



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: 13 October 2023

Purpose of Report:

To provide Members with an update on the performance of Service Delivery.

Recommendations:

It is recommended 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 between 01 April and 30 September 2023.

2. REPORT

RESPONSE

- 2.1 During the first half of 2023/24, a total of 5,430 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes a 16.4% decrease in incidents when compared to the same period in 2022/23. This decrease has been driven by the Service attending 1,224 less fires over this period due to the less extreme weather experienced this Summer.
- 2.2 In 2022/23 NFRS attended a total of 11,343 incidents. In 2023/24 the Service is anticipating incident numbers to be just over 10,000.
- 2.3 Figure 1 shows a monthly comparison of incident numbers since 2021/22. This shows the significant reduction in incidents in July and August this year when compared to 2022/23.

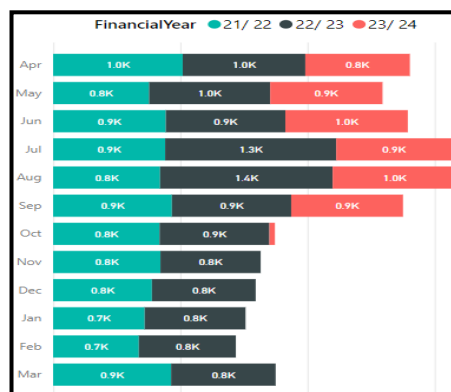


Figure 1: Incidents attended by month, 2021/22 – 2023/24

- 2.4 A breakdown of incident types attended over the last 12 months can be seen in Figure 2. Fires have followed the typical pattern of being lower in the Autumn and Winter, peaking in the Spring and remaining relatively high throughout the Summer. False Alarms have averaged just above 400 per month, peaking in August at 476. Special Service calls have remained relatively constant throughout the year, averaging 220 per month.

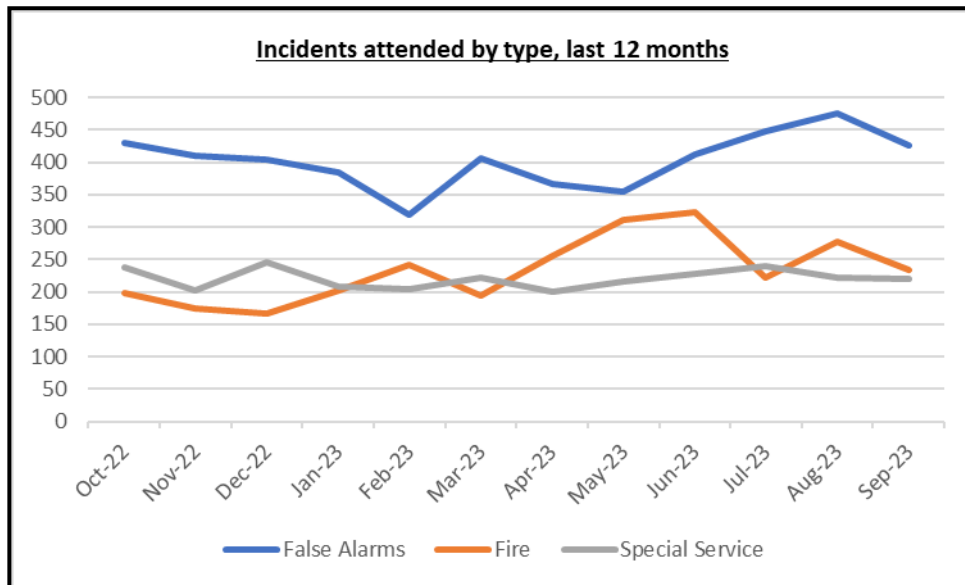


Figure 2: Incidents attended by type, last 12 months

2.5 Figure 3 shows a breakdown of incidents by District attended so far in 2023/24. To date, the City of Nottingham has experienced the most incidents (1,552), and Rushcliffe the least (417).

