



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: 14 January 2022

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 Contact: Corporate Communications
corporatecomms@notts-fire.gov.uk

1. BACKGROUND

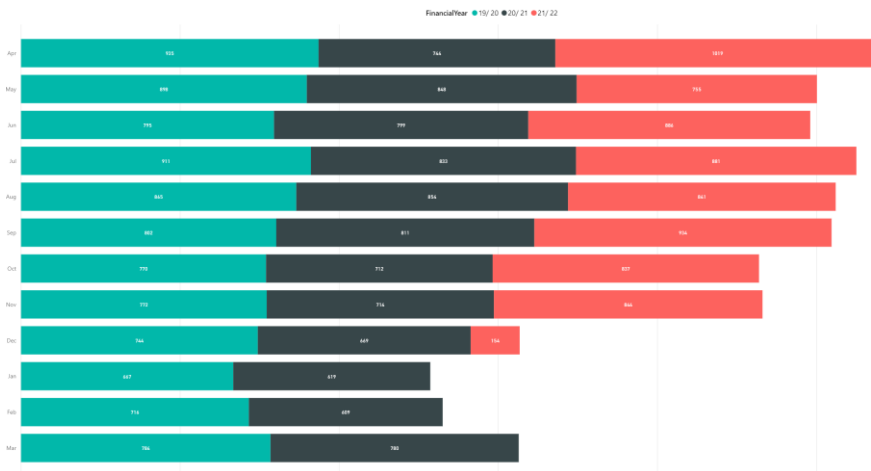
- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including response, prevention, and protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery.

2. REPORT

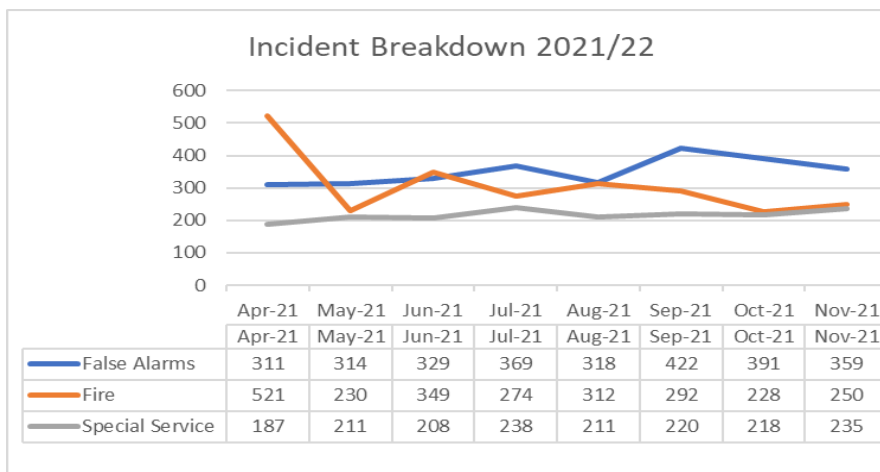
RESPONSE

- 2.1 Year to date (4 December 2021) a total of 7151 incidents have been attended by Nottinghamshire Fire and Rescue Service (NFRS).

