



**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:** 11 June 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.

## **CONTACT OFFICER**

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## **1. BACKGROUND**

- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including Response, Prevention and Protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery, between 1 February 2021 and the 30 April 2021 and an overview of key performance data for 2020/21.

## **2. REPORT**

### **RESPONSE**

- 2.1 A total of 2408 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 February 2021 and the 30 April 2021, which is an increase of 164 incidents during the same period in 2020. The following incidents were attended during this period:
  - 443 accidental fires; increase of 53 compared to the same period in 2019/20
  - 528 deliberate fires; increase of 161 compared to the same period in 2019/20
  - 1 Incident involving a fatality although not yet confirmed that these are fire fatalities compared to 1 in the same period in 2019/20
  - 567 Special Service Calls (SSC) which is a decrease of 4 compared to the same period in 2019/20
- 2.2 Out of the 2408 operational incidents attended between 1 February 2021 and the 30 April 2021, crews attended 353 primary fires of note:
  - NFRS attended 6 incidents and rescued 7 members of the public
  - NFRS attended 7 incidents where 7 people were injured (no-fatal)
  - 10 fire incidents required five or more appliances

Crews attended 109 RTCs resulting in:

  - The extrication of 23 members of the public.
  - 0 RTC fatalities

Crews also attended the following:

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

<b>Incident</b>	<b>Appliance No's</b>
Building Fire – Non-Residential	5
Building Fire – Non-Residential	14
Building Fire – Residential	5
Building Fire – Dwelling (x3)	5
Building Fire – Dwelling (x2)	6
Outdoor Fire	5
Road Vehicle Fire	6
False Alarm – Dwelling (x3)	5
Special Service	7

2.3 A key target for the Service, as detailed in its Strategic Plan, is that all emergency incidents will be attended on average, within 8 minutes. Between 1 February 2021 and the 30 April 2021, the overall average attendance time was 07:57 minutes which is a decrease of 9 seconds against the same period in 2020/19. Incidents are categorised as per priority levels:

- Priority 1 (P1). Average 08:23 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 07:58 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 08:52 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.
- False Alarms. Average 07:14 minutes - Incidents which on investigation are found to be false alarms.

2.4 During 2020/21 the Service responded to all incidents in the overall average of 07:50, this compares to the previous two years, as detailed in the table below. This shows that response times over the past three years have remain constant, and below the response standard target of below an average of 8 minutes.

<b>Financial Year</b>	<b>Average Response Time</b>
2019/20	07:55
2018/19	07:53

2.5 On-call availability between 1 February 2021 and the 30 April 2021 (Appendix A) including Alternative Crewing availability, reports an average of 90.3% availability which is a decrease in availability of 4% compared to the same period in 2019/20. 14 out of the 16 sections performed above the attainment target of 85%, with the highest level of availability being East Leake with 95%.

2.6 As previously requested by Members, Day Shift Crewing (DSC) On-call appliance availability is reported separately. Both (DSC) stations; Ashfield and Retford operate one On-call appliance from 08:00 - 18:00 alongside one Wholetime appliance, and two On-call appliances between 18:00 – 08:00.

Between 1 February 2021 and the 30 April 2021 Ashfield DSC reports:

- An average of 85.1% 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 77.3%
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 90.6% and maintained two On-Call appliances 23.4%

Between 1 February 2021 and the 30 April 2021 Retford DSC reports:

- An average of 92.9% (minimum of one On-call appliance available over 24 hours)
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 90.0%
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 95.6% and maintained two On-Call appliances 12.5%

2.7 During 2020/21 the Service reports an average full availability of 93%, including alternative crewed vehicles, excluding Ashfield and Retford Day Shift Crewing. All On-call stations, with the exception of Southwell achieved the Service target, of providing 85% availability.

Financial Year	On-call availability
2019/20	89%
2018/19	86%

2020/21 is an increase on the previous two years performance data. It is believed that Covid employment restrictions positively contributed to the increased levels of employment, increasing the availability of individuals to undertake On-call duties.

During 2020/21 Ashfield and Retford On-call report:

Station	Two On-call appliance availability	One On-call appliance availability
Ashfield	61%	91.7%
Retford	57.5%	96.6%

- 2.8 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 DFRS, and with the aim of continuously improving performance a new target for 2020/21 was set, and agreed that 96% of calls to be answered in 7 seconds:

- Between 1 January and 31 March 2021 (Quarter 4), Control room staff achieved 96.9% for the percentage of calls answered in 7 seconds, surpassing the target by 0.9%
- Between 1 January and 31 March 2021 (Quarter 4), the mobilising system availability saw the system being available for 98.51% of the time, failing to meet the target by 0.49%.

