



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: 17 June 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 prevention, protection, and response activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery.

2. REPORT

RESPONSE

- 2.1 Year to date (31 May), a total of 1916 incidents have been attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes an 8% increase in incidents when compared to the first two months of 2021/22. This increase has been driven by 8.8% more false alarms, 5.7% more fires and 11.1% more special service calls. These increases can be explained by the fact that lockdown restrictions remained in April and May 2021.
- 2.2 In 2021/22, NFRS attended a total of 10,096 incidents. This was a 12.28% increase on incidents attended during the more widely lockdown affected, 2020/21.
- 2.3 Figure 1 shows the incident numbers per month remain largely consistent to the preceding three years.

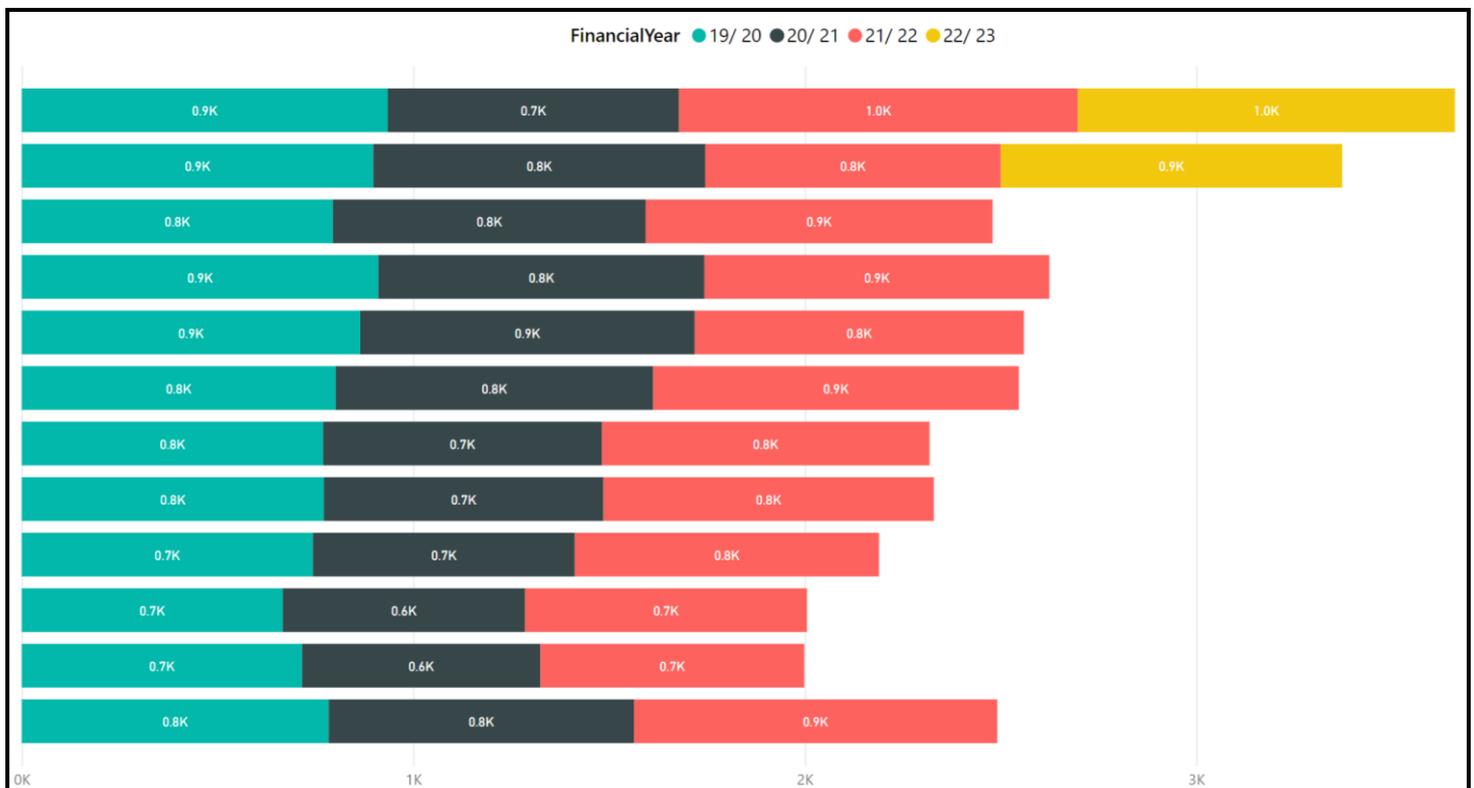


Figure 1: Incidents attended by month, 2019/20 – 2022/23

2.4 A breakdown of incident types attended over the last 12 months can be seen in Figure 2. The level of special service calls and false alarms remain relatively consistent throughout the 12-month period. Fires have followed a typical pattern of peaking in the Spring months, remaining relatively high through the Summer and then dropping through the Autumn and Winter (see Paragraph 2.6).