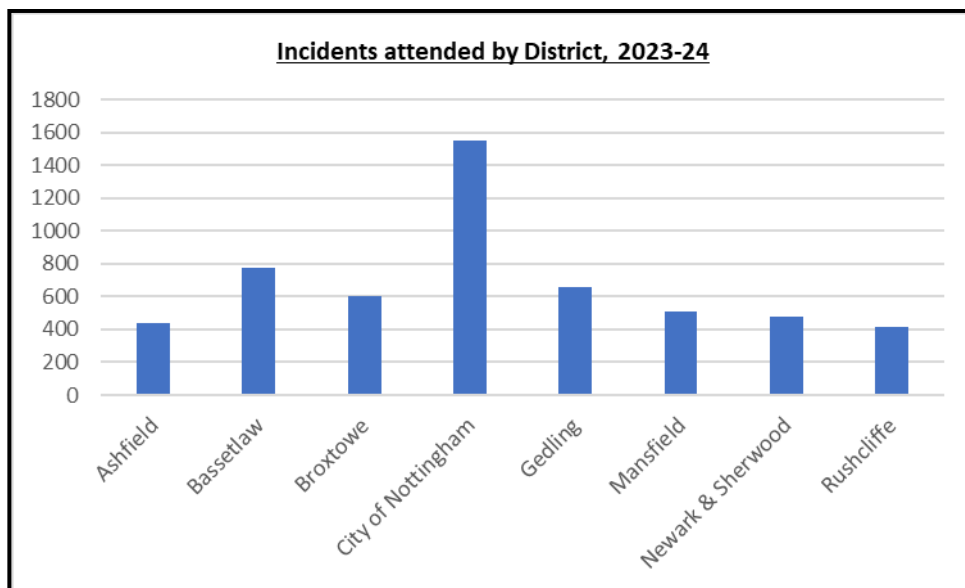


Figure 3: Incidents attended by District, 2023-24

2.6 A breakdown of incidents by Priority Type (see below for definitions) for the last 12 months can be seen in Figure 4.

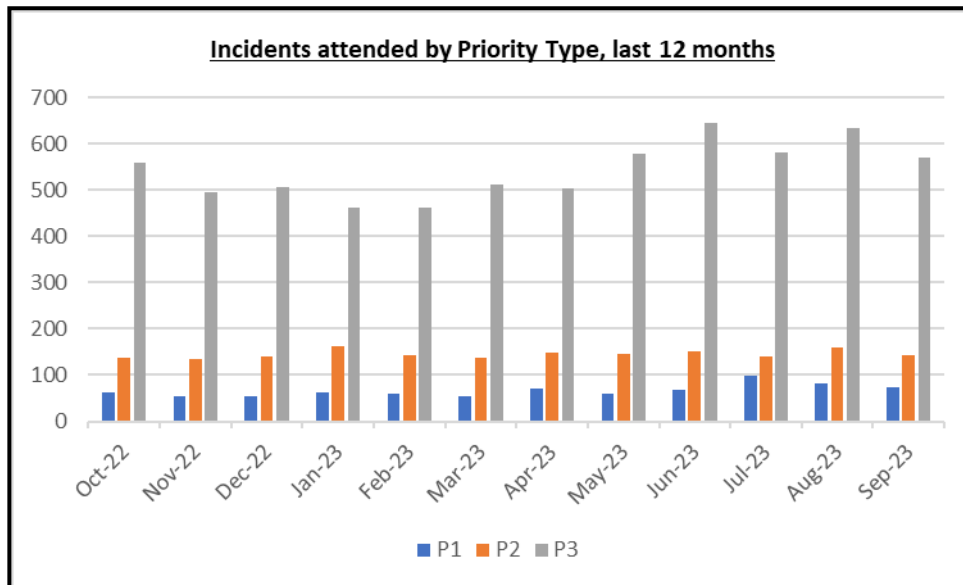


Figure 4: Incidents attended by Priority Type, last 12 months

- 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 eight minutes (480 seconds) from the time the first fire appliance is mobilised. During the reporting period, the average attendance time has been 8 minutes and 14 seconds (494 seconds). In the last two quarters of 2022/23 the average attendance time was 7 minutes and 56 seconds (476 seconds). It is believed that the increase in the first half of 2023/24 is linked to the introduction of the new Appliance Mobile Data Terminals in June. This is currently being investigated by the Service to address this area of performance and further updates will be provided to Members.

