



**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:** 24 March 2023

**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 December and 31 January, a total of 1,612 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes a 7.7% increase in incidents when compared to the same period in 2021/22. 2022/23 has seen a reduction in fires (-11.3%) over this period when compared to last year. The overall rise has been driven by increases in False Alarms (21.2%) and Special Service Calls (5.6%).
- 2.2 In 2021/22, NFRS attended a total of 10,096 incidents. In 2022/23 the Service is anticipating incident numbers to reach 11,500 (due to the significant increase in fires that were experienced during the extreme weather conditions of July and August). This would be a 13.9% year-on-year increase.
- 2.3 Figure 1 shows the incident numbers in the last two completed months remain largely consistent to the preceding three years.

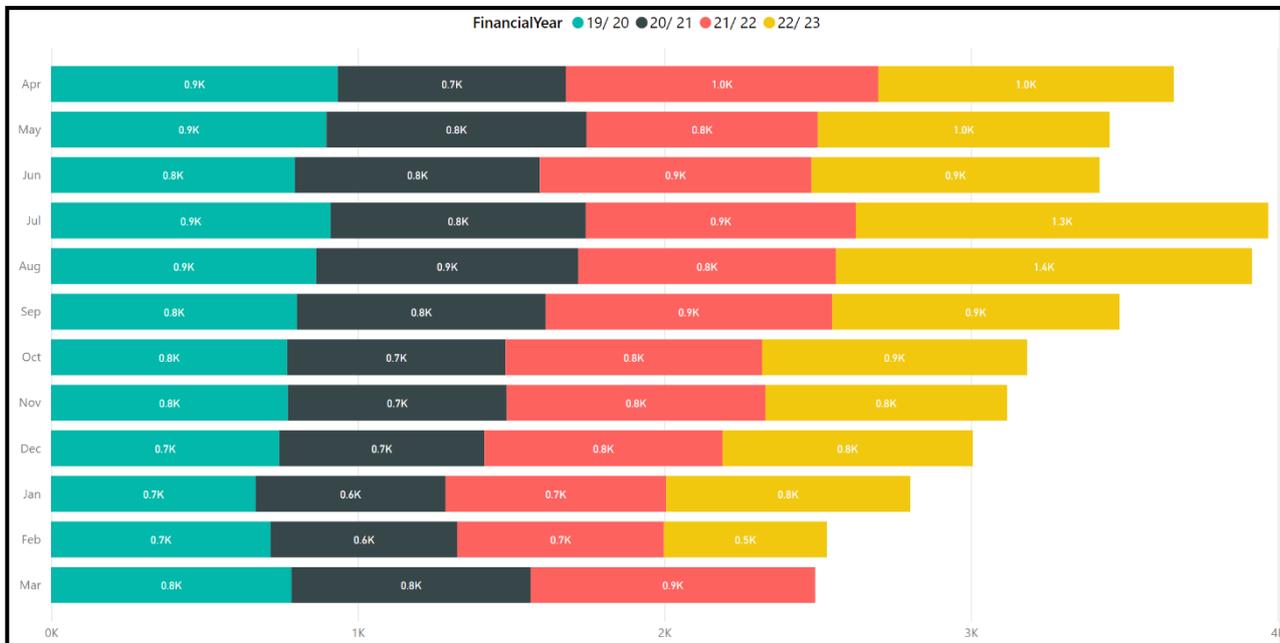


Figure 1: Incidents attended by month, 2019/20 – 2022/23

- 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 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.

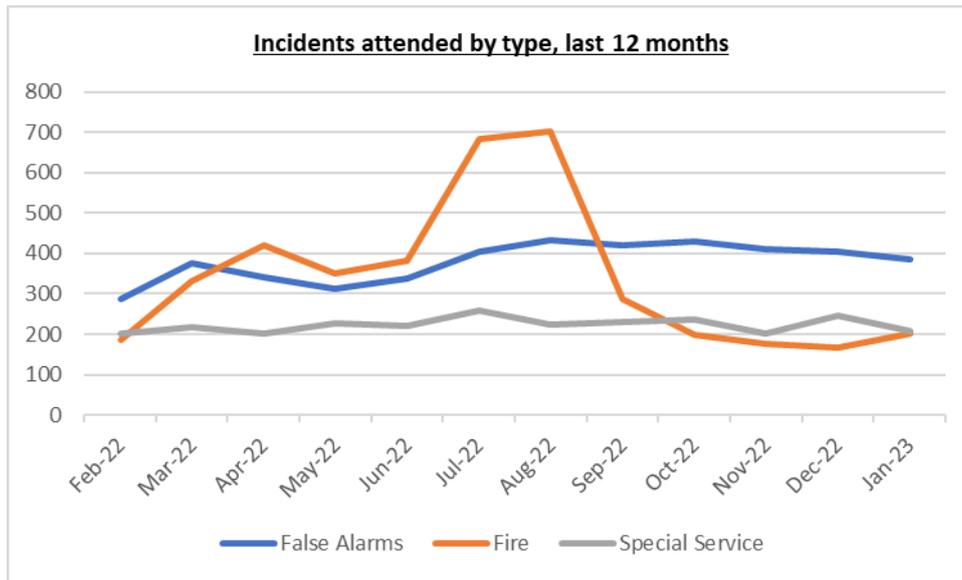


Figure 2: Incidents attended by type, last 12 months

2.5 Figure 3 shows a breakdown of incidents by District attended so far in 2022/23. To date, the City of Nottingham has experienced by far the most incidents (2774), and Rushcliffe the least (625).