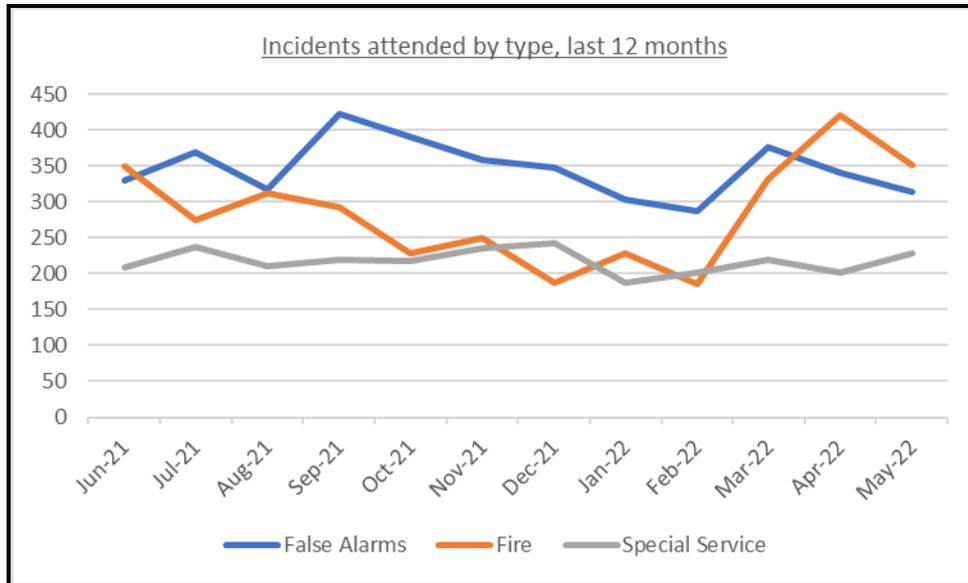


Figure 2: Incidents attended by type, last 12 months

2.5 Figure 3 shows a breakdown of 2021/22 incidents by District. The City of Nottingham experienced by far the most incidents (3887), and Gedling the least (622) last year.

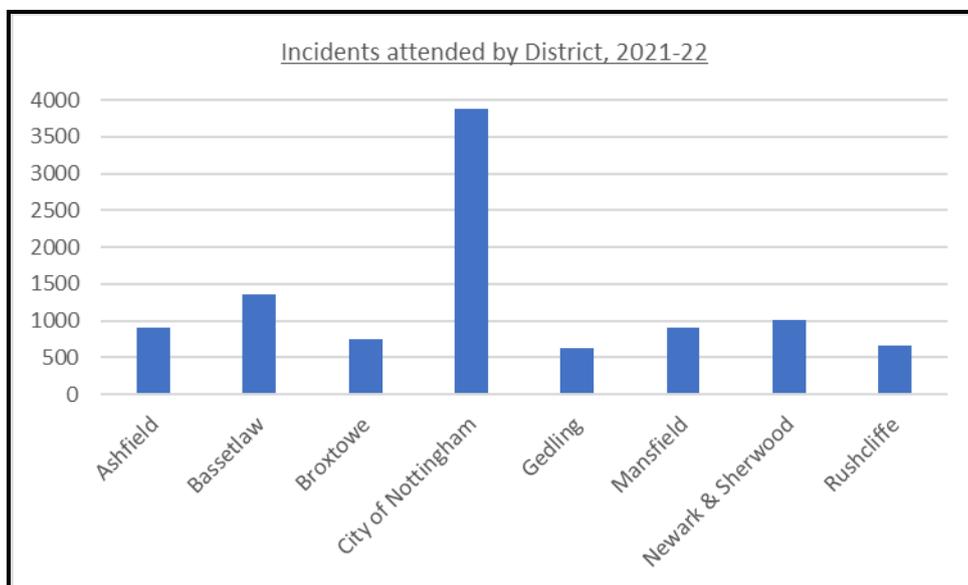


Figure 3: Incidents attended by District, 2021-22

2.6 A breakdown of incidents by Priority Type (see below for definitions) for the last 12 months can be seen in Figure 4. Whilst P1 and P2 incidents have remained stable over this period, P3 incidents have peaked in Spring months, remained relatively high through the Summer and Autumn, and then fallen

over the Winter. It is the P3 fires which account for the pattern described in Paragraph 2.4 above, and this is consistent with previous years.

