



**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:** 07 October 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**

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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 Between 01 April and 31 August 2022, a total of 5,561 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes a 27% increase in incidents when compared to the same period in 2021/22. This increase has been driven by 13% more false alarms, 9% more special service calls and 52% more fires. The increases in false alarms and special service calls can be partly explained by the fact that lockdown restrictions remained in April and May 2021. The significant increase in fires has been driven by the unprecedented call demand experienced in July and August due to the period of extreme weather.
- 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, apart from the exceptional demand in July and August.

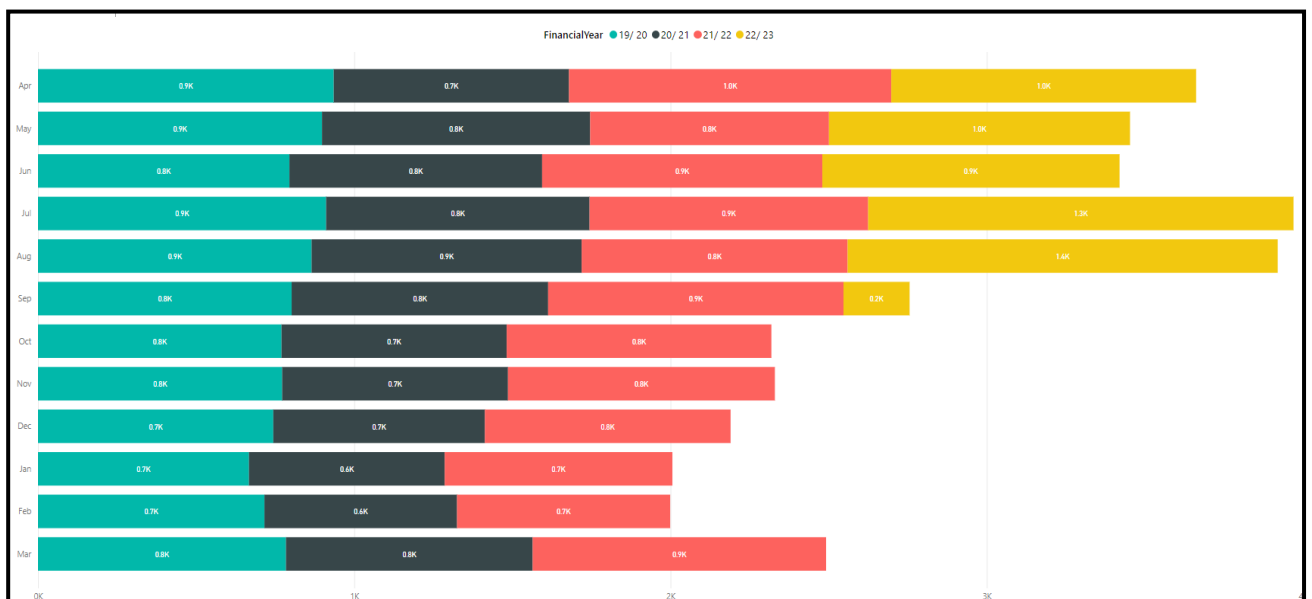


Figure 1: Incidents attended by month, 2019/20 – 2022/23

- 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 largely

consistent throughout the 12-month period. Traditionally, fires follow a typical pattern of being relatively low in the autumn and winter, peaking in the spring and remaining relatively high throughout the summer. The unprecedented number of fire incidents in July and August have seen a change to this pattern this year.

