



**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:** 08 October 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

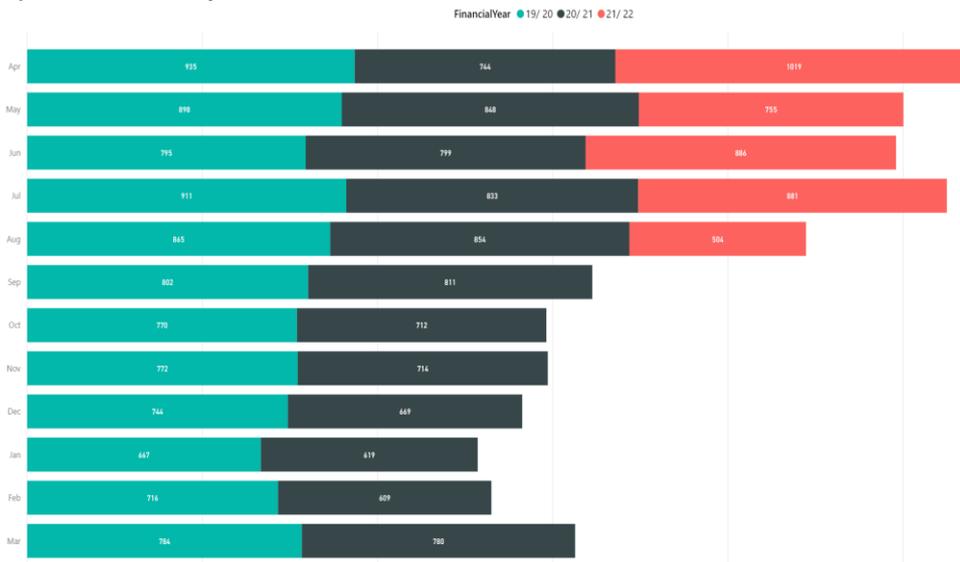
- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including Response, Prevention and Protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery, between 1 April 2021 and 31 August 2021 and where appropriate an overview of key annual comparisons, to enable further scrutiny.

## 2. REPORT

### RESPONSE

- 2.1 Year to date (2021/22) a total of 8992 incidents have been attended by Nottinghamshire Fire and Rescue Service (NFRS).

The chart below shows incident numbers profile remains similar to the previous two years.



Between 1 July 2021 and 31 August 2021 NFRS attended 1720 incidents. In comparison to 1687 during the same period in 2020/21.

Further breakdown of incidents attended between 1 July and 31 August 2021 show the Service attended:

- 118 Priority 1 (P1) incidents, 21 incidents more than the same period in 2020/21. 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;
- 264 Priority 2 (P2) incidents, 2 incidents fewer than the same period in 2020/21. P2 Incidents - pose a serious hazard and high-risk threat to the

environment, society, property, or heritage – and FRS immediate response;

- 481 Priority 3 (P3) incidents, 37 more incidents more than the same period in 2020/21. 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;
- 857 false alarms incidents, 23 fewer incidents more than the same period in 2020/21. False alarms - incidents which on investigation are found to be false alarms.

2.2 Of the 4782 reported incidents attended year to date, during 2021/22, the table below shows a comparison against percentage, per incident category compared to 2020/21.

Incident Category	2020/21		2021/22 (to date)	
	Total number of incidents	% of total	Total number of incidents	% of total
False Alarms	3828	42%	1820	38%
Fire	2940	33%	1829	38%
Special Service	2224	25%	1133	24%
Total Incidents	8992		4782	

The above table shows that as a percentage of total incidents year to date, false alarms have decreased by 4%, with fires increased by 5%.

Further analysis shows the 5% increase in fires is primarily due to an increase in secondary fires, predominately grassland and refuse fires during the month of April 21. Mansfield saw the most significant increase, which as reported previously was due to an increase in deliberate fire setting on dry grassland, within the Oak Tree Estate, Mansfield.

Between 1 July 2021 and 31 August 2021, analysis of incident data compared to the same period of 2020/21, show:

- 327 accidental fires; increase of 51 compared to the same period in 2020/21;
- 257 deliberate fires; decrease of 7 compared to the same period in 2020/21;
- 2 Incidents involving a fatality although not yet confirmed that these are fire fatalities compared to 0 in the same period in 2020/21;
- 449 Special Service Calls (SSC) which is an increase of 37 compared to the same period in 2019/20.

2.3 Out of the 1722 operational incidents attended between 1 July 2021 and 31 August 2021, crews attended 264 primary fires of note:

- NFRS attended 7 incidents and rescued 12 members of the public;
- NFRS attended 4 incidents where 7 people were injured (non-fatal);
- 7 fire incidents required five or more appliances.

