, medical, DBS checks and a reference check. The report provides the percentage of applicants which failed at each stage;

- g) to help increase successful applications, new initiatives such as 'try it' are being trialled to help potential applicants gain a better understanding of the role and requirements of recruitment process, including the level of fitness, for which support can be provided;
- h) physical tests are very much job related, such as rolling out fire hoses and carrying weight, but also include manual dexterity and overall fitness against the bleep test. The more support the Service can provide applicants with understanding the level of fitness required and sporting them to achieve it, the greater the success level;
- i) if all initially successful applicants were to receive a medical examination at an early stage of the recruitment process, this would require a significant amount of time from the Service Doctor, so the medical is scheduled for later in the process once the majority of other requirements have been met and the numbers progressing are much reduced;
- j) On-Call firefighters are encouraged to promote their role to potential recruits, including at jobs fairs, coffee mornings and being visible within their community. This approach has successfully attracted 23 applications in the Hucknall, Ashfield and Stapleford areas, from which 14 were successful;
- k) the Service's upgraded website is much improved, providing potential candidates an opportunity to register an interest which is then passed to the local station to make contact;
- l) the OCST establish and maintain contact with primary employers to emphasise the importance of releasing On-Call firefighters to allow them time to attend incidents, but also to promote the benefits in terms of personal development that working for the Service can provide to their staff and therefore their business;
- m) the traditional training programme is 13 weeks long but a new alternative policy initiative of 'Safe To Ride' has been introduced whereby trainees have the option to complete a modular programme over a 12 month period, which it is hoped to prove more attractive than the 13 week course which can obviously provide an income barrier and is a significant impact on primary employers. 50% of new trainees have chosen the 'Safe to Ride' option;
- n) the standard On-Call commitment time required by the Service of 84 hours per week is a big demand to be physically On-Call; no drinking and remaining within 5 minutes travelling time of the station, so, to enable greater flexibility a trial was operated offering a lower level of commitment, the results of which will closely examined;
- o) details of gender, age and ethnicity of applicants and successful recruits is tracked and can be brought to next meeting;

Members of the Committee commented as follows:

- q) Mansfield District Council used to have a good arrangement and allowed their staff to respond as On-Call firefighters during working hours as the station was close to the offices. Maybe Local Authority promotion of this arrangement could be encouraged elsewhere;

- r) the Service's engagement with members of the Pythian Youth Group has been successful, so widening that type of offer to other youth groups may be beneficial;
- s) other Fire Service models of operation across Europe have been examined. Whilst the German model relies largely on On-Call and volunteering staff, firefighters are not trained to the same high level and rely on power in numbers. There may be potential for a similar model, but it would be difficult to train all such firefighters to an acceptable standard of skill and ability for every eventuality;
- t) interesting lessons can be learned from Dutch Fire Service colleagues who maintain a good level of recruitment and retention. The Dutch service allows On-Call officers to undertake primary employment tasks from the On-Call station. For example, an office-based job can be done from the Fire Station. In addition, where necessary, when pagers go off, alerts are automatically sent to call a nursery worker to fire station to provide childcare;
- u) the vast majority of British citizens would want fully trained firefighters;
- v) the community value of On-Call firefighters should be promoted, both within the public and private sector;
- w) consideration should be given to some sort of commendation for business who engage On-Call firefighters, which would highlight individual business commitment and investment in their communities by providing necessary flexibility for On-Call firefighters. It is reasonable that businesses which is happy to support the safety of the community with a commercial sacrifice should be publicly acknowledged;
- x) the trial of the 'Safe To Ride' twelve-month module is welcomed, it being acknowledged that very few citizens could afford, or would be able to undertake a three-month training course away from their primary employment;
- y) the potential for childcare provision during a callout would be an economic and logistic necessity for some parents;
- z) some sort of commendation for businesses who engage On-Call firefighters could be investigated as they are supporting their community and their contribution should be promoted.

Resolved to note the report.

10 Community Engagement - Working with Ethnic Minority Communities Update

Matt Sismey, Organisational Development and Inclusion Manager, was in attendance with Guninder Nagi, Community Engagement Manger, who provided an overview of the community engagement work over the last 14 months which has focused on Black Asian Minority Ethnic (BAME) communities and highlighted the following points:

- a) the Community Engagement Plan approved in 2021, has three main work streams of:
 - i. understanding our community;

- ii. inclusive services and communications;
 - iii. inclusive workforce;
- b) initially ethnicity is gauged via the census information and then the approaches applied tailored appropriately;
- c) a pilot scheme has been run in Berridge, which is a very diverse community, as a gap in take-up of safe and well visits had been identified within the BAME community. The pilot was run over eight days, aimed to establish a baseline and identify the specific community needs;
- d) cultural changes have meant that more elderly Asian people are now living alone and not with extended families, and so may be more at risk from fire and incidents;
- e) it is acknowledged that among many BAME communities there is a mistrust of uniformed services, so work is focused on engaging and interacting to raise confidence and trust;
- f) Shisha is a growing trend among young people and presents new safety and prevention challenges;
- g) prevention and protection messages were promoted through Radio initiatives which have been positively received by listeners. Anything said in English by representatives of the Service were directly translated and/or shows were broadcast directly in Punjabi/Urdu/ Mirpuri to reach the wider South Asian community, including the business sector. At a result, business targeted translated workshops will be considered;
- h) expanding the Service's chaplaincy to become multi-faith will help the Service broaden its inclusiveness;
- i) women's groups have been approached within the community with the idea of promoting community volunteer role to engage with the community and promote the Service's messages as Service Champions and highlight the opportunities available within the workforce;
- j) engagement with youth groups is key and has proved successful, including a six-week pilot with the Pythian Club, following which a young Romanian man was keen to become a community champion for the Service within his community;
- k) there is now potential to work with the Nottingham Girl's Academy. Sowing the seed of interest and trust at an early age is vital for the Service's successful engagement and potential recruitment;
- l) previously, some of the areas within the City had been mainly been home to one or two cultures, but diversity has much expanded, particularly with regard to new emerging communities including refugees who arrive through settlement programmes from Syria, Afghanistan and the Ukraine. Some sections of these communities often fear uniformed services so initially engagement is soft to help build relationships. Sometimes contact is most successful through the voluntary sector which appears to be the main support route for such communities and can provide valuable communication and introduction pathways;

- m) the latest census results are likely to provide an interesting view of how diversity is expanding. As a result, the Service will need to respond with applying differing languages and BSL to engage citizens and promote prevention and safety messages, but also promote employment opportunities;
- n) the County population is still less diverse than that of the City, but this is changing and there are pockets of diverse communities establishing in some areas of the county;
- o) for some people being self-employed and/or a small business owner can be seen as a barrier for becoming an On-Call firefighter and many do not even consider the Fire Service as career. It is a very alien concept in some communities, so the Service needs to continue to engage, promote and show that there are people like them employed in the Service and that the opportunity is there for them too.

Members of the Committee commented as follows:

- p) much community support during Covid emerged from the BAME communities which illustrated a cultural approach to public service, helping people and the hospitality culture. The connection with the community care role of the Fire Service needs to be emphasised. The third sector plays an important role with contacting, and encouragement for communities to engage with the Service;
- q) the Service does need to reflect the communities it serves;
- r) there is still much to be done but the progress to date is very much welcomed.

Resolved to note the report.

11 Future Meeting Dates

Resolved to note the future meeting dates of Friday 6 January 2023 at 10am, and Friday 24 March 2023 at 10am.

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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 UPDATE

Report of the Chief Fire Officer

Date: 06 January 2023

Purpose of Report:

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

Recommendations:

That Members note the contents of this report.

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1. BACKGROUND

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

2. REPORT

RESPONSE

- 2.1 Between 01 September and 30 November 2022, a total of 2,592 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes a 0.9% decrease in incidents when compared to the same period in 2021/22.
- 2.2 In 2021/22, NFRS attended a total of 10,096 incidents. In 2022/23 the Service is anticipating incident numbers to reach 11,300 (due to the significant increase in fires that were experienced during the extreme weather conditions of July and August). This would be a 11.9% year-on-year increase.
- 2.3 Figure 1 shows the incident numbers in the last three months remain largely consistent to the preceding three years.

