



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: 1 April 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.

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1. BACKGROUND

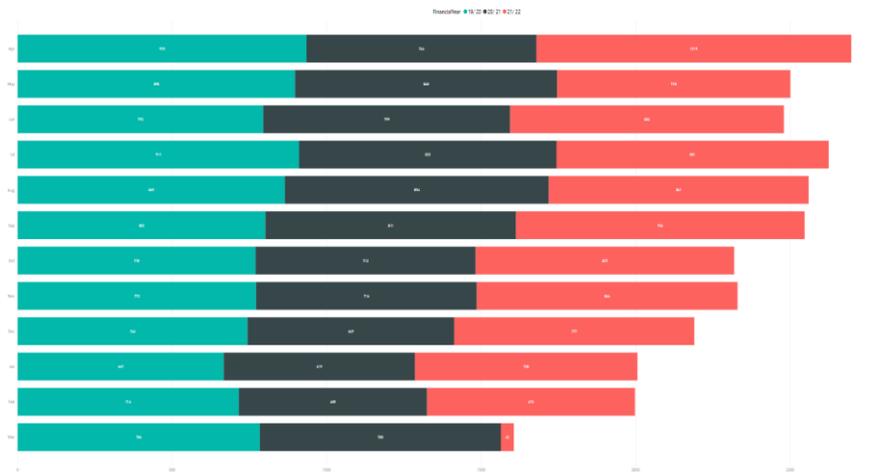
- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including response, prevention, and protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery.

2. REPORT

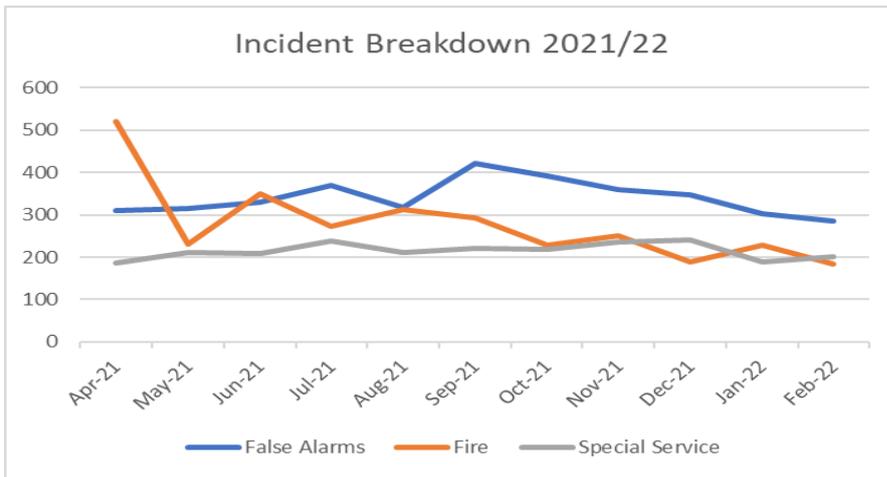
RESPONSE

- 2.1 Year to date (28 February 2022) a total of 9167 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.

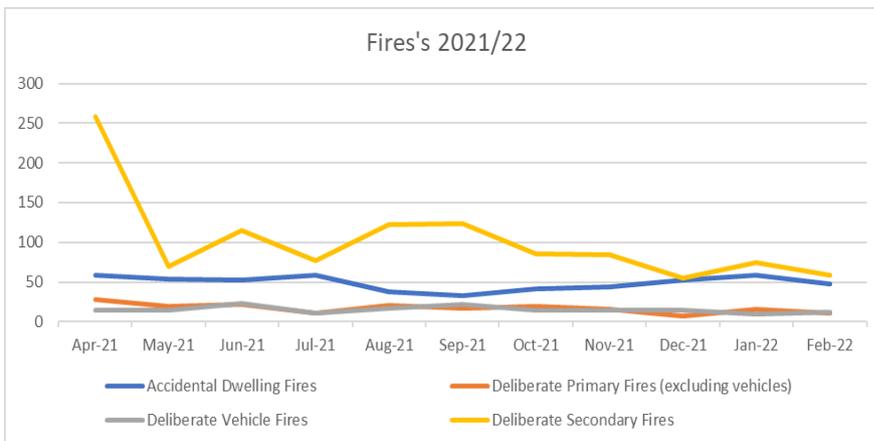


A further breakdown of 2021/22 incidents (see chart below) show that incidents by type remain relatively consistent throughout the year, except for a spike in fire incidents in the early part of 2021/22, which has been previously reported to Members.

