



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: 08 January 2021

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 Response, Prevention and Protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery.

2. REPORT

RESPONSE

2.1 A total of 2238 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 September and 30 November 2020, which is a decrease of 106 incidents during the same period in 2019. The following incidents were attended during this period:

- 341 accidental fires – decrease of 28 compared to the same period in 2019;
- 339 deliberate fires – increase of 59 compared to the same period in 2019;
- 2 incidents involving a fatality although not yet confirmed that these are fire fatalities compared to 0 the same period in 2019;
- 559 Special Service Calls (SSC) which is a decrease of 68 compared to the same period in 2019.

2.2 Out of the 2238 operational incidents attended between 1 September and 30 November 2020, crews attended 332 primary fires, of note:

- NFRS attended 3 incidents and rescued 4 members of the public;
- NFRS attended 8 incidents where 9 people were injured (non-fatal);
- 13 fire incidents required five or more appliances.

Crews attended 127 RTCs resulting in:

- NFRS extricating 22 members of the public;
- 1 RTC fatality.

Crews also attended the following:

- 21 incidents required a multi-appliance attendance (five or more appliances), including appliances from Leicestershire and Derbyshire Fire and Rescue Services. These are identified below:

Incident	Appliance No's.
Building Fire – Non-Residential (x2)	6
Building Fire – Non-Residential	19
Building Fire – Non-Residential	9
Building Fire – Non-Residential	15
Building Fire – Non-Residential	5
Building Fire – Dwelling (x6)	5
Building Fire – Dwelling	14
False Alarm – Dwelling (x5)	5
False Alarm – Dwelling (x2)	6
False Alarm – Building: Residential	5

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 eight minutes. Between 1 September and 30 November 2020, the overall average attendance time was 07:42 minutes, which is an average improvement of 20 seconds against the same period in 2019. Incidents are categorised as per priority levels:

- Priority 1 (P1). Average 08:27 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 07:53 minutes – incidents which pose a serious hazard and high-risk threat to the environment, society, property or heritage – and FRS immediate response;
- Priority 3 (P3). Average 08:30 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.

2.4 On-call availability between 1 September and 30 November 2020 (Appendix A) including alternative crewing availability, reports an average of 91.75% availability which is an increase in availability of 0.15% compared to the same period in 2019 with each section averaging 2,003.83 hours of availability. 13 out of the 16 sections performed above the target of 85%, with the highest level of availability being Hucknall with 98.15%.

2.5 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 2 On-call appliances between 18:00 – 08:00.

Between 1 September and 30 November 2020 Ashfield DSC reports:

- An average of 88.5% 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 98.25%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 95.17% and maintained two On-Call appliances 36.19%.

Between 1 September and 30 November 2020 Retford DSC reports:

- An average of 95.5% (minimum of one On-call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 99.21%;
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 97.02% and maintained two On-Call appliances 31.55%.

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, two key performance measures were agreed, they are:

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

In agreement with Derbyshire Fire and Rescue Service, 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 July and 30 September 2020 (Quarter 2), control room staff achieved 96.6% for the percentage of calls received in 7 seconds, surpassing the target by 0.6%;
- Between 1 July and 30 September 2020 (Quarter 2), the mobilising system availability saw the system being available for 99.9% of the time, surpassing the target by 0.9%.

2.7 Operational exercises are carried out by NFRS on a frequent basis as part of its preparedness activities. Exercises are an ideal opportunity to practice, hone skills and to exercise with other partner agencies. Due the restrictions of Covid-19, NFRS suspended its operational exercise programme, until restrictions are relaxed. In place NFRS has used this opportunity to undertake 'table-top' exercises, to ensure crews are familiar with local risks and some of the challenges they may face.

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 11,075 food parcels and medicines to households and care facilities across the city and county. Response crews are telephoning the 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 NFRS has entered into staff sharing agreements with East Midlands Ambulance Service (EMAS), since early November 2020 firefighters have undertaken 15 shifts as ambulance drivers supporting EMAS's outpatient/urgent care function.
- 2.11 Additional to the above, further Covid-19 support has included:
- Additional agreement with NHS Hospital Discharge Team / County Council for NFRS to be primary provider of out-of-hours food parcels during the Christmas period;
 - Preparations and planning is being undertaken to provide logistical support for the Clinical Commissioning Group vaccinations roll out.

