



Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Policy and Strategy Committee

SERVICE DELIVERY PERFORMANCE REPORT

Report of the Chief Fire Officer

Date: 24 July 2020

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

Name: Craig Parkin
Deputy Chief Fire Officer

Tel: 0115 967 0880

Email: craig.parkin@notts-fire.gov.uk

Media Enquiries Vicky Brown
Contact: (0115) 8388 689 vicky.brown@notts-fire.gov.uk

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, in support of the delivery of the Services 2019-21 'Strategic Plan'.

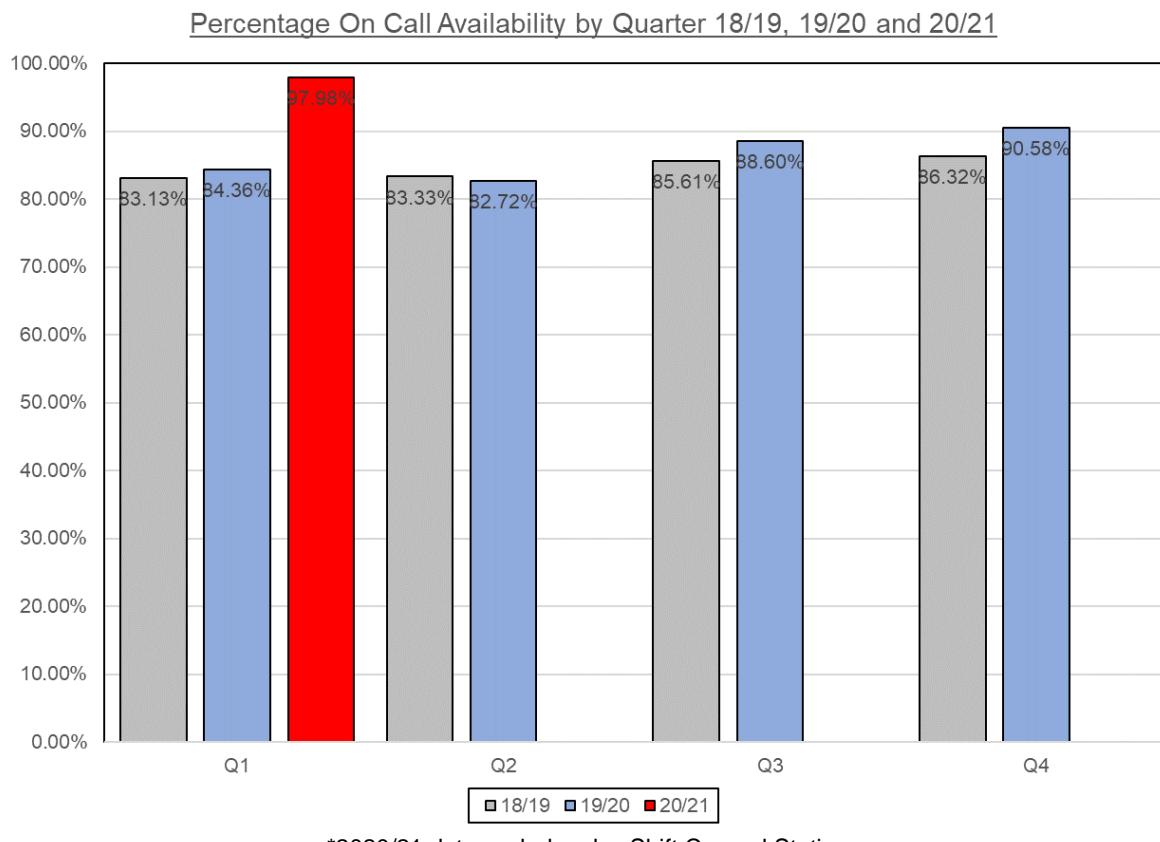
2. REPORT

RESPONSE

- 2.1 A total of 2391 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 April and 30 June 2020 which is a decrease of 237 incidents during the same period in 2019. The following incidents were attended during this period:
 - 139 accidental dwelling fires; decrease of 19 compared to the same period in 2019;
 - 344 deliberate secondary fires; decrease of 115 compared to the same period in 2019;
 - No fire fatalities; decrease of 2 compared to the same period in 2019;
 - 462 special service calls; decrease of 182 compared to the same period in 2019.
- 2.2 A key target for the Service, as detailed in its Strategic Plan, is that all emergency incidents will be attended on average, within 08:00 minutes. Between 1 April and 30 June 2020, the overall average attendance time was 07:56 minutes, which was an increase in performance of 5 seconds against the previous quarter.
 - Priority 1 (P1). Average 08:37 minutes – incidents which 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;
 - Priority 2 (P2). Average 07:44 minutes – incidents which pose a serious hazard and high-risk threat to the environment, society, property or heritage – and fire and rescue service immediate response;
 - Priority 3 (P3). Average 09:07 minutes – incidents which 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 On-call availability between 1 April and 30 June 2020 (Appendix A) reports an average of 97.98% availability with each section averaging 2140 hours of availability. All 14 sections performed above the Services performance standard of 85% availability, with no sections falling below 70% over the reporting period.

The section with highest level of availability was Harworth, maintaining 100% availability.



- 2.4 As requested by Members, the availability of Retford and Ashfield Day Shift Crewing (DSC) stations, is reported separately. At Ashfield and Retford DSC stations between the hours of 08:00 and 18:00 fire cover is provided by one Wholetime and one On-call appliance, outside of those hours it is provided by two On-call appliances.

Between 1 April and 30 June 2020, Ashfield DSC:

- Maintained one On-call appliance 98.19% between 08:00 and 18:00;
- Maintained one wholetime appliance 100% between 08:00 and 18:00;
- Maintained at least one On-call appliance 99.88% and two On-call appliances 69.05% between 18:00 and 08:00;
- Maintained an average of 99.00% availability for On-call (minimum of one On-call appliance available over 24 hours).

Between 1 April and 30 June 2020, Retford DSC:

- Maintained at least one On-call appliance 99.45% between 08:00 and 18:00;
- Maintained one wholetime appliance 100% between 08:00 and 18:00;