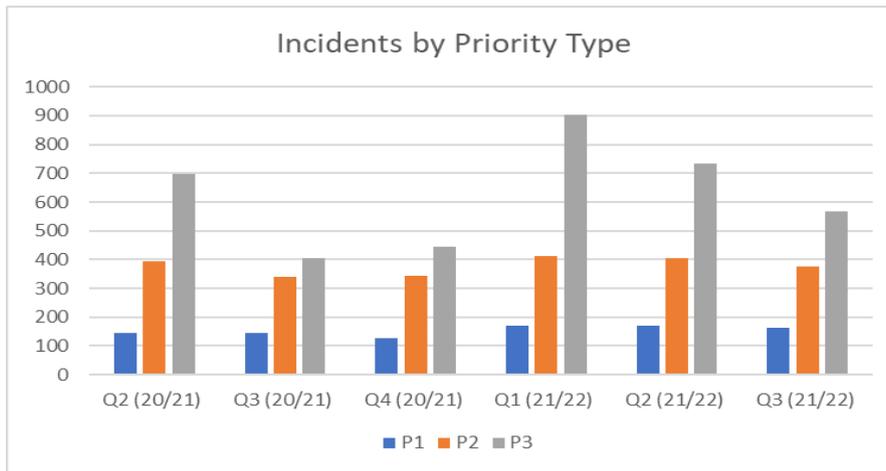


Analysis shows that year to date, 41% of all incidents attended are false alarms. This compares to 42% during 2020/21.

A more detailed analysis of fire related incidents (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.

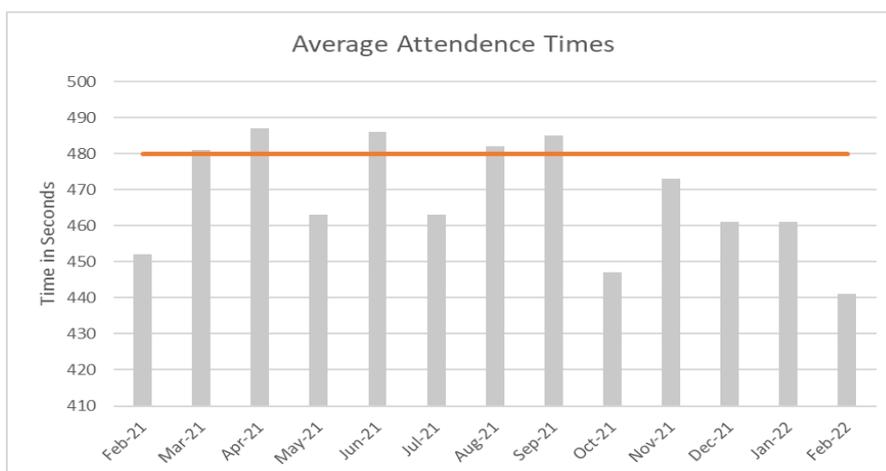


2.2 Breakdown of incidents by priority (chart below), shows that the number of P1 and P2 incidents have remained stable over the past six quarters. The increase in the number of P3 incidents in Q1 (21/22) and Q2 (21/22) correlates with previous data highlighted earlier in this report.



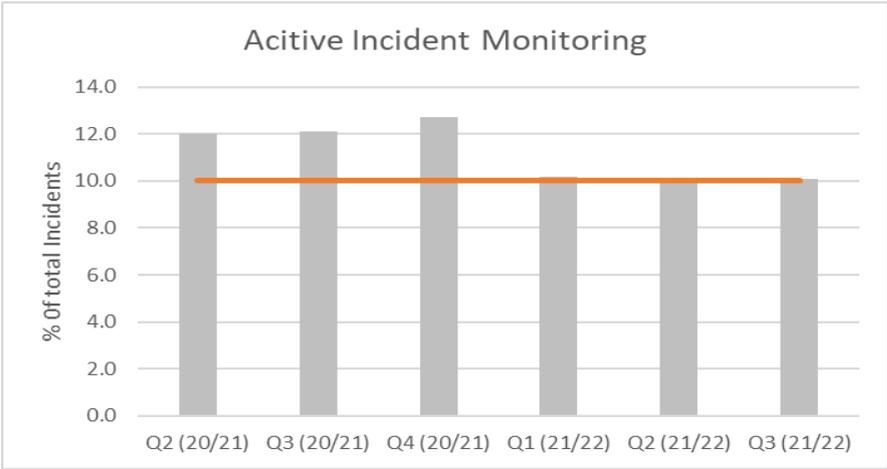
- P1 incidents – pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk.
- P2 incidents - pose a serious hazard and high-risk threat to the environment, society, property, or heritage – and FRS immediate response.
- 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 (28 February 2022) the Service is currently achieving an average attendance time of 7:49 minutes. The chart below shows a rolling 12-month performance, against the Service’s 8-minute target.



