



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: 12 January 2024

Purpose of Report:

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

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 between 01 April and 31 December 2023.

2. REPORT

RESPONSE

- 2.1 So far this year, a total of 8,175 incidents have been attended by Nottinghamshire Fire and Rescue Service (NFRS). This constitutes an 8.8% decrease in incidents when compared to the same period in 2022/23. This decrease has been driven by the Service attending 1,142 less fires, which is largely 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 a slight increase in incidents during Quarter 3, 2023/24 which can be attributed to widespread flooding.

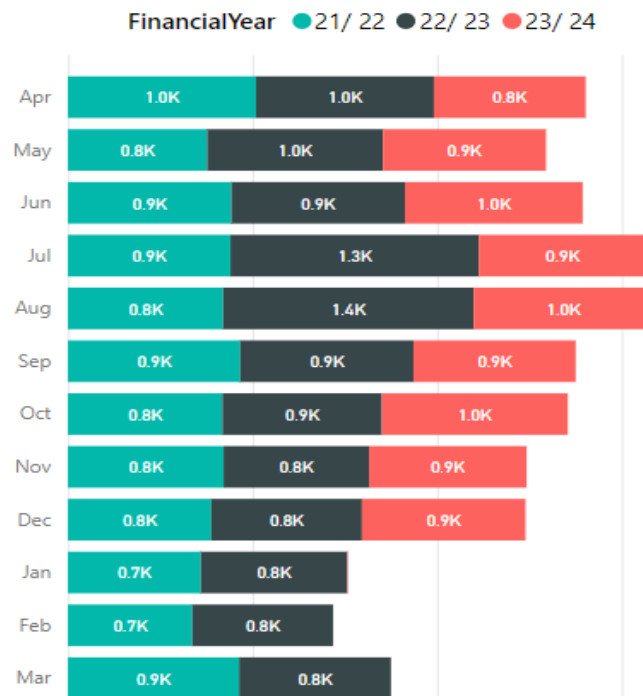


Figure 1: Incidents attended by month, 2021/22 – 2023/24

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 shown a gradual increase over the last 12 months, peaking in October at 490. Special Service calls also peaked in October at 290, but have remained relatively constant throughout the year, averaging 227 per month.

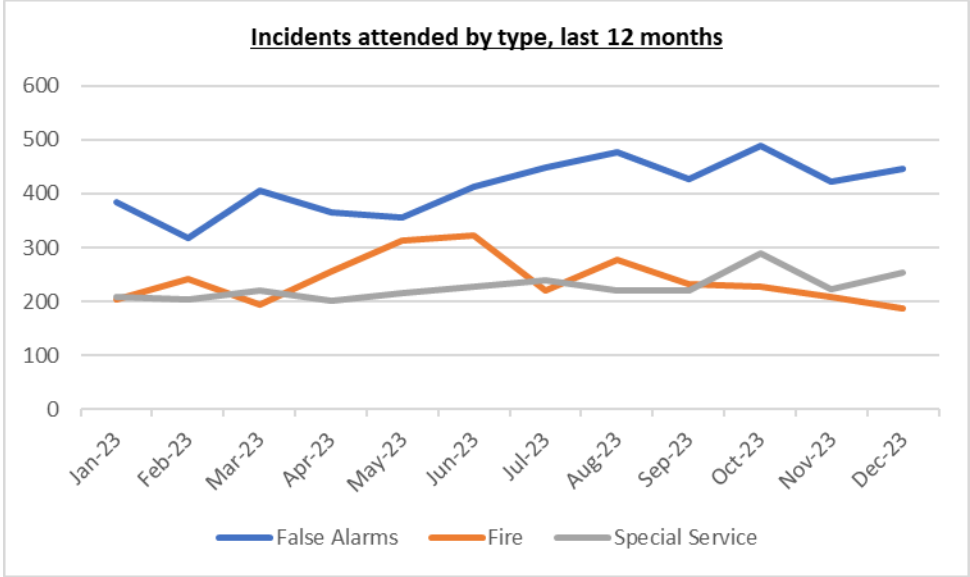


Figure 2: Incidents attended by type, last 12 months

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 by far the most incidents (2,413), and Rushcliffe the least (614).