- Maintained one On-call appliance 99.96% and maintained two On-call appliances 57.40% between 18:00 and 08:00;
- Maintained an average of 99.90% (minimum of one On-call appliance available over 24 hours).

2.5 On-call availability has positively been affected by the implications of Covid-19, this is a result of a number of employees being furloughed from their primary employment or required to work from home, resulting in increased On-call availability.

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

- Calls answered in 7 seconds – target 90%;
- Mobilisation System Availability – target 99.0%.

In agreement with DFRS, and with the aim of continuously improving performance a new target of 96% has been agreed for calls to be answered in 7 seconds.

- Between 1 April and 30 June 2020, control room staff achieved 96.5% for the percentage of calls answered in 7 seconds, surpassing the target by 0.5%;
- Between 1 April and 30 June 2020, the mobilising system availability saw the system being available for 99.9% of the time, surpassing the target by 0.9%.

2.7 As part of the planning and preparedness for operational incidents, the Service delivers an annual exercise programme. The exercise programme enables crews to train and practice essential skills, maintaining their operational competences and ensures familiarisation with risks they may face. Due to the implications of Covid-19 and social distancing factors, the Service suspended its physical exercise programme, but implemented a number of table-top and 'virtual hybrid' exercises, to ensure familiarisation of risks and exercising continues, albeit in a reduced capacity.

Covid-19 Partnership Work

- 2.8 In response to the Covid-19 pandemic and its impact on Nottingham and Nottinghamshire, the Service has undertaken a broader range of activities to support partner organisations and the most vulnerable communities.
- 2.9 To date, the Service has delivered 5,833 food parcels and 1,570 medicines to households and care facilities across the city and county. Response crews have telephoned 843 of our most high-risk residents as part of a befriending/signposting scheme that was introduced to ensure that the most vulnerable had human contact during lockdown and were aware of other support services available to them.
- 2.10 Nottinghamshire Fire and Rescue Service (NFRS) has entered into staff sharing agreements with East Midlands Ambulance Service (EMAS), 12 firefighters have undertaken 74 shifts as ambulance drivers supporting EMAS's outpatient/urgent care function. A further 16 firefighters have been trained to increase support available to the city and county's mortuary functions.
- 2.11 Additional to the above, further Covid-19 support has included:
 - An agreement with Clinical Commissioning Group for NFRS staff to support the delivery of controlled and anticipatory medication;
 - Support to the National Institute of Health Research and the delivery of Covid-19 vaccination trial medication;
 - 20 NFRS fire stations are being used as 'drop-off locations' for the ppe4nhs campaign. Donations of 6500 disposable aprons, 300 face-shields and large quantities of hand sanitiser have been processed through NFRS locations.