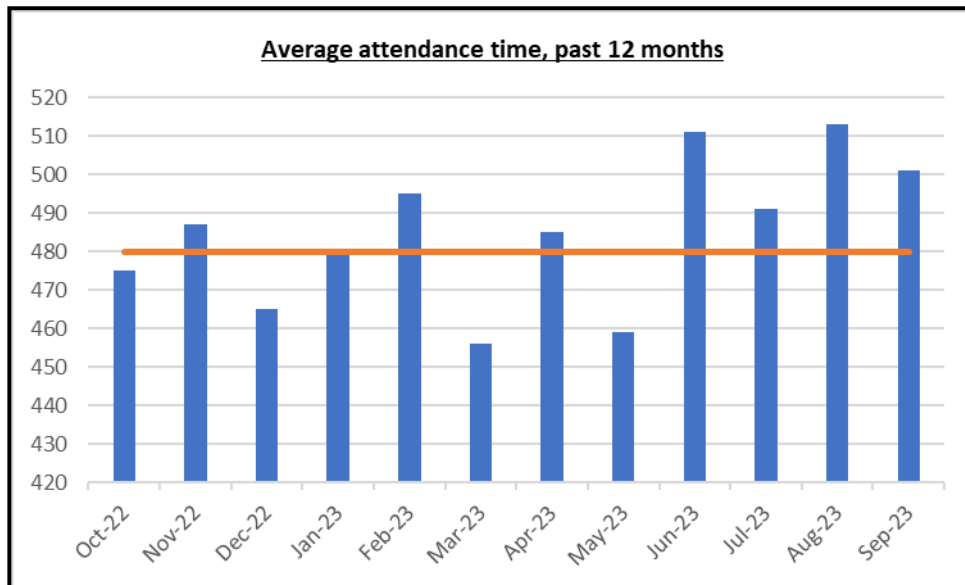


Figure 5: Average attendance time compared to target, past 12 months

2.8 On-Call station availability in the first two quarters of 2023/24 is averaging at 86%. This is above the Service target of 85% and equal to what was achieved in the same period of 2022/23. Figure 6 shows a breakdown by Station.

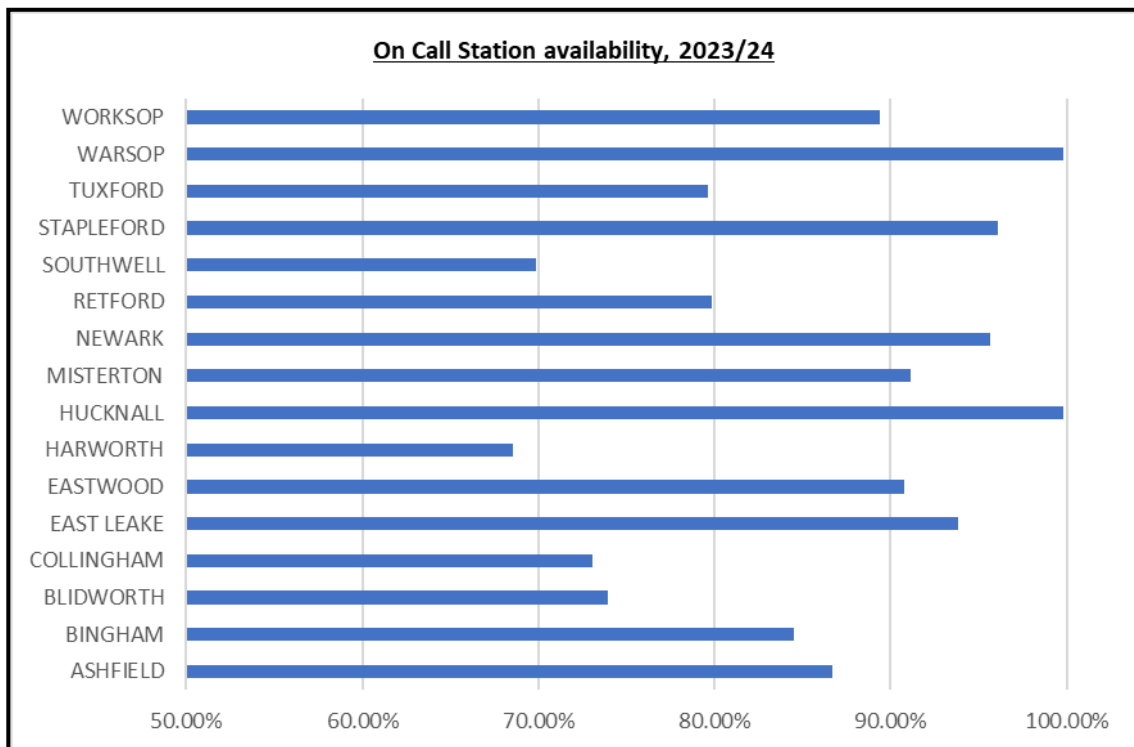


Figure 6: On-call Appliance Availability by Station, 2023/24

2.9 Since April, nine On-Call sections are performing above the target of 85% availability. The highest levels of availability have been at Hucknall (99.8%), Newark (95.7%), Stapleford (96.1%) and Warsop (99.8%). However, availability at Harworth (68.6%) and Southwell (69.8%) has been below the Service's 70% minimum standard. Whilst On-Call recruitment continues to be a challenge, the Service has been successful in recruiting 34 new On-Call trainees who will begin their careers with NFRS during 2023/24. This will

assist in improving the availability of appliances over the coming months. The Service also continues to support the management and availability of On-Call appliances through the work of the On-Call Support Team.

- 2.10 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 two quarters (Q2 - 2021/22 and 2023/24), the 85% target has been consistently met.