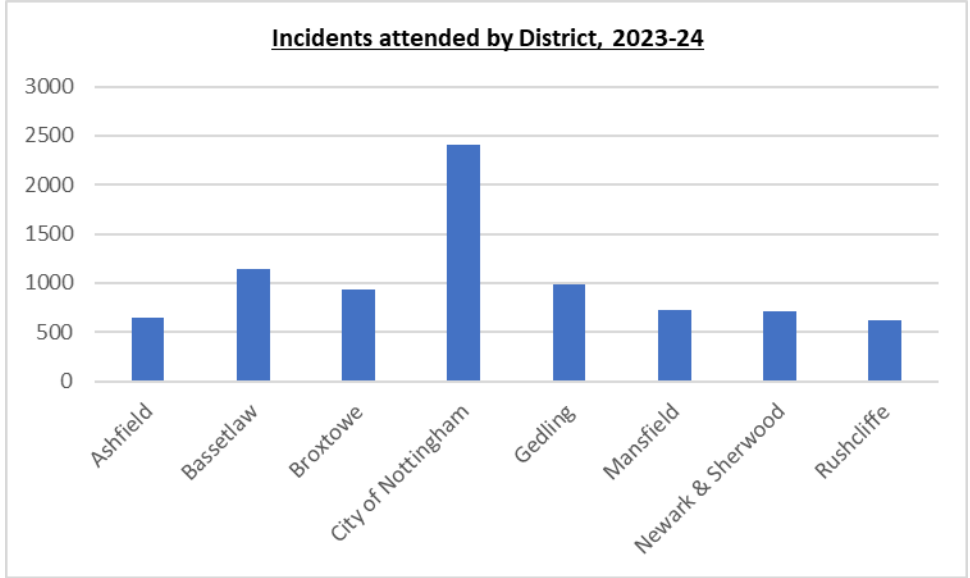


Figure 3: Incidents attended by District, 2023-24

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

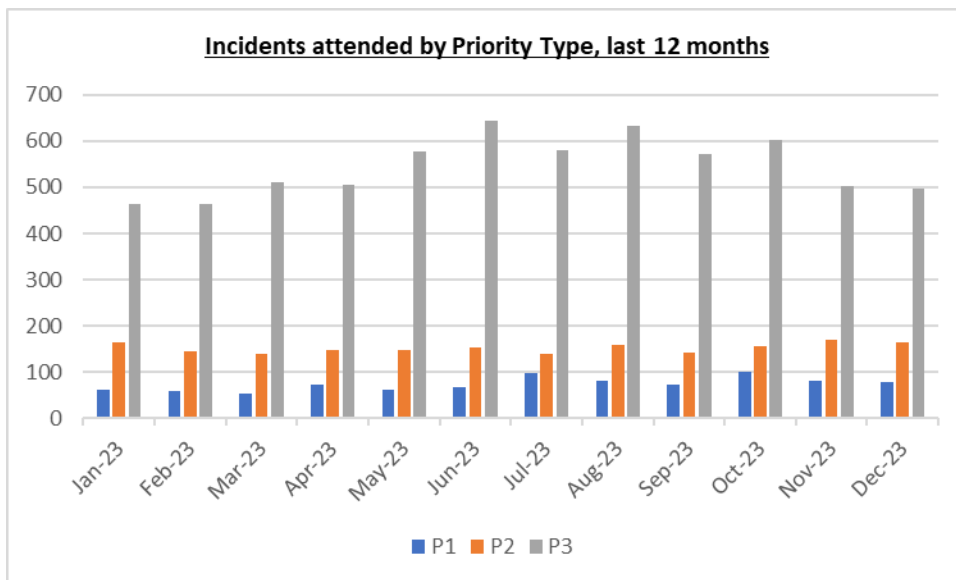


Figure 4: Incidents attended by Priority Type, last 12 months

- 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 8 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 16 seconds (496 seconds). It is believed that this below target performance is partly linked to the introduction of the new Appliance Mobile Data Terminals in June. It is hoped that a recent software update has resolved the issue and, as Figure 5 suggests, performance in this area will improve from December 2023.