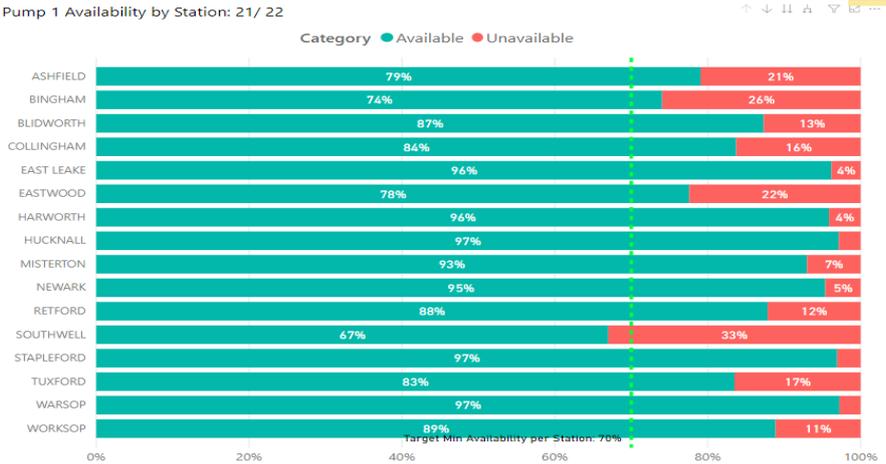
2.4 To ensure operational incidents are managed appropriately and safely, as detailed in the Service’s Community Safety Strategy, the Service commits to

the active monitoring of 10% of all operational incidents (excluding automatic fire alarms), for the purpose of continuous improvement and assurance.



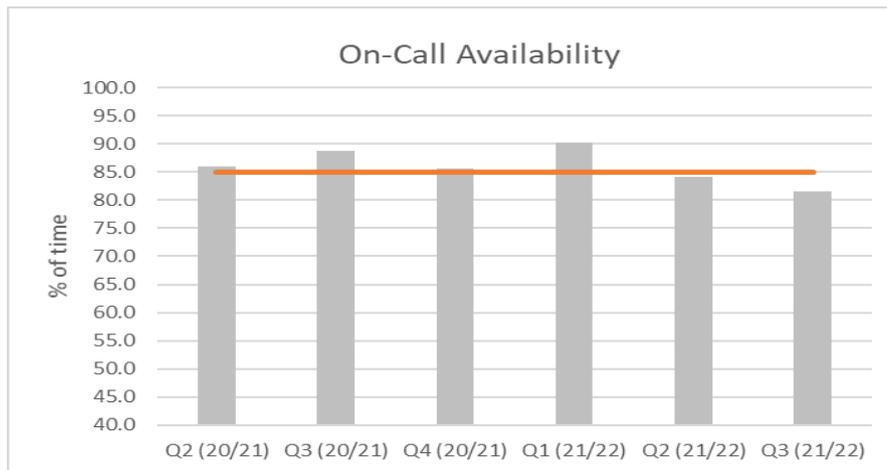
Analysis shows active monitoring is achieving the required standard.

2.5 On-call availability year to date (28 February 2021), as shown on the chart below, shows an average availability of 81.6%. 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 and Hucknall 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 six quarters.



On-call availability has remained relatively consistent over the past six quarters, however a decrease in the last reportable quarter is noted. Analysis show that On-call availability has returned to pre-Covid levels. Bingham and Eastwood sections availability has declined over the past 24 months, which has impacted on the overall availability data. Support for both sections is being provided by the Sustainability of On-call Team.