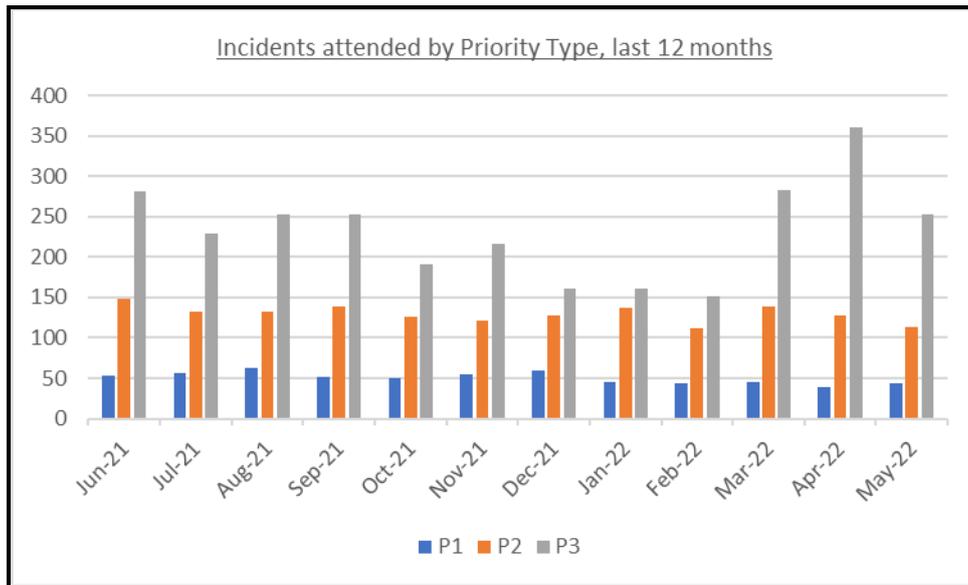


Figure 4: Incidents attended by Priority Type, last 12 months

- 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.

2.7 A key Community Risk Management Plan (CRMP) target, is that all emergency incidents will be attended on average, within 8 minutes (480 seconds) from the time the first fire appliance is mobilised. Year to date (31 May) the Service is achieving an average attendance time of 7:59 minutes (479 seconds). Figure 5 shows performance over the preceding 12-month period.

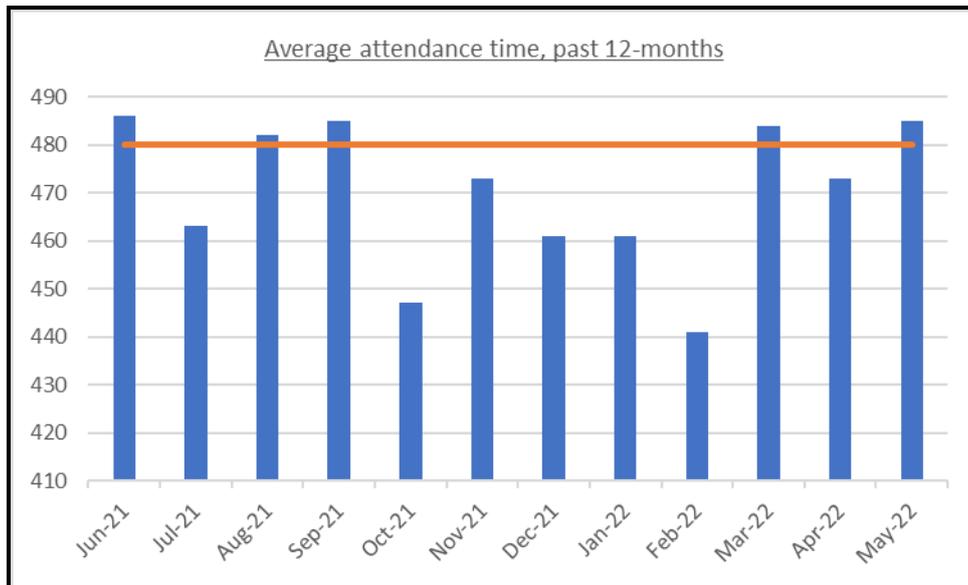


Figure 5: Average attendance time compared to target, past 12-months

2.8 To ensure operational incidents are managed appropriately and safely, and for the purpose of continuous improvement, the Service commits to the active monitoring of 10% of all operational incidents (excluding automatic fire alarms). Figure 6 shows that the Service has consistently outperformed this target over the last 12 months.