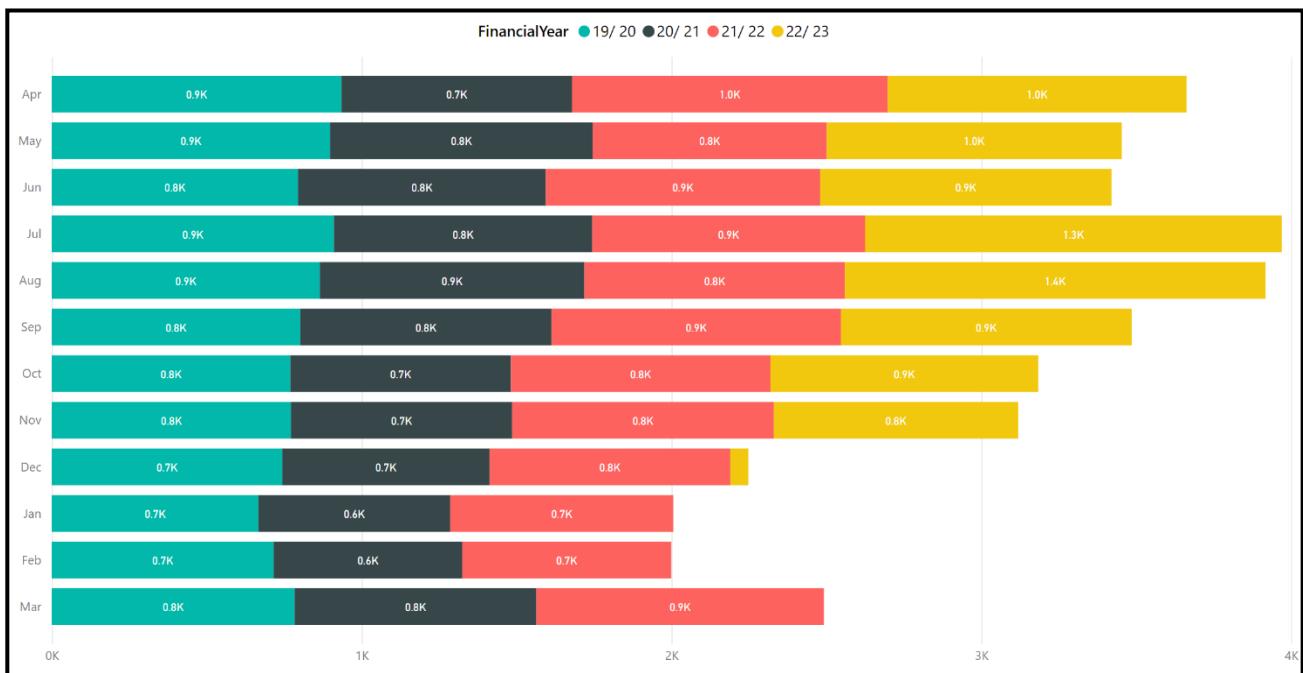


Figure 1: Incidents attended by month, 2019/20 – 2022/23

- 2.4 A breakdown of incident types attended over the last 12 months can be seen in Figure 2. The level of special service calls and false alarms remain largely consistent throughout the 12-month period. Traditionally fires follow a typical pattern of being relatively low in the autumn and winter, peaking in the spring and remaining relatively high throughout the summer. The unprecedented number of fire incidents in July and August have seen a change to this pattern this year.

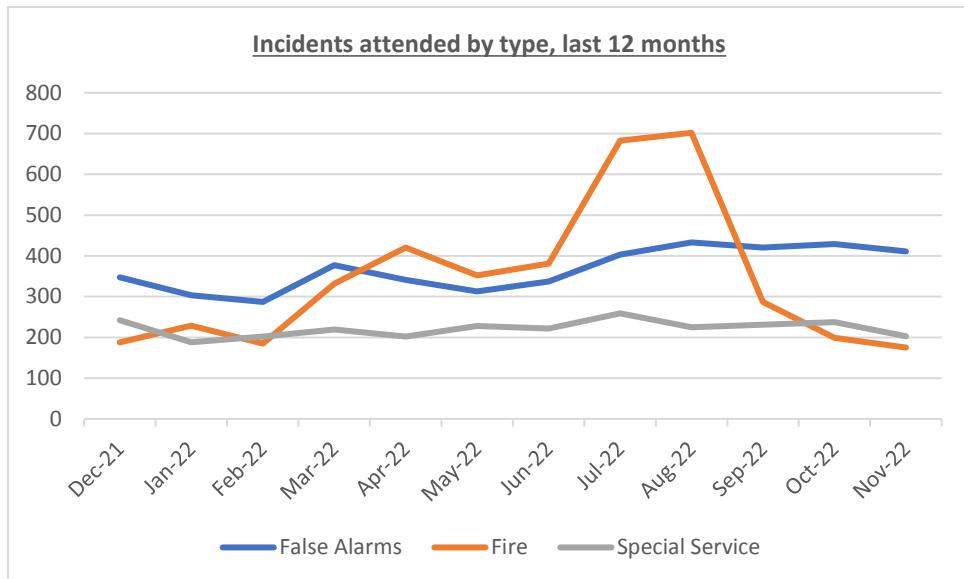


Figure 2: Incidents attended by type, last 12 months

- 2.5 Figure 3 shows a breakdown of incidents by District attended so far in 2022/23. To date, the City of Nottingham has experienced by far the most incidents (2302), and Rushcliffe the least (542).

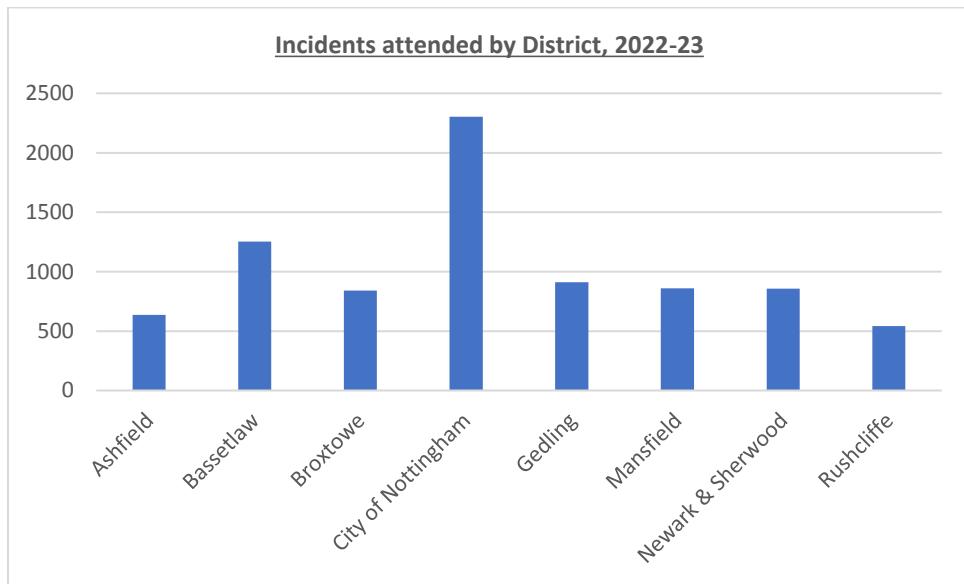


Figure 3: Incidents attended by District, 2022-23

- 2.6 A breakdown of incidents by Priority Type (see below for definitions) for the last 12 months can be seen in Figure 5. Whilst P1 and P2 incidents have remained relatively stable over this period, the exceptional demand in July and August was largely driven by a significant increase in P3 fires.

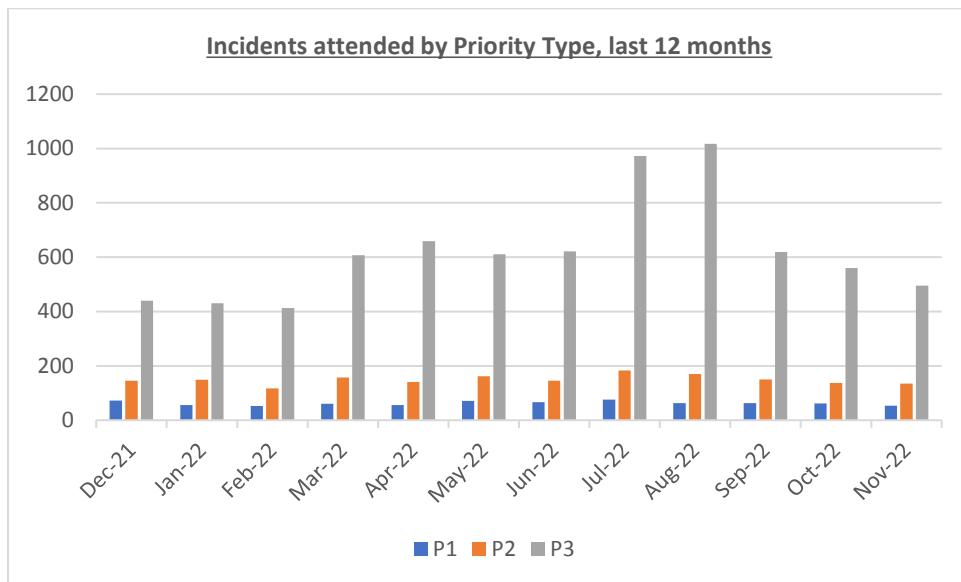


Figure 4: Incidents attended by Priority Type, last 12 months

- 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.