To celebrate and promote NFRS's role in supporting communities during Covid-19, a short promotional video has been produced and can be accessed [here](#).

PREVENTION

- 2.12 Since restrictive measures were placed on movement in communities, and business continuity measures were adopted within the Service, the Prevention Team has amended the delivery of their activities to ensure that the Service continues to support those who are most vulnerable in the community. With the cessation of prevention activities by Response crews, the Persons at Risk (PAR) Team have modified their normal working arrangements in order to triage all referrals from partner agencies, and the public, for safe and well visits.
- 2.13 Between 1 April and 30 June 2020, 2123 referrals have been made to the Service. These referrals are all contacted by a phone call and are assessed against the Service's CHARLIE matrix. Those citizens deemed to be 'very

'high risk' are attended by members of the PAR Team, wearing appropriate personal protective equipment (PPE). 384 face-to-face visits have been completed in this timeframe. Those which are assessed to be high or medium risk are given individual input relating to fire safety, are offered support and informed that a full safe and well visit will be completed once the Service returns to normal activities. In addition to this, Response crews have completed a total of 291 safe and well visits post-incident.

- 2.14 Steps are being taken under the Service's approach to stabilisation during the current business continuity management arrangements to address the back-log of visits created by this approach and to support communities in remaining safe from fire.
- 2.15 The PAR Team also continue to respond to requests for deaf alarms, threats of arson and also to referrals for young fire-setters. The Service has delivered 239 of the above interventions during the reporting period of this paper.
- 2.16 The Service's District Prevention Officers (DPOs) have adapted their normal ways of working to both support the PAR Team, in contacting residents from safe and well referrals, and also coordinating the work of Response crews in supporting local communities. DPOs have engaged with partner agencies and charities to offer support and have co-ordinated crews to deliver items such as medicines, food deliveries and other essential supplies. The DPOs have also led on a 'befriending and support' service whereby vulnerable members of the community are contacted by crews and personnel to offer support, guidance and reassurance during these difficult times.
- 2.17 Whilst physical engagements have been paused, the Service continues to engage with National Fire Chief Council (NFCC) campaigns, actively participating in smoking cessation, drowning prevention week, dementia action week, sprinkler week and boat safety week. These campaigns were delivered predominantly through media engagement utilising the Service's social media platforms, the website and local media outlets.

PROTECTION

- 2.18 The Protection Team has continued their statutory role of regulation, but have amended their ways of working in line with guidance from the NFCC. The Service has adopted remote-auditing where possible, to engage with those premises which are deemed to have the highest risk from fire, to ensure that businesses continue to operate in a safe and compliant manner.
- 2.19 The Protection Team continues to respond to referrals relating to fire safety concerns, complaints and building regulation submissions, including visits to businesses when required, utilising appropriate PPE and processes to minimise risk to personnel. During the period of this report, the Team has completed 73 face-to-face audits and 360 desk-top audits. The Team has also undertaken one enforcement action against a premises that failed to meet the required fire safety standards and completed 16 follow-up visits from previous action.

- 2.20 In addition to their audit and enforcement role, the Team has completed 198 building control consultations, 105 other consultations with local authorities, have dealt with 27 complaints and undertaken 91 thematic visits to premises.
- 2.21 The Protection Team continues to engage with the remaining premises undergoing remediation for ACM cladding in the City of Nottingham, ensuring that progress continues to be made, in line with agreed remediation plans, to remove this risk.
- 2.22 In the timeframe of this report, two Business Reassurance and Engagement (BRaE) activities were carried out. One of these was following a large industrial fire at Langar and the other was in response to a number of arson incidents within a short period of time in Basford, Nottingham. In total, 49 businesses were engaged with in relation to fire safety and business continuity measures.
- 2.23 The Service has used the opportunity of a reduced workload for its Fire Safety Inspectors (FSIs) to redirect further resources to the collaborative project with Nottingham City Council (NCC). Members will be aware of the joint-approach with NCC that is addressing the risk from Multi-Occupancy Residential Buildings (MORBs) in the City where a FSI has been seconded for a period of two years to form part of a Joint Audit and Inspection Team (JAiT). A further FSI has been seconded for an initial period of three months to the Team in order to maximise the opportunity of many MORBs being currently empty, or at limited capacity, due to the absence of the student population. This will enable the Team to make progress in inspecting these premises and ensuring that they are safe and compliant for when the occupants return. During the period of this report, the Joint Audit and Inspection Team have audited 33 premises in the City, highlighting a number of areas for improvement and improving safety for our communities.