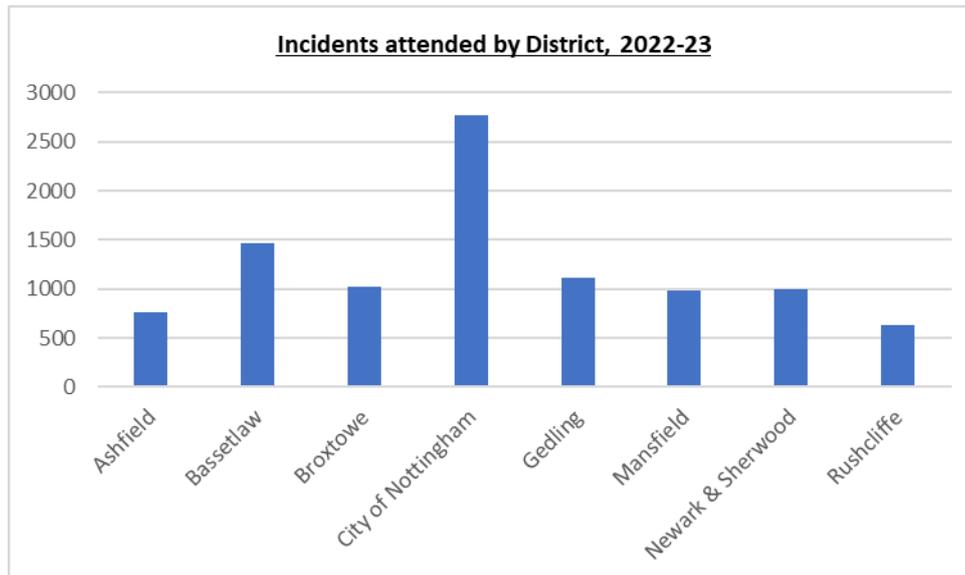


Figure 3: Incidents attended by District, 2022-23

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.

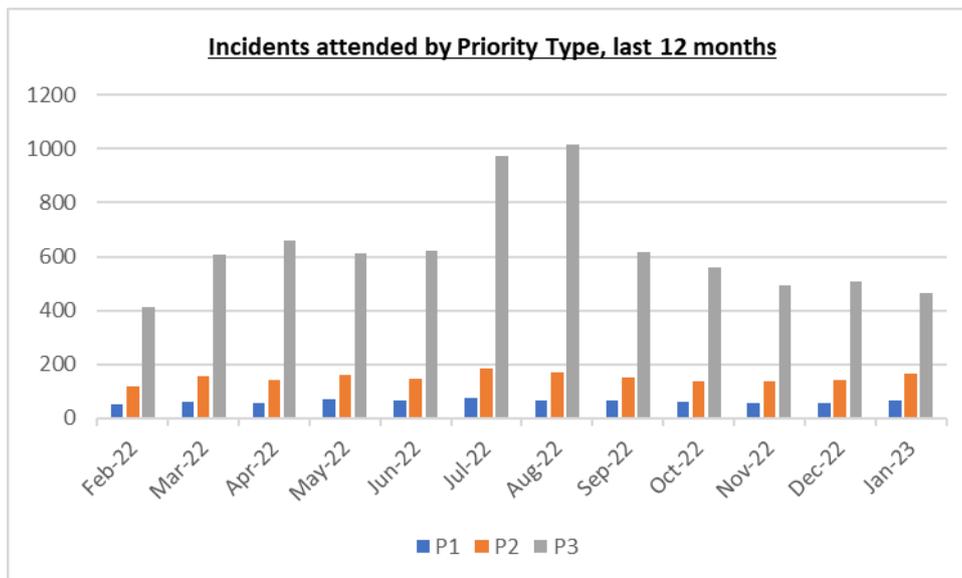


Figure 4: Incidents attended by Priority Type, last 12 months

- 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. During the reporting period the average attendance time has been 7 minutes and 52 seconds (472 seconds). However, due to the unprecedented demand in July and August, the average attendance in 2022/23 to date is 8 minutes and 18 seconds (498 seconds). This is a reduction of 5 seconds on what was reported last quarter. Figure 5 shows the average attendance time over the past 12-months.

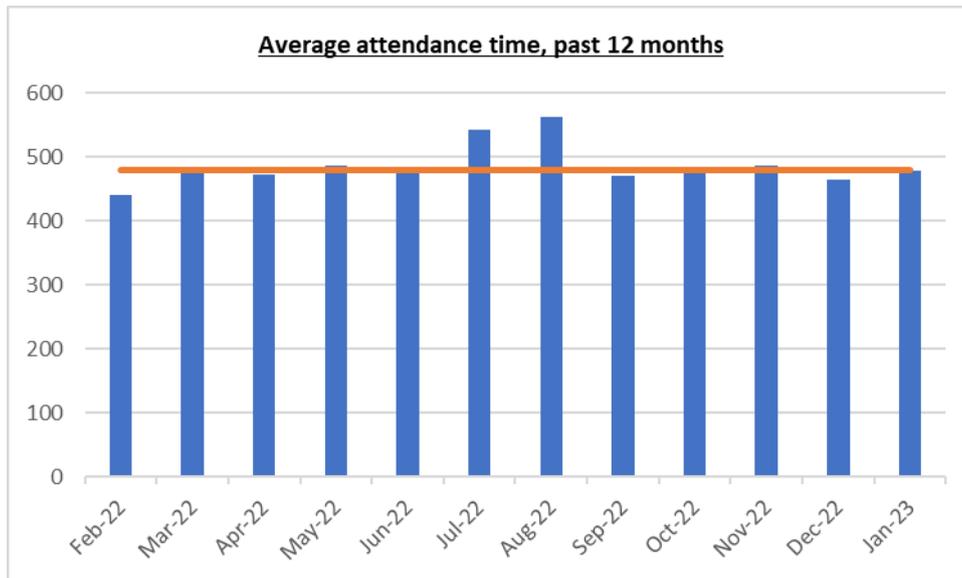


Figure 5: Average attendance time compared to target, past 12 months

2.8 On Call station availability in 2022/23 is averaging 87.1%. This is above the Service target of 85%, but slightly below the 87.37% achieved during the same period of 2021/22. Figure 6 shows a breakdown by Station.

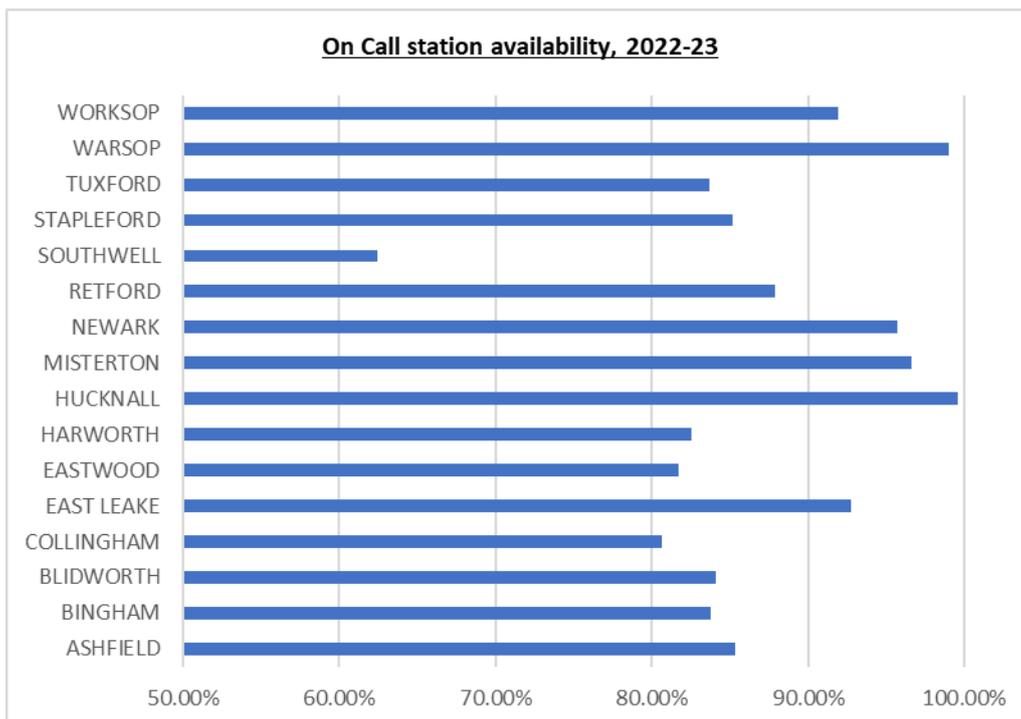


Figure 6: On-call Appliance Availability by Station, 2022-23

Since April, nine On Call sections are performing above the target of 85% availability. The highest levels of availability have been at Hucknall (99.6%), Misterton (96.6%), Newark (95.7%) 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 station 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.

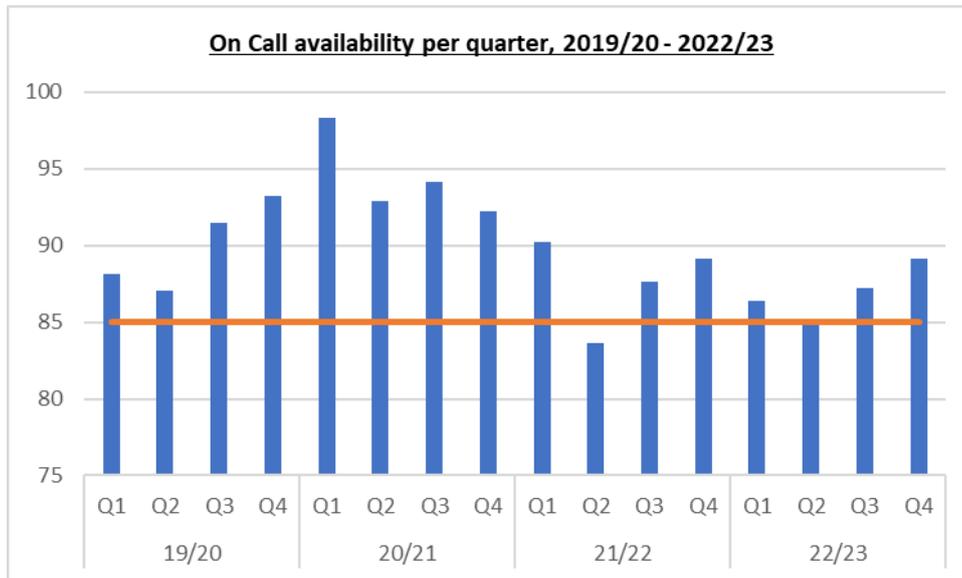


Figure 7: On Call Availability, per quarter since 2019/20

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 January), Ashfield DSC reports:

- Over 24-hours one On Call appliance has been available for 85.4% of the time. (Average throughout 2021/22 was 78.7%).
- Between 08:00 and 19:00 one On Call appliance has been available for 73.4% of the time. (Average throughout 2021/22 was 64.2%).
- Between 19:00 and 08:00 at least one On Call appliance has been available for 93.9% of the time and two On Call appliances have been available for 23.3% of the time. (Average throughout 2021/22 was 88.9% and 20.5% respectively).

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

- Over 24-hours one On Call appliance has been available for 87.9% of the time. (Average throughout 2021/22 was 87.9%).
- Between 08:00 and 19:00 one On Call appliance has been available for 78.0% of the time. (Average throughout 2021/22 was 80.4%).
- Between 19:00 and 08:00 at least one On Call appliance has been available for 95.0% of the time and two On Call appliances have been available for 27.4% of the time. (Average throughout 2021/22 was 93.3% and 27.6% respectively).

2.13 At the January Committee, Members asked for Wholetime (WDS) Appliance availability data. Table 1 shows the percentage of time each of the twelve WDS appliances have been unavailable due to mechanical fault; servicing; insufficient crewing levels; replenishment of contaminated PPE; out-of-county training; or for crew welfare. It does not include where an appliance has been taken off-the-run for in-county training or prevention and protection activities, as the appliance could be recalled if required.

| Station        | Call Sign | % of time unavailable |
|----------------|-----------|-----------------------|
| Arnold         | T26P1     | 0.44%                 |
| Ashfield       | T05P1     | 0.38%                 |
| Carlton        | T27P1     | 0.45%                 |
| Edwinstowe     | T06P1     | 0.56%                 |
| Highfields     | T29P1     | 1.05%                 |
| London Road    | T03P1     | 1.38%                 |
| London Road    | T03P2     | 1.34%                 |
| Mansfield      | T01P1     | 0.27%                 |
| Newark         | T16P1     | 1.80%                 |
| Retford        | T12P1     | 0.24%                 |
| Stockhill      | T20P1     | 1.99%                 |
| Stockhill      | T20P2     | 3.46%                 |
| West Bridgford | T19P1     | 0.52%                 |
| Worksop        | T08P1     | 0.68%                 |

Table 1: % of time a WDS Appliance has been unavailable 22/23

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 8 shows performance over the last eight completed quarters. The performance in Q3 is above target and the best it has been over the last two years.

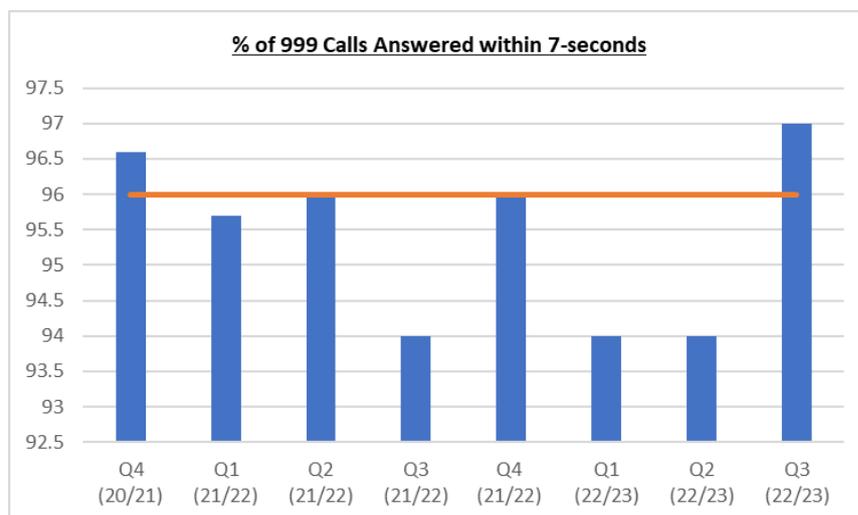


Figure 8: % of 999 calls answered within 7 seconds, previous eight quarters.