2.7 A key Community Risk Management Plan (CRMP) target is that all emergency incidents will be attended on average, within 8 minutes (480 seconds) from the time the first fire appliance is mobilised. During the reporting period the average attendance time has been 7 minutes and 57 seconds (477 seconds). However, due to the unprecedented demand in July and August, the average attendance in 2022/23 to date is 8 minutes and 23 seconds (503 seconds). This is a reduction of 13 seconds on what was reported last quarter. Figure 5 shows the average attendance time over the past 12-months.

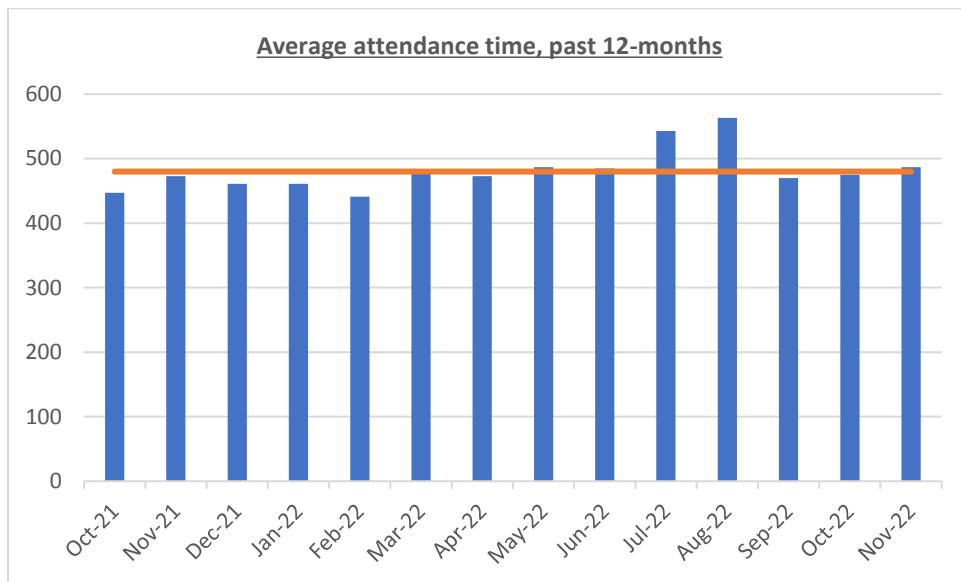


Figure 5: Average attendance time compared to target, past 12-months

- 2.8 On Call station availability in 2022/23 is averaging 86.2%. This is above the Service target of 85%, but below the 88.7% achieved during the same period of 2021/22. Figure 6 shows a breakdown by Station.

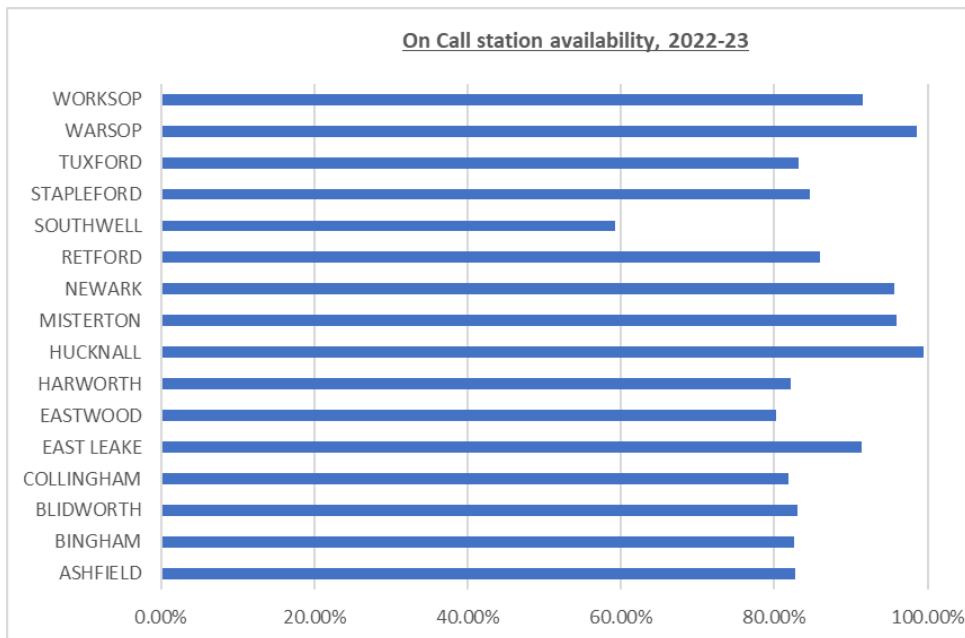


Figure 6: On-call Appliance Availability by Station, 2022-23

- 2.9 Since April, seven On Call sections are performing above the target of 85% availability. The highest levels of availability have been at Hucknall (99.5%), Misterton (96%), Newark (95.6%) and Warsop (98.6%). However, availability at Southwell has been below the Service's 70% minimum standard. On Call recruitment continues to be a challenge, particularly in areas such as Southwell, and this has a direct impact on availability.
- 2.10 To provide a longer-term overview, Figure 7 shows On Call station availability per quarter since the start of 2019/20. Over this period, with the exception of Q2, 2021/22, the 85% target has been consistently met.