PREVENTION

- 2.12 During the Service's response to Covid-19, Response Crews ceased the delivery of safe and well visits (SWVs) due to the risk-based approach adopted to engage with communities. During this time, the Persons at Risk Team (PART), within the Prevention department, implemented a triaging process, based against the Service's CHARLIE matrix, to ascertain those referrals which were deemed as 'high' and 'very high' risk. These members of the community were still visited by members of the PART, wearing specialist protective equipment, to complete SWVs.
- 2.13 The Service will continue to make contact with every referral that is received. Those members of the community who are deemed to be 'medium' risk are being contacted by telephone and offered advice on home safety as well as assessing the need for other referrals. These visits are then being recorded and will be followed-up once Covid-19 restrictions are again relaxed.
- 2.14 To address the backlog of SWV referrals, the Service has utilised a proportion of the Covid-19 grant funding from Government to employ four, fixed term, Specialist Home Safety Operatives who are delivering additional SWVs in communities.

- 2.15 The period covered by this report saw the relaxation of some of the restrictions around the Service's response to Covid-19 and the resumption of some SWVs by Response Crews. Between 1 September 2020 and 30 November 2020, 1493 SWVs were carried out by operational crews and the PART. This included 384 'visits' that were completed by telephone and 1109 physical visits.
- 2.16 Following serious fire-related incidents, reactive community reassurance and engagement (CRaE) activities have been carried out in Newark, Rainworth, Bulwell and Top Valley to engage with affected communities, increase fire safety awareness and complete SWVs.
- 2.17 Members have previously been briefed on the tragic incidents attended in Top Valley and Costock which sadly resulted in people losing their lives. Following the incident at Costock, a three-day CRaE was undertaken in the village, engaging with 523 premises to offer reassurance to the community and provide fire safety advice, as well as fitting smoke alarms.
- 2.18 During the CRaE in Costock, it was highlighted that over 40% of the homes that were visited had inadequate smoke alarm detection. This is an area of continued focus for the Service and features heavily in the Year Three Business Plan for Prevention.
- 2.19 The Service continues to engage with National Fire Chief Council campaigns, actively participating in Home Fire Safety month, Smoke Alarm Testing month, Student Fire Safety week, Electrical Safety Month, Bonfire night and Diwali celebration safety. These campaigns were mainly delivered through social media engagements, due to Covid-19 related restrictions, as well as targeted engagements with specific communities.
- 2.20 Due to the current pandemic and the risk-assessed approach being undertaken, the Service has temporarily suspended all data-led, proactive engagements in communities. This will be reviewed on an ongoing basis in line with the level of current restrictions.

PROTECTION

- 2.21 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme, with the following activities undertaken between 1 September and 30 November 2020:
- 149 pre-planned inspections of non-domestic premises with 61 follow up inspections;
 - 60 Specific (complaints) and 29 post fire inspections;
 - 40 other Specific Inspections;
 - Six Enforcement Notices served;
 - Five Prohibition notices served;
 - 174 Building regulation consultations with local authority building control or approved inspectors;
 - 107 other consultations with agencies including Ofsted and the Care Quality Commission.