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 9 shows performance over the last seven completed quarters. Following above target performance in Q2 (due to significantly increased call volumes in July and August), performance has been strong in Q3 with calls being handled six seconds below target on average.

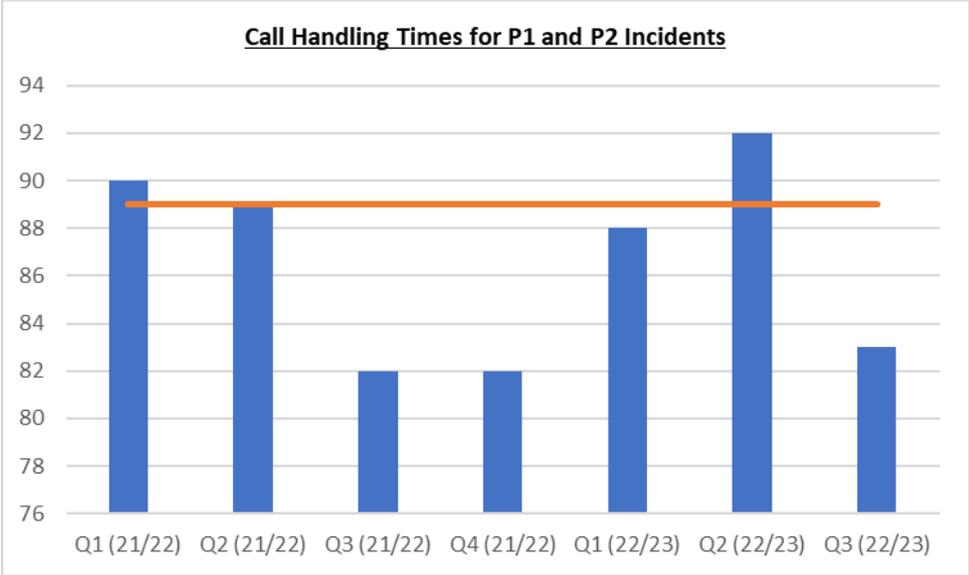


Figure 9: Average Call Handling Time for P1 and P2 incidents, previous four quarters

2.17 The final JC metric is mobilisation system availability. The target for this is 99.0%. Figure 10 shows performance since the start of 2021/22.

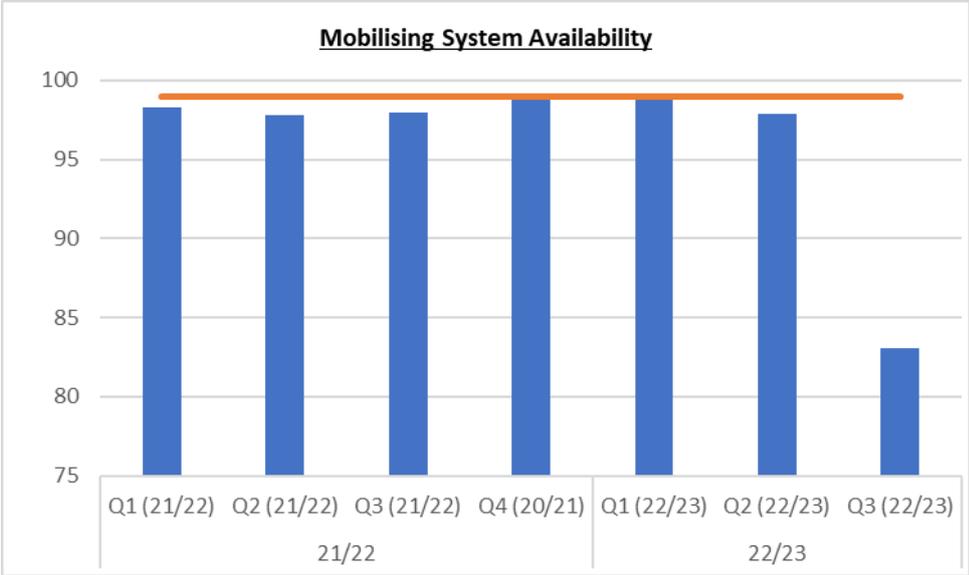


Figure 10: Mobilisation System Availability, previous six quarters

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.