Crews attended 83 RTCs resulting in:

- The extrication of 18 members of the public;
- 0 RTC fatalities

Crews also attended the following:

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

2.4 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. Year to date (2021/22) the Service is currently achieving an average attendance time of 7:59. This compares to the previous two years, as detailed in the table below.

Year	Attendance Times
2021/22 (year to date)	07:59
2020/21	07:50
2019/21	07:55

The table shows that response times over the past three years have remained constant and below the response standard target.

Between 1 July 2021 and 31 August 2021, the overall average attendance time was 07:53 minutes which is an increase of 5 seconds against the same period in 2020/21. Incidents are categorised as per priority levels:

- Priority 1 (P1). Average 08:11 minutes;
- Priority 2 (P2). Average 08:15 minutes;
- Priority 3 (P3). Average 08:17 minutes;
- False Alarms. Average 07:30.

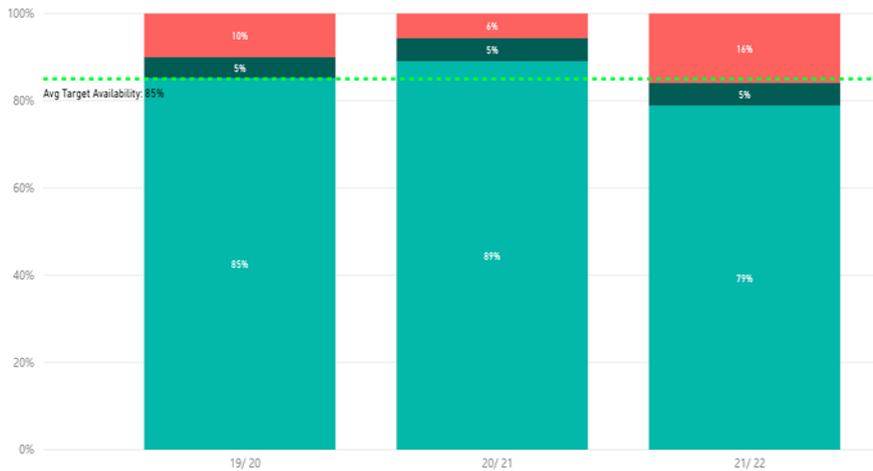
2.5 On-Call availability year to date (2021/21) as shown on the chart below shows an average availability of 85.24%, which meets the service target of 85%.

Pump 1 Availability by Station: 21/ 22



10 out of the 16 sections are currently performing above the attainment target of 85%, with the highest level of availability being Stapleford and Warsop at 97%. Southwell fell below the 70% minimum standard set by the Service, this was due to reduced staffing levels caused by annual leave and Supervisory Manager availability over the summer period.

Chart below shows current performance for 2021/22 year to date, compared to the previous two years.



Between 1 July 2021 and 31 August 2021 including Alternative Crewing availability, stations, reports an average of 83.25% availability which is a decrease in availability of 9% compared to the same period in 2020/21.

- 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 July 2021 and 31 August 2021 Ashfield DSC reports:

- An average of 59.5% 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 56.8%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-Call appliance 71.1% and maintained two On-Call appliances 7.1%.

2.7 The availability of Ashfield is below the Services minimum standard, primarily due to the temporary loss of a key Supervisory Manager, impacting on appliance supervision levels.

2.8 Between 1 July 2021 and the 31 August 2021 Retford DSC reports:

- An average of 87% (minimum of one On-Call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 83.7%;
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 89.3% and maintained two On-Call appliances 22%.

2.9 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, three key performance measures are agreed, they are:

- Calls answered in 7 seconds – Target 96%;
- Average call-handling times for P1/P2 fires – Target 89 seconds;
- Mobilisation System Availability – Target 99.0%.
- Between 1 April and 30 June 2021 (Quarter 1), control room staff achieved 95.7% of calls answered in 7 seconds, failing to meet the target by 0.3%;
- Between 1 April and 30 June 2021 (Quarter 1), control room staff average call handling times for P1/P2 fires was 90 seconds, failing to meet the target by 1 second;
- Between 1 April and 30 June 2021 (Quarter 1), the mobilising system availability saw the system being available for 89.3% of the time, failing to meet the target by 10%.

The primary issue resulting in the failure to meet the mobilising system availability standards was due to a prolonged fault during the month of June.

System faults have now been addressed, however, to ensure greater stability of the system an upgrade to existing hardware and software is planned for the later part of the year.