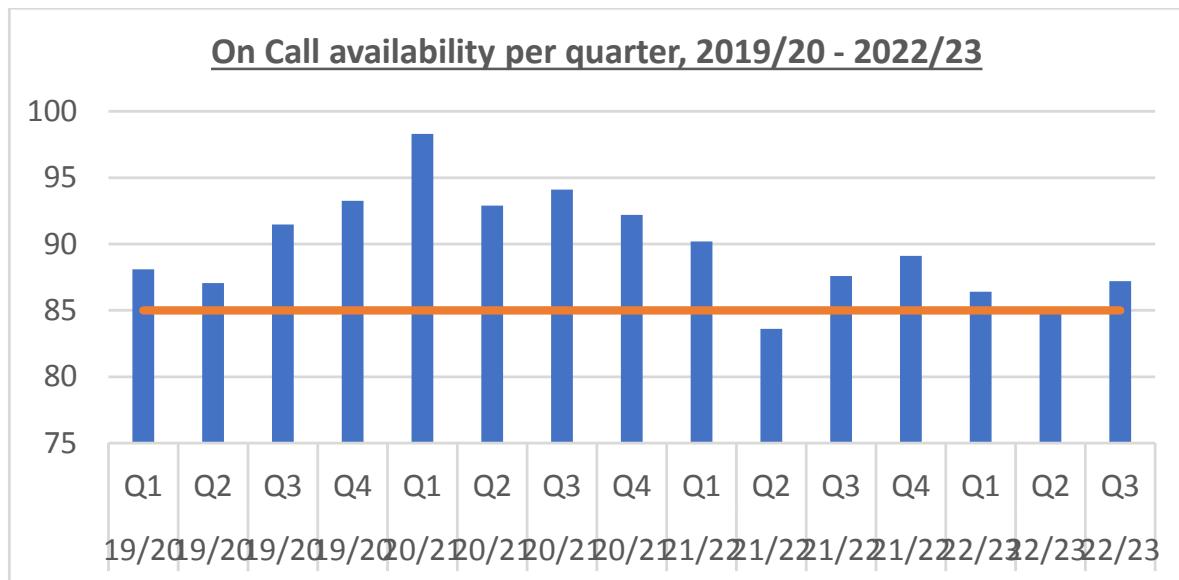


Figure 7: On-call Availability, per quarter since 2019/20

- 2.11 As previously requested by Members, a specific focus is given to On Call appliance availability at the Day Shift Crewing (DSC) stations. Both Ashfield and Retford operate one Wholetime and one On Call appliance between 08:00 - 19:00, and two On Call appliances between 19:00 – 08:00.
- 2.12 Year to date (30 November), Ashfield DSC reports:
- Over 24-hours one On Call appliance has been available for 86.05% of the time. (Average throughout 2021/22 was 78.65%).
 - Between 08:00 and 19:00 one On Call appliance has been available for 71.4% of the time. (Average throughout 2021/22 was 64.23%).
 - Between 19:00 and 08:00 at least one On Call appliance has been available for 96.5% of the time and two On Call appliances have been available for 20.5% of the time. (Average throughout 2021/22 was 88.91% and 20.47% respectively).
- 2.13 Year to date (31 May), Retford DSC reports:
- Over 24-hours one On Call appliance has been available for 86.6% of the time. (Average throughout 2021/22 was 87.90%).
 - Between 08:00 and 19:00 one On Call appliance has been available for 76.8% of the time. (Average throughout 2021/22 was 80.37%).
 - Between 19:00 and 08:00 at least one On Call appliance has been available for 93.60% of the time and two On Call appliances have been available for 27.98% of the time. (Average throughout 2021/22 was 93.26% and 27.64% respectively).
- 2.14 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 (JC), three key performance measures are monitored.

- 2.15 The first JC metric is the % of 999 calls answered within 7 seconds. The target for this is 96%. Figure 8 shows performance over the last eight completed quarters. The below target performance in Q2 is attributed to the unprecedented volume of calls received in July and August.

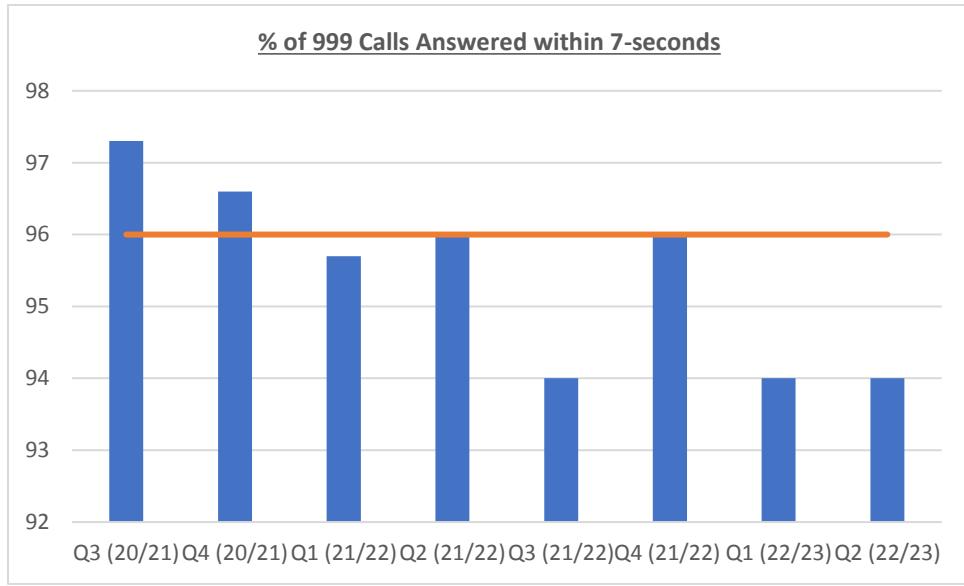


Figure 8: % of 999 calls answered within 7 seconds, previous eight quarters.

- 2.16 The second JC metric is the average call-handling times for P1 and P2 incidents (described in 2.6). The target for these is within 89 seconds. This performance measure was introduced in April 2021, Figure 9 shows performance over the last six completed quarters. There was strong improvement in this area over 2021/22, with call handling times for P1 and P2 incidents being as low as 82 seconds. The average call-handling time in Q2 was 3-seconds above target due to increased call volume in July and August and the complications in ascertaining accurate incident locations.

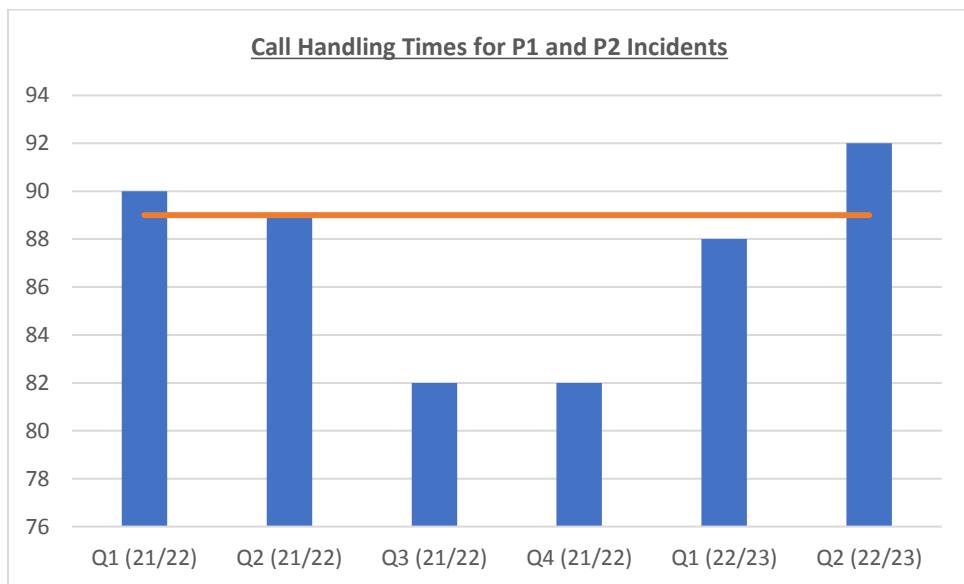


Figure 9: Average Call Handling Time for P1 and P2 incidents, previous four quarters

- 2.17 The final JC metric is mobilisation system availability. The target for this is 99.0%. Figure 10 shows performance over the last six quarters.

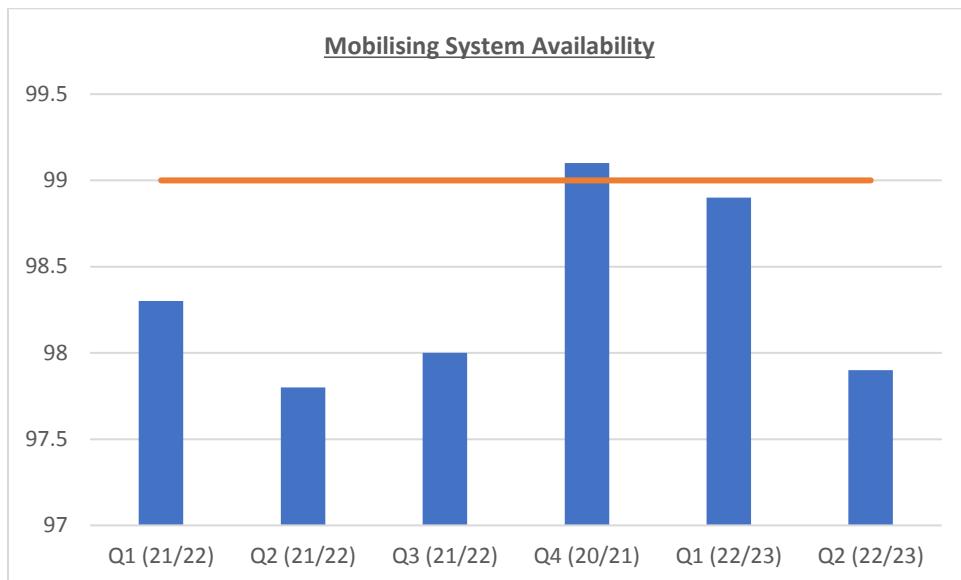


Figure 10: Mobilisation System Availability, previous six quarters

- 2.18 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.
- 2.19 The Tri-Service mobilising system is due for replacement in 2024, and a replacement project began on 01 March 2022.

PREVENTION

- 2.20 The Service completed 4745 safe and well visits (SWVs) between 01 August and 30 November 2022. The target for 2022/23 is 13,000 SWVs and the Service has now completed 36.50% of these
- 2.21 Of the total number of SWVs carried out, over 45.64% have been to the over 65 age group and 38.72% to disabled persons, all of which are more at risk of a fire in the home.