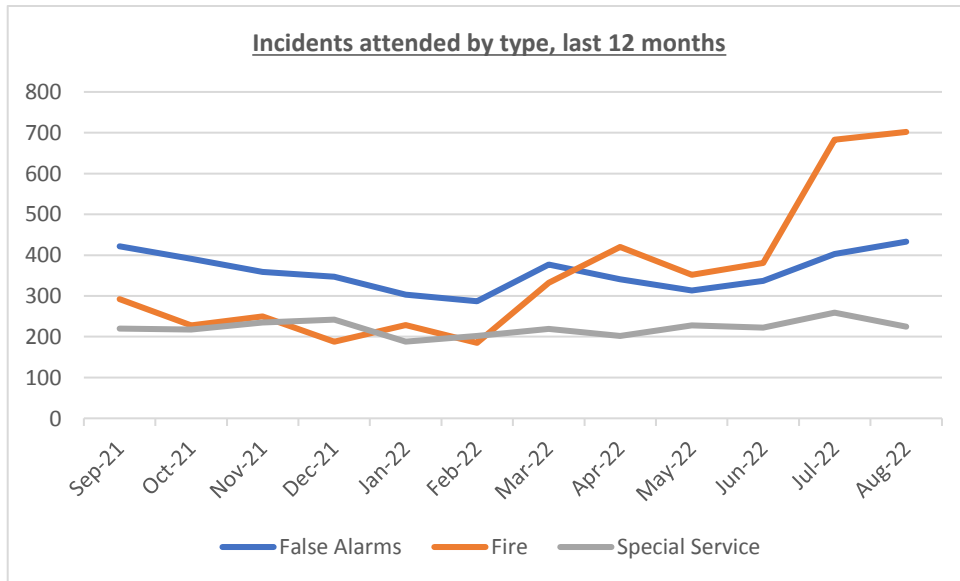


Figure 2: Incidents attended by type, last 12 months

2.5 Further analysis of fire incidents in July and August (see Figure 3) shows the scale of the challenges the Service encountered during the height of summer 2022/23. Every fire type incident increased with those particularly impacted by the hot weather, 'other outdoor', 'grassland' and 'refuse' increasing by 236%, 327% and 93% respectively.

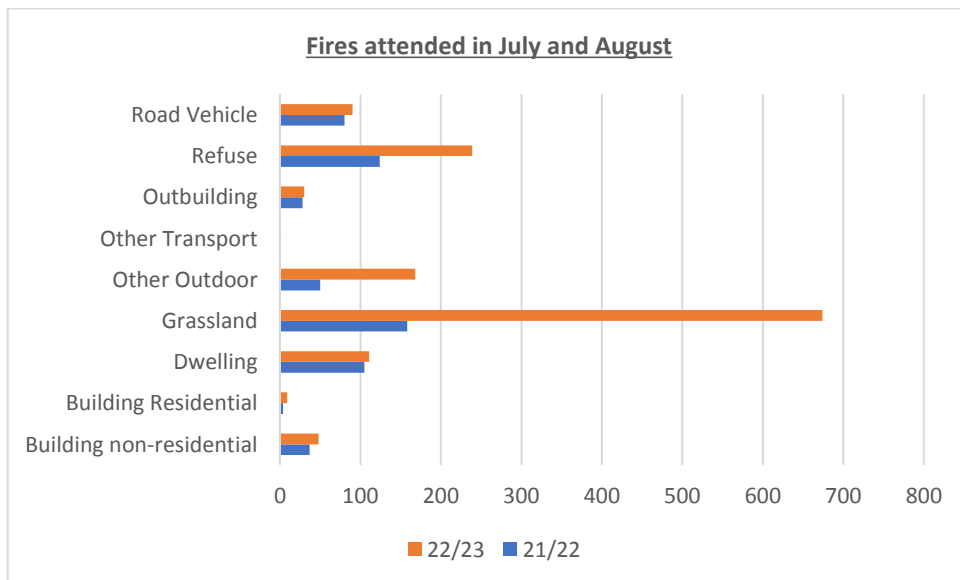


Figure 3, Comparison of Fire incidents in July and August 21/22 to 22/23

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 relatively stable over this period, the exceptional demand in July and August was largely driven by a significant increase in P3 fires.