- 2.10 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 has now resumed its exercise programme and as completed year to date, 15 exercises in total, including 1 group, 3 district and 11 watch level exercise

Themes of exercises undertaken to date:

- 3 x Testing risk info/plans
- 3 x Tall buildings, 2 x BA
- 2 x Water rescue, 2 x SWAH
- 1 x RTC, 1 x Large scale incident procedures (Group)
- 1 x Water relay

## **SUSTAINABILITY OF ON-CALL (SoOC)**

- 2.11 At June's Community Safety Committee Members asked to be updated on work undertaken by the Service and the SoOC team, specifically around work related to both recruitment and retention.
- 2.12 Between the period of 1 April 2020 and 31 July 2021 the SoOC team delivered an additional 2983 hours of availability to On-Call sections, equating to an increase of 10.3% availability, where an appliance would have been otherwise unavailable to be mobilised to operational incidents.
- 2.13 The chart shown in paragraph 2.5 shows average annual availability for the current year, and the previous two years. It is worthy of note that 2020/21 year was an exceptional year for On-Call availability, due to the positive effects of Covid restrictions and its positive impact on On-Call availability.
- 2.14 Whilst overall On-Call availability has increased year on year since 2017/2018, the increase in 2020/2021 can partially be attributed to the work undertaken by the SoOC team and the work within sections to deliver better availability.
- 2.15 A major contributor to unavailable On-Call appliances is the lack of availability of Supervisory Managers / Incident Commanders. The SoOC team have recognised the importance of this and have developed and delivered a number of 'Have a Go' days, with the aim of improving existing firefighter confidence to encourage firefighters to undertake first line Supervisory Management responsibilities, including Incident Commander roles. Further 'Have a Go' days are planned throughout the year.

- 2.16 During 2020/21 the SoOC Team recognised the ongoing challenges faced by existing On-Call Supervisory Managers to programme the diverse needs of ongoing operational maintenance of competence. As a result, the SoOC team worked with On-Call Supervisor Managers to produce a 3-year training planner that meets the needs of both the On-Call and Service, resulting in improved levels of consistency and standards of competence across the On-Call. The training planner success was then replicated across the wholetime workforce.
- 2.17 A key and fundamental part of any On-Call firefighters' role is aligning their availability to the availability required of the Service. Central to this is an effective rostering system that is accessible and user friendly. The Service is currently working with Fire Service Rota to implement a new rostering system, that will bring about both benefits for the Service and users. The SoOC team are key to this project and are playing an important role in its development, ensuring it meets the needs of On-Call firefighters.
- 2.18 A key priority of the SoOC team is the recruitment of new On-Call firefighters. Recruitment activities have been prioritised at On-Call sections with low establishment levels or low availability, including both Day Shift Crewing stations (Ashfield & Retford), Southwell, Collingham, Bingham, Eastwood, Tuxford and Misterton. All have seen an increase in applications.
- 2.19 Whilst recruitment activities have focused on priority stations, recruitment from all other On-Call stations have also continued.
- 2.20 Over the past 18 months, over 600 hours have been put into recruitment by the team over this period. To enable recruitment to continue during the Covid pandemic the SoOC team identified and delivered changes to how On-Call recruitment was conducted.
- 2.21 With support from the Communications team the SoOC team have hosted live webinars, using Facebook live and Zoom, to broaden the reach of traditional recruitment campaigns. These webinars gave an opportunity to fully explain the role of an On-Call firefighter, as well as give potential applicants the chance to ask questions. The initial webinar was viewed more than 3000 times.
- 2.22 During 2020/21 recruitment campaigns generated 166 applicants, including the most successful campaign ever, attracting 90 applications. SoOC team support individual throughout their recruitment journey, with the aim of ensuring candidates are prepared to undertake a 14-week recruitment course.
- 2.23 Currently the Service is trialing a new On-Call Pay & Contracts, at Bingham and Collingham fire stations, with the aim of introducing a new contract with greater contractual options and variations that will appeal to a wider number of individuals, with aim of improving both recruitment and retention. As part of the trial the SoOC team have supported additional recruitment campaigns aimed at the two sections, carrying mail drops and the wider use of social media. As a result of their efforts 200 additional expressions of interest were

generated, with 52 expressions of interest being received from underrepresented minority groups.

- 2.24 The SoOC team are currently working closely with Occupational Health to design a community fitness programme to stimulate interest within On-Call areas, starting with the hardest to recruit to stations.
- 2.25 As part of the 2021/2022 SoOC team business plan the team will be working with People, Organisational and Development, Communications and Occupational Health teams to identify, implement and improve Positive Action initiatives to ensure that the service has a continuous Positive Action programme.
- 2.26 The SoOC team represent the service at a quarterly National Fire Chief Council On-Call practitioner meeting, and active participation in development of both national and regional workstreams, including recruitment, training, retention, and future ways of working.
- 2.27 Over the past 18 months the SoOC team have completed a review of the On-Call Phase 2 development programme, which was implemented in July 2021. The new programme will see a more consistent set of professional standards applied to those firefighters moving from being firefighters in development to competent firefighters.
- 2.28 A key barrier and challenge for new On-Call Firefighters is the commitment to undertake a 14-week initial training course. The SoOC team alongside learning and development colleagues have worked to introduce a more flexible approach to On-Call initial acquisition training. Following the traditional approach On-Call firefighters in development would undertake intensive training over their initial 6 months.

A new approach called 'Safe to Ride' has been developed, with the first training course to start later this year. Initial On-Call Phase 1 training will now be offered as a modular course, with the requirement to complete all four modules within 12 months of the start date. This approach offers a more flexible approach that could appeal to a broader range of individuals, the traditional intensive course option will still be available enabling potential On-Call firefighter a greater level of chose.

## **COVID-19 PARTNERSHIP WORK**

- 2.29 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.
- 2.30 12,687 medicine and food parcels have been delivered, 71,633 vaccinations administered, 2,102 asymptomatic tests completed, and 3,598 'Signposting and Befriending' calls made by NFRS staff members.

- 2.31 NFRS continues to have a staff sharing agreement in place with East Midlands Ambulance Service (EMAS) and NFRS employees have so far completed 473 shifts and transported 1,585 patients on behalf of EMAS.
- 2.32 Having been instrumental in the building of 22 Asymptomatic Testing sites around the county and the training of 710 volunteers to deliver tests, NFRS continues to have a Station Manager seconded to the Council's Public Health team to support their efforts.

## **PREVENTION**

- 2.33 Since mid - April 2021 the Service has resumed undertaking Safe & Well visits (SWV) across the City & County. Prior to this date the Service were only undertaking SWVs to those who were deemed to be `High` or `Very High` risk due to the Covid 19 pandemic.
- 2.34 The Service has set a target since April 2021 to undertake 12 000 SWV within the year. In the period from 15<sup>th</sup> April -30<sup>th</sup> June 2021, 2945 SWV were conducted. This represents 24.52% of the yearly target and NFRS is on track to complete 12 000 SWVs this financial year
- 2.35 Over the Summer period Prevention and Operational crews have been focusing on high rise residential buildings which have had a fire or have been identified as having issues with the fire protection systems. Over the 12 high rise blocks the Service have visited 2253 individual flats to offer fire safety advice.
- 2.36 Following serious fire-related incidents, reactive Community Reassurance and Engagement (CRaE) activities have been carried out in Beeston, Ashfield, Rise Park, and the City Centre to engage with affected communities, increase fire safety awareness and complete SWVs.
- 2.37 The Service continues to support the annual `Safety zone` event at Holme Pierrepont Water Sports Centre. The event is attended by partner organisations including British Transport Police, RNLI, and Nottingham City Transport. Throughout the event over 2000 Primary School Children have attended the event from both the City and County areas.

## **PROTECTION**

- 2.38 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme, with the following activities undertaken between 1 April 2021 and 30 June 2021:
- 146 pre-planned inspections of non-domestic premises with 40 follow up inspections;
  - 43 Specific (complaints) and 44 post fire inspections;
  - 50 other Specific Inspections;
  - 4 Enforcement Notice served;
  - 2 Prohibition Notices served;

- 197 Building regulation consultations with local authority building control or approved inspectors;
- 121 other consultations with agencies including Ofsted and the Care Quality Commission.

2.39 The Service continues to roll out the Level 3 Fire Safety qualification to Managers. This has now resulted in the first Business Safety Checks being undertaken in August by operational crews.

2.40 The Service continues its partnership with the City Council jointly inspecting multi-occupancy residential buildings where there is shared legislative responsibility. Two members of the Protection team are currently assigned to this Joint Audit and Inspection Team (JAIT). To date the Team have inspected 122 of the 511 high rise building which have been identified.

2.41 Work continues in support of the NFCC Building Risk Review programme, with a requirement to ensure all 120 high-rise residential properties within Nottinghamshire are reviewed by the end of 2021. In August the Service completed the inspection of all remaining high-rise buildings ahead of the completion date of December 2021.

2.42 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 2 such reports were submitted, none of which highlighted any significant concerns.

### **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**