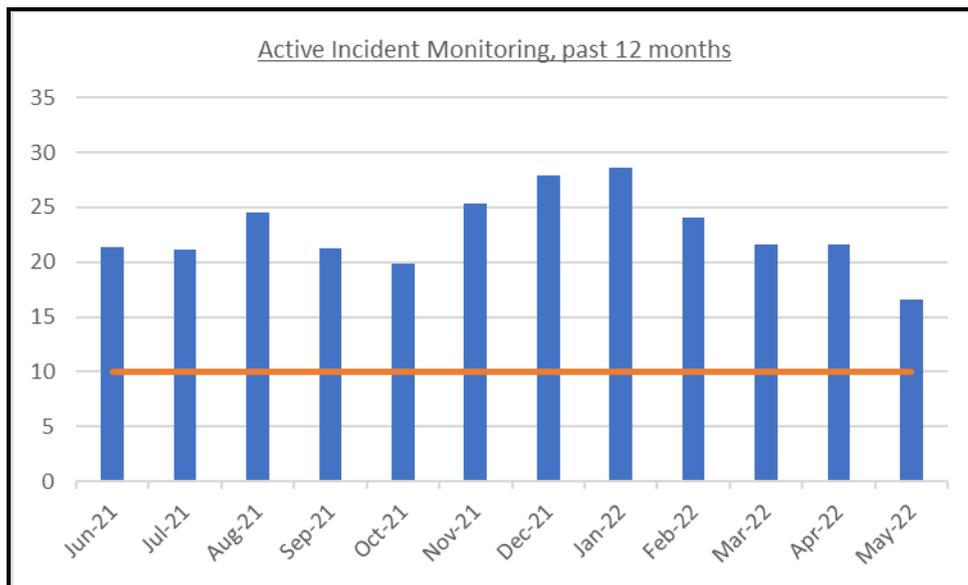


Figure 6: Active Incident Monitoring (excluding AFAs), past 12 months

2.9 On-call availability in 2022/23 is averaging 87.39%. This is above the Service target of 85%. Figure 7 shows a breakdown by Station.

