



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: 09 June 2023

Purpose of Report:

To provide Members with an update on the performance of the Service Delivery Directorate in 2022/23.

Recommendations:

That Members note the contents of this report.

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1. BACKGROUND

- 1.1 Service Delivery involves the provision of key fire and rescue service functions to the communities in Nottingham and Nottinghamshire. This covers prevention, protection, and response activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery in 2022/23.

2. REPORT

RESPONSE

- 2.1 In 2022/23, Nottinghamshire Fire and Rescue Service (NFRS) attended a total of 11,343 incidents. This constituted a 12.4% increase on 2021/22.
- 2.2 The increase in incidents was largely driven by a 18.7% increase in fires due to the extreme weather conditions experienced in July and August, and a 12.1% increase in False Alarms. Special Service Calls reduced by 4.4%.
- 2.3 A breakdown of incident types attended in 2022/23 can be seen in Figure 1. The level of special service calls and false alarms remain largely consistent throughout the 12-month period. Typically fires follow a 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 saw a change to this pattern last year.

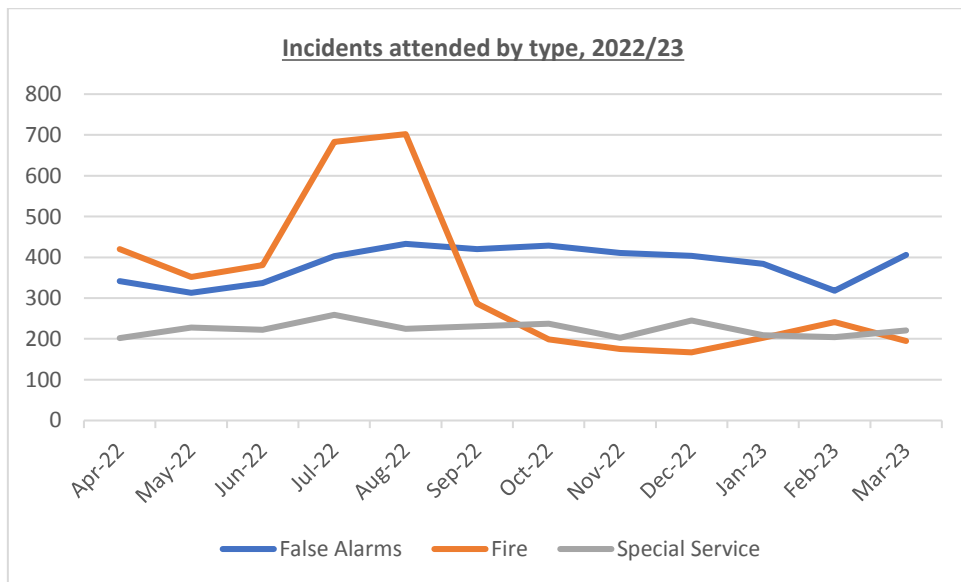


Figure 1: Incidents attended by type, 2022/23

2.4 Figure 2 shows a breakdown of incidents by District that were attended in 2022/23. The City of Nottingham experienced by far the most incidents (3,246), and Rushcliffe the least (766).