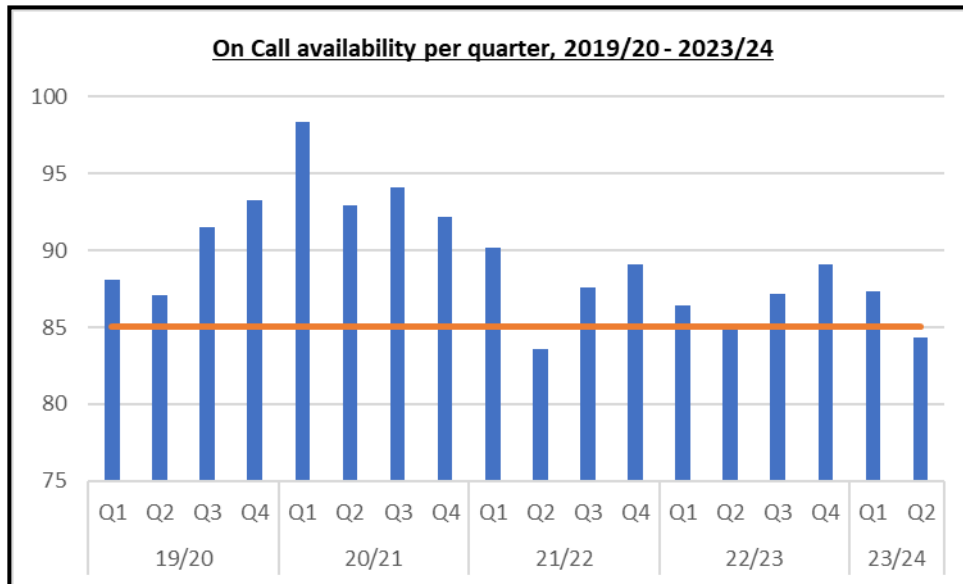


Figure 7: On-call Availability, per quarter since 2019/20

- 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 (30 September), Ashfield DSC reports:

- Over 24-hours one On-Call appliance has been available for 86.7% of the time. (Average for the same period in 2022/23 was 80.8%).
- Between 08:00 and 19:00 one On-Call appliance has been available for 72.8% of the time. (Average for the same period in 2022/23 was 67.7%).
- Between 19:00 and 08:00 at least one On-Call appliance has been available for 98.5% of the time and two On-Call appliances have been available for 20.7% of the time. (Averages for the same period in 2022/23 was 91.8% and 16.3% respectively).
- In line with the 'Resourcing to Risk' workstream that was updated to Members at the full Fire Authority meeting in September, Ashfield fire station will return to Wholetime, 24-hour crewing from 29 November 2023 and therefore the focussed reporting within this report will be ceased at this stage.
- A new set of metrics and performance data is being established to monitor the key measurable indicators aligned to the 'Resourcing to Risk'

workstream. This data will be reported to Members in future Service Delivery Performance reports.

2.13 Year to date (30 September), Retford DSC reports:

- Over 24-hours one On-Call appliance has been available for 79.8% of the time. (Average for the same period in 2022/23 was 85.8%).
- Between 08:00 and 19:00 one On-Call appliance has been available for 63.4% of the time. (Average for the same period in 2022/23 was 74.2%).
- Between 19:00 and 08:00 at least one On-Call appliance has been available for 93.7% of the time and two On-Call appliances have been available for 14.6% of the time. (Averages for the same period in 2022/23 was 95.5% and 27.3% respectively).

2.14 Of the 34 new On-Call firefighters joining the Service in 2023/24 (see 2.8), two will be going to Ashfield and five to Retford. These additional personnel will directly support the availability of these appliances going forward.

2.15 Table 1 shows the percentage of time each of the twelve Wholetime (WDS) appliances have been available. Appliances can become unavailable due to mechanical fault; servicing; insufficient crewing levels; replenishment of contaminated PPE; out-of-county training; or for crew welfare. Where an appliance has been ‘taken off-the-run’ for in-county training or prevention and protection activities, it is not deemed to be unavailable as it could be recalled if required. The Service targets all WDS appliances to be available 98% of the time.

Station	Call Sign	% of time available
Arnold	T26P1	99.9%
Ashfield	T05P1	100%
Carlton	T27P1	99.2%
Edwinstowe	T06P1	99.4%
Highfields	T29P1	99.6%
London Road	T03P1	98.5%
London Road	T03P2	98.5%
Mansfield	T01P1	99.6%
Newark	T16P1	99.1%
Retford	T12P1	99.5%
Stockhill	T20P1	99.8%
Stockhill	T20P2	99.5%
West Bridgford	T19P1	99.3%
Worksop	T08P1	99.4%

Table 1: % of time a WDS Appliance has been available in 2023/24

2.16 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.