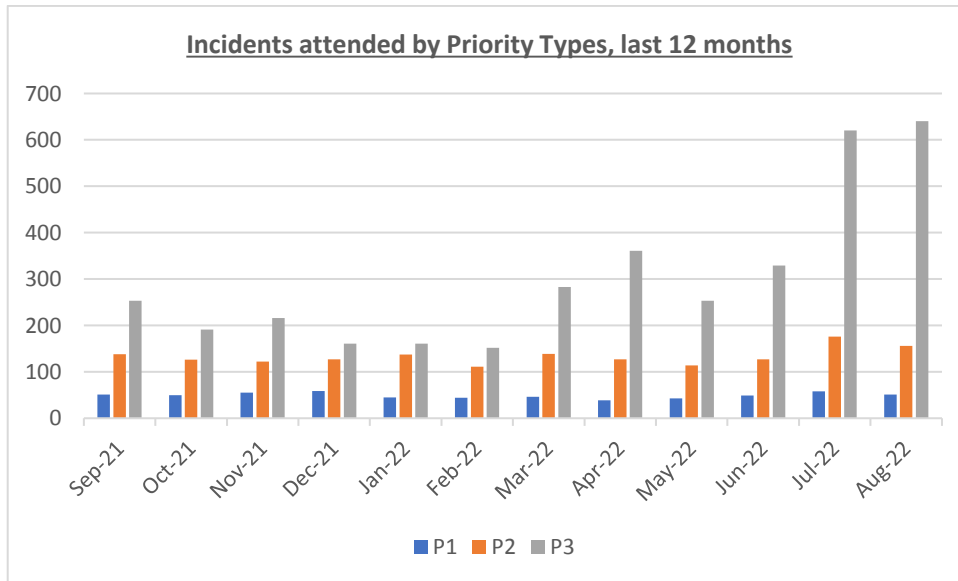


Figure 4: Incidents attended by Priority Type, last 12 months

- 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. As of 31 May, the Service was achieving an average attendance time of 7:59 minutes (479 seconds). However, the unprecedented demand in July and August has necessitated appliances to attend incidents much further from their local area and in more remote and difficult locations. For example, in August there were 413 mobilisations that took more than 10 minutes for an appliance to arrive and 81 incidents where further investigation was required due to 'no sign of fire' or 'difficult access' prior to the appliance being able to 'book in attendance'. This has resulted in the average attendance time rising to 8 minutes and 36 seconds (516 seconds) as of 31 August. Figure 5 shows the monthly average attendance times. The Service expects the average to reduce over the winter months (as it has done in previous years).

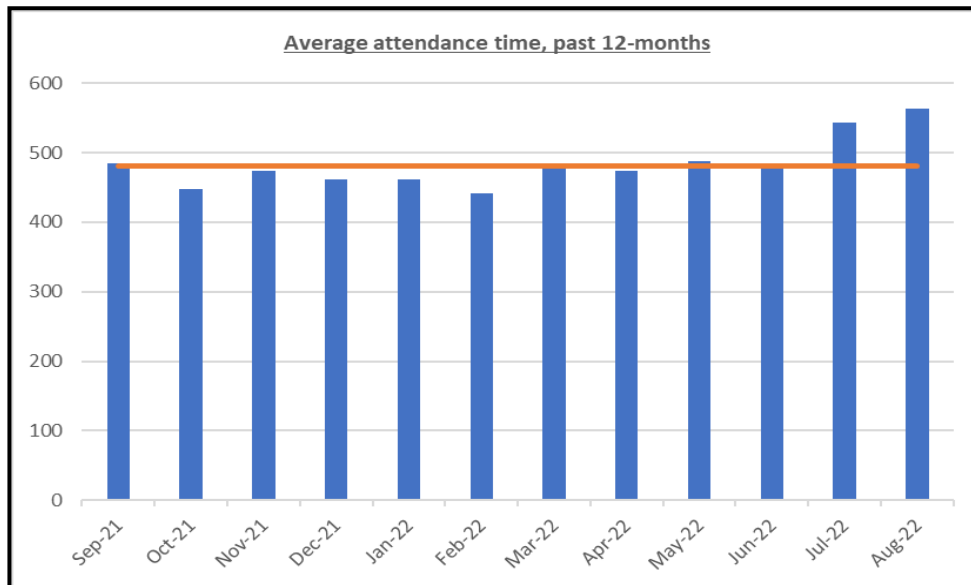


Figure 5: Average attendance time compared to target, past 12-months

2.8 On Call availability in 2022/23 is averaging 85.97%. This is above the Service target of 85%. Figure 6 shows a breakdown by station.