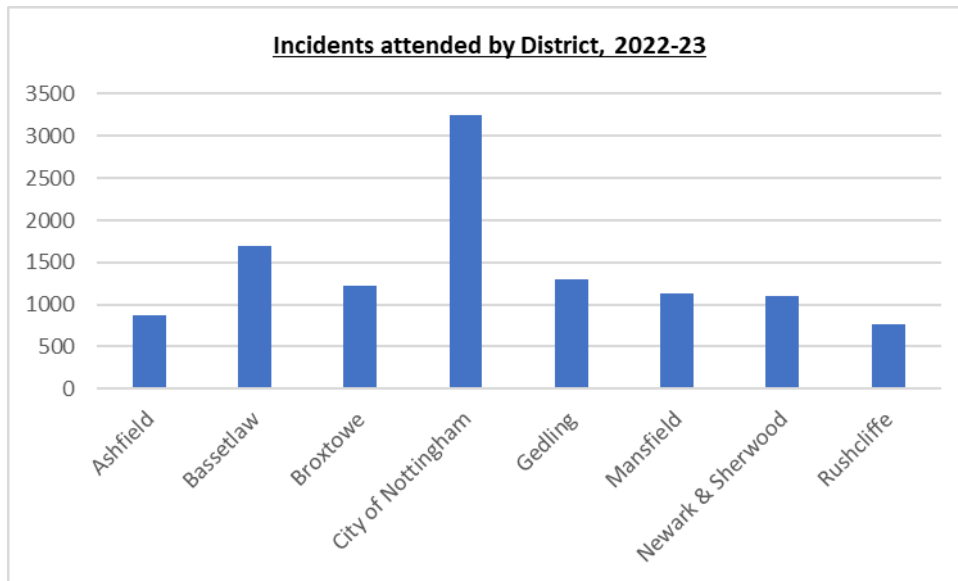


Figure 2: Incidents attended by District, 2022-23

2.5 A breakdown of incidents by Priority Type (see below for definitions) for 2022/23 can be seen in Figure 3. 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.

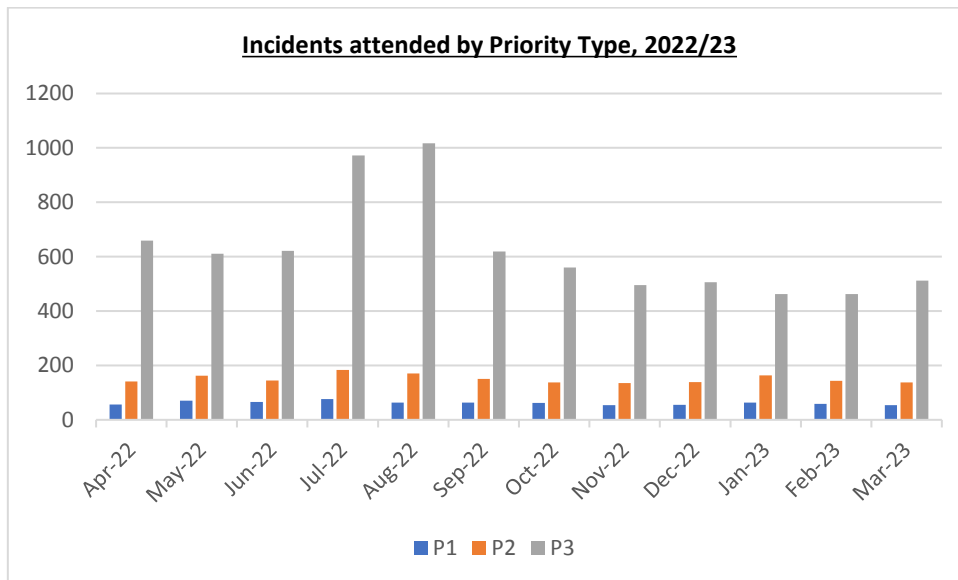


Figure 3: Incidents attended by Priority Type, 2022/23

- 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.

2.6 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 2022/23, the average time was 8 minutes and 15 seconds. Figure 4 shows how this was largely driven by the unprecedented number of fires attended during July and August. These two months saw appliances being mobilised outside of their typical ‘turn-out area’ and facing challenges in locating some incidents in remote locations.