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

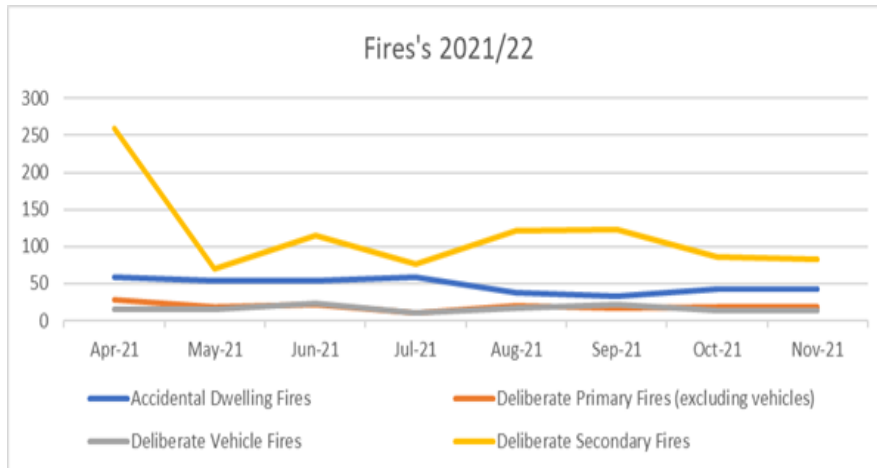


A further breakdown of 2021/22 incidents (see chart below), shows that incidents by type remain relatively consistent throughout the year, except for a spike in fire incidents in the early part of 2021/22.

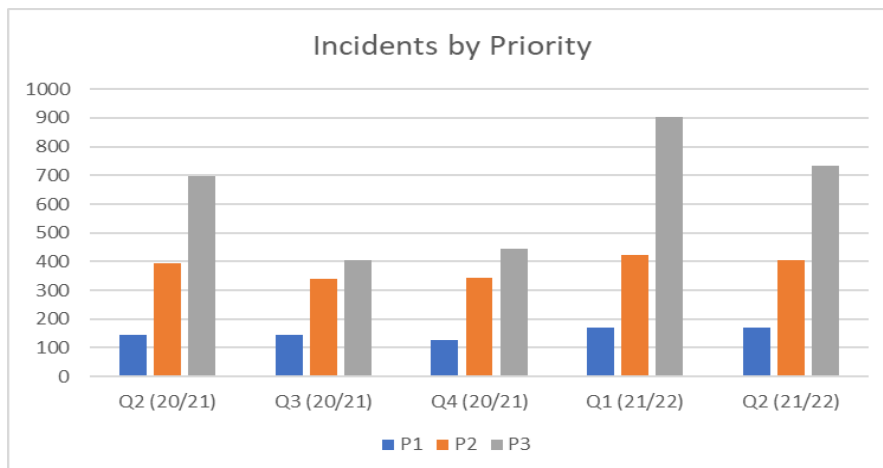


Analysis shows that year to date, 40% of all incidents attended are false alarms. This compares to 42% during 2020/21.

A more detailed analysis (chart below) shows that, as previously reported to Members, the spike in incidents can be attributed to an increase in deliberate secondary fires in the early part of 2021/22.



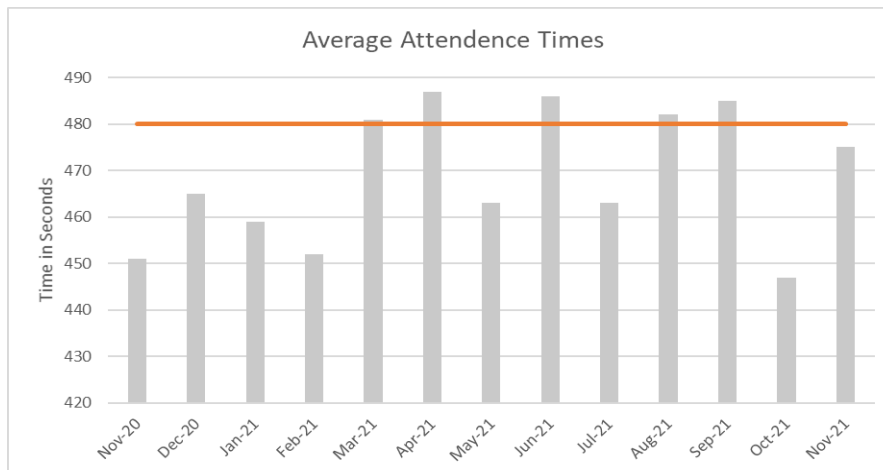
2.2 Breakdown of incidents by priority (chart below), shows that the number of P1 and P2 incidents have remained stable over the past five quarters. The Service has seen an increase in the number of P3 incidents. Further breakdown and analysis show a correlation with the increase in deliberate secondary fires, as detailed earlier in the report.