## PREVENTION

- 2.18 The Service has completed 2745 Safe & Well Visits (SWVs) between 01 December 2022 and 31 January 2023. The target for 2022/23 is 13,000 SWVs, the Service has now completed 93.05% of these.
- 2.19 Of the total number of SWVs carried out, over 46.93% have been to the over 65 age group and 39.26% to disabled persons, all of which are more at risk of a fire in the home.

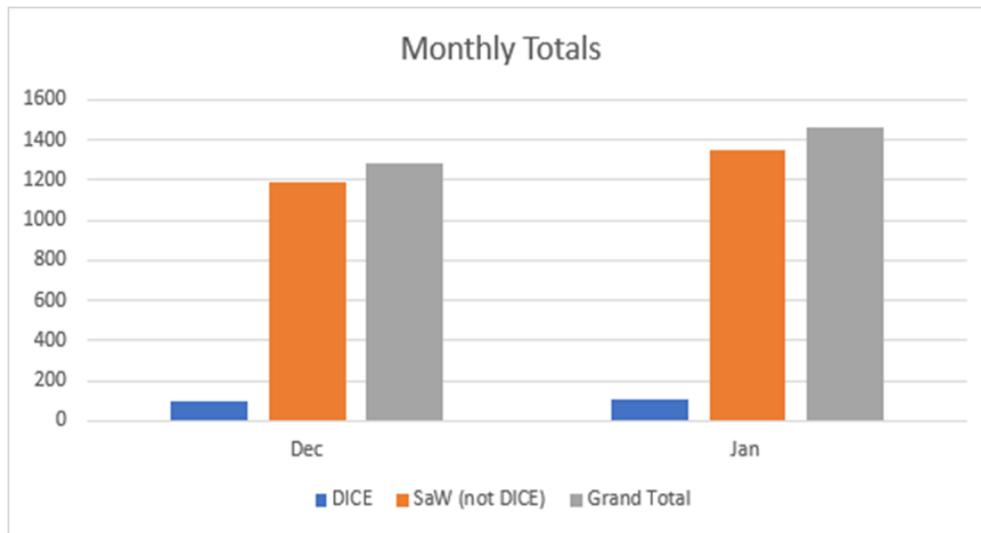


Figure 11: Safe & Wells, per month 2022/23

- 2.20 Since December 2022 until the end of January 2023 the Education Team have delivered fire safety education packages to several Schools who have had serious fires in their local communities. These Schools are Djanogly City Academy, Outwood Academy, Kirkby in Ashfield, Samworth Church Academy in Mansfield, Dalestorth Primary School, Sutton, Hucknall National CoE Primary School, and Milford Primary School in Clifton. All school years were covered by the education packages which resulted in approximately 3500 children receiving fire safety education.
- 2.21 A new schools initiative is being rolled out across the Service called 'Risky Schools'. This initiative will ensure that our resources are used in the most effective and efficient way by focusing our interventions on schools who have communities who are more at risk of having fires occurring in their school catchment areas.
- 2.22 The Service continues to support and educate individuals who have had a history of deliberately setting fires. The 'Firesetters' programme uses specially trained fire and rescue staff to work with individuals on a tailored programme of support. Two further individuals have been referred to the Service since December 2022.

- 2.23 Road safety interventions have been delivered to over 450 post-16 pupils. These interventions have had a multiagency approach with two specific road safety days and one RTC awareness day covering North Nottinghamshire College and Retford College. The Prevention Team will continue to work with Nottinghamshire Police, collaborating on road safety interventions such as Operation Highway.
- 2.24 The Services Youth Engagement Officer has been seconded to the National Fire Chiefs Council as UK Programme Coordinator for `StayWise`. StayWise is the National Fire Chiefs Councils national provision for prevention education and allows the Service to use standard packages for education delivery without the need to develop the Services own.
- 2.25 The Service are also planning the implementation of a new interactive fire safety package called `Safelinks`. This package will give home fire safety advice to individuals who have visited the Services website by giving a room by room guide to fire hazards that present in the home.

**PROTECTION**

- 2.26 The completion of 1,200 Fire Safety Audits (FSAs) in 2022/23 is a key CRMP commitment. Between 1 April to 31 January the Service has completed 894 FSAs. Of these FSAs 337 required informal action with a further 29 formal notices issued. Figure 12 shows the number of FSAs that have been undertaken over the last three years, as a month-by-month comparison.
- 2.27 In addition to completing 894 FSAs, Fire Safety Inspectors continue to shadow inspections undertaken by supervisory managers as part of the Business Safety Check (BSC) development process. These shadow inspections provide scrutiny and assurance of this work prior to supervisory managers being allowed to inspect premises alone as part of their warranted status. Between 1 April to 31 January the department has shadowed 110 BSCs.