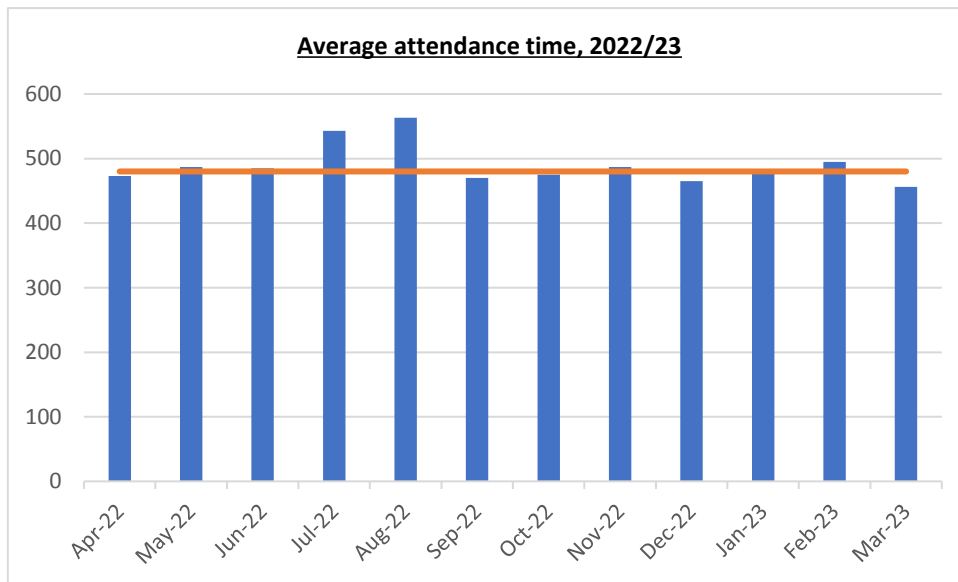


Figure 4: Average attendance time compared to target, 2022/23

2.7 On Call station availability for 2022/23 averaged 87.1%. This is above the service target of 85%, but slightly below the 87.6% achieved in 2021/22.

2.8 Figure 5 shows a breakdown per station. In 2022/23, ten On-Call sections performed on, or above the target of 85% availability. The highest levels of availability were at Hucknall (100%), Warsop (99%), Newark (96%) and Misterton (96%). However, availability at Southwell (62%) was below the Service’s 70% minimum standard. On-Call recruitment continues to be a challenge, particularly at Southwell, and this has a direct impact on appliance availability.