- 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 79% 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 65%;
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 89% and maintained two On-Call appliances 21%.

The availability of Ashfield is below the Service's attainment target, however, as reported previously, availability is improving when comparing periods earlier in 2021/22.

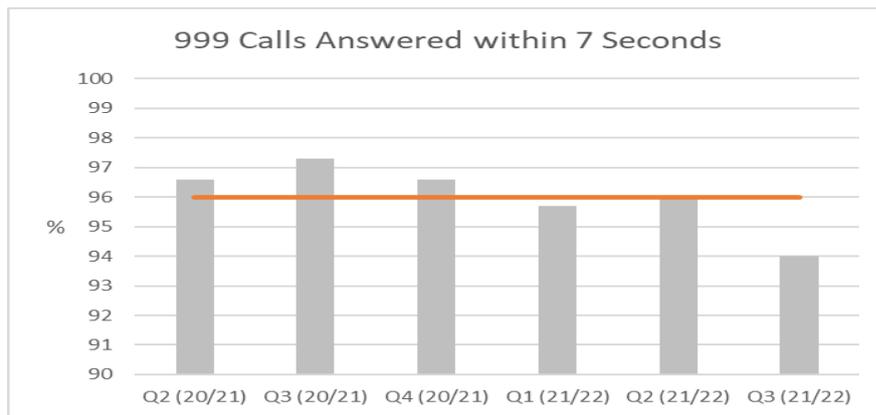
Year to date, Retford DSC reports:

- An average of 88% (minimum of one On-call appliance available over 24 hours);
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 81%;

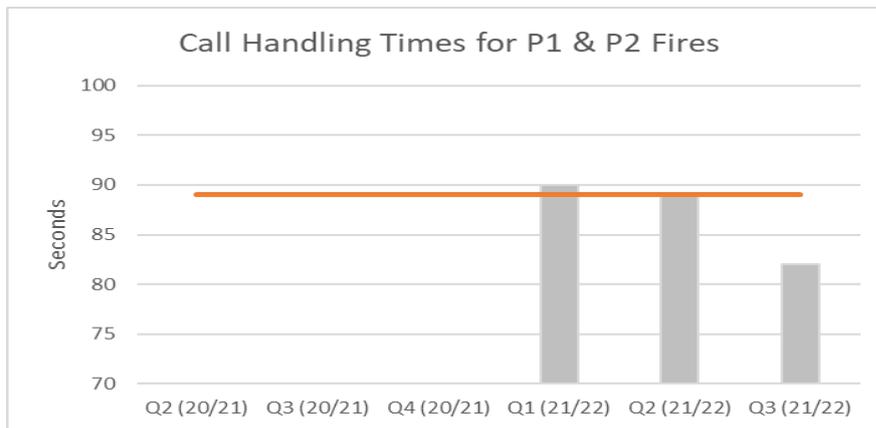
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 93% and maintained two On-Call appliances 27%.

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:

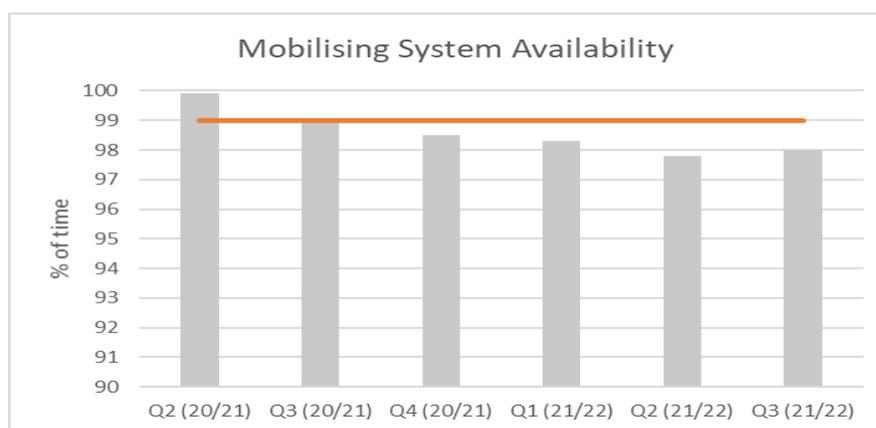
Calls answered in 7 seconds – target 96%. A rolling view of the previous six quarters shows that Joint Control have meeting the target in the majority of occasions.