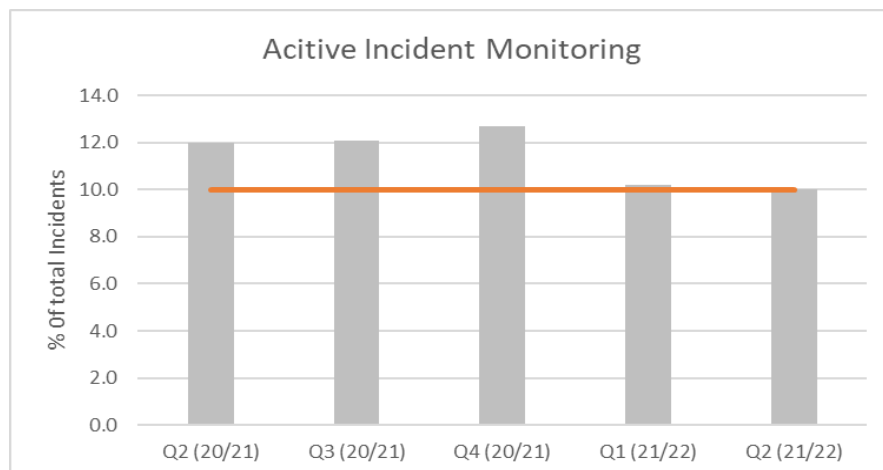
- P1 incidents – pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk.
- P2 incidents - pose a serious hazard and high-risk threat to the environment, society, property, or heritage – and FRS immediate response.

- 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.

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 (480 seconds). Year to date (4 December 2021) the Service is currently achieving an average attendance time of 7:59 minutes. The chart below shows a rolling 12-month performance, against the Service’s 8-minute target.

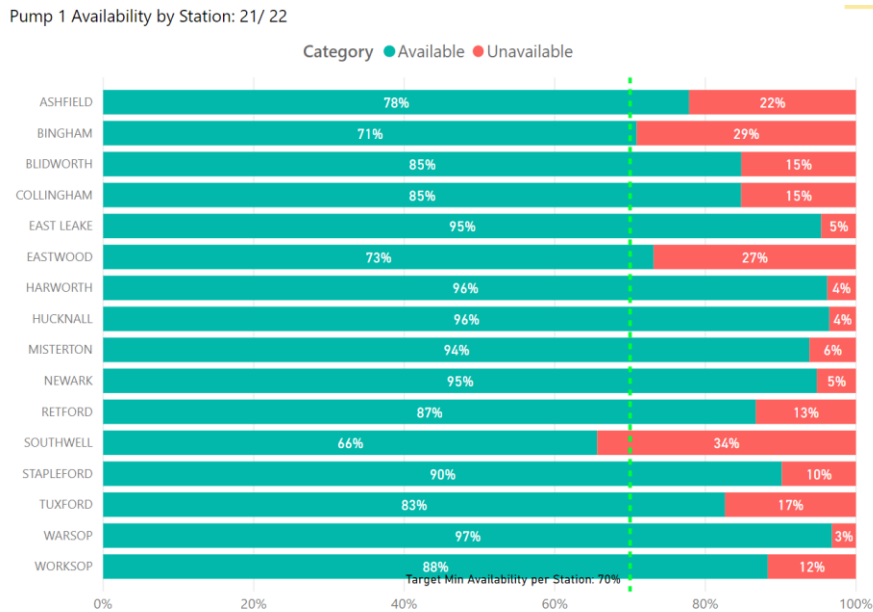


2.4 To ensure operational incidents are managed appropriately and safely, as detailed in the Service’s Community Safety Strategy, the Service commits to the active monitoring of 10% of all operational incidents (excluding automatic fire alarms), for the purpose of continuous improvement and assurance.