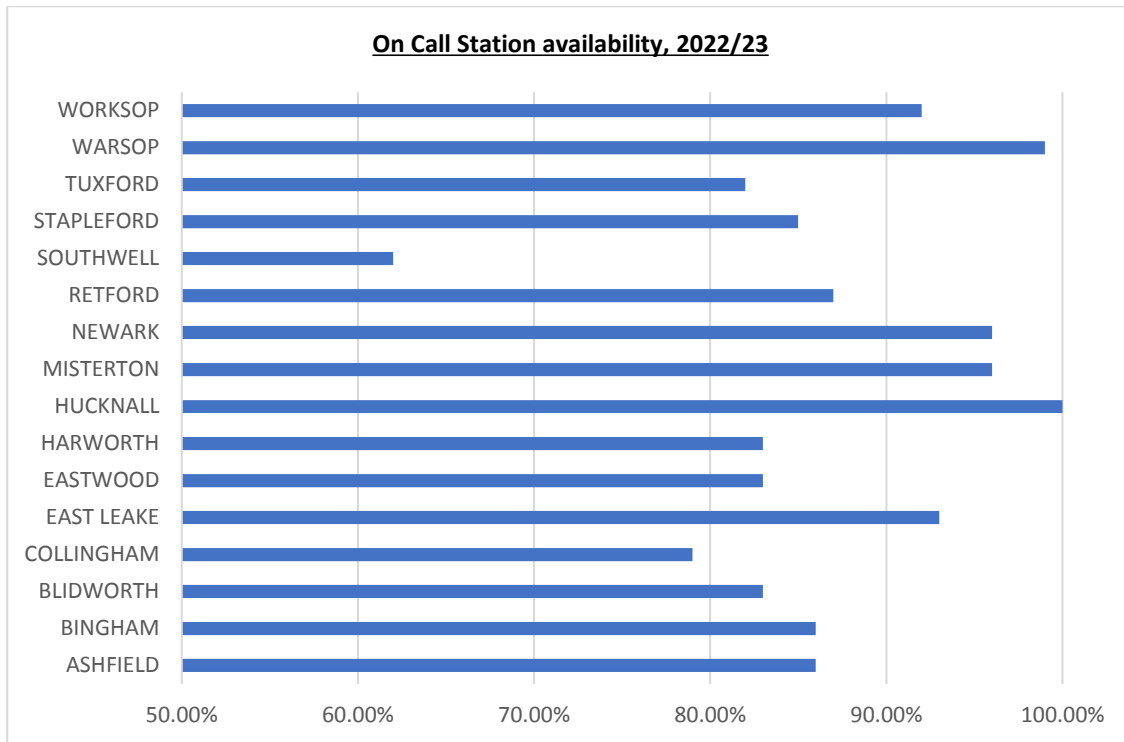


Figure 5: On Call Appliance Availability by Station, 2022-23

2.9 To provide a longer-term overview, Figure 6 shows On Call station availability per completed quarter since the start of 2019/20. Over this period, with the exception of Q2, 2021/22, the 85% target has been consistently met.

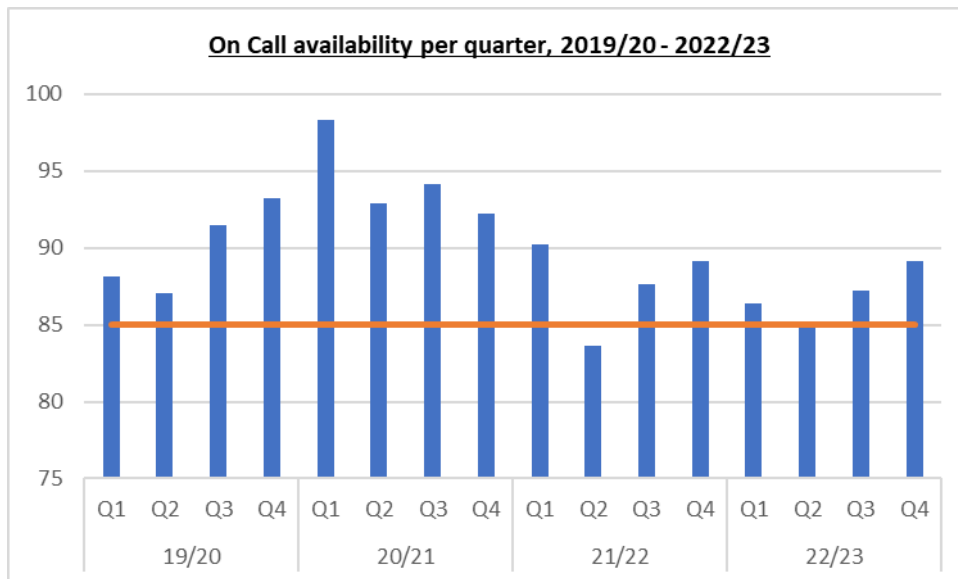


Figure 6: On Call Availability, per quarter since 2019/20

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, currently, operate one Wholetime and one On-Call appliance between 08:00 - 19:00, and two On-Call appliances between 19:00 – 08:00.

- 2.11 In 2022/23, Ashfield DSC reported significant annual improvements in availability:
- over 24-hours one On-Call appliance was available for 86.2% of the time. In 2021/22 availability averaged 78.6%.
 - between 08:00 and 19:00 one On-Call appliance was available for 74.3% of the time. Throughout 2021/22 daytime availability was 64.2%.
 - between 19:00 and 08:00 at least one On-Call appliance has been available for 94.6% of the time and two On-Call appliances have been available for 23.8% of the time. Throughout 2021/22 availability was 88.9% and 20.5% respectively.
- 2.12 In 2022/23, Retford DSC reported some areas of slightly poorer availability that has been caused by three firefighters leaving the Section.
- over 24-hours one On-Call appliance has been available for 87.5% of the time. Average throughout 2021/22 was 87.9%.
 - between 08:00 and 19:00 one On-Call appliance has been available for 77.1% of the time. Throughout 2021/22 availability was 80.4%.
 - between 19:00 and 08:00 at least one On-Call appliance has been available for 94.8% of the time and two On-Call appliances have been available for 25.3% of the time. Throughout 2021/22 availability was 93.3% and 27.6% respectively.
- 2.13 Table 1 shows the percentage of time each of the 14 WDS appliances have been available during 2022/23. This considers where WDS have been made 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 from these if required. Target is 98% availability. Only the second appliance at Stockhill (T20P2) has fallen outside of the target (97.1%).