- 2.9 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. As previously reported, due to the restrictions of Covid-19 NFRS suspended its operational exercise programme, until restrictions are relaxed. The Service plans to restart exercise from May 2021.

### **Covid-19 Partnership Work**

- 2.10 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 our most vulnerable communities.
- 2.11 At 16 May, the Service has delivered 12,577 food parcels and medicines to households and care facilities across the city and county.
- 2.12 Response crews have contacted 3,598 of our most High-Risk residents as part of a Befriending & Signposting scheme that was introduced to ensure that the most vulnerable have human contact during lockdown and are aware of other support services available to them.
- 2.13 The staff sharing agreement with East Midlands Ambulance Service (EMAS) concluded on 30 April. Over the course of the arrangement, firefighters have

completed 428 shifts as non-blue light ambulance drivers and transported 1,419 patients in support of EMAS's urgent care function.

- 2.14 NFRS have been instrumental in the creation of 20 Asymptomatic Testing sites around the county and have seconded six members of staff to train testing volunteers and support the scheme. At 16 May, NFRS staff have trained 282 volunteers and conducted 1,077 lateral flow tests.
- 2.15 The Service has also entered a staff sharing agreement with the Clinical Commissioning Group (CCG) and has 20 individuals currently seconded to support seven vaccination centres. At 16 May, NFRS staff have administered 50,406 vaccinations.
- 2.16 Since 10 May, NFRS has been supporting the delivery of surge testing under Operation Eagle in the City in an effort to counter the Indian variant of Covid. At 16 May, NFRS staff had trained 397 'drop & collect' volunteers and delivered 866 PCR tests.

## **PREVENTION**

- 2.17 Despite restrictions and a risk-based approach to Safe & Well Visits (SWVs) in 2020/21, the Service still managed to complete a total of 6453 physical or virtual SWVs. 55% of these were delivered to over 65s and 68% to those who identified as having a disability.
- 2.18 On 12 April the Service returned to its full SWV delivery programme in line with agreed Risk Assessments and the Governments COVID Roadmap. Since then 1,370 physical visits have been recorded which is a positive step towards the Services target of delivering 12,000 SWVs in 2021/22.
- 2.19 Since the start of the 2021, and following serious fire-related incidents, reactive Community Reassurance and Engagement (CRaE) activities have been carried out in Ashfield, Hucknall, Stockhill, Eastwood, Worksop, City South and Harworth. These aim to maximise a community's heightened interest in safety measures through engagement and the delivery of SWVs.
- 2.20 Across these seven CRaEs a total of 1,246 properties have been visited with 245 households receiving safety advice and 169 new smoke alarms being fitted.
- 2.21 On 18 May, NFRS returned to the delivery of Data-led Direct Engagement activity following their Covid imposed suspension with an event alongside Protection colleagues and Environmental Health Officers at the Rivermead complex in West Bridgford. This resulted in the delivery of 31 SWVs. A further 23 such events are being planned in 2021/22.
- 2.22 NFRS continues to engage with National Fire Chief Council (NFCC) campaigns. Over the last few months the Service has actively participated in Cooking Safety, Smoke Alarm Testing, British Sign Language, Smoking Cessation and Be Water Aware campaigns. These campaigns were mainly

delivered through social media posts, but also involved some targeted engagements with specific communities.

## **PROTECTION**

- 2.23 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme, with the following activities undertaken between 1<sup>st</sup> February 2021 and 30<sup>th</sup> April 2021:
- 63 pre-planned inspections of non-domestic premises with 35 follow up inspections.
  - 8 desktop audits.
  - 53 Specific (complaints) and 35 post fire inspections.
  - 11 other Specific Inspections.
  - No Enforcement Notices served.
  - No Prohibition Notices served.
  - 194 Building regulation consultations with local authority building control or approved inspectors.
  - 104 other consultations with agencies including Ofsted and the Care Quality Commission.
- 2.24 Following a large industrial fire on the 20<sup>th</sup> April at DMR Accident Repair Centre, Plumtree Road, Bircotes, surrounding businesses were targeted by our Business Support Team with a BRaE (Business Reassurance and Engagement) event scheduled for the 22<sup>nd</sup> April. Fire Safety Inspectors conducted face to face visits to 28 neighboring premises, offering fire safety advice and reassurance to local business owners.
- 2.25 Two years of investigations have come to fruition with a successful prosecution being brought by the Fire Protection team in connection with a city based Hotel. Having pleaded guilty at Nottingham Magistrates Court on the 8<sup>th</sup> March, sentencing is now scheduled for the 14<sup>th</sup> June 2021.
- 2.26 Two members of the Protection Team are currently working towards their Fire Engineer's qualification. This will ultimately allow the Service to have its own in-house fire engineering guidance available.
- 2.27 The Protection team are working to reduce the number of Unwanted Fire Signal (UWFS) and Unwanted Lift Rescue (UWLR) incidents attended by the Service. During this period, 237 UWFS and 11 UWLR letters have been sent to businesses explaining the impact these incidents have on the Service and reminding the 'Responsible Person' of their legal obligations. This scheme has generated some positive engagement with procedures now well embedded for when the Responsible Person fails to take corrective action.