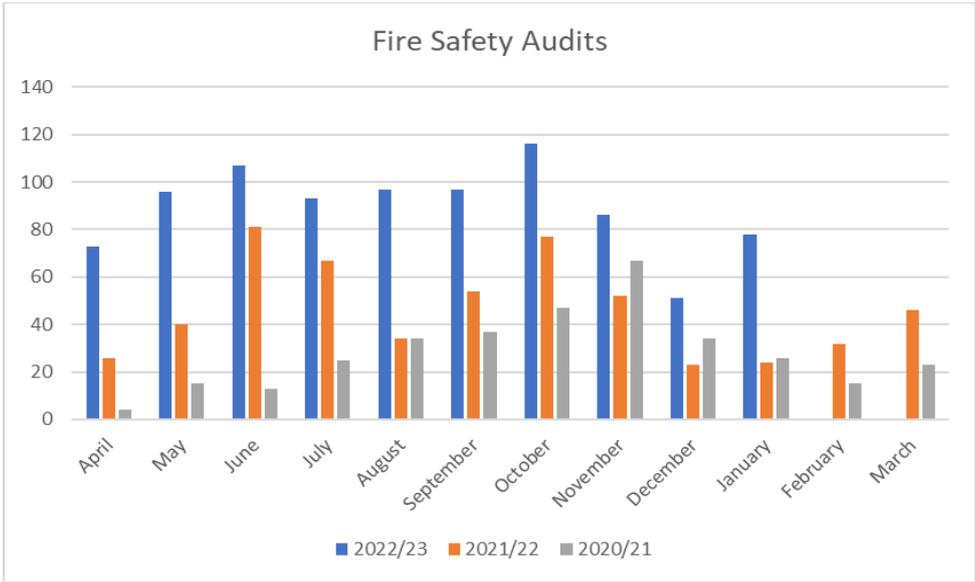


Figure 12: Fire Safety Audits, 2020/21 – 2022/23

2.28 The completion of 500 Business Safety Checks (BSCs) in 2022/23 is a key CRMP commitment. Between 1 April to 31 January the Service has completed 385 BSCs. Year to date, the Service is slightly down on its target, this is primarily down to there being several supervisory managers yet to complete the required qualification.

2.29 As well as completing FSAs and BSCs, the Service has also completed the following Protection activities between 1 April – 31 January:

- 183 post fire inspections
- 206 follow-ups to complaints
- 26 Enforcement Notices
- 8 Prohibition Notices
- 646 building regulation consultations with local authority building control or approved inspectors
- 255 licencing consultations
- 86 other consultations with agencies including Ofsted and the Care Quality Commission.

2.30 The CRMP sets a target of a 3% reduction in Unwanted Fire Signals (UwFS). Between, 1 April to 31 January the Service has responded to 3880 False Alarms (a 12% increase on the same period in 2021/22).

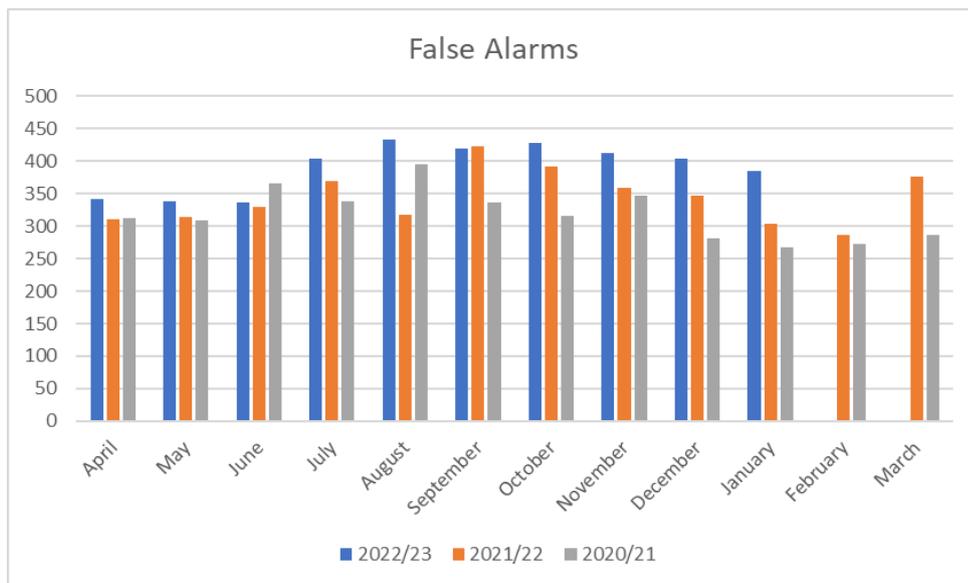


Figure 13: False Alarms, 2020/21 – 2022/23

False alarms are broken down into 3 areas:

- *False Alarm Malicious (FAM)* – These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions or where the FRS attends a location believing there to be a fire incident, but on arrival discovers that no such incident exists, or existed.

- *False Alarm Good Intent (FAGI)* - These are calls made in good faith and in the belief that the FRS really would need to attend an incident, but it is found that no further FRS action is required.
- *False Alarm Apparatus (FAAP)* – These are calls initiated by a fire alarm operating or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e. with no ‘judgement’ involved and no further FRS action is required. These incidents are classified as Unwanted Fire Signals (UwFS).