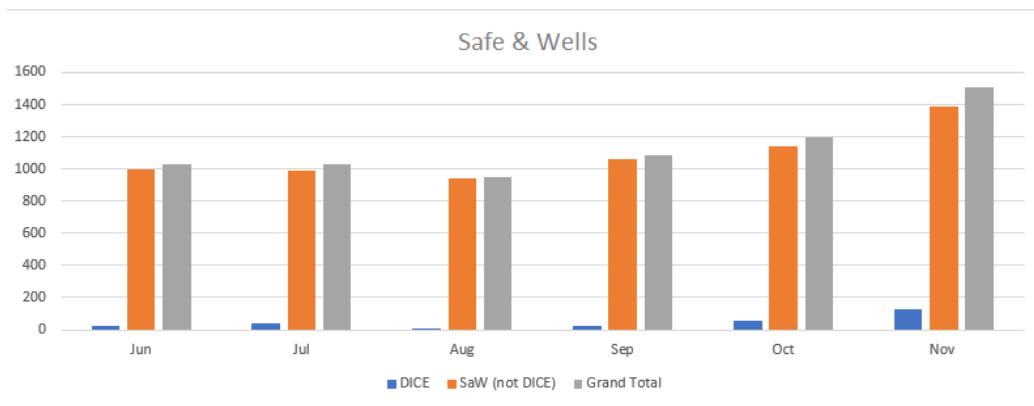


Figure 11: Safe & Wells completion per month 22/23

- 2.22 The Service has delivered Safety-Zone over a two-week period in September. Pupils and Staff from 17 County and 8 City 'risky' schools received Fire Safety Education. 350 pupils participated in a pre-event survey which will be followed up three months post event to assess event impact.

- 2.23 Safety-Zone focuses on the provision of safety information for KS2 school children with support from a range of partner organisations including Nottinghamshire Police, British Transport Police, Western Power, The Dogs Trust, Royal National Lifeboat Institution, VIA (County road safety team) and East Midlands Ambulance Service. Over the two events held in September, 1,142 pupils and 131 staff attended.
- 2.24 Between August and November 2022, the Education Team has delivered community engagement activities in the County and City aimed at hard to engage audiences, for instance young people who are home educated and their families. Over nine interventions delivered in alternative education provision settings, the focus has been on tackling behaviours around deliberate secondary fires. .
- 2.25 The Service is also actively engaged with road safety interventions such as Biker Down. Between August and November there have been three Biker Down courses. It is expected that these will start again over Easter as bikes become more present on roads again. Other road safety education events have taken place in Post-16 provision for new drivers and have included a multiagency RTC Awareness Day and the use of VR goggles for education.

PROTECTION

- 2.26 The completion of 1,200 Fire Safety Audits (FSAs) in 2022/23 is a key CRMP commitment. Between 1 April to 30 November the Service has completed 763 audits. Of these audits 266 required informal action with a further 29 formal notices issued. Figure 12 shows the number of FSAs that have been undertaken over the last three years, as a month-by-month comparison.

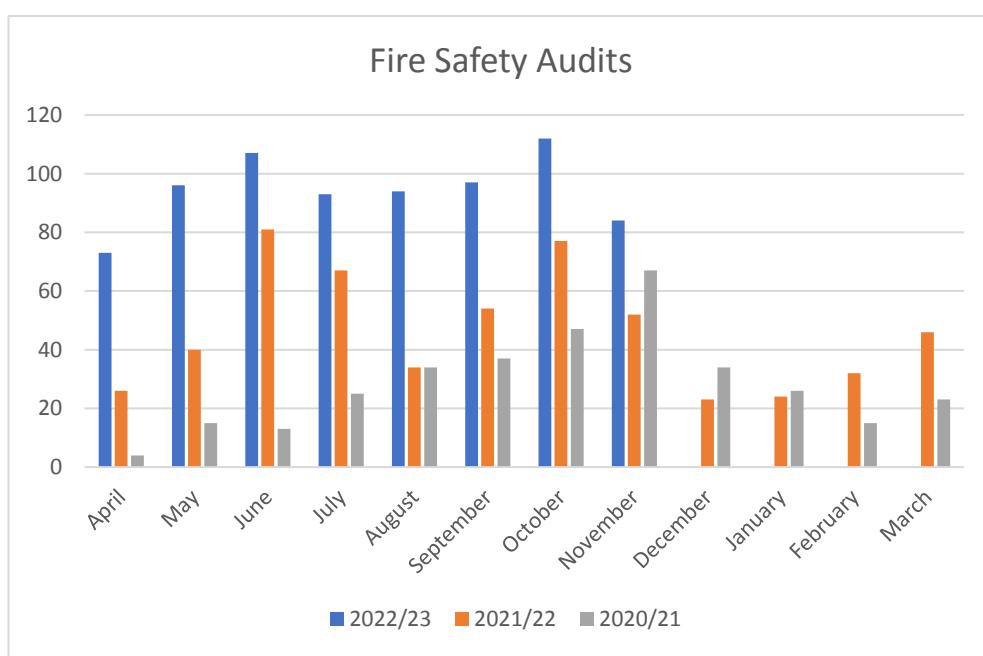


Figure 12: Fire Safety Audits, 2020/21 – 2022/23

- 2.27 The completion of 500 Business Safety Checks (BSCs) in 2022/23 is a key CRMP commitment. Between 1 April to 30 November the Service has completed 287 BSCs. Year to date, the Service is slightly down on its

required target, this is primarily down to a number of supervisory managers yet to complete the required qualification.

2.28 As well as completing FSAs and BSCs, the Service has also completed the following Protection activities between 1 April – 30 November:

- 163 post fire inspections;
- 166 follow-ups to complaints;
- 21 Enforcement Notices;
- 8 Prohibition Notices;
- 525 building regulation consultations with local authority building control or approved inspectors;
- 221 licencing consultations;
- 60 other consultations with agencies including Ofsted and the Care Quality Commission.

2.29 The CRMP sets a target of a 3% reduction in both Unwanted Fire Signals (UwFS) and lift rescues during 2022/23. Between, 1 April to 30 November the Service has responded to 3107 UwFS (a 10% increase on the same period in 2021/22) and 126 lift rescues (an 8% decrease on the same period in 2021/22). Figure 13 shows the number of UwFS month by month for the last three years, with figure 14 showing lift rescues month by month for the past two years.

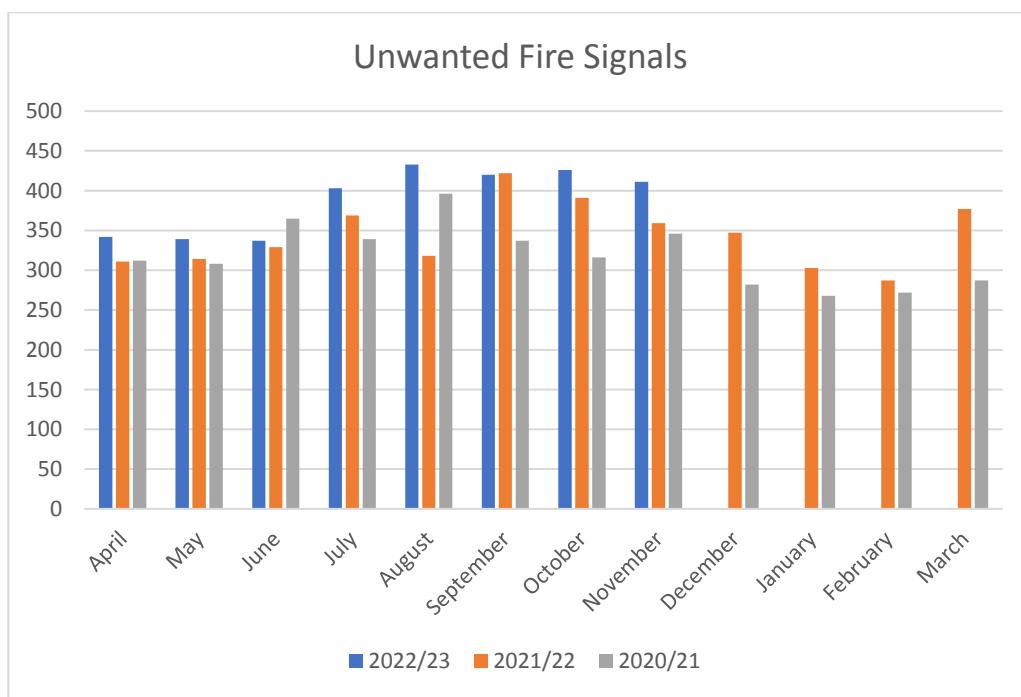


Figure 13: UWFSs, 2020/21 – 2022/23

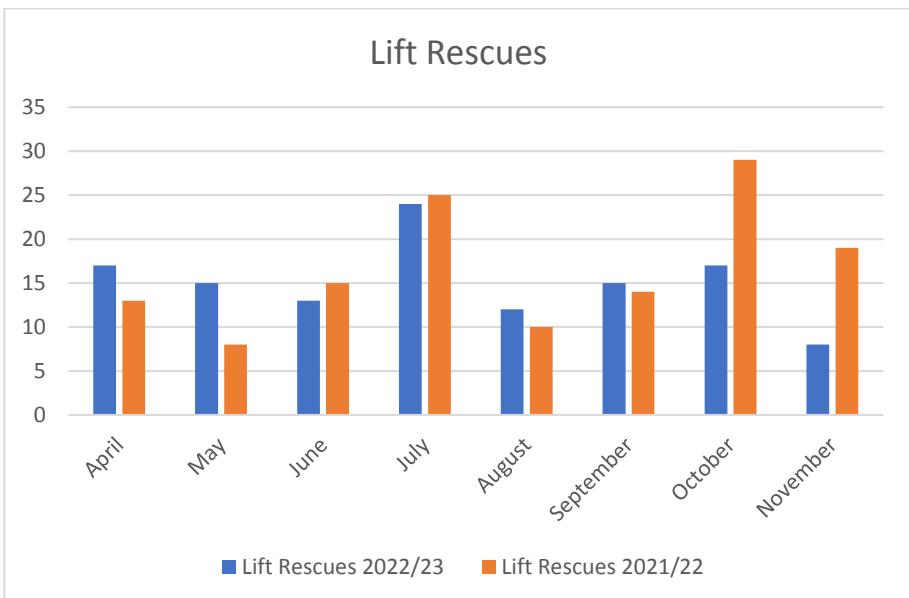


Figure 14: UWLRs, 2020/21 – 2022/23

- 2.30 Following each UwFS, the premises owner (for non-domestic premises) receives a letter from NFRS outlining their responsibilities in relation to Fire Safety. Following a fourth occurrence, the premises is contacted by the Service's Business Education Advocate and a sixth occurrence prompts a full audit from a Fire Safety Inspector.
- 2.31 The Joint Audit and Inspection Team (JAiT) collaboration, between Nottingham City Council and NFRS have conducted 16 (1,855 flats) inspections and 23 re-inspections (1,498 flats) year to date. These inspections have covered 180 buildings in total. Whilst much work has been conducted, there are a further 25 buildings over 18 meters, and 272 buildings below 18 meters that require inspection.
- 2.32 The Building Safety Act has now passed Royal Assent and the Government has begun consultation with the sector on the implementation of the Act which is expected to be fully implemented by October 2023. This Act has seen the creation of a new Building Safety Regulator (BSR) with the Health and Safety Executive (HSE) being appointed to lead on the regulation of new and existing buildings in scope. As part of their role, the HSE will be creating multi-disciplinary teams (MDT) of professionals from the building control, fire safety and housing sector to support the work they will be undertaking. The MDT will follow a regional model and the Service has a requirement to support the BSR through the provision of a Fire Safety Inspector to support this work. Home Office funding has been provided to back fill this post to help reduce the burden of statutory functions delivered by Fire Protection.
- 2.33 The Fire Safety (England) Regulations 2022 become law on 23 January 2023. This places a number of statutory duties on Responsible Persons and the Service, particularly in buildings over 18 metres in height. These regulations place a duty on the Service to provide a means of receiving and monitoring information from building owners relating to external wall system construction, deficiencies in fire safety equipment and building plans. The process has been developed in conjunction with National Fire Chiefs Council (NFCC) guidance and is being implemented to ensure national best practice.

The Fire Protection department continues to communicate with all building owners to raise their understanding and awareness of this new legislation.

- 2.34 The Service continues to play an active role in supporting the development of new fire safety guidance in buildings which it regulates. Fire Protection regularly work in partnership with the NFCC by actively supporting consultations that drive industry best practice. NFCC has recently published their most recent draft position statement which relates to proposals relating to the installation of single staircases in residential buildings. The Service will be engaging with the NFCC and its partners by agreeing to support the position and recommendation, that 18 metres becomes the threshold at which new residential buildings should require more than one staircase.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

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

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because the information contained in this report does not relate to a change in policy or procedure.

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

- 7.1 The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.
- 7.2 The Local Government Act 1999 places a statutory duty on NFRS to '*secure continuous improvement in the way in which its functions are exercised*'. The reporting of Service Delivery's performance ensures that the Service is focusing on key objectives as set by the Fire and Rescue Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.

8. RISK MANAGEMENT IMPLICATIONS

An effective performance culture and regime ensures that the Service focuses on key objectives which contribute to the management of strategic and corporate risks. Robust performance information and analysis supports effective decision making and efficient use of resources.

9. COLLABORATION IMPLICATIONS

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

10. RECOMMENDATIONS

That Members note the contents of this report.

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

None.

Craig Parkin
CHIEF FIRE OFFICER

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

REDUCTIONS IN UNWANTED FIRE SIGNALS

Report of the Chief Fire Officer

Date: 06 January 2023

Purpose of Report:

To provide members with an update on progress and recommendations to achieve the Authorities CRMP target of reducing Unwanted Fire Signals by 10% by 2025.

Recommendations:

It is recommended that Members:

- Support the proposal, not to attend automatic fire alarm calls at hospitals, between 07:00 and 19:00.
- Note the changes to future unwanted fire signals performance reporting.
- Support consultation and policy development to enable the Service to financially charge unwanted fire signal persistent offenders.

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1. BACKGROUND

- 1.1 Nottinghamshire Fire and Rescue Service (NFRS) responds to and investigates the causes of automatic fire alarm activations (AFA) in a variety of premises. Where these activations have been apportioned to a cause other than fire, these are classified as Unwanted Fire Signals (UwFS).
- 1.2 In 2021/22, NFRS responded to 3,480 UwFS apportioned to AFA systems or process. This is reduction from 3,793 in 2017/18.
- 1.3 The National Fire Chiefs Council (NFCC) has published guidance to support fire and rescue services (FRS) to reduce the number of UwFS they attend and the number and weight of response to AFAs, considering local community and societal risk.
- 1.4 In June 2018, Members approved changes to enable a collaborative approach as part of the Tri-Service Policy (Nottinghamshire, Derbyshire, and Leicestershire FRSs) to reduce the number of UwFS.
- 1.5 The Community Risk Management Plan has set an objective to reduce the number of UwFS by 10% by 2025 and further supported within the Futures 2025 Efficiencies strategy aim to reduce demand

2. REPORT

- 2.1 The Tri-Service UwFS Policy was introduced in 2018 to reduce the impact of UwFS calls on the FRS and allow a standard approach to the receipt and mobilisation to incidents across the Tri-Service Control Rooms. The key components of the Policy are listed below:
 - Call challenging 24 hours a day, 7 days per week;
 - Hotels are call challenged during the day, but not during night-time hours, 21:00 – 08:00;
 - A standard level of attendance after call challenging to automatic fire detection calls is of one appliance.
- 2.2 Certain premises types are exempt from call challenging, these are:
 - Domestic premises including houses in multiple occupation (HMO), residential flats, sheltered housing;
 - Residential care and nursing homes;
 - Local Primary Care Trust hospitals and private hospitals which have sleeping on site;
 - Hotels during night-time hours only 21:00 - 08:00. During the day, hotels will be call challenged;
 - Other sleeping risks;
 - Sites that are subject to Level 4 or 5 site specific risk information (SSRI)
 - Heritage sites listed as Grade 1 or Grade II by Historic England;
 - High rise premises with sleeping risk;

- Premises not conforming to the above criteria, but that are locally determined to be unsuitable for call challenging.
- 2.3 In addition to the exempt list detailed above, local crews continue to assess risks in their local areas to ensure that attendance at AFA calls enable a thorough and safe approach. This has seen some premises, for example some high-rise properties, having an amended attendance of resources to ensure an effective search can be undertaken in a timely manner.
- 2.4 During 2021/22, NFRS has attended 3,480 calls as a result of UwFS. This compares to 3,142 calls attended in the same period of the previous year. An increase of 11%.
- 2.5 However, it must be noted that during 2019/20 and 2020/21, premises within Nottinghamshire were subject to government COVID-19 restrictions which resulted in premises being empty or with limited use for extended periods. This reduced use would have seen a natural reduction in UwFS being generated based on human behaviour factors.
- 2.6 Over the last five-year period, UwFS account for approximately 35% of all fire incidents attended.

Year	2017/18	2018/19	2019/20*	2020/21*	2021/22
Number of UwFS	3793	3678	3338	3142	3480
number of incidents	10601	11235	9659	8992	10096
% UwFS	36%	33%	35%	35%	34%

Table 1: UwFS / Incidents (Past 5 Years)

*COVID-19 restrictions introduced by Government

- 2.7 A UwFS can be classified as:

- False alarm - apparatus
- False alarm - good Intent
- False alarm - malicious.

Table 2 below shows a breakdown of the total false alarms attended, over the past five years

	2017/18	2018/19	2019/20	2020/21	2021/22
Total Apparatus	3276	3146	2779	2666	2962
Total Good Intent	409	422	441	389	417
Total Malicious	108	110	118	87	101
Total False Alarms	3793	3678	3338	3142	3480

Table 2: False Alarms by Classification

- 2.8 The Fire Protection department continues to work closely with the 'Responsible Person' at premises where the Regulatory Reform (Fire Safety) Order 2005 (RRO) applies. Internal systems identify repeated UwFS occurrences, which enables Fire Protection staff to provide support and guidance relating to management processes, system maintenance and standards being adopted by premises in scope. In extreme cases of repeated poor management and non-compliance, staff will use powers afforded under the RRO to achieve compliance via informal and formal routes.
- 2.9 Whilst this approach has seen improvements for NFRS, research suggests that other societal factors may have resulted in an increase of UwFS in other property types. An increase in UwFS in single domestic premises and sheltered accommodation have been identified and could be apportioned to the increased use of Telecare and Lifeline systems that enable elderly people to live independently for longer in their own homes.
- 2.10 Historically, the top five premises types that result in UwFS are identified in Figure 1 below.

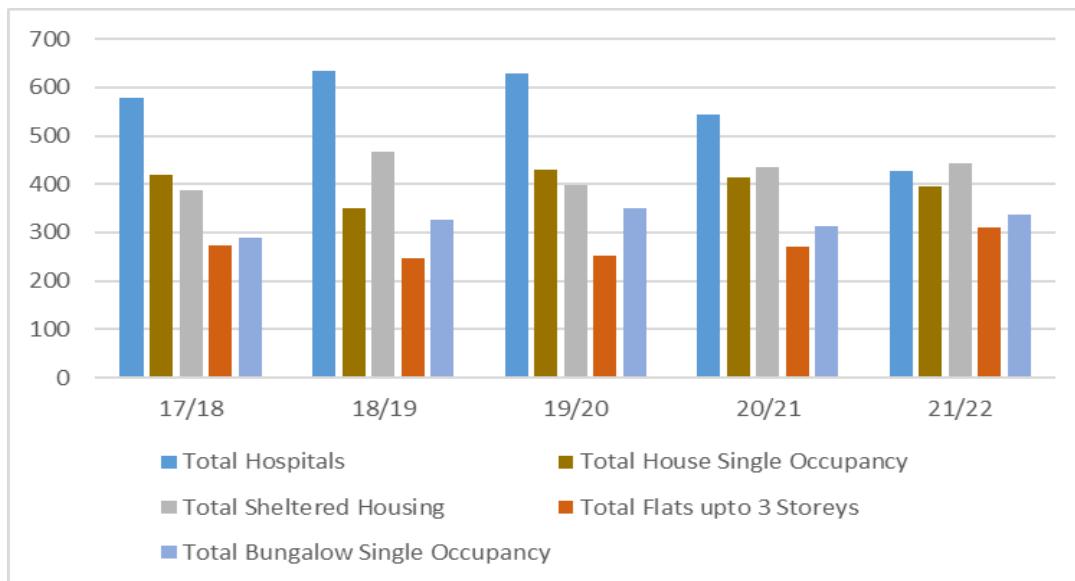


Figure 1: Top Five Premises Types

These five premises types generated 65% of NFRS UwFS calls during 2021/22.

- 2.11 Attendance at UwFS does impact on the Service's ability to respond to other emergencies, it also impacts on the amount of time available to focus on reducing risk through critical prevention and protection work.
- 2.12 Based on the reported figures, there is scope to reduce the Service attendance at UwFS, and to put the onus on the premises Responsible Persons. Other FRSs have approached this through a number of means:
- Not attending some AFA calls;
 - Having a reduced exemption list;
 - Call challenging all calls during 'waking hours';
 - Introducing charging for repeat UwFS as per NFCC guidance.

It is proposed that NFRS adopt a blended approach to support a decrease in UwFS by the following actions.

UwFS REPORTING

- 2.13 Currently all premises that result in an activation of a fire alarm, whether this is a domestic grade alarm or a system that complies with commercial grade BS5839:1, are captured as part of UwFS reporting. However, the Protection department cannot influence a change in system design or use its legislative powers afforded under the RRO within the domestic environment.
- 2.14 To ensure accurate reporting and appropriate follow up actions, the reporting of domestic and commercial grade systems will be reported separately, specifically given that the reduction of domestic grade activations could be considered as part of a wider piece of work with Prevention Teams, who may be better placed to influence a change in behaviour with regards to private domestic dwellings.
- 2.15 Future Service Delivery reports presented to the Community Safety Committee will reflect these changes, to enable future detailed comparisons and analysis.

INCIDENT REPORTING SYSTEM (IRS)

- 2.16 Analysis of the IRS has highlighted that there are potential discrepancies in the way incidents are reported by operational crews, potentially inflating UwFS data. For example, during a dip-sample of incidents, a number were reported as 'False Alarm Apparatus', which would be reported as an UwFS, however, with the cause being given in the narrative log as 'small fire, out on arrival'. In these instances, the AFA has worked effectively and this was not an UwFS.
- 2.17 As a result of this, additional scrutiny and guidance will be provided to all Supervisory Managers to improve the recording and reporting of AFA calls. Furthermore, additional increased levels of scrutiny and assurance will be introduced, alongside incident monitoring and data cleansing, to support an overall improvement.

CALL CHARGING

- 2.18 The legal basis for charging comes from the Fire and Rescue Services Act 2004 (as amended by the Localism Act 2011). Three new sections have been added to the 2004 Act Sections 18A, 18B and 18C, allowing Fire and Rescue Authorities to charge for responding to a report of fire where the call is made that meets the following circumstances:
 - There is a report of fire to the FRS;
 - The premises are not domestic premises;
 - The report of fire turns out to be false;

- The report is made as a direct or indirect result of warning equipment having malfunctioned or been mis-installed;
 - There is a persistent problem
- 2.19 The FSO offers a legislative option for tackling any mismanagement of fire safety arrangements in non-domestic premises, including the issue of UwFS. NFRS's objective is to provide another tool in the form of a cost recovery process, to help reduce the number of UwFS by encouraging the correct system design and management of this system in cases where persistent failure to comply is identified.
- 2.20 However, it must be noted that a cost recovery process would place an additional administrative burden on the Service. In addition, NFRS would need to establish a robust methodology for assessing the costs to the Authority in responding to UwFS. Details of this methodology are set out within the NFCC "CFOA Guidance for the Reduction of False Alarms and Unwanted Fire Signals."
- 2.21 It is recommended that NFRS investigates and consults on the proposal to introduce charging for persistent offenders, and that details of consultation outcomes and policy development is reported to Members for consideration.

NON-ATTENDANCE

- 2.22 Hospitals across the City and County contribute to approximately 10% of all UwFS.
- 2.23 Between April and September 2022 (six months) the Service attended 143 AFAs at Queens Medical Centre and Kings Mill Hospital. Of these alarm actuations five (3.5%) were found to be fires, of which none of them had spread beyond the item first ignited. These five incidents related to overheated lift mechanism; light fitting; microwave; cotton bud fire; and an overheated extractor fan. 18 of the 143 alarm actuations were at Kings Mill Hospital, none of these were found to be fires.
- 2.24 Hospitals are professionally managed premises with good levels of fire protection, with well trained and competent members of staff. During waking hours, it is noted that hospitals operate with a sizeable number of staff, therefore in the event of a fire, trained staff are on hand to firstly investigate then call for assistance in a brief period of time.
- 2.25 Reviewing the Service's attendance to hospitals between defined hours, where increased levels of staff are present, would allow the Service to engage in greater levels of prevention and protection activities, allowing resources to be aligned to reducing risk.
- 2.26 As agreed in the Service's Futures 2025: Efficiency Strategy Update, to Fire Authority in September 2022, to change and reduce demand on the response resources, it is proposed the Service does not attend AFA calls from hospitals, between 07:00 and 19:00 from 1 April 2023, unless there is a follow up 999 call.

- 2.27 Engagement with hospitals will commence immediately to ensure hospitals are prepared for this change, with Fire Inspecting Offers being available to support and advise on current safety measures.
- 2.28 It should be noted that the Service will still respond to all AFA calls that are backed up with a 999 call to all premises, and that to ensure an effective response is made by the Service, the Service always recommends a follow up 999 call where possible. It should also be noted that this change in policy would affect all hospital premises, including secure hospital premises.

3. FINANCIAL IMPLICATIONS

- 3.1 NFRS will make a notional saving of approximately £300 per UwFS reduction, depending on the options which are implemented.
- 3.2 Costings and charging options will be reported to Members for further consideration.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

Supervisory Managers will require additional guidance / training to ensure that they correctly complete the IRS to correctly identify and record UwFS.

5. EQUALITIES IMPLICATIONS

An equality impact assessment will be undertaken as soon as possible as this is a change to the existing policy. The assessment will be brought back to this Committee.

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

- 7.1 The Service also has a legal obligation to respond to emergency incidents under the Fire and Rescue Services Act 2004. No proposals within this report affect the statutory responsibilities under the Act.
- 7.2 NFRS has legal obligations under the FSO to enforce the order. Issues relating to inadequacies with a premises fire alarm system would fall within the scope of this order.

8. RISK MANAGEMENT IMPLICATIONS

- 8.1 Hospital premises are classified as `high risk` premises. Hospitals are an important societal premises that due to their nature are occupied by large numbers of vulnerable persons. However, hospitals have well developed fire safety management processes and staff training procedures, in addition to the modern and extensive coverage as part of fire alarm systems which protect the buildings.
- 8.2 Due to the fire safety regimes in hospital environments, the risk of a fire is low. However, should a fire occur the risk to the occupants is high due to the hazard factors which are present in a hospital environment.
- 8.3 Consulting and implementing financial charges for repeat UwFS offenders will be met with some resistance and concern, which has the potential to impact on the Services community reputation.

9. COLLABORATION IMPLICATIONS

The proposals within this report fall outside of the existing Tri-Service UwFS Policy, which will move us away from the 2018 collaboration approach.

10. RECOMMENDATIONS

It is recommended that Members:

- 10.1 Support the proposal, not to attend automatic fire alarm calls at hospitals, between 07:00 and 19:00.
- 10.2 Note the changes to future Unwanted Fire Signals performance reporting.
- 10.3 Support consultation and policy development to enable the Service to financially charge Unwanted Fire Signals persistent offenders.

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

None.

Craig Parkin
CHIEF FIRE OFFICER



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES, AREAS FOR IMPROVEMENT

Report of the Chief Fire Officer

Date: 06 January 2023

Purpose of Report:

To present Members with an update on the Service's response to the 2021 inspection of Nottinghamshire Fire and Rescue Service by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

Recommendations:

It is recommended that Members:

- Note the 'Areas for Improvement' delegated to the Committee for scrutiny and monitoring;
- Agree the approach of the Chief Fire Officer for addressing the 'Areas for Improvement';
- Note the actions undertaken to date.

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1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in September 2022, Members were presented the report from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) following the inspection of Nottinghamshire Fire and Rescue Service (NFRS).
- 1.2 Accompanying the report, Members were presented with a paper detailing the four 'Areas for Improvement' (AFIs) which had been highlighted by HMICFRS.
- 1.3 It was agreed that scrutiny and monitoring of progress on these actions would be facilitated through the Fire Authority Committee structure, with progress reports being presented to Members.
- 1.4 Of the four AFIs, two were aligned to the Community Safety Committee for scrutiny.

2. REPORT

- 2.1 Each of the AFIs have been allocated to a lead officer with clear milestones and expected outcomes. Within the Service, progress against these timelines is monitored and reported through the monthly Community Risk Management Plan Assurance Board (CRMP AB), chaired by the Chief Fire Officer.
- 2.2 Since the HMICFRS report was published in July 2022, the Service has undertaken a gap analysis against areas of work that were already being progressed under the current Community Risk Management Plan (CRMP). This has assured that work to address the AFIs was either already planned or has now been included in the Service's annual delivery planning.
- 2.3 The two AFIs identified delegated to this Committee are:
 - AFI 2 – the Service should assure itself that its risk-based inspection programme prioritises the highest risks and includes proportionate activity to reduce risk;
 - AFI 4 – the Service should ensure that, when responding to a 999 call, mobile data terminals are reliable to allow staff to access risk information.

AREA FOR IMPROVEMENT 2

- 2.4 Historically, NFRS used a process and methodology that identified and directed its Fire Protection resources to the highest risk premises; this is known as the Risk Based Inspection Programme (RBIP). This methodology was predicated around sleeping accommodation premises, particularly those where people were sleeping in environments that were unfamiliar or where cognitive impairment would impact on their ability to evacuate in the event of fire (eg: hospitals, care homes, hostels and hotels).

- 2.5 During 2020/21, Fire Protection was granted additional uplift grant funding from the Home Office to assist and support the impact of changes in legislation and implementation of work to address the recommendations from Phase 1 of the Grenfell Inquiry. A proportion of this funding was utilised to employ the services of an external contractor with the appropriate skills which would enable the Service to build a new data driven, evidence based RBIP.
- 2.6 To support the evaluation of this work, the Service has supported a PHD student placement from Nottingham Trent University with a focus on evaluation. Part of this work is focussed on how data is used from partner organisations to inform the RBIP, with particular emphasis being placed on research in two areas that will support Fire Protection:
- How and why the decision was taken to use data from partner agencies to inform the RBIP – to include the review of the data, weightings and methodology which helps direct NFRS resources to risk;
 - How NFRS is evaluating this change in policy since it was introduced
- 2.7 Initial findings of this evaluation are due to be reported in May 2023 and further updates will be provided to Members at this point.

AREA FOR IMPROVEMENT 4

- 2.8 The provision of accurate risk information and reliability of Mobile Data Terminals (MDTs) was an AFI highlighted by HMICFRS in the 2019 inspection.
- 2.9 This AFI was closed in June 2022 following work undertaken by the Service, and overseen by the Assistant Chief Fire Officer, to ensure that risk information was available for operational crews at incidents.
- 2.10 This new AFI seeks to ensure that the work undertaken to date continues to be assured and further improvements made to the reliability of access to risk information.
- 2.11 The Service has continued scrutiny meetings for the assurance of work around MDTs and risk information. These meetings bring together departments across the Service to ensure that current monitoring, development and assurance continues in relation to this area.
- 2.12 The latest scrutiny meeting has highlighted that reliability of MDTs remains sub-optimal, however mitigations put in place by the Service are ensuring that risk information continues to be available through secondary devices, and issues arising with MDTs are being addressed in a timely manner through in-house engineer attendance.
- 2.13 In the annual delivery plan for 2023/24, the Service aims to replace the current provision of MDTs and secondary devices on all frontline appliances.

- 2.14 This project will also look at how information is hosted on these platforms to ensure that they are resilient, secure and accessible by crews.
- 2.15 Members will be aware that the Service is currently undertaking a Regional Mobilisation System replacement project as part of the Tri-Service Control agreement. This project will aim to provide further improvement to the provision of information to crews responding to incidents.
- 2.16 The MDT replacement project is due to start in early 2023 and will progress throughout the year, with an aim of completing by October 2023. Members will be updated as this project progresses.

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 Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.

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

8. RISK MANAGEMENT IMPLICATIONS

There are no risk management implications arising from this report.

9. COLLABORATION IMPLICATIONS

There are no collaboration implications arising from this report.

10. RECOMMENDATIONS

It is recommended that Members:

- 10.1 Note the 'Areas for Improvement' delegated to the Committee for scrutiny and monitoring.
- 10.2 Agree the approach of the Chief Fire Officer for addressing the 'Areas for Improvement'.
- 10.3 Note the actions undertaken to date.

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

None.

Craig Parkin
CHIEF FIRE OFFICER

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