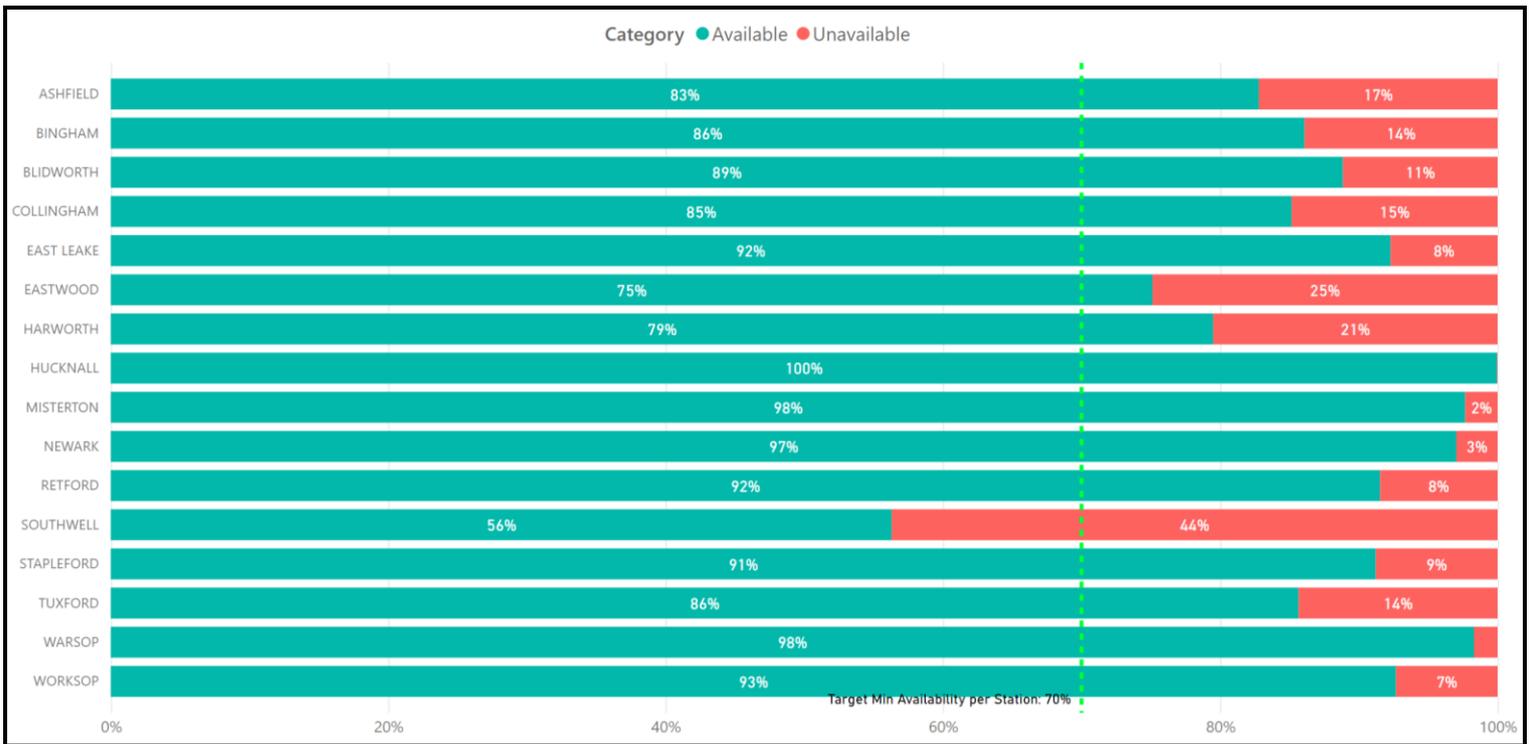


Figure 7: On-call Appliance Availability by Station, 2022-23

Since April, 12 out of the 16 On-call sections are performing above the target of 85% availability (this compares favourably to 2021/22 where only 10 sections achieved this). The highest levels of availability have been seen at Hucknall (100%), Misterton (98%), Warsop (98%) and Newark (97%). However, availability at Southwell has been below the Service’s 70% minimum standard. On-call recruitment continues to be a challenge, particularly in areas such as Southwell, and this has a direct impact on availability.

2.10 To provide a longer-term overview, Figure 8 shows On-call availability per quarter since the start of 2019/20. Over this period, with the exception of Q2, 2021/22, the 85% target has been consistently met.

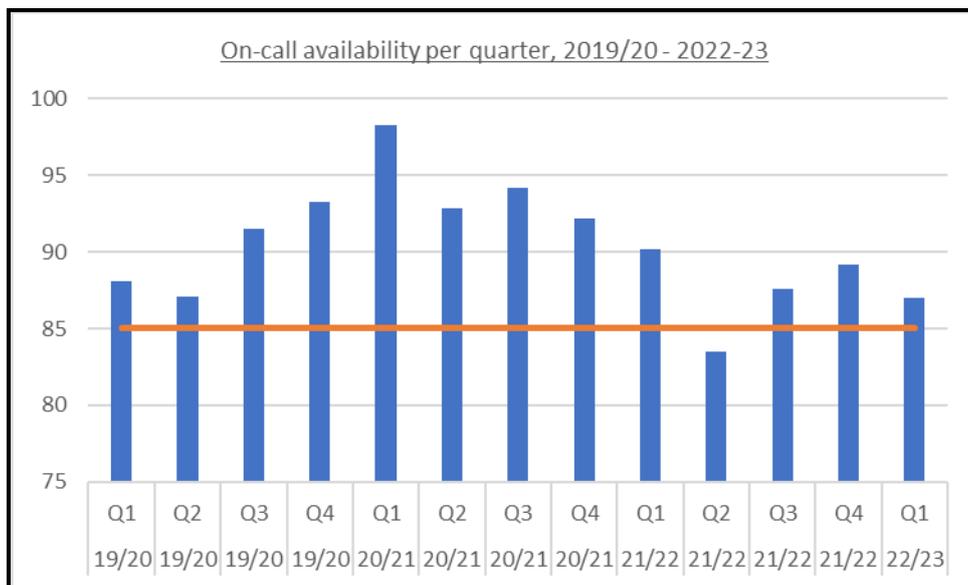


Figure 8: On-call Availability, per quarter since 2019/20

- 2.11 As previously requested by Members, a specific focus is given to On-call appliance availability at the Day Shift Crewing (DSC) stations. Both Ashfield and Retford operate one Wholetime and one On-call appliance between 08:00 - 19:00, and two On-call appliances between 19:00 – 08:00.
- 2.12 Year to date (31 May), Ashfield DSC reports:
- Over 24-hours one On-call appliance has been available for 83.44% of the time. (Average throughout 2021/22 was 78.65%).
 - Between 08:00 and 19:00 one On-call appliance has been available for 69.92% of the time. (Average throughout 2021/22 was 64.23%).
 - Between 19:00 and 08:00 at least one On-call appliance has been available for 93.10% of the time and two On-call appliances have been available for 25.67% of the time. (Average throughout 2021/22 was 88.91% and 20.47% respectively).
- 2.13 Year to date (31 May), Retford DSC reports:
- Over 24-hours one On-call appliance has been available for 91.40% of the time. (Average throughout 2021/22 was 87.90%).
 - Between 08:00 and 19:00 one On-call appliance has been available for 84.32% of the time. (Average throughout 2021/22 was 80.37%).
 - Between 19:00 and 08:00 at least one On-call appliance has been available for 96.46% of the time and two On-call appliances have been available for 36.5% of the time. (Average throughout 2021/22 was 93.26% and 27.46% respectively).
- 2.14 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 (JC), three key performance measures are monitored:
- 2.15 The first JC metric is the % of 999 calls answered within 7 seconds. The target for this is 96%. Figure 9 shows performance over the last six completed quarters. Whilst performance slipped slightly in Q1 and Q3 of 2021/22, the target has been met in four of the last six quarters.