- 2.22 Following a serious fire in Blidworth, the Fire Protection team undertook a Business Reassurance and Engagement activity. This engagement saw fire safety inspectors visit local businesses to provide support, advice and reassurance. During the event, 38 businesses were engaged with, offering fire safety advice, carrying out short audits where possible and plotting Fire Safety Audits for future dates. In addition to the intervention work, the Team were also able to update records on businesses on the site and engaged with some businesses that the team had previously tried to contact with no success.
- 2.23 The Protection team continue to be engaged with major developments across the City and County, including engaging a fire engineer from Derbyshire and Leicestershire Fire and Rescue Service to provide specific, expert guidance on a new, large distribution warehouse near Mansfield.
- 2.24 To meet the ever-increasing technical requirements of fire safety audits and business consultations, the Service has commissioned two people to undertake the Fire Engineering Degree course and a further four people will be upskilled to Fire Safety Level 5 Diploma.
- 2.25 The Service's collaboration with the City Council to inspect multi-occupancy residential buildings continues. The Joint Audit and Inspection Team (JAIT) have now inspected over 100 premises under joint legislation and have engaged with every premises owner, from advice to enforcement; ensuring that the standards of living accommodation remain safe for our communities. The JAIT has highlighted common issues that are being shared with other business owners to proactively address these concerns. Of particular interest, 47% of premises inspected have had fire compartmentation issues raised as a concern.
- 2.26 Meetings continue with Nottinghamshire Police over potential for greater collaboration between the NFRS Fire Investigation Team and the Police's Crime Scene Investigation team. An opportunity to co-locate at the Sherwood Lodge site is progressing and will present opportunities for closer working and sharing of information. It is anticipated that a shared facility will be enabled by April 2021.
- 2.27 Between 1 September and 30 November 2020, 33 Tier Two Fire Investigations were undertaken by the Service. These included investigations carried out at both commercial and domestic premises with 6 vehicle fires and 2 fatal fire investigations.

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, 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.

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CHIEF FIRE OFFICER

APPENDIX A

**ON-CALL APPLIANCE AVAILABILITY 1 SEPTEMBER TO 30 NOVEMBER 2020
(EXCLUDING DAY SHIFT CREWING STATIONS)**

Station	Available		Available – Alternative Crewing		Unavailable – Insufficient Crew		Unavailable – No OIC		Unavailable – No Driver		Unavailable – More Than 1 Variable		Increase in availability against previous quarter
	(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		(No of Hours and %)		(No. of Hours and %)		
02 Blidworth	1,901.50	87.07%	119.75	5.48%	29.75	1.36%	25.75	1.18%	5.25	0.24%	102.00	4.67%	-5.01%
07 Warsop	2,090.50	95.72%	48.50	2.22%	4.00	0.18%	1.50	0.07%	0.25	0.01%	39.25	1.80%	-1.61%
08 Worksop	1,999.75	91.56%	31.25	1.43%	10.75	0.49%	37.75	1.73%	27.25	1.25%	77.25	3.54%	0.71%
10 Harworth	2,017.75	92.39%	3.75	0.17%		0.00%	134.00	6.14%		0.00%	28.50	1.30%	-6.90%
11 Misterton	2,035.75	93.21%	29.75	1.36%	0.50	0.02%	36.25	1.66%	10.75	0.49%	71.00	3.25%	-3.92%
13 Tuxford	1,795.75	82.22%	111.50	5.11%	21.25	0.97%	49.50	2.27%	4.00	0.18%	202.00	9.25%	-5.06%
14 Southwell	1,745.75	79.93%	72.50	3.32%	13.75	0.63%	87.75	4.02%	43.25	1.98%	221.00	10.12%	-0.67%
15 Collingham	1,673.75	76.64%	157.00	7.19%	32.00	1.47%	42.00	1.92%		0.00%	279.25	12.79%	-3.06%
16 Newark	1,937.25	88.70%	58.25	2.67%	10.75	0.49%	98.75	4.52%	6.75	0.31%	72.25	3.31%	-3.66%
17 Bingham	2,031.50	93.02%	18.75	0.86%	1.25	0.06%	70.25	3.22%	14.25	0.65%	48.00	2.20%	-0.61%
23 Stapleford	2,083.25	95.39%	2.50	0.11%	1.00	0.05%	69.75	3.19%		0.00%	27.50	1.26%	-4.28%
24 Eastwood	1,713.50	78.46%	124.00	5.68%	31.50	1.44%	209.00	9.57%	12.25	0.56%	93.75	4.29%	-2.58%
25 Hucknall	2,134.00	97.71%	9.50	0.43%	1.00	0.05%	6.75	0.31%	2.00	0.09%	30.75	1.41%	-1.01%
28 East Leake	2,068.00	94.69%	36.50	1.67%	24.25	1.11%	2.00	0.09%	0.50	0.02%	52.75	2.42%	-2.72%