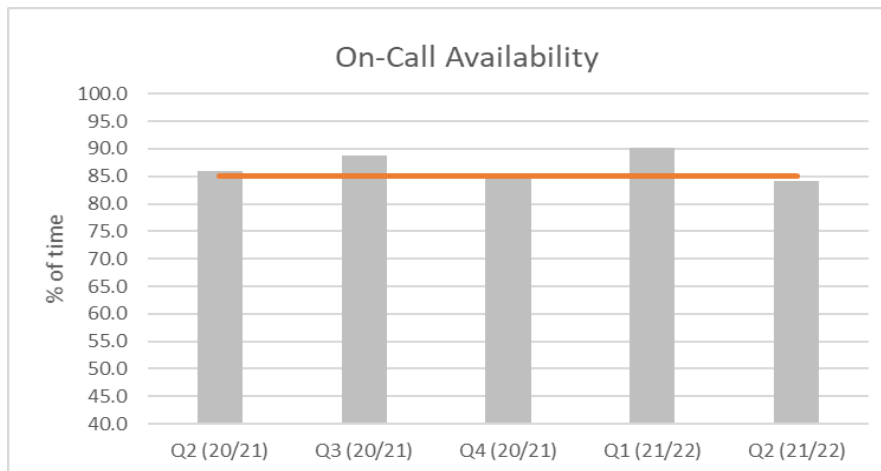
Analysis shows active monitoring is achieving the required standard, however, the number of incidents monitored has decreased in quarter one and two during 2021/22.

2.5 On-call availability year to date (4 December 2021), as shown on the chart below, shows an average availability of 84.43%. Which falls below the service target of 85%.



10 out of the 16 sections are currently performing above the attainment target of 85%, with the highest level of availability being Warsop at 97%. Southwell fell below the 70% minimum standard set by the Service. Recruitment continues to be a challenge, particularly in areas such as Southwell, which directly impacts on On-call availability.

Chart below shows On-call availability over the past rolling five quarters.



On-call availability has remained consistent over the past five quarters.

- 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.

Year to date, Ashfield DSC reports:

- An average of 77.83% 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 64.02%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 87.65% and maintained two On-Call appliances 20%.

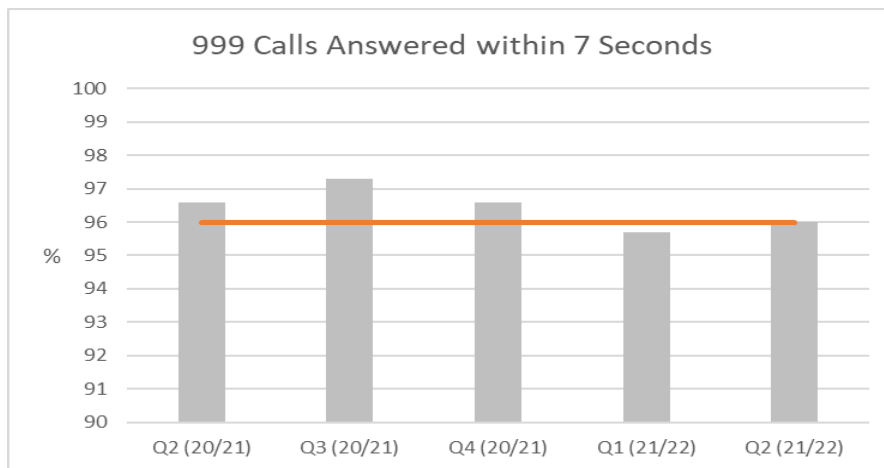
The availability of Ashfield is below the Service's minimum standard, however, availability is improving when comparing periods earlier in 2021/22.