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 have met the required target.



Mobilisation System Availability – target 99.0%. A rolling view of the previous six quarter shows that system availability has steadily declined.



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 operates an annual exercise programme to ensure operational preparedness, year to date, the Service has conducted 32 exercises in total, including 1 service, 1 group, 4 district and 23 watch level exercises. Of these exercises, eight have 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:

- 9 x testing risk info/plans;
- 4 x breathing apparatus procedures;
- 3 x tall buildings;
- 4 x water relay;
- 3 x marauding terrorist attacks;
- 2 x water rescue;
- 4 x safe working at height;
- 1 x road traffic collisions;
- 1 x tall buildings / evacuation procedures;
- 1 x large scale incident procedures.

COVID-19 PARTNERSHIP WORK

- 2.9 The Service's support for partner's COVID-19 work has now largely concluded. Close to 100,000 individual activities have been completed. These have included NFRS staff delivering approximately one in every seven vaccinations given by a UK FRS employee; the Service being instrumental in establishing testing regimes across the City and County; staff ensuring that those most at need have received food, medication and been able to access

further support; and much needed capacity being created for EMAS and the Local Resilience Forum.

PREVENTION

- 2.10 The Service has now exceeded its 12,000 Safe and Well Visit (SWV) target for 2021/22. 49.93% of SWVs have been delivered to over 65s and 50.73% 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.
- 2.11 Work has been continuing on the development of the 'Vulnerable Persons' Module that will make the Service's home visits more person-centred, as opposed to premises-centred in 2022/23. The Module is set to launch in May 2022 and has the potential to significantly increase the number of SWVs that are delivered going forward.
- 2.12 So far in 2021/22 smoke alarms have been found to have been fitted in domestic premises where incidents have occurred on 82% of occasions. Whilst this exceeds the Service's target of 80%, it does represent a slight one percentage point drop from what was found in 2019/20.
- 2.13 Community Safety Area Prevention Plans were introduced in 2020 and are now embedded within Response. These ensure that local activity is targeted at risk and / or in support of National Campaigns. In 2022/23 these have generated an increasing number of prevention activities, a greater diversity in activity type, and an increase in the use of local social media platforms to reinforce safety messages.
- 2.14 The Service currently delivers eight different safety education packages within mainstream schools. These span fire, road and water safety, and the four Key Education Stages. Each package aligns with national 'StayWise' education resources that are backed by the NFCC. The Education Team within the Prevention Department is currently working on identifying 'Risky Schools' using various data-sets and intelligence. These will be prioritised and directly targeted for intervention during 2022/23.

PROTECTION

- 2.15 In the period from 1 April 2021 to 28 February 2022, the Protection Department undertook the following activities :
- 509 pre-planned inspections of non-domestic premises with 106 follow up inspections;
 - 105 Business Safety Checks (Short Audits);
 - 223 Specifics;
 - 196 post fire inspections;
 - 210 Complaints against buildings;
 - 11 Enforcement Notices served;
 - 7 Prohibition Notices served;

- 715 Building regulation consultations with local authority building control or approved inspectors;
- 309 Licencing consultation;
- 94 other consultations with agencies including Ofsted and the Care Quality Commission.

UNWANTED FIRE SIGNALS

2.16 Despite Unwanted Fire Signals (UWFS) for 2021/22 being higher than in 2020/21, they are comparable to 2019/20. Covid-19 restrictions may have had an impact in on the number of UWFS the Service received in 2020/21, as the figures either side of the lockdown period are similar.

Number of UWFS	2021/2022	2020/2021	2019/2020
Quarter 1	507	485	567
Quarter 2	626	599	620
Quarter 3	687	571	605

2.17 Following every UWFS incident, the premises owner (for non-domestic premises) receives a letter from the Fire Protection Team outlining their requirements in relation to Fire Safety. Following a fourth occurrence, the premise is contacted by a Business Education Advocate. A sixth occurrence initiates a full audit of the premises by a Fire Safety Inspector.

2.18 Hospitals continue to present the greatest number of calls. Between April and December 2021, Queens Medical Centre and Nottingham City Hospital together recorded a total of 236 calls to Automatic Fire Detection systems (AFD) that were false alarms. This is down from 342 in the same period in the previous year, a reduction of 31%.