Figure 6: On-call Appliance Availability by Station, 2022-23

Since April, nine On Call sections are performing above the target of 85% availability (this is a slight drop on 2021/22 where 10 sections achieved this). The highest levels of availability have been at Hucknall (100%), Misterton (96%), Newark (95%) and Warsop (99%). 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.

2.9 To provide a longer-term overview, Figure 7 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.

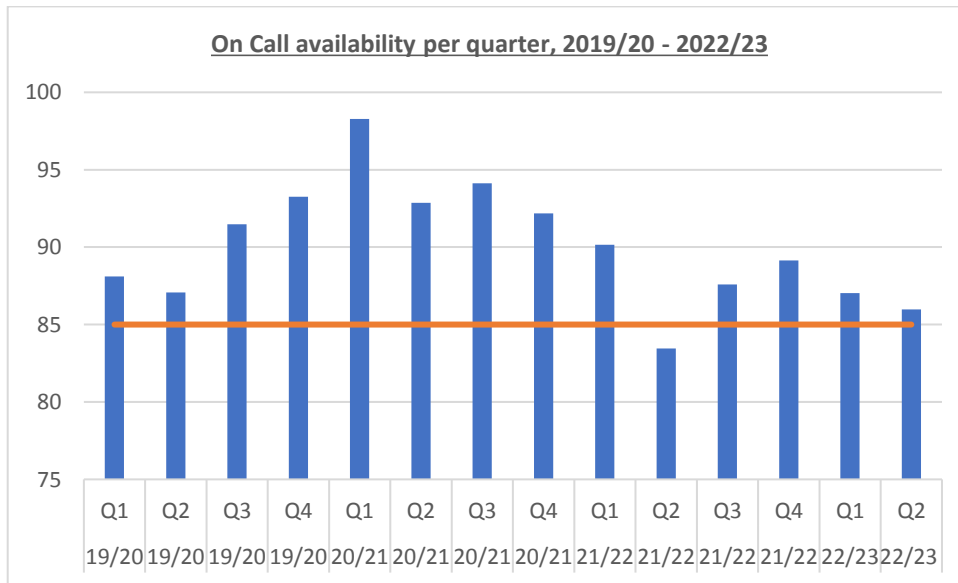


Figure 7: On-call Availability, per quarter since 2019/20

2.10 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 Wholtime and one On Call appliance between 08:00 - 19:00, and two On Call appliances between 19:00 – 08:00.

2.11 Year to date (31 August), Ashfield DSC reports:

- Over 24-hours one On Call appliance has been available for 80.78% of the time. (Average throughout 2021/22 was 78.65%).
- Between 08:00 and 19:00 one On Call appliance has been available for 67.53% 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 90.24% of the time and two On Call appliances have been available for 19.76% of the time. (Average throughout 2021/22 was 88.91% and 20.47% respectively).

2.12 Year to date (31 May), Retford DSC reports:

- Over 24-hours one On Call appliance has been available for 91.36% of the time. (Average throughout 2021/22 was 87.90%).
- Between 08:00 and 19:00 one On Call appliance has been available for 83.85% 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 96.72% of the time and two On Call appliances have been available for 33.05% of the time. (Average throughout 2021/22 was 93.26% and 27.46% respectively).

2.13 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.

2.14 The first JC metric is the % of 999 calls answered within seven seconds. The target for this is 96%. Figure 8 shows performance over the last six completed quarters. Performance dropped below target in Q1 (22/23) due to the increased number of calls received (as evidenced in Figure 1 and Figure 3).

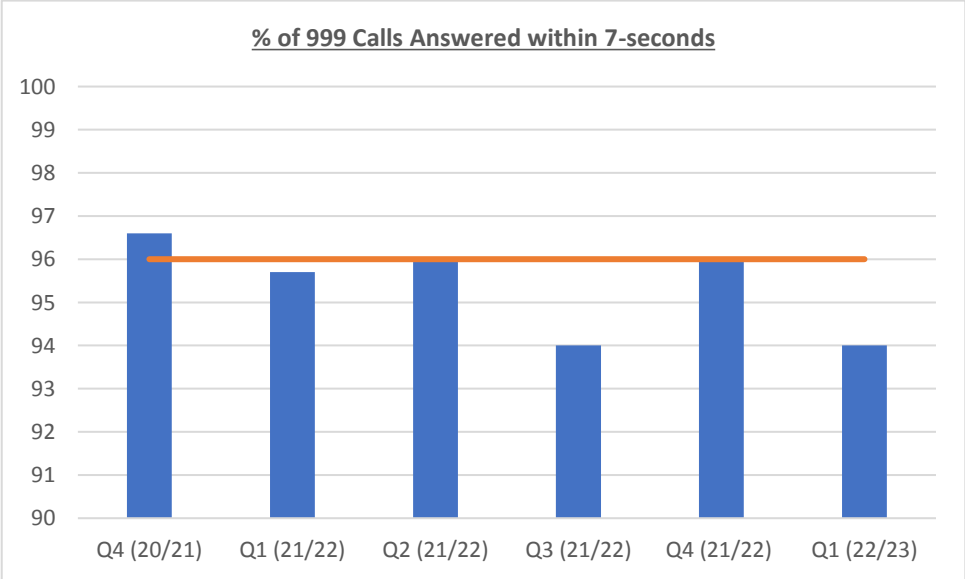


Figure 8: % of 999 calls answered within 7 seconds, previous six quarters.

2.15 The second JC metric is the average call-handling times for P1 and P2 incidents (described in Paragraph 2.6 above). The target for these is within 89 seconds. This performance measure was introduced in April 2021, Figure 9 shows performance over the last five completed quarters. There was strong improvement in this area over 2021/22, with call handling times for P1 and P2 incidents being as low as 82 seconds. Whilst Q1 (22/23) handling times have risen (due to the increased number of calls compared to the previous two quarters), they are still below the target and an improvement on the same quarter last year.

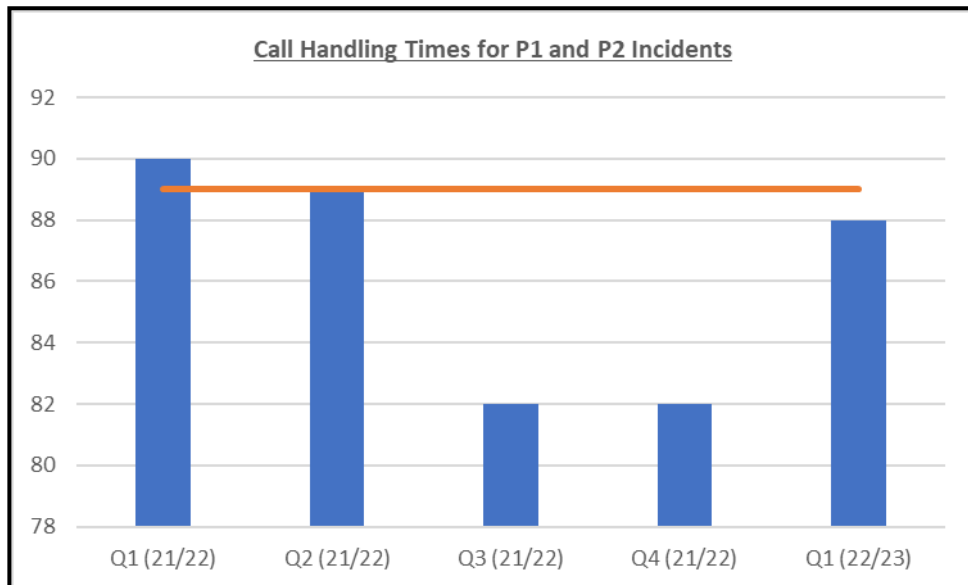


Figure 9: Average Call Handling Time for P1 and P2 incidents, previous four quarters

2.16 The final JC metric is mobilisation system availability. The target for this is 99.0%. Figure 10 shows performance over the last six quarters.

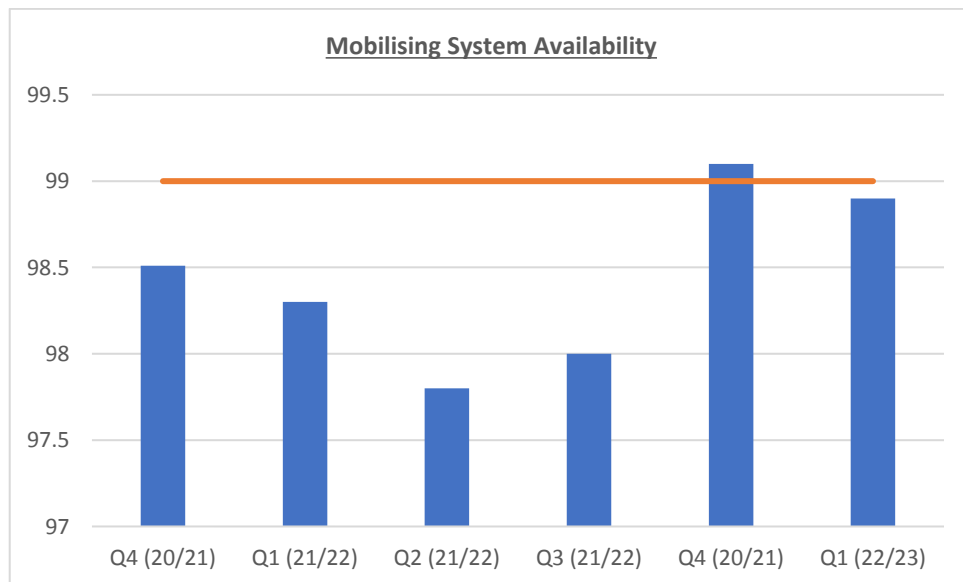


Figure 10: Mobilisation System Availability, previous six quarters

Availability of the mobilising system has improved significantly in the last two completed 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.

2.17 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 an FCO. In 2021/22 a full exercise programme was completed and the 2022/23 exercise programme is underway.

## PREVENTION

2.18 The Service completed 4,829 safe and well Visits (SWVs) between 01 April and 31 August 2022. The target for 2022/23 is 13,000 SWVs and the Service has now completed 37.15% of these.

2.19 Of the total number of SWVs carried out, over 54% have been to the over 65 age group and over 40% to disabled persons, all of which are more at risk of a fire in the home.

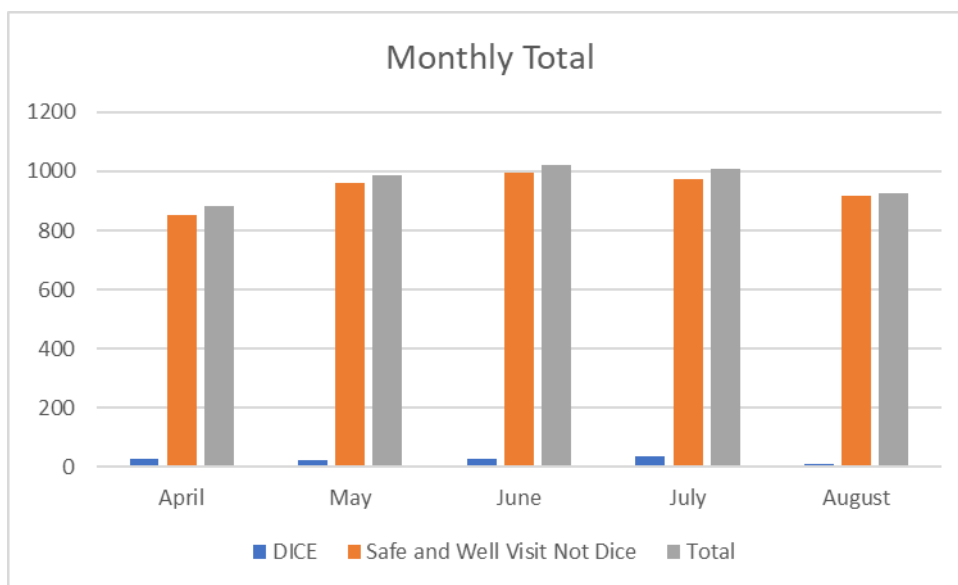


Figure 11, SWVs completed per month 22/23

2.20 The Service has delivered two Safety-Zone events during June at Ranby Preparatory School and Ashfield Fire Station, schools from the north of the County were invited on a risk priority basis. There are further Safety-Zone events planned for two weeks in September covering the south of the county.

2.21 Safety-Zone focuses on the provision of safety information for Yr6 school children with support from a range of partner organisations including Nottinghamshire Police, British Transport Police, Western Power, The Dogs Trust, Royal National Lifeboat Institution, VIA (County road safety team) and East Midlands Ambulance Service. Over the two events held in June, 1,442 Yr6 pupils attended.

2.22 In addition to Safety-Zone, between April and August 2022, the Education Team has delivered safety assemblies to over 500 secondary school pupils. These focus on the prevention of false alarms and hoax calls. The package that NFRS has created for this intervention has now been adopted by the National Fire Chiefs Council as part of their Stay-wise education initiative for key stage three pupils.

2.23 The Service is also actively engaged with road safety interventions such as Biker Down. Since April there have been four Biker Down courses with the next one planned at Mansfield Fire Station on 21 September. Other interventions being planned include joint Operation Highway events with Nottinghamshire Police and Multi-Agency Road Safety awareness days across schools and colleges in the City and County.

**PROTECTION**

2.24 The completion of 1,200 Fire Safety Audits (FSAs) in 2022/23 is a key CRMP commitment. Between 01 April and 31 August, the Service has completed 463 FSAs. Of these, 98 required informal action and 14 required formal notices to be issued. Figure 12 shows the number of FSAs that have been undertaken over the last three years as a month-by-month comparison.

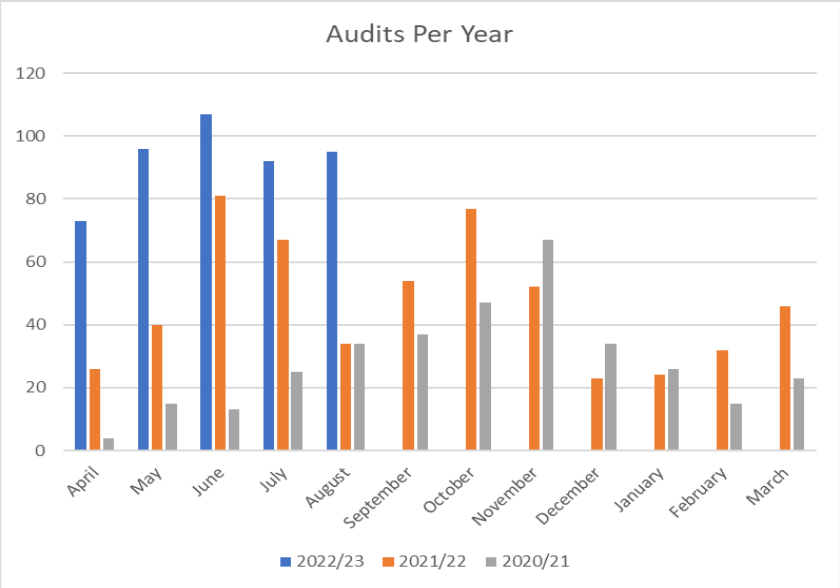


Figure 12, FSAs completed by month

2.25 The completion of 500 Business Safety Checks (BSCs) in 2022/23 is a key CRMP commitment. Between 01 April and 31 August, the Service has completed 156 BSCs, which is 34 below target. This below target performance is primarily caused by several supervisory managers still working towards qualification and competency.

2.26 In addition to FSAs and BSCs, the Service has also completed the following protection activities between 01 April and 31 August, compared to the same period during 21/22.

