



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

SERVICE DELIVERY PERFORMANCE

Report of the Chief Fire Officer

Date: 12 January 2018

Purpose of Report:

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

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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.
- 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 (KPI), it has been agreed that the Head of Service Delivery reports performance on a quarterly basis. This will evolve and develop over the coming months as new data sets become available and KPIs are agreed with the Strategic Leadership Team.
- 1.3 This report is based on performance data between 1 June 2017 and 30 September 2017.

2. REPORT

- 2.1 A total of 2862 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 July 2017 and 30 September 2017, which is an increase of 89 incidents during the same period in 2016. The information below shows that this increase is due to secondary deliberate fires, Road Traffic Collisions (RTCs), Emergency First Responding (EFR) incidents and fire fatalities. The following incidents were attended during this period:
 - 108 accidental dwelling fires; decrease of 7 compared to the same period in 2016
 - 318 deliberate secondary fires; increase of 8 compared to the same period in 2016
 - 3 fire fatalities; an increase of 3 compared to the same period in 2016
 - 772 special service calls (SSC) including 128 RTCs an increase of 18 RTCs compared to the same period in 2016.
 - 212 EFR incidents assisting East Midlands Ambulance Service (EMAS) as part of an ongoing trail which was suspended during September 2017.

RETAINED DUTY SYSTEM AVAILABILITY

- 2.2 Service Delivery has developed systems to capture data on retained duty system (RDS) availability. RDS availability is recorded within the Systel system, the service is working to develop this data into a format which is more useable as management information.
- 2.3 Members should note that the RDS availability between 1 July and 30 September 2017 (Appendix A) reports an average of 78.75% availability which

is a decrease in availability of 8.45%, with each section averaging 1739 hours of availability. Two out of the sixteen sections performed above 90%, with the highest level of availability being Warsop with 95.65%.

- 2.4 RDS availability data shows a decrease in average availability across the service between 1 July and 30 September, this is mainly due to levels of annual leave being taken over the summer period. As data continues to be gathered and analysed, Service Delivery will continue to work closely with District Managers, Human Resources and RDS Managers to implement areas for further improvement around availability through recruitment, retention and development to support the RDS.

OPERATIONAL ASSURANCE

- 2.5 Operational assurance performance data was collated between 1 July 2017 and 30 September 2017. During this period, a total of 68 incidents of interest were attended.

- 2.6 NRFS attended the following incidents of interest between 1 July 2017 and 30 September 2017.

- Crews attended Twenty-Four fires resulting in:
 - Ten people and six animals rescued;
 - One person led to safety;
 - Three human fire fatalities.
 - Ten Fire Casualties (non-fatal).
- Crews attended thirty-four Road Traffic Collisions (RTC) between 1 July 2017 and 30 September 2017 resulting in:
 - NFRS extricated thirty-seven members of the public;
 - There were three RTC fatalities
 - There were six animal rescue incidents, including five animals rescued from fires.
 - The period of this report recorded eight Hazardous Materials (HAZMAT) incidents, resulting in one fatality.
 - Seven incidents required a multi-appliance attendance (five or more appliances). These are identified below:
 - SSC, male juvenile falling in to river, this incident utilised resources from Nottinghamshire and Derbyshire Fire and Rescue Services. Resources included numerous appliances from both services, incident support (welfare) unit, command support vehicle and three officers.
 - 500 Tonnes of shredded rubber, this incident utilised resources from Nottinghamshire and Derbyshire Fire and Rescue Services. Resources included numerous appliances from both services, command support vehicