Community Safety Committee (Agenda 17 January 2020)

FFBU Question to the

SERVICE DELIVERY PERFORMANCE, Page 15, Appendix A

Prior to implementation of mixed crewing at Retford and Ashfield stations and the removal of wholetime cover from the hours of 18:00-08:00 the availability of the second appliance at those stations was around 90%. Since then this has fallen dramatically to 18% at Retford and 39% at Ashfield. When this proposal was brought forward to the fire authority, is was done so on the premise that it would not cause a reduction in fire cover at these stations.

The table contained in appendix A does not reflect the second appliance availability at Retford and Ashfield, total On Call availability is 68% at Ashfield and 61% at Retford. This dramatically reduces the overall On call availability figures, this shows a reduction of availability and not an increase as reported.

Does the Fire Authority agree that that all On Call availability should reported and that an updated table should be made available to Authority members that accurately reflects the actual availability?

Authority Response

The Authority is committed to providing transparent performance reports to the communities it serves. On-Call availability is a key performance measure, particularly when assessing and monitoring changes to the services we provide. The Fire Authority agreed to the implementation of the Day Shift Crewing (DSC) crewing model following public consultation, which was implemented from 1 April 2019. It has always been the Services intention to carry out a review of the DSC crewing model at both Ashfield and Retford, after a period of twelve months. The collection of twelve months of data will enable the Authority to understand the wider impacts of the DSC crewing model at these two stations. The review will include any impact on the On-call availability and will present the results of the DSC review to the Fire Authority.

Within the report presented to the Community Safety Committee on the 17 January 2020, the Service reports against On-call availability per station, this is consistent with previous reports and performance data. The Service is currently working towards implementing a data collection and performance management system called PowerBi. This system is being developed to provide accurate and timely information report on a number of key performance measures, one of these being more timely and robust performance of On-call availability data.

The Chief Fire Officer recognises that on-call appliances provide the highest proportion of fire cover in the Service and maintaining On-Call fire cover in all areas of the county is an ongoing challenge, also recognised notionally in the 2019 State of Fire report. Investment continues with the On-Call Sustainability Team, tasked to further improve availability and resilience at all on-call stations and is a key focus for Service Delivery. To develop the On-Call for the benefit of Nottinghamshire communities, the Service welcomes further dialogue with Trade Unions to work collectively on the flexibility of its delivery model to improve outcomes for communities, whilst maintaining positive working conditions for staff.