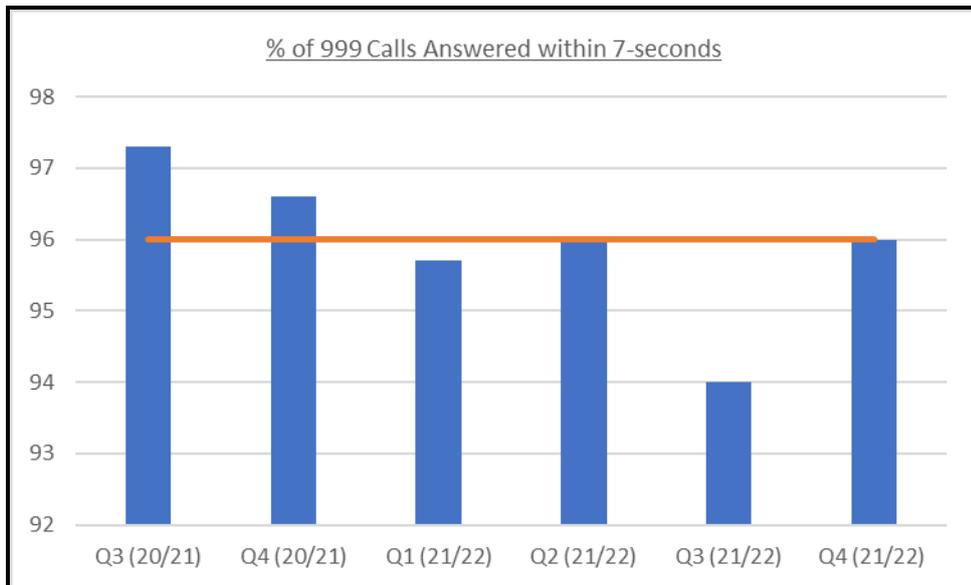


Figure 9: % of 999 calls answered within 7 seconds, previous six quarters.

2.16 The second JC metric is the average call-handling times for P1 and P2 incidents (described in 2.6). The target for these is within 89 seconds. This performance measure was introduced in April 2021, Figure 10 shows performance over the last four completed quarters. Figure 10 shows strong improvement in this area over 2021/22, with call handling times for P1 and P2 incidents being as low as 82 seconds in the last two completed quarters.

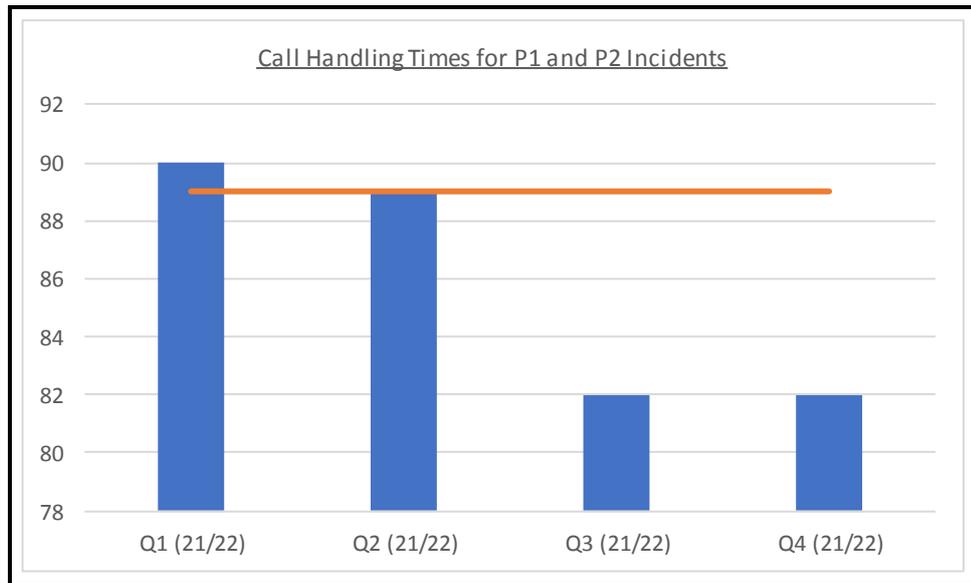


Figure 10: Average Call Handling Time for P1 and P2 incidents, previous four quarters

2.17 The final JC metric is mobilisation system availability. The target for this is 99.0%. Figure 11 shows performance over the last six quarters.