Year to date, Retford DSC reports:

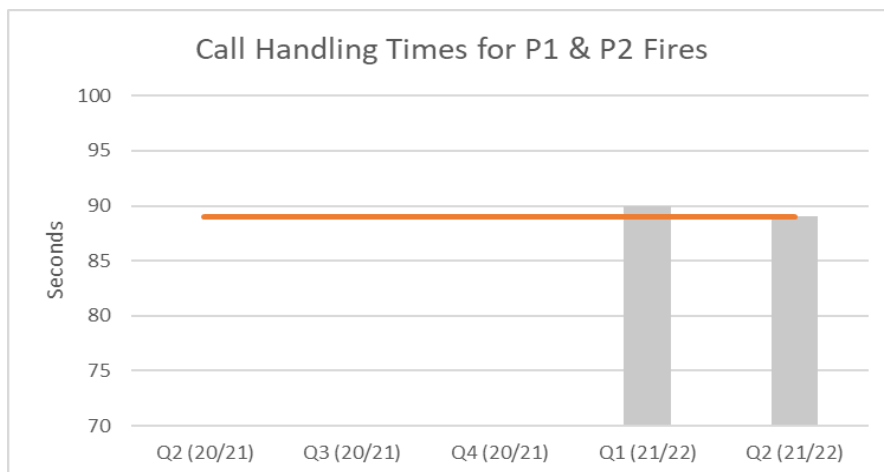
- An average of 86.73% (minimum of one On-call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 79.8%;
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 91.67% and maintained two On-Call appliances 25%.

- 2.7 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:

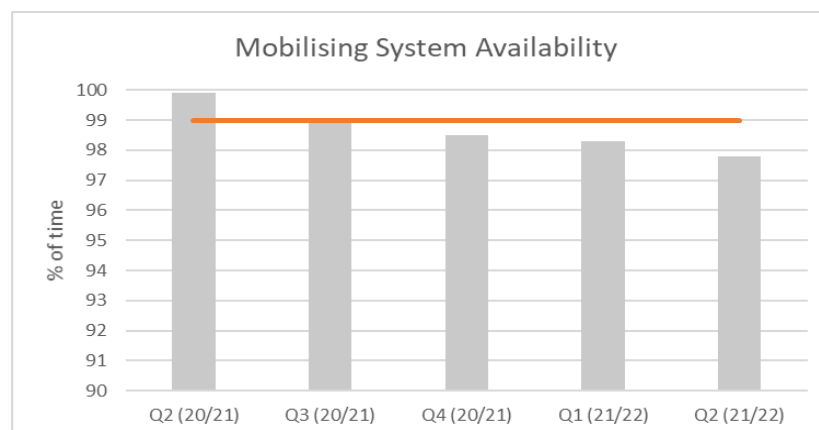
Calls answered in 7 seconds – target 96%. A rolling view of the previous five quarters shows that Joint Control are meeting the target, except for quarter one 21/22.



Average call-handling times for P1/P2 fires – target 89 seconds. This key performance measure was introduced in April 2021. Over the past two quarters Joint Control has met the required target.



Mobilisation System Availability – target 99.0%. A rolling view of the previous five quarter shows that system availability as steadily declined over the past five quarters.



Work is ongoing to address and manage the Service's and Tri- Services' mobilising system availability. The Service works closely with its mobilising supplier, Systel, to both identify and address faults and concerns.

A hardware restructure and replacement programme was undertaken in December 2021, with a software upgrade planned for in the early part of 2022. It is hoped that both actions will improve both the systems performance and stability.

2.8 The Service has now resumed its exercise programme and has completed year to date, 27 exercises in total, including 1 service, 1 group, 4 district and 18 watch level exercises. Of these exercises seven of them involved over border FRS involvement. Three MTA exercises have also been carried out, all of which involved elements of multi- agency and over border working.

Themes of exercises undertaken to date:

- 8 x testing risk info/plans;
- 3 x BA procedures;
- 3 x tall buildings;
- 3 x water relay;
- 3 x MTA;
- 2 x water rescue;
- 2 x SWAH;
- 1 x RTC;
- 1 x tall buildings / evacuation procedures (Service);
- 1 x large scale incident procedures (Group).