2.17 The first JC metric is the percentage of 999 calls answered within seven seconds. The target for this is 96%. Figure 8 shows performance over the last eight quarters to Q1, 2023/24. The performance in Q1 was slightly below target with 95% of calls answered within seven seconds.

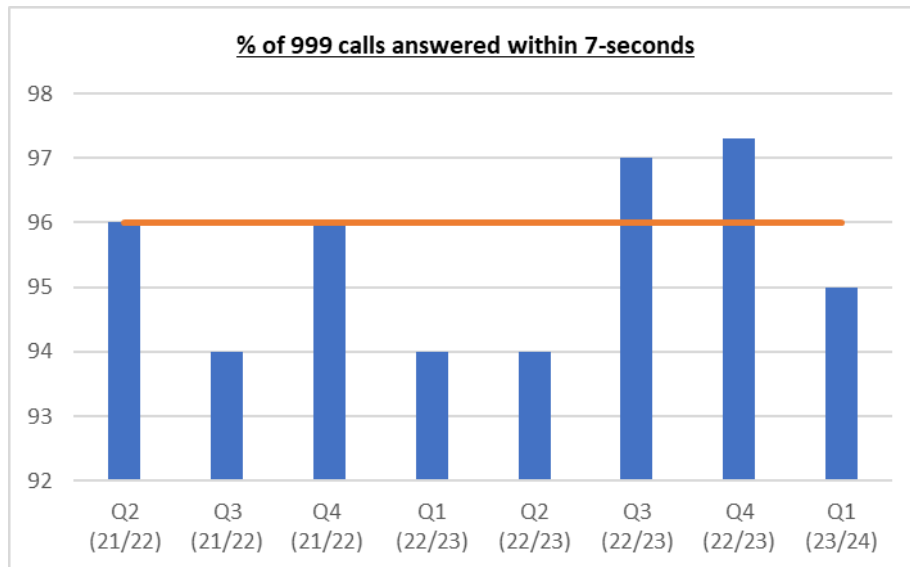


Figure 8: % of 999 calls answered within 7 seconds, previous eight quarters.

2.18 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. Figure 9 shows performance over the last eight quarters to Q1, 2023/24. The last three quarters have seen strong performance against this metric with Q1 call handling times being a 7 second improvement on the target.

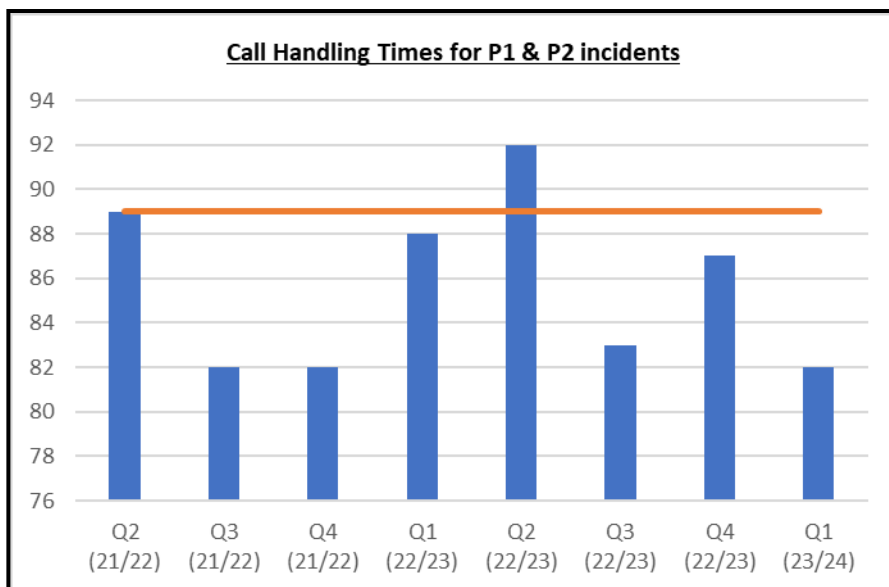


Figure 9: Average Call Handling Time for P1 and P2 incidents, previous eight quarters

2.19 The final JC metric is mobilisation system availability. The target for this is 99%. Figure 10 shows performance over the last eight quarters to Q1, 2023/24. In Q1 the mobilising system was available 98.7% of the time.

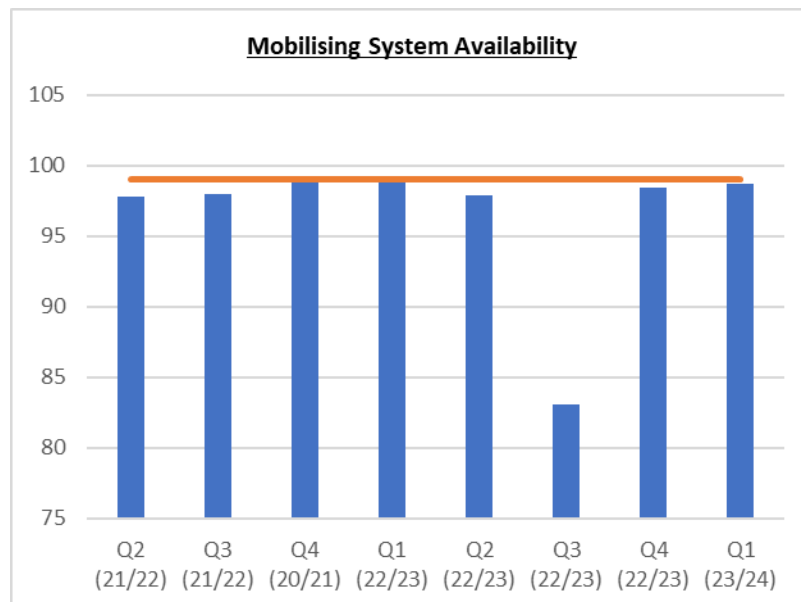


Figure 10: Mobilisation System Availability, previous eight quarters

2.20 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.

PREVENTION

2.21 The Service has completed 7719 Safe & Well Visits (SWVs) between 01 April and 30 September 2023. The target for 2023/24 is 14,000 SWVs and the Service has now completed 55% towards this in the first six months of the year. Figure 11 shows the number of Safe and Well Visits that have been undertaken between 01 April and 30 September.

2.22 Of the total number of SWVs carried out in 2023-2024, 51% have been to the over 65 age group and 43% to disabled persons, all of which are more at risk of a fire in the home.

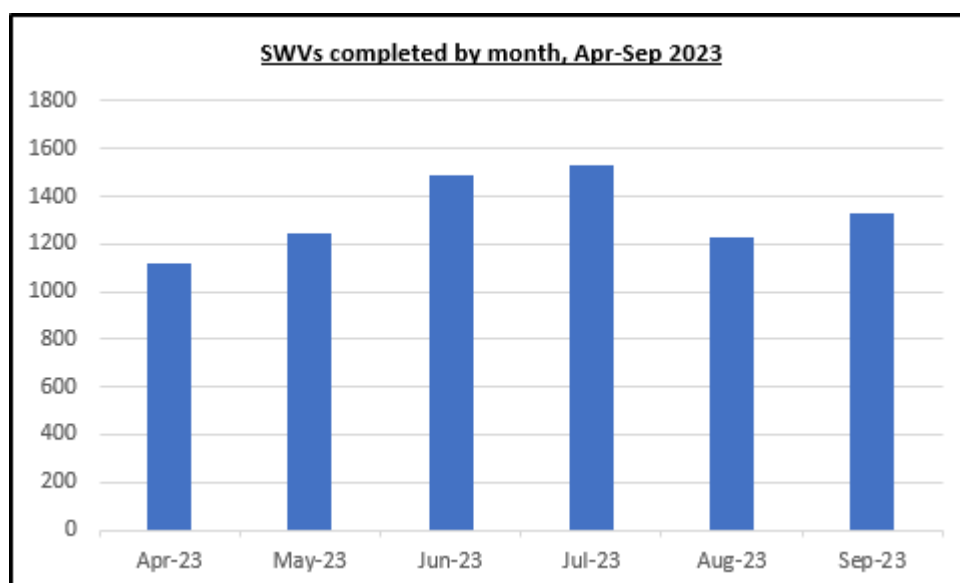


Figure 11: Safe and Wells completed by month.

- 2.23 Between the period April to September 2023, the Education Team carried out safety initiatives which were made up of the following subjects: water rescue (2) road safety (2), general fire safety (4), specific arson-related input (2), and fire safety specifically for those for over 65 years of age (15).
- 2.24 Over the Summer period, the Service also delivered two 'Biker-down' sessions with a third session scheduled in October. This specifically targets motorcyclists with road safety advice and guidance.
- 2.25 The second 'Safety Zone' event in the county took place over a two-week period between the 18 and 29 September. 774 pupils from across the county and 662 pupils from the city attended this event giving an overall total of 1406 pupils. This is in addition to the 490 pupils that attended Ashfield Fire Station in June for the first 'Safety Zone' event of the year. Eight agencies including from RNLI, Notts Police, The Dogs Trust, EMAS, British Transport Police, Via and The National Grid supported Nottinghamshire Fire and Rescue Service in its delivery.
- 2.26 The Service continues to support and educate individuals who have had a history of deliberately setting fires. The 'Firesetters' programme uses specially trained Fire & Rescue staff to work with individuals on a tailored programme of support. 59 further individuals have been referred to the Service between April and September 2023.
- 2.27 As Members will be aware from the last report, the Services Youth Engagement Officer that has been seconded to the National Fire Chiefs Council (NFCC) as UK Programme Coordinator for 'StayWise'. During this time, they are maintaining regular contact with the Service and continuing to update the Service on work taking place at a national level in the NFCC.