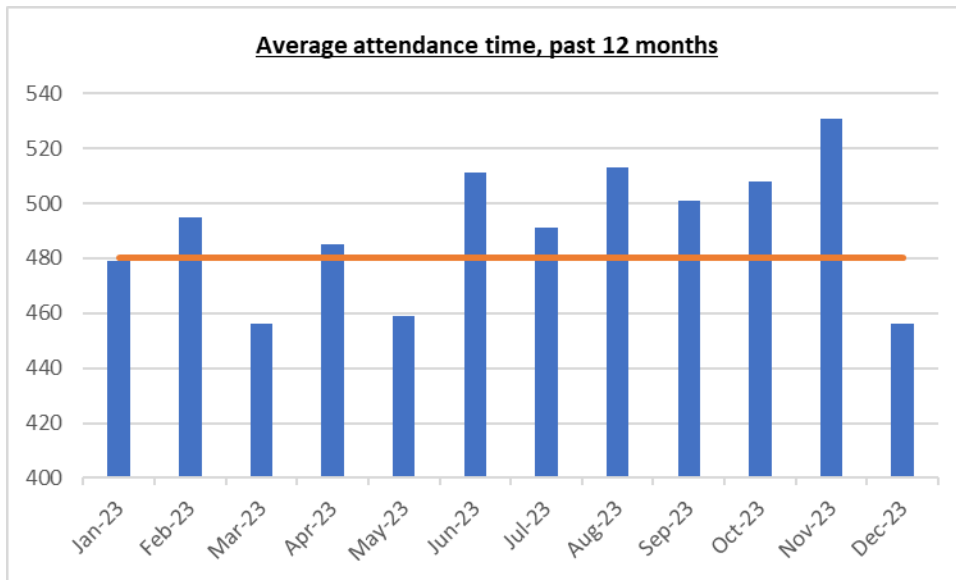


Figure 5: Average attendance time compared to target, past 12 months

2.8 On-Call station availability in the first three quarters of 2023/24 is averaging 85.2%. This is above the Service target of 85% and places us 4th nationally. Figure 6 shows a breakdown by Station.