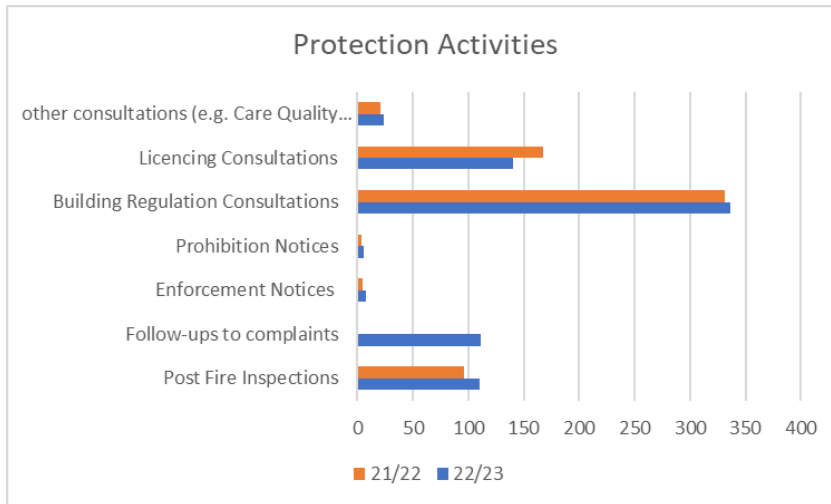


Figure 13, Number of UWFSs per month

2.27 The CRMP targets a 3% annual reduction in both unwanted fire signals (UWFS) and lift rescues in 2022/23. Between 01 April and 31 August, the Service has responded to 1,717 UWFS (a 4.63% increase on the same period in 2021/22) and 81 lift rescues (a 14.08% increase on the same period in 2021/22). Figure 14 shows the number of UWFSs month by month for the last 3 years.

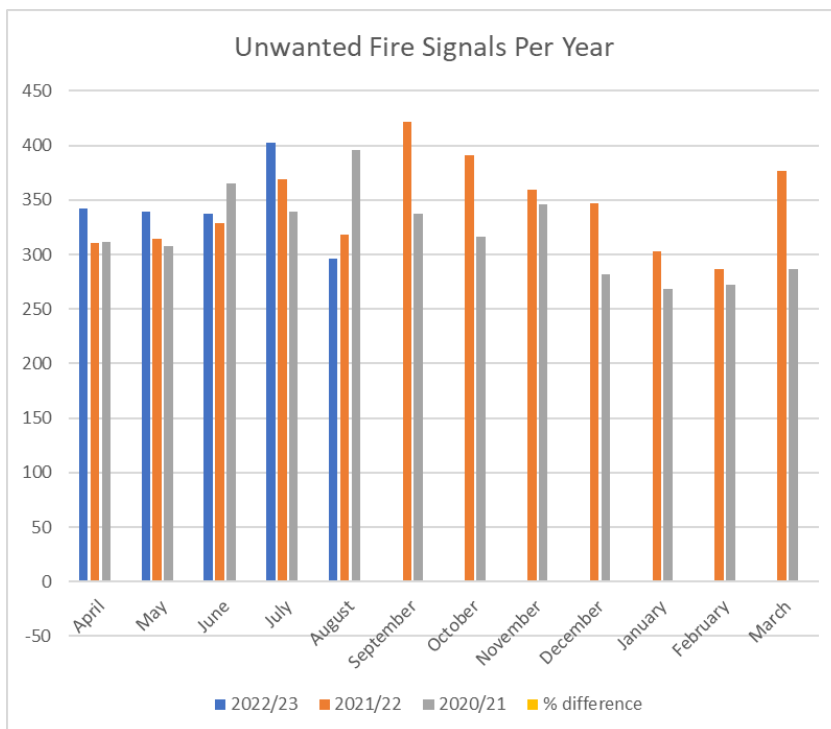


Figure 14, Number of UWFSs per month

A future report will be brought back to Members detailing options available to drive down UWFS to meet the agreed CRMP target.

- 2.28 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.
- 2.29 Between 01 April and 31 August, the Service has conducted five (706 flats) inspections and 11 (788 flats) 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. To date, these inspections have covered 171 buildings. The JAIT still has 25 buildings over 18 meters and 339 buildings under 18 meters left to inspect.
- 2.30 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 fire and rescue services 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**

The Service continually seeks opportunities to work closely with other partner's services to maximise effectiveness and 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.

Craig Parkin  
**CHIEF FIRE OFFICER**