PROTECTION

- 2.28 The completion of 1,500 Fire Safety Audits (FSAs) in 2023/24 is a key CRMP commitment. Between 01 April and 30 September, the Service has completed 660 FSAs. This is the highest number the Service has ever delivered in a year-to-date. Of these, 158 required informal action and 24 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.

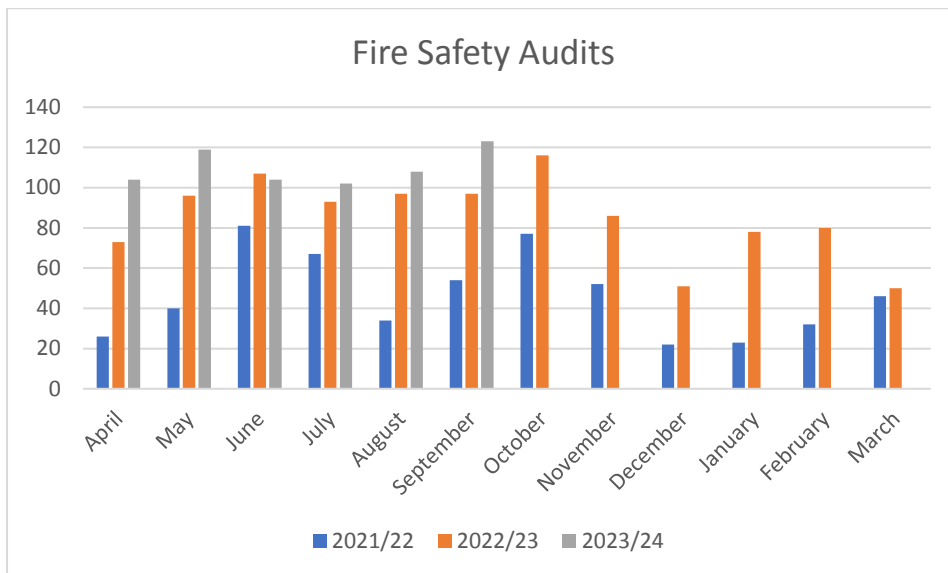


Figure 12: FSAs completed by month.

- 2.29 In addition to completing 660 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 30 September the department has shadowed 31 BSCs.
- 2.30 The completion of 1000 Business Safety Checks (BSCs) in 2023/24 is a key CRMP commitment. Between 1 April to 30 September, the Service has completed 386 BSCs. Year to date, the Service is behind on its target. this is primarily down to there being several supervisory managers yet to complete the required qualification. Internal delivery of this qualification will begin again in November which will see a further 30 people eligible to deliver BSCs which will address the performance measure in this area.
- 2.31 In addition to FSAs and BSCs, the Service has also completed the following Protection activities between 01 April and 30 September.
- 88 Post Fire Inspections
 - 138 Follow-ups to complaints
 - 24 Enforcement Notices
 - 5 Prohibition Notices
 - 342 Building Regulation consultations with local authority building control or approved inspectors.
 - 158 Licencing Consultations
 - 75 Other consultations with agencies including Ofsted and the Care Quality Commission
- 2.32 Between 01 April and 30 September, the Service has responded to 2133 False Alarms (a 16% increase on the same period in 2022/23). Figure 13 shows the number of False Alarms that the Service responded to during the last three years as a month-by-month comparison.