COVID-19 PARTNERSHIP WORK

2.9 The Government's ambition to accelerate the delivery of Covid booster vaccinations has again seen a request of the Service to support where possible. NFRS has moved quickly to deploy nine members of staff full-time to vaccination sites at Mansfield and the Forest Recreation Ground from 13 December 2021. Further staff members will be joining the effort over coming weeks.

PREVENTION

2.10 Year to date (15 December 2021) the Service has completed 9,418 Safe and Well Visits (SWVs). This puts NFRS on track to exceed the Community Safety Strategy target of 12,000 SWVs in 2021/22 by approximately 10%.

2.11 13,200 SWVs in 2021/22 would see the Service delivering 11.3 per 1,000 households across the City and County which would be above the national average. So far in 2021/22, 49.7% of SWVs have been delivered to over 65s and 50.6% to those who consider themselves to have a disability. Nationally, in 2020/21, 48.8% of SWVs were delivered to over 65s and 35.6% to those with a disability.

- 2.12 For 2021/22 the Service targeted the completion of twenty-four Data Intelligence Community Events (DICE). A DICE sees Prevention Staff and Operational Crews tackling specific risks, areas, and communities for direct engagement due to the level of risk which has been identified through data analysis, local knowledge and/or partner organisation concerns. Between May (when COVID restrictions were lifted) and December, the Service has already met this target.
- 2.13 A similar activity to DICE is Community Reassurance and Engagement (CRaE). A CRaE is carried out following a significant incident to take advantage of a community's heightened interest in prevention. To date in 2021/22, 22 large scale CRaEs have been delivered. Most recently these have taken place in Newark, Southwell, Bulwell, Blidworth and Mansfield.
- 2.14 Through media messaging and local activity the Service has supported 45 national prevention campaigns so far in 2021/22.
- 2.15 Work is continuing towards the introduction of the Service's own Fire Cadet scheme in 2022.

PROTECTION

- 2.16 Fire Protection continues to regulate premises identified as part of the Service's Risk Based Inspection Programme, with the following activities undertaken between 1 April 2021 and 30 November 2021:
- 430 pre-planned inspections of non-domestic premises with 140 follow up inspections;
 - 127 specific (complaints) and 135 post fire inspections;
 - 161 other specific inspections;
 - 14 Enforcement Notices served;
 - 7 Prohibition Notices served;
 - 535 building regulation consultations with local authority building control or approved inspectors;
 - 315 other consultations with agencies including Ofsted and the Care Quality Commission.
- 2.17 The Protection Teams continue to roll out the Level 3 Fire Safety qualification to Supervisory Managers. This involves assessing various work products within One-File and shadowing Business Safety Checks (BSCs). This has now resulted in the BSCs being undertaken since August by the Service's operational crews and a number of Supervisory Managers have completed all their work and are now warranted under the Fire Safety Order. Work continues with Response to get the remaining Supervisory Managers qualified over the next 18 months.
- 2.18 The Service continues to play an active role in its partnership with the City Council, jointly inspecting multi-occupancy residential buildings where NFRS has shared legislative responsibility. Two members of the Protection Team are currently assigned to this Joint Audit and Inspection Team (JAIT).

- 2.19 The Fire Protection Department has now completed the NFCC Building Risk Review programme two months ahead of schedule. This required the joint Protection and Response audit of the top 120 high-rise residential properties within Nottinghamshire.
- 2.20 The Protection Department has now completed the review and subsequent enhancement of the Risk Based Inspection Programme. This data base is now more responsive and accurate, giving up to date risk data in the non-domestic environment.

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

- 9.1 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.
- 9.2 Due to the high priority activity, the Service is once again fully engaged with health partners to support the vaccination booster programme. There is the potential that this may cause disruption of day-to-day service delivery, however, this will be monitored closely to ensure any risks remain tolerable.

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