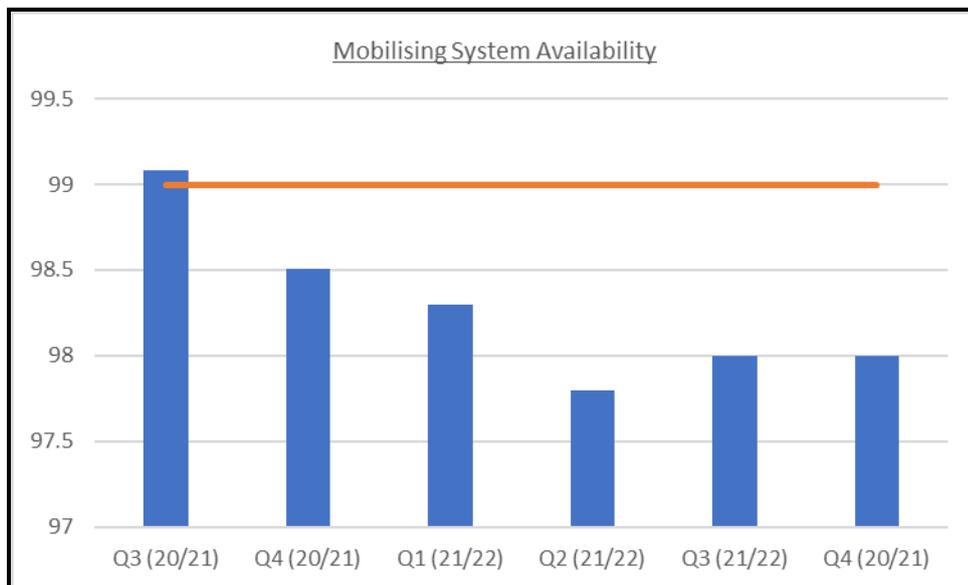


Figure 11: Mobilisation System Availability, previous six quarters

Availability of the mobilising system has fallen short of target for the last 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.

The Tri-Service mobilising system is due for replacement in 2024, and a replacement project began on 01 March 2022

- 2.18 Exercises form a key part of the maintenance of competence of operational staff. Every Response Crew and First Call Officer (FCO) is expected to undertake at least one practical exercise per year. These vary in scale from 'District' to 'Service' level and typically involve known risk sites, targeted incident themes, special appliances, over-border resources and a multi-agency response. In addition to the practical exercise programme, the Service has introduced the requirement for every Response Crew to undertake two tabletop exercises facilitated by a FCO. In 2021/22 a full exercise programme was completed and the 2022/23 exercise programme is underway.

PREVENTION

- 2.19 The Service completed 13,018 Safe and Well Visits (SWVs) in 2021/22. This exceeded its target of 12,000 by 8.48%. 49.51% of SWVs have been delivered to over 65s and 50.42% to those who consider themselves to have a disability. Nationally, in 2020/21, 48.7% of SWVs were delivered to over 65s and 35.7% to those with a disability.
- 2.20 The Service has now implemented a new 'Vulnerable Persons' module onto the electronic tablet that Delivery Teams use to undertake SWVs. This will allow the 2022/23 home visits to be even more 'person centred' as NFRS will record the details of each vulnerable person within the premises. This will result in a significant increase in the number of SWVs the Service completes each year.

- 2.21 The Prevention Team currently has a seconded NHS Occupational Therapist working in the Team. Over recent months they have developed a weekly `drop in` clinic where members of the Team can come along and discuss complex cases involving vulnerable persons. This allows an integrated approach to be adopted utilising the skills and knowledge of the fire and rescue service and the NHS, working in partnership
- 2.22 The Occupational Therapist has also developed a national training package for Occupational Therapists to fully understand the risks associated with vulnerability and fires in the home. This will be jointly launched later in the year with the Royal College of Occupational Therapists.
- 2.23 Work is underway to deliver the Service’s annual ‘Safety-zone’ events at Ashfield, Holme Pierrepont, and Ranby. The event focuses on safety information for Year 6 School children from a range of different partners including the Police, Network Rail and Western Power. It is anticipated that over 3,500 children will attend from the City and County Schools.
- 2.24 The Service is also actively engaged with Road Safety interventions such as Biker Down, Operation Highway (with Nottinghamshire Police) and Multi – Agency Road Safety awareness days across Schools and Colleges in the City and County.