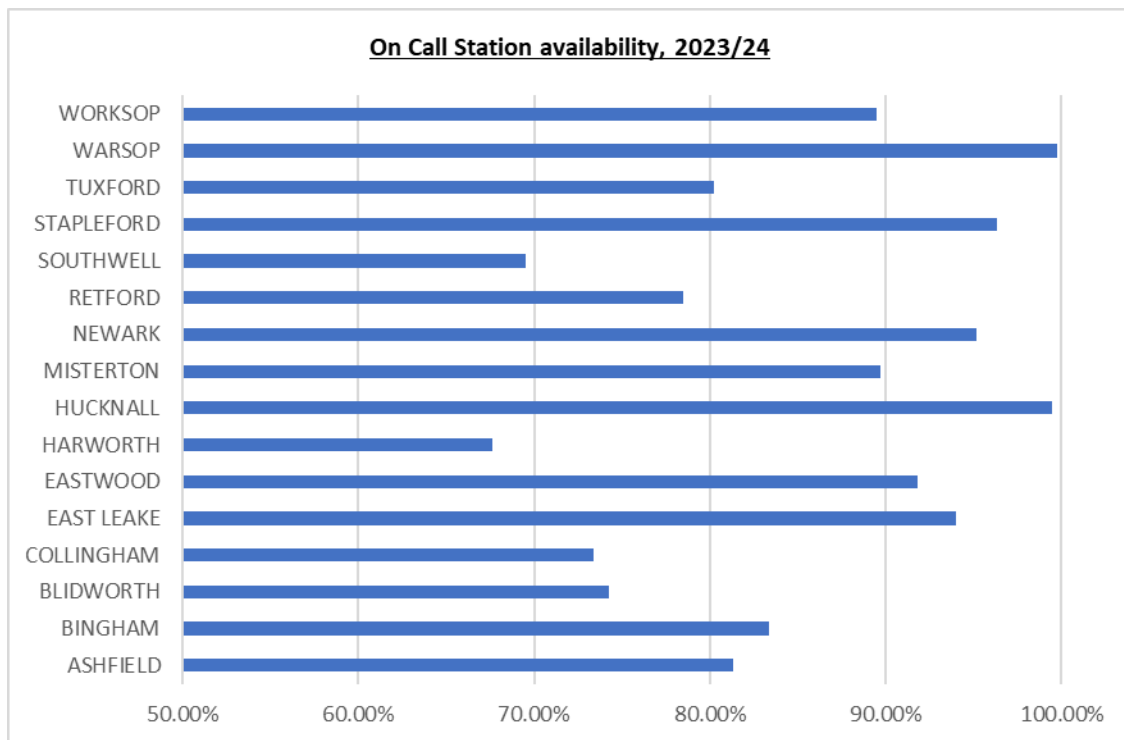


Figure 6: On-call Appliance Availability by Station, 2023/24

Since April, eight On-Call sections are performing above the target of 85% availability. The highest levels of availability have been at Hucknall (99.5%), Newark (95.1%), Stapleford (96.3%) and Warsop (99.7%). However, availability at Harworth (67.7%) and Southwell (69.5%) 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.

- 2.9 As previously requested by Members, a specific focus is given to On-Call appliance availability at Retford Day Shift Crewing (DSC) station. Retford operates one Wholetime and one On-Call appliance between 08:00 - 19:00, and two On Call appliances between 19:00 – 08:00.
- 2.10 Year to date (31 December), Retford DSC reports:
- Over 24-hours one On-Call appliance has been available for 78.4% of the time. (Average for the same period in 2022/23 was 87.1%).
 - Between 08:00 and 19:00 one On-Call appliance has been available for 60.8% of the time. (Average for the same period in 2022/23 was 76.7%).
 - Between 19:00 and 08:00 at least one On-Call appliance has been available for 93.3% of the time and two On-Call appliances have been available for 14.5% of the time. (Averages for the same period in 2022/23 was 96% and 28.1% respectively).
- 2.11 Of the 34 new On-Call firefighters joining the Service in 2023/24 (see 2.8), five will be going to Retford. This is expected to directly improve availability at this station.
- 2.12 Table 1 shows the percentage of time each of the twelve wholetime (WDS) appliances have been available in 2023/24. 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	99.9%
Carlton	T27P1	99.3%
Edwinstowe	T06P1	99.4%
Highfields	T29P1	99.7%
London Road	T03P1	98.4%
London Road	T03P2	98.8%
Mansfield	T01P1	99.5%
Newark	T16P1	99.1%
Retford	T12P1	99.7%
Stockhill	T20P1	99.1%
Stockhill	T20P2	99.0%
West Bridgford	T19P1	99.3%
Worksop	T08P1	99.6%

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

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 7 seconds. The target for this is 96%. Figure 7 shows performance over the last eight quarters to Q2, 2023/24. The performance in Q2 was on target.

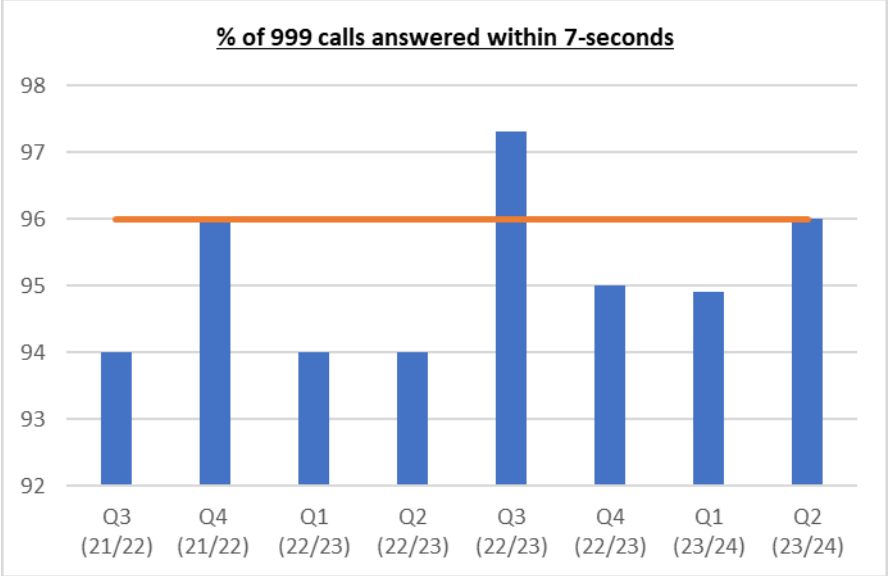


Figure 7: % of 999 calls answered within 7 seconds, previous eight quarters.

2.15 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 8 shows performance over the last eight quarters to Q2, 2023/24. The last four quarters have seen strong performance against this metric with Q2 call handling times being a 7 second improvement on the target.

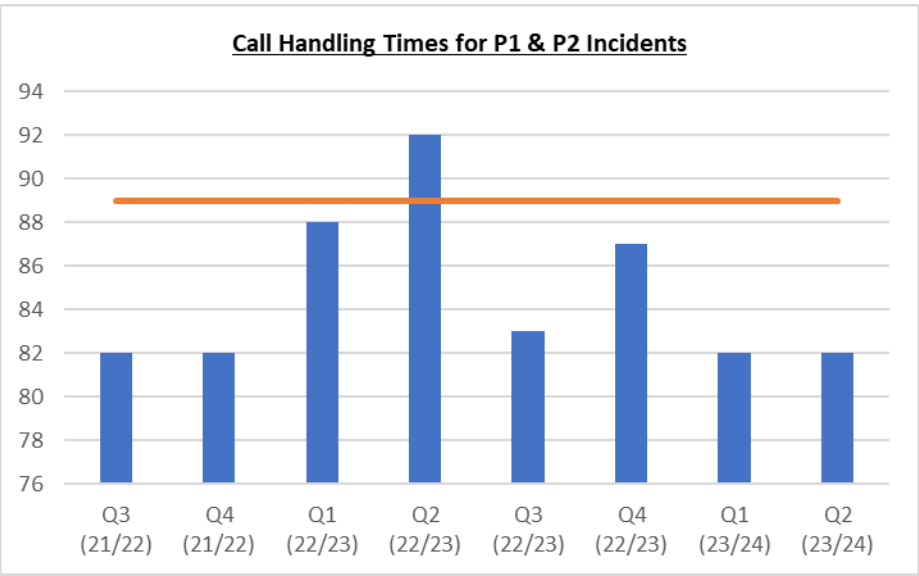


Figure 8: Average Call Handling Time for P1 and P2 incidents, previous eight quarters

2.16 The final JC metric is mobilisation system availability. The target for this is 99.0%. Figure 9 shows performance over the last eight quarters to Q2, 2023/24. In Q2 the mobilising system was available 95.4% of the time.

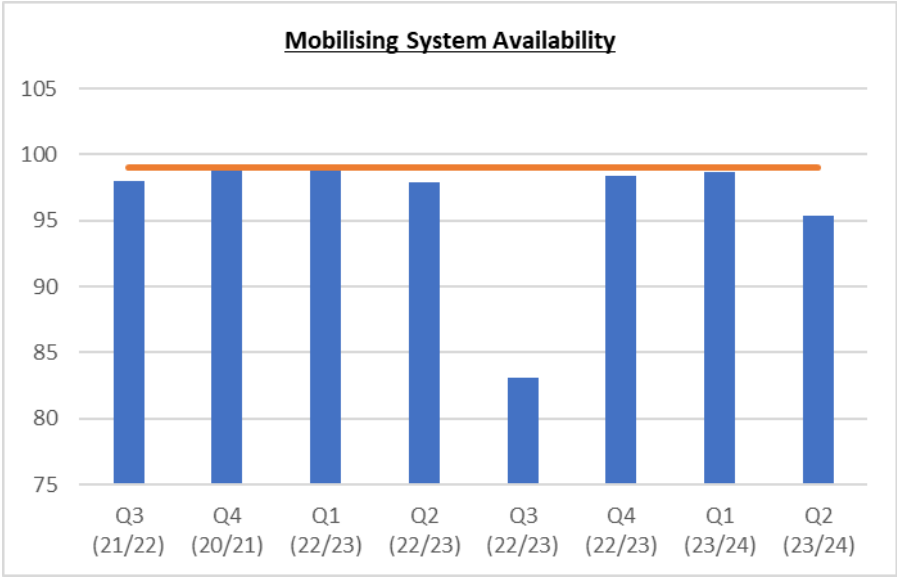


Figure 9: Mobilisation System Availability, previous eight quarters

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.

PREVENTION

2.17 The Service completed 12,075 Safe & Well Visits (SWVs) between 01 April and 2 January 2024 (reported over this period due to data provisions). The target for 2023/24 is 14,000 SWVs and the Service has now completed 83.60% of these.

2.18 Of the total number of SWVs carried out, over 52% have been to the over 65 age group and over 43% to disabled persons, all of which are more at risk of a fire in the home.

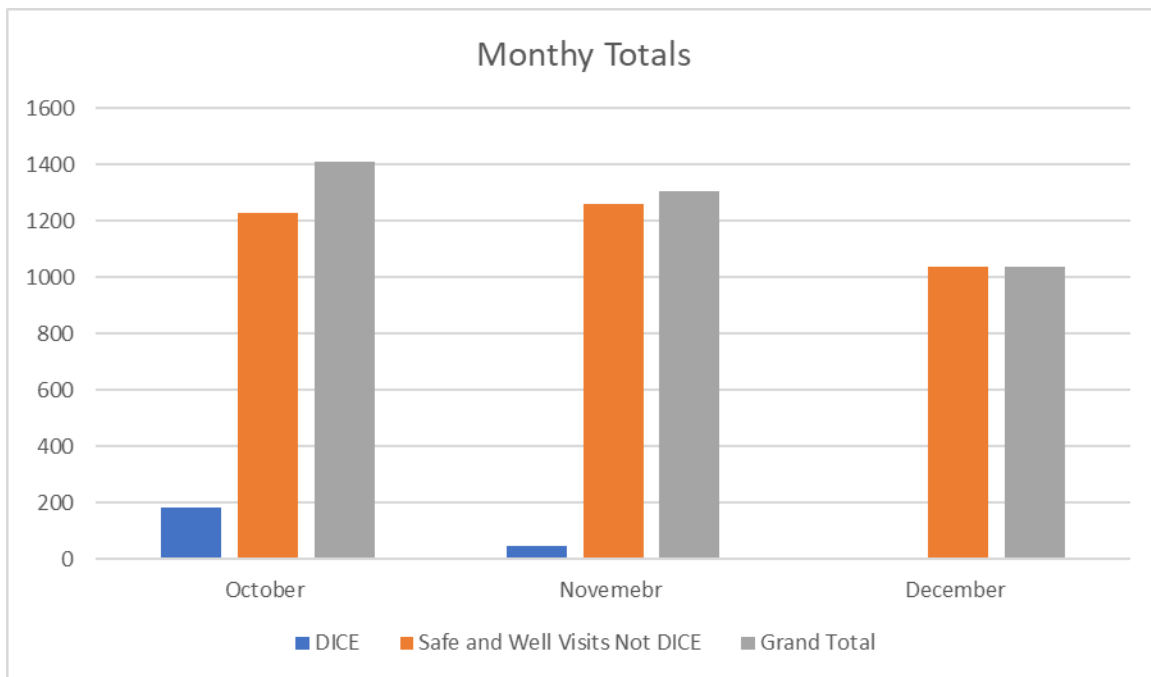


Figure 12, SWVs completed per month 23/24

- 2.19 The Service has delivered two Safety Zone events in 2023/24, one at Ashfield Fire Station attended by 449 pupils and another 2-week event at Holme Pierrepont with a total of 1406 pupils from schools across both the city and county.
- 2.20 Safety Zone focuses on the provision of safety information for Year Six school children with support from a range of partner organisations including Nottinghamshire Police, British Transport Police, National Grid, The Dogs Trust, Royal National Lifeboat Institution, VIA and East Midlands Ambulance Service. A further two Safety Zone initiatives are planned this year for June and September 2024.
- 2.21 In addition to Safety-zone, between October and December 2023, the Education Team has delivered safety assemblies to over 1350 school pupils. These focus on fire safety messaging including prevention of false alarms and hoax calls.
- 2.22 The Service is also actively engaged with Road Safety interventions such as 'Biker Down'. Since April, there have been four Biker Down courses delivered by the Service.

In December, the Service worked closely with Nottinghamshire Police on Deadly Mix 3 where over 100 people were engaged with regarding drink driving and road safety. Future events are planned for Easter this year to also include British Transport Police and Via (East Midlands).

PROTECTION

- 2.23 The completion of 1,500 Fire Safety Audits (FSAs) in 2023/24 is a key CRMP commitment. Between 01 April and 31 December, the Service has completed 956 FSAs. Of these, 299 required informal action and 48

required formal notices to be issued. Figure 13 shows the number of FSAs that have been undertaken over the last three years as a month-by-month comparison.

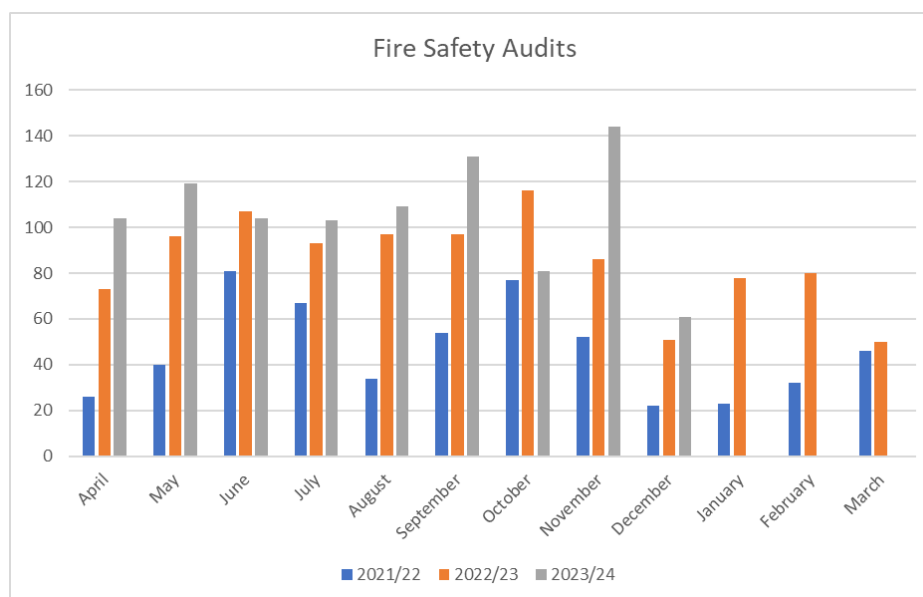


Figure 13, FSAs completed by month.

- 2.24 In addition to completing 954 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 December the department has shadowed 41 BSCs.
- 2.25 The completion of 1000 Business Safety Checks (BSCs) in 2023/24 is a key CRMP commitment. Between 1 April to 31 December, the Service has completed 751 BSCs. Following a successful, 12 Days of Christmas campaign, focused on retail premises within the county, the Service is now on target to meet this metric. The internal delivery of the L3 Certificate in Fire Safety qualification began again in November which will see a further 30 people eligible to deliver BSCs from 2024 onwards.
- 2.26 In addition to FSAs and BSCs, the Service has also completed the following Protection activities between 01 April and 31 December:
- 127 Post Fire Inspections
 - 226 Follow-ups to complaints
 - 34 Enforcement Notices
 - 19 Prohibition Notices
 - 498 Building Regulation consultations with local authority building control or approved inspectors.
 - 227 Licencing Consultations
 - 103 Other consultations with agencies including Ofsted and the Care Quality Commission

2.27 Between 01 April and 31 December, the Service has responded to 3377 False Alarms (a 14% 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.