Station	Call Sign	% of available
Arnold	T26P1	99.6%
Ashfield	T05P1	99.7%
Carlton	T27P1	99.7%
Edwinstowe	T06P1	99.3%
Highfields	T29P1	99.1%
London Road	T03P1	98.7%
London Road	T03P2	98.9%
Mansfield	T01P1	99.8%
Newark	T16P1	98.5%
Retford	T12P1	99.9%
Stockhill	T20P1	98.4%
Stockhill	T20P2	97.1%
West Bridgford	T19P1	99.6%
Worksop	T08P1	99.4%

Table 1: % of time a WDS Appliance has been unavailable, 2022/23

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 Fire Control (JFC), three key performance measures are monitored.

2.15 The first JFC metric is the % of 999 calls answered within seven seconds. The target for this is 96%. Figure 7 shows performance over the last two years. 95.6% of calls were answered within seven seconds in 2022/23.

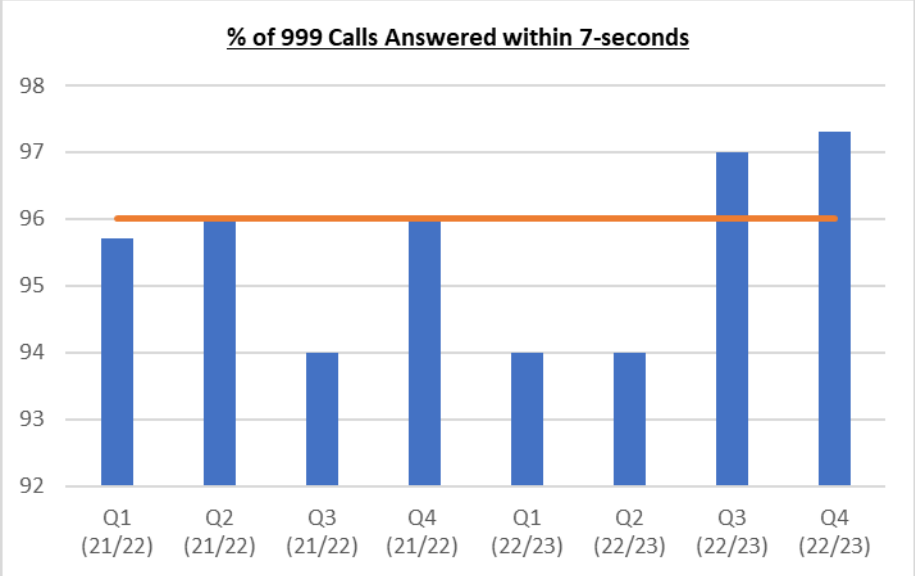


Figure 7: % of 999 calls answered within 7 seconds, previous eight completed quarters

2.16 The second JFC metric is the average call-handling times for P1 and P2 incidents (as described in 2.5). The target for these is within 89 seconds. Figure 8 shows performance over the last two years. In 2022/23, calls were answered in an average of 87.5 seconds.