PROTECTION

2.25 The completion of 1,200 Fire Safety Audits (FSAs) in 2022/23 is a key CRMP commitment. Year to date (31 May) the Service has completed 156 audits. Fire Safety Inspectors are also currently assessing Supervisory Managers who are undertaking their Level 3 qualifications, which is impacting on the overall number of Audits completed. Covid has also had a large impact on the overall numbers of audits completed in 2020/21 and the early part of 2022. Figure 12 shows the number of FSAs that have been undertaken over the last seven years.

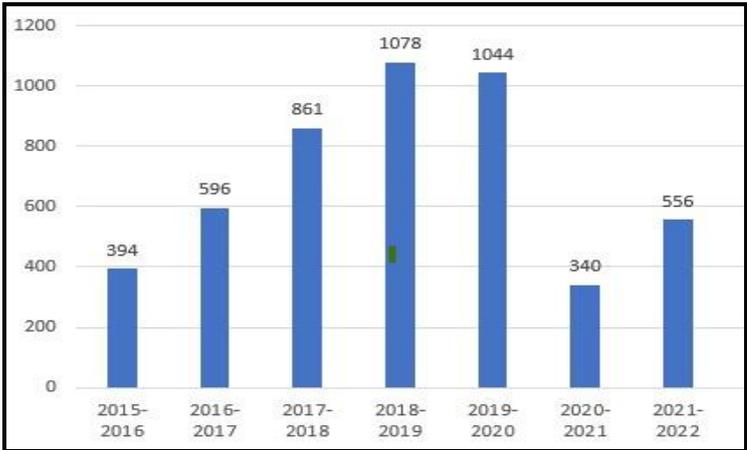


Figure 12: Fire Safety Audits, 2015/15 to 2021/22

2.26 The completion of 500 Business Safety Checks (BSCs) in 2022/23 is a key CRMP commitment. Year to date (31 May) the Service has completed 60 BSCs.

2.27 As well as completing FSAs and BSCs, in 2021/22 the Service has also completed the following Protection activity, figures in brackets indicate 2020/21 activity:

- 207(108) post fire inspections;
- 446 (327) follow-ups to complaints;
- 19 Enforcement Notices;
- 13 Prohibition Notices;
- 799 (664) building regulation consultations with local authority building control or approved inspectors;
- 346 (276) licencing consultations;
- 111 other consultations with agencies including Ofsted and the Care Quality Commission.

2.28 The CRMP also targets a 3% reduction in both unwanted fire signals (UWFS) and lift rescues in 2022/23. Year to date (31 May) the Service has responded to 418 UWFS (a 0.48% decrease on the same period in 2021/22) and 28 lift rescues (a 23.8% increase on the same period in 2021/22). Figure 13 shows the number of UWFSs from 2019 – 2021.

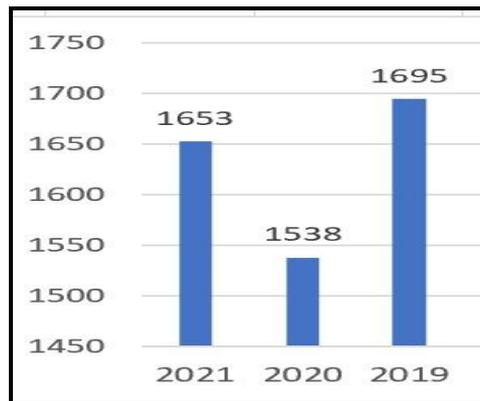


Figure 13: UWFSs, 2019 – 2021

2.29 Following every UWFS, the premises owner (for non-domestic premises) receives a letter from NFRS outlining their responsibilities in relation to Fire Safety. Following a fourth occurrence, the premises is contacted by the Service's Business Education Advocate and a sixth occurrence prompts a full audit from a Fire Safety Inspector.

2.30 NFRS has conducted 36 inspections (and 27 re-inspections) as part of the Joint Audit Inspection Team (JAIT). JAIT is a collaboration between Nottingham City Council and NFRS which sees Environmental Health Inspectors and Fire Safety Inspectors working together to inspect high-rise residential buildings. These inspections have covered 59 buildings and 6,447 units of accommodation. The JAIT still have 84 buildings over 18 meters and 62 buildings below 18 meters left to inspect.

2.31 The Building Safety Act has now passed into law. The Government is starting consultation with the sector on the implementation of the Act which is expected to be fully operational by October 2023. This may have resourcing

implications for NFRS, as there is a requirement for the Fire and Rescue Service to support the new Building Safety Regulator.

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.

Craig Parkin
CHIEF FIRE OFFICER