2.19 Work continues through proactive engagement with Nottingham University Hospitals, Nottingham City Homes and Broxtowe Borough Council to further reduce the number of calls and improve procedures.

JOINT AUDIT INSPECTION TEAM (JAIT)

2.20 The JAIT is a collaboration with Nottingham City Council. Fire Safety Inspectors jointly audit high rise residential buildings along with Environmental Health Inspectors.

2.21 During 2020-2021 29 inspections and 15 re-inspections were completed which covered 38 buildings and 3967 flats. With approximately 10 of those being occupied solely by students.

2.22 Resulting from the above, 13 schedules of work were sent to responsible parties to agree timescales and plans of action for works to be completed. During this period two letters before action were sent, with no improvement notices. The Service issued an enforcement notice, which was served at one premises in addition to this.

- 2.23 The number of inspections completed during the year is lower than what was expected, this was due to Covid 19 restrictions. Whilst some inspections were completed during the national lockdown, these were primarily of student accommodation which were empty or at very low occupancy, due to the risk of Covid 19. Inspections have now fully resumed.

FUTURE DEMANDS ON FIRE PROTECTION

- 2.24 The demands of the JAIT inspections across the City's high rise residential blocks will continue to place demands on the Protection Team for some considerable time.
- 2.25 The JAIT has currently identified 23 high risk premises which require further remedial works to be carried to comply with legislation.
- 2.26 Revisions are currently being made to the Regulatory Reform (Fire Safety) Order which will give the Service new powers under the Act. It is anticipated that these will come into force in the Autumn of this year.
- 2.27 In addition, the Building Safety Bill is still passing through Parliament and is anticipated to come into force in mid/late 2023. This will place further burdens on our Protection Teams as they will be required to support the Health and Safety Executive in ensuring the safety in high rise buildings.
- 2.28 The Service has also been made aware of the intension for the Protection Team to carry out audits on medium rise buildings between 11-18 metres in height. It is estimated that there are over 2500 buildings of this nature in the City and County. This will place a considerable burden on the limited number of qualified Fire Safety Inspectors currently in the Service.

GRENFELL TOWER

- 2.29 All 47 of the Grenfell Tower Inquiry recommendations, within the Service's direct control have now been completed, with the final recommendations closed on 30 December 2021. The Service has delivered improvements across multiple departments with key areas of improvements covering:
- 2.30 Evacuation of buildings. Workstreams encompassed the recommendations associated with total and phased evacuation of tall buildings. Work included the need and to recognise and instigate an evacuation of a tall building during an incident, with associated changes to Fire Control procedures. Training has been delivered to all staff through, webinars, eLearning, face-to-face presentations, staff bulletins, table-top and physical exercising.
- 2.31 Revised fire survival guidance procedures have been implemented and a program of training Joint Fire Control completed.

- 2.32 Additional radio channels have been implemented to improve emergency services interoperability. These are now monitored 24/7, with all staff trained on the requirements during an evacuation and during a major incident.
- 2.33 Nottinghamshire Police and East Midlands Ambulance Service have received updated guidance on evacuation and fire survival guidance techniques. Face-to-face training has been delivered to Nottinghamshire Police Control.
- 2.34 Exercising to test new and revised procedures has been completed, with further exercises planned in 2022-23.
- 2.35 The Service's High Rise Residential Group has been established to quality assure information sharing across departments. A more closely aligned Fire Protection team with Operational Intelligence has created a greater understanding of risk for Firefighters attending incidents.
- 2.36 The Grenfell Infrastructure Grant has been used to provide additional resources and focus to ensuring the Grenfell recommendations have been met, plus additional equipment purchase to facilitate improved operational capabilities. Approximately £85,000 has been spent with £15,000 remaining.
- 2.37 Many of the Grenfell Tower workstreams now form part of business as usual, particularly within Fire Protection activities, ramifications and implications on legislation and working practices will continue. There will be a continued need to ensure longer-term changes are taken into consideration, to ensure the Service meets the full requirements of the suite of Grenfell recommendations. They include, ensuring any new control mobilising system is compatible with other emergency services to enhance incident information sharing.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising in 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 communities of Nottinghamshire.

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