2.31 Following each 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.

Between, 1 April to 31 January the Service has responded to:

- 120 False Alarm Malicious incidents
- 993 False Alarm Good Intent incidents
- 2767 False Alarm Apparatus incidents.

Of the 2767 (FAAP) incidents attended:

- 591 were at non-residential premises with 322 of these being caused by hospitals.
- 2176 were classified as residential premises, with 599 of these being caused by single occupancy houses or bungalows with Telecare systems installed.

2.32 The Fire Protection department will be working closely with the Prevention department to ensure close alignment of this data to ensure the safety of residents within their homes.

2.33 The CRMP sets a target of a 3% reduction of Unwanted Lift Rescues. Between, 1 April to 31 January the Service has responded 164 lift rescues (a 1% decrease on the same period in 2021/22). Figure 14 showing lift rescues month by month for the past two years.

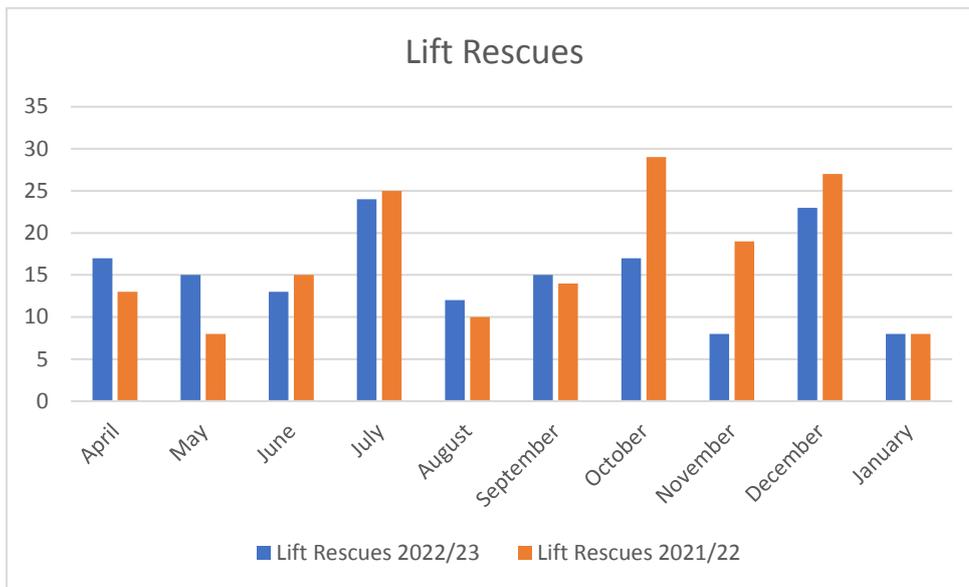


Figure 14: UWLRs, 2021/22 – 2022/23

- 2.34 The Joint Audit and Inspection Team (JAIT) collaboration, between Nottingham City Council and NFRS have conducted 20 (2,406 flats) inspections and 25 re-inspections (1,638 flats) year to date. These inspections have covered 185 buildings in total. Whilst much work has been conducted, there are a further 23 buildings over 18 meters, and 278 buildings below 18 meters that require inspection.
- 2.35 The Building Safety Act has now received Royal Assent, with Government has begun consultation with the sector on the implementation of the Act, which is expected to be fully implemented by October 2023.
- 2.36 The Building Safety Act has seen the creation of a new Building Safety Regulator (BSR), with the Health and Safety Executive (HSE) being appointed to lead on the regulation of new and existing buildings, which fall within scope. As part of their role, the HSE will be creating Multi-Disciplinary Teams (MDT) of professionals from building control, fire safety and the housing sector to support their regulatory responsibilities.
- 2.37 The MDT will follow a regional model, NFRS has a requirement to support the BSR through the provision of a Fire Safety Inspector. Home Office funding has been provided to back fill this post to help reduce the burden of statutory functions delivered by Fire Protection
- 2.38 The Fire Safety (England) Regulations 2022 became law on 23 January 2023. The regulations place a number of statutory duties on Responsible Persons and NFRS, particularly in buildings over 18 metres in height. Regulations place a duty on NFRS to provide a means of receiving and monitoring information from building owners relating to external wall system construction, deficiencies in fire safety equipment and building plans. A process has been developed in conjunction with National Fire Chiefs Council

(NFCC) guidance and has been implemented to ensure national best practice.

- 2.39 The Fire Protection department continues to communicate with all building owners within scope of the new regulations to raise their understanding and awareness of this new legislation.
- 2.40 NFRS continues to play an active role in supporting the development of new fire safety guidance in buildings which it regulates. Fire Protection work in partnership with the NFCC by actively supporting consultations that drive industry best practice. NFCC has recently published their most recent draft position statement which relates to proposals relating to the installation of single staircases in residential buildings. NFRS will be engaging with the NFCC and its partners by agreeing to support the position and recommendation, that 18 metres becomes the threshold at which new residential buildings should require more than one staircase.

### **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.

## **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**