



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Community Safety Committee

SERVICE DELIVERY RESPONSE PERFORMANCE

Report of the Chief Fire Officer

Date: 13 January 2017

Purpose of Report:

To provide Members with an update on the development of performance reporting for Service Delivery Response.

CONTACT OFFICER

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1. BACKGROUND

- 1.1 The Service gathers data on a range of performance covering response and prevention activity, absence management and availability. It was recommended at the last Community Safety Committee meeting that Service Delivery reports performance from January 2017.
- 1.2 As the Service works towards a performance culture and builds the processes to capture the data required to produce a quarterly performance report against key performance indicators, it has been agreed that the Head of Service Delivery will produce a high level report of Response performance on a monthly basis. This monthly report will provide the basis for the future quarterly reports to the Community Safety Committee.
- 1.3 This will evolve and develop over the coming months as new data sets become available and key performance indicators are agreed by the Strategic Leadership Team.
- 1.4 This is the first monthly report based on November 2016 performance data.

2. REPORT

- 2.1 The role of Head of Service Delivery has recently been taken up by a new post holder. The individual is undertaking a review of the Service Delivery business plan to ensure the direction of travel supports the objectives of the Fire and Rescue Authority. To support the direction of travel, key performance indicators are required, as discussed previously with members of the Community Safety Committee.
- 2.2 The Service Delivery key performance indicators will be developed as part of the corporate performance framework which is ongoing work. As an interim measure the Head of Service Delivery has been tasked to give an indicative response performance report to the Community Safety Committee. This report will evolve throughout 2017 as the performance framework is developed.
- 2.3 Members will be aware that Service Delivery includes prevention, protection and response. At this stage only response performance data is available in a format suitable for reporting. Again, this will develop throughout 2017.
- 2.4 There are several inter-related strands of data that will be contained within a monthly performance report produced for the Head of Service Delivery, these will be collated into a quarterly overview report which will be presented to Members at the Community Safety Committee.
- 2.5 This report contains overview narrative data based on one month's performance as an indication to Members for the first quarterly report which will be presented in March 2017. The response element of the report will likely

focus on the key areas of incidents of interest (including injuries and fatalities), incidents requiring multiple appliances to attend, operational assurance monitoring themes, operational crew debrief themes and Service exercises and the associated learning outcomes.

2.6 The reference month used for this report is November 2016 (latest full month's data available at the time of writing this report).

- A total of 30 incidents of interest were attended in November 2016 which were made up as follows:
 - a. Crews attended 10 fires resulting in:
 - 1 rescue of an adult and 2 dogs
 - 8 people being led to safety
 - No injuries or fatalities
 - b. Crews attended 17 road traffic collisions (RTCs) resulting in:
 - 15 collisions requiring people to be extricated by crews
 - Unfortunately 4 people were killed as a result of RTCs during the month
 - c. The Service rescued 2 adults and 2 dogs from other incident types (i.e. not a fire or RTC)
 - d. There were 2 animal rescues in November and 7 multi-pump incidents
 - e. There were 2 incidents involving hazardous materials
 - f. 7 incidents required an attendance of 5 or more pumping appliances or use of NFRS special appliances
 - RTC involving 2 fatalities
 - Metal recycling fire
 - Building fire
 - Garage fire
 - Horse rescue from water
 - Dog rescued from river
 - g. Officers attended and monitored performance at 24 incidents in November and noted both good practice and areas for improvement which is subsequently disseminated through organisational assurance and learning and development to ensure that all staff learn from individual events that they may not have attended.
 - h. Crews completed 54 debrief returns following incidents also to support broad organisational learning.

3. FINANCIAL IMPLICATIONS

Financial implications arising from operational activity are contained within existing budgets.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are no human resources 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

An effective performance culture ensures that the Service is focussing on key objectives as set by the Fire and Rescue Authority. This ensures that Members are able to 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. RECOMMENDATIONS

That Members note the content of the report.

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

None.

John Buckley
CHIEF FIRE OFFICER