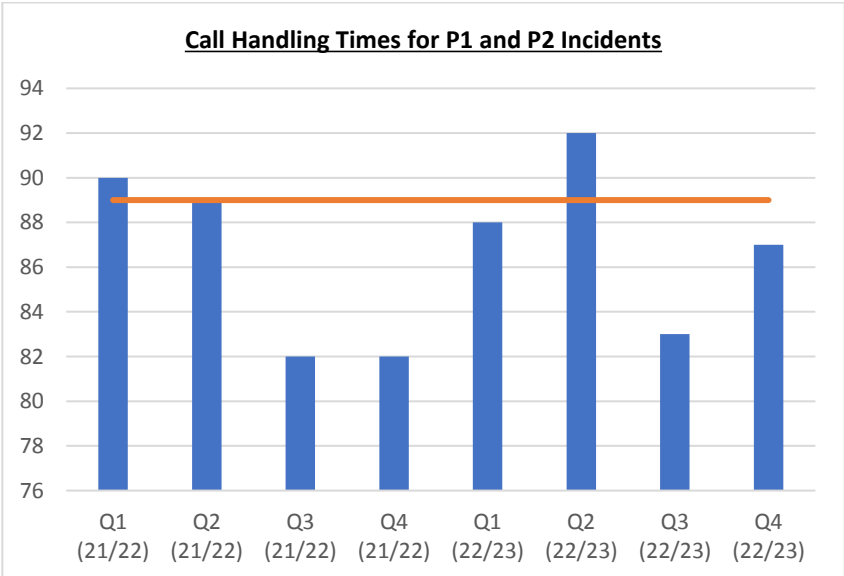


Figure 8: Average Call Handling Time for P1 and P2 incidents, previous eight completed quarters

2.17 The final JFC metric is mobilisation system availability. The target for this is 99%. Figure 9 shows performance over the last two years. The poor performance in Q3 (as reported in March's Committee) has led to the system only being available for 94.6% of 2022/23.

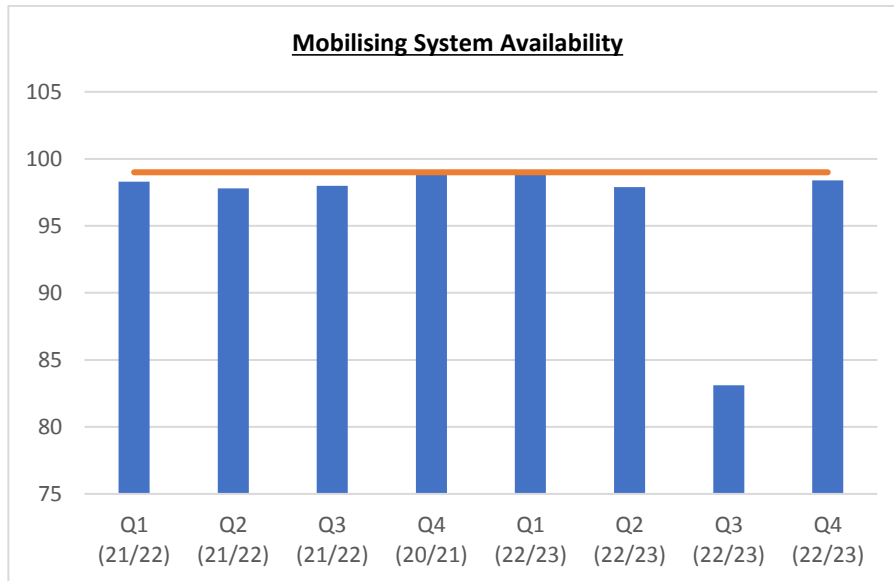


Figure 9: Mobilisation System Availability, previous eight quarters

2.18 Work is ongoing to address and manage mobilising system availability. The Service, alongside our partners in Derbyshire and Leicestershire fire and rescue services, works closely with the mobilising supplier, Systel, to both identify and address faults and concerns. The mobilising system is due for replacement in 2024, and a replacement project began on 1 March 2022.

PREVENTION

2.19 The Service completed 13,914 Safe & Well Visits (SWVs) in 2022/23 which was 7% above the CRMP target of 13,000.

2.20 Of the SWVs delivered in 2022/23, 47.2% were to those over the age of 65 and 39.6% were to those who identified as having a disability. Advanced age and disability are key characteristics on the Service's CHARLIE profile that identifies individuals who are at a higher risk of fire in their home.

2.21 During the reporting period 447 fire safety, 28 road safety and 71 water safety activities have been completed by Response Crews and members of the Prevention Team. These have included awareness talks to community groups, the delivery of safety packages in schools and Biker Down activity.

2.22 The new school initiative called 'Safer Schools' was developed in 2022/23 and will be rolled out across the Service shortly. This initiative will ensure that our resources are used in the most effective and efficient way by focusing our interventions on schools that have communities who are more at risk of having fires occurring in their catchment areas.