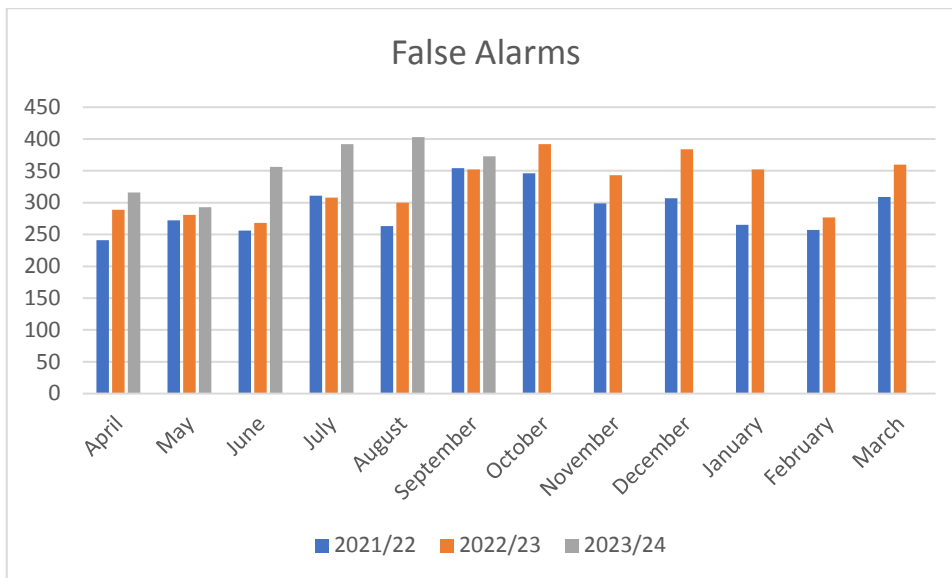


Figure 13: Number of False Alarms per month

2.33 Between, 1 April to 30 September the Service has responded to 52 False Alarm Malicious (FAM) incidents, 274 False Alarm Good Intent (FAGI) incidents and 1807 False Alarm Apparatus (FAAP) incidents.

- **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).

2.34 The CRMP sets a target of a 3% reduction in UwFS. Between 01 April and 30 September, the Service has responded to 1807 UwFS (a 16% increase on the same period in 2022/23). Figure 14 shows the number of False Alarms that the Service responded to during the last three years as a month-by-month comparison.

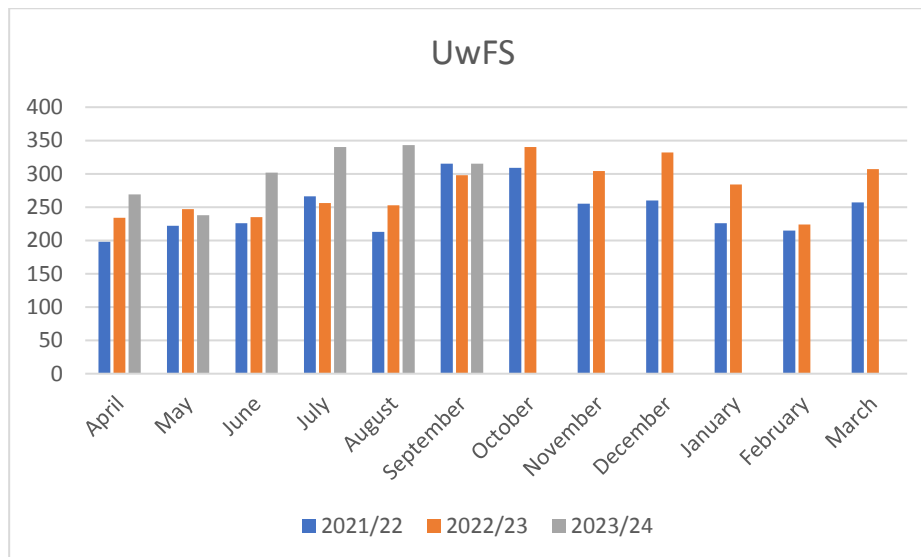


Figure 14: Number of UwFSs per month

- 2.35 Of the 1807 UwFS incidents attended, 383 were at non-residential premises, with 234 of these being caused by hospitals. 1207 were classified as residential premises, with 400 of these being caused by single occupancy houses or bungalows with Telecare systems installed.
- 2.36 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.
- 2.37 The CRMP sets a target of a 3% reduction of Unwanted Lift Rescues. Between, 1 April to September the Service has responded 92 lift rescues (a 3% decrease on the same period in 2022/23).
- 2.38 The Building Safety Act has now passed Royal Assent and the Government has continued to engage with the sector on the implementation of the Act which commenced on 1 October 2023. The Service continue to follow NFCC guidance as it implements the additional requirements imposed under Article 156 of the Act.
- 2.39 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 in scope. As part of their role, the HSE will be creating Multi-Disciplinary Teams (MDT) of professionals from the building control, fire safety and housing sector to support the work they will be undertaking.
- 2.40 The MDT will follow a regional model and the Service 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.

- 2.41 The Fire Safety (England) Regulations 2022 became law on 23 January 2023. This places a number of statutory duties on Responsible Persons and the Service, particularly in buildings over 18 metres in height. These regulations place a duty on the Service 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 NFCC guidance and has been implemented to ensure national best practice.
- 2.42 The Service continues to play an active role in supporting the development of new fire safety guidance in buildings which it regulates. Fire Protection regularly work in partnership with the NFCC by actively supporting consultations that drive industry best practice.

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

It is recommended that Members note the contents of this report.

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

Craig Parkin
CHIEF FIRE OFFICER