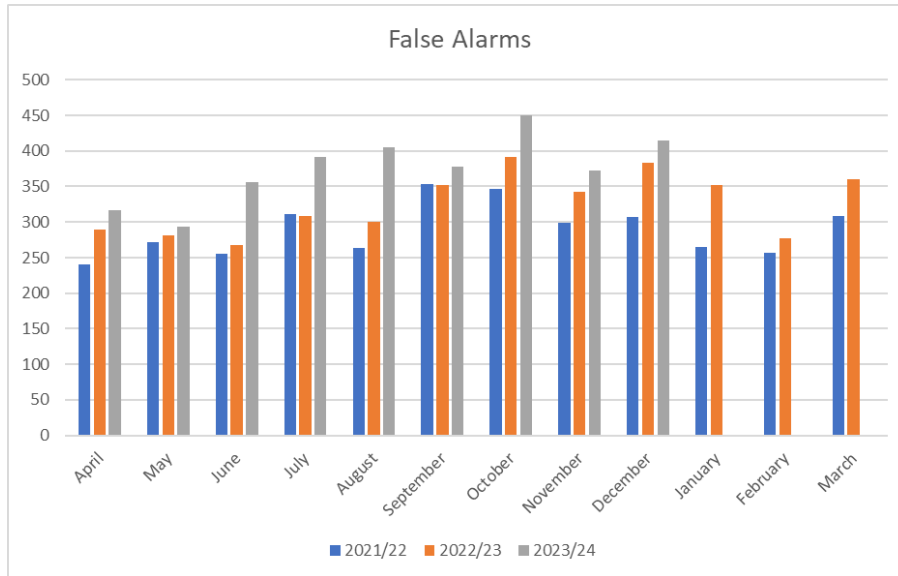


Figure 14, Number of False Alarms per month

Between, 1 April to 31 December the Service has responded to 79 False Alarm Malicious (FAM) incidents, 423 False Alarm Good Intent (FAGI) incidents and 2875 False Alarm Apparatus 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).

2.28 The CRMP sets a target of a 3% reduction in UwFS. Between 01 April and 31 December, the Service has responded to 2875 UwFS (a 13% increase on the same period in 2022/23). Figure 15 shows the number of False Alarm Apparatus calls that the service responded to during the last three years as a month-by-month comparison.

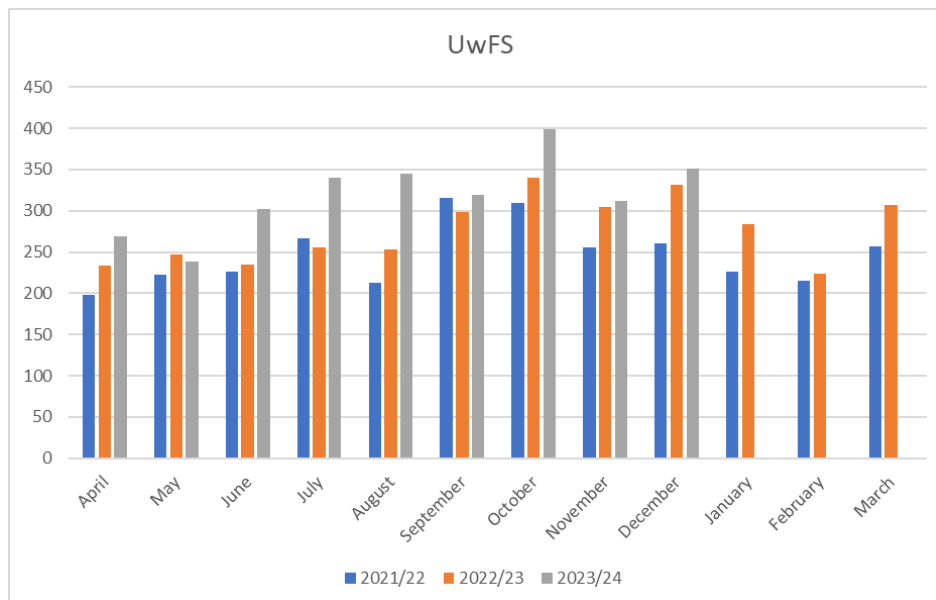


Figure 15, Number of UWFSs per month

- 2.29 Of the 2875 UwFS incidents attended, 573 were at non-residential premises, with 342 of these being caused by hospitals. 1991 were classified as residential premises, with 645 of these being caused by single occupancy houses or bungalows where Telecare/Lifeline systems are installed.
- 2.30 Following each UwFS, the premises owner (for non-domestic premises) receives a letter from the Service outlining their responsibilities in relation to Fire Safety. Following a fourth occurrence, the premises is contacted by the Service's Business Fire Safety Advisor and a sixth occurrence prompts a full audit from a Fire Safety Inspector.
- 2.31 The CRMP sets a target of a 3% reduction of Unwanted Lift Rescues. Between, 1 April to September the Service has responded 141 lift rescues (a 2% decrease on the same period in 2022/23).
- 2.32 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.
- 2.33 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 have begun creating Multi-Disciplinary Teams (MDT) of professionals from the building control, fire safety and housing sector to support their work.
- 2.34 The MDT will follow a regional model and the Service has supported the BSR through the provision of a competent 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.

- 2.35 The Fire Safety (England) Regulations 2022 became law during 2023. This placed several 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 and implemented to ensure national best practice.
- 2.36 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 AND ETHICAL 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. ENVIRONMENTAL AND SUSTAINABILITY 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