2.23 The Service continues to support and educate individuals who deliberately start fires. The Firesetter scheme uses specially trained NFRS staff to work

with individuals on a tailored programme of support. During the 2022/23, 128 individuals were referred to the scheme.

PROTECTION

- 2.24 The completion of 1,200 Fire Safety Audits (FSAs) in 2022/23 was a key CRMP commitment. During the year 1,024 FSAs were completed which was 14.7% below target, but the most that the Service has ever achieved in a year. The reason for this was largely due to an under-establishment in Fire Safety Inspectors throughout the year.
- 2.25 In addition to completing 1,024 FSAs, Fire Safety Inspectors shadowed 121 inspections undertaken by Response Crews as part of the Business Safety Check (BSC) process. These shadow inspections provide scrutiny and assurance of this work prior to a Response Supervisory Manager being allowed to inspect premises alone and receive warranted status.
- 2.26 531 BSCs were delivered by Response Crews in 2022/23. This was 6.2% above the CRMP target of 500.
- 2.27 As well as completing FSAs and BSCs, the Service has also completed the following Protection activities in 2022/23:
- 216 post fire inspections;
 - 241 follow-ups to complaints;
 - 25 Enforcement Notices;
 - 8 Prohibition Notices;
 - 760 building regulation consultations with local authority building control or approved inspectors;
 - 320 licencing consultations;
 - 96 other consultations with agencies including Ofsted and the Care Quality Commission.
- 2.28 A target for 2022/23 was a 3% reduction in Unwanted Fire Signals (UwFS). In 2022/23, the Service responded to 2,634 UwFSs which was a 9.1% increase on 2021/22. The national trend for the calendar year ending December 2022 was a 7.6% increase.
- 2.29 UwFSs are calls initiated by a fire alarm operating, or where an alarm operates and a person then calls the FRS as part of a standing arrangement (i.e., with no 'judgement' involved and no further FRS action is required).
- 2.30 Of the 2,634 UwFS in 2022/23, 713 were at non-residential premises with 406 of these being at hospitals; 334 were at residential buildings such as care homes and hotels; 1,580 were at dwellings including domestic premises; and 7 were in other buildings.
- 2.31 Following each UwFS, the premises owner (for non-domestic premises) receives a letter from the Service outlining their responsibilities in relation to Fire Safety; after a fourth occurrence the premises is contacted by the

Service's Business Education Advocate with the offer of support; and a sixth occurrence prompts a full audit from a Fire Safety Inspector.

- 2.32 In 2022/23, the Service responded to 177 lift rescues. This was a 7.3% decrease on 2021/22 which exceeded the Service's CRMP target of 3%.
- 2.33 The Joint Audit and Inspection Team (JAIT) collaboration, between Nottingham City Council and NFRS, has conducted 22 inspections (2,467 flats) and re-inspections 25 (1,638 flats) in 2022/23. These inspections have covered 190 buildings (21,282 flats) in total. Whilst much work has been conducted, there are a further 21 buildings over 18 meters, and 273 buildings below 18 meters that are still scheduled for inspection.
- 2.34 The Building Safety Act has now received Royal Assent, and the Government has begun consultation with the sector on the implementation of the Act. This is expected to be fully implemented by October 2023.
- 2.35 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 (MDTs) of professionals from building control, fire safety and the housing sector to support their regulatory responsibilities.
- 2.36 The MDTs will follow a regional model, NFRS is required to support the BSR through the provision of a Fire Safety Inspector. All roles to support the MDTs have now been established and Home Office funding is being drawn down to support the burden of statutory functions delivered by Fire Protection.
- 2.37 The Fire Safety (England) Regulations 2022 became law on 23 January 2023. The regulations place several 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.
- 2.38 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.
- 2.39 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 a draft position statement with proposals relating to the installation of single staircases in residential buildings. NFRS will be engaging with the NFCC and its partners, by supporting the recommendation that 18 metres becomes the threshold at which new residential buildings should require more than one staircase.

2.40 Service Delivery performance reporting will continue to be provided to Members through this Committee and is a standing agenda item.

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