- 2.28 The Protection team continues to support the roll out of the Level 3 Fire Safety qualification to all Supervisory Managers. This will enable our Response crews to undertake Business Safety Checks, freeing up capacity for our Fire Safety Inspectors to focus on more complex premises. As of 30<sup>th</sup> April, 7 Operational Supervisory Managers have obtained this qualification and will now be shadowed by Fire Safety Inspectors as they commence Business Safety Checks.
- 2.29 The Service continues its partnership with the City Council jointly inspecting multi-occupancy residential buildings where we have shared legislative responsibility. Two members of the Protection team are currently assigned to this Joint Audit and Inspection Team (JAIT).
- 2.30 Work continues in support of the NFCC Building Risk Review programme, with a requirement to ensure all 120 high-rise residential properties within Nottinghamshire, as identified by MHCLG, are reviewed by the end of 2021. During this period, 23 such premises have been reviewed with the team on course to meet the deadline.
- 2.31 Following any fire at a high rise residential property, the Service is compelled to submit a report to the NFCC considering whether the building cladding impacted on firefighting. During this period 4 such reports were submitted, none of which highlighted any significant concerns. This reporting mechanism has now ceased (as from 5<sup>th</sup> May) as directed by National Resilience Information Note 30 - 2021.

### **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.

John Buckley  
**CHIEF FIRE OFFICER**

## APPENDIX A

### On-Call Appliance Availability 1 February 2021 to 30 April 2021 (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	1,769.75	82.85%	161.25	7.55%	19.25	0.90%	7.00	0.33%	4.75	0.22%	174.00	8.15%	-4.49%
07 Warsop	1,982.00	92.79%	36.25	1.70%	3.00	0.14%	1.50	0.07%	0.50	0.02%	112.75	5.28%	-2.62%
08 Worksop	1,959.25	91.73%	46.00	2.15%	4.25	0.20%	8.75	0.41%	10.50	0.49%	107.25	5.02%	-4.76%
10 Harworth	1,950.75	91.33%	0.50	0.02%		0.00%	77.25	3.62%	2.50	0.12%	105.00	4.92%	-5.44%
11 Misterton	1,884.25	88.21%	76.25	3.57%	12.50	0.59%	20.00	0.94%	4.75	0.22%	138.25	6.47%	-6.89%
13 Tuxford	1,656.00	77.53%	210.50	9.85%	55.00	2.57%	0.50	0.02%	1.50	0.07%	212.50	9.95%	-10.80%
14 Southwell	1,549.75	72.55%	70.25	3.29%	8.00	0.37%	107.25	5.02%	54.75	2.56%	346.00	16.20%	-13.10%
15 Collingham	1,852.75	86.74%	106.25	4.97%	23.75	1.11%	6.75	0.32%	2.75	0.13%	143.75	6.73%	-6.40%
16 Newark	1,993.25	93.32%	22.75	1.07%		0.00%	25.75	1.21%	2.00	0.09%	92.25	4.32%	-4.64%
17 Bingham	1,887.75	88.38%	61.00	2.86%	1.75	0.08%	18.25	0.85%	26.25	1.23%	141.00	6.60%	-1.14%
23 Stapleford	2,024.00	94.76%	1.25	0.06%	1.50	0.07%	9.75	0.46%		0.00%	99.50	4.66%	-4.51%
24 Eastwood	1,570.50	73.53%	144.50	6.76%	45.50	2.13%	191.25	8.95%	5.00	0.23%	179.25	8.39%	-12.70%
25 Hucknall	1,979.50	92.67%	50.75	2.38%	8.00	0.37%		0.00%		0.00%	97.75	4.58%	-4.58%
28 East Leake	1,987.00	93.02%	50.00	2.34%	1.00	0.05%	0.50	0.02%		0.00%	97.50	4.56%	-4.35%