Building Risk Review

- 2.24 Members will be aware of the work undertaken by the NFCC in relation to the building risk review for residential premises over 18 metres in height and with ACM cladding, undertaken at the end of last year.
- 2.25 The Service has now received the second tranche of premises, which expands the remit of assurance to all residential premises over 18 metres in height. NFRS has 120 premises of this type in total, across the City and County.
- 2.26 A commitment has been made by the Secretary of State for MHCLG that all high-rise buildings would be inspected or assured no later than 2021. Therefore, the Service is now embarking on a process to inspect these premises over the next 18 months.
- 2.27 The JAiT, due to covering the city conurbation, will be auditing the majority of these premises; 79 in total. The other premises will be audited by geographical Fire Protection teams.

- 2.28 The Service will also ensure that a suitable operational response is planned for any incidents involving these premises, through site visits and the gathering of operational risk information.
- 2.29 NFRS is required to submit monthly updates to NFCC tracking the progress of this work between now and the end of 2021.

Fire Investigation

- 2.30 Between 1 April and 30 June 2020, 43 Level Two fire investigations were completed. The Fire Investigation team has also presented two reports to Her Majesty's Coroner in relation to fatal incidents in previous months.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

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

5. EQUALITIES IMPLICATIONS

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

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

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

8. RISK MANAGEMENT IMPLICATIONS

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

9. COLLABORATION IMPLICATIONS

The Service continually seeks opportunities to work closely with other partner's services to maximise efficiency and to provide the highest level of service to the public.

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

APPENDIX A

ON-CALL APPLIANCE AVAILABILITY 1 APRIL – 30 JUNE 2020 (EXCLUDING DAY SHIFT CREWING STATIONS)

Station	Available (No. of Hours and %)		Available – Alternative Crewing (No. of Hours and %)		Unavailable – Insufficient Crew (No. of Hours and %)		Unavailable – No OIC (No. of Hours and %)		Unavailable – No Driver (No of Hours and %)		Unavailable – More Than 1 Variable (No. of Hours and %)		Increase in availability against previous quarter
02 Blidworth	2181.5	99.89%	2.5	0.11%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3.09%
07 Warsop	2173.5	99.52%	2.5	0.11%	2	0.09%	5	0.23%	1	0.05%	0	0.00%	1.24%
08 Worksop	2053	94.00%	0	0.00%	6	0.27%	20.5	0.94%	42.5	1.95%	62	2.84%	1.44%
10 Harworth	2184	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0.81%
11 Misterton	2175.5	99.61%	3.5	0.16%	0	0.00%	4	0.18%	1	0.05%	0	0.00%	2.82%
13 Tuxford	2116.25	96.90%	32.5	1.49%	5.25	0.24%	17.75	0.81%	1.75	0.08%	10.5	0.48%	6.85%
14 Southwell	2083.75	95.41%	10.5	0.48%	3.5	0.16%	35.75	1.64%	31.5	1.44%	19	0.87%	16.54%
15 Collingham	2057.50	94.21%	76.50	3.50%	22.50	1.03%	22.50	1.03%	3.00	0.14%	2.00	0.09%	9.88%
16 Newark	2149.5	98.42%	7.5	0.34%	0.5	0.02%	26.5	1.21%	0	0.00%	0	0.00%	12.11%
17 Bingham	2156.25	98.73%	0.00	0.00%	0.00	0.00%	25.75	1.18%	1.00	0.05%	1.00	0.05%	6.42%
23 Stapleford	2179	99.77%	0	0.00%	0	0.00%	5	0.23%	0	0.00%	0	0.00%	4.93%
24 Eastwood	2089.75	95.68%	14.25	0.65%	4.75	0.22%	73.25	3.35%	0	0.00%	2	0.09%	7.91%
25 Hucknall	2182	99.91%	2	0.09%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1.48%
28 East Leake	2177	99.68%	0	0.00%	0	0.00%	7	0.32%	0	0.00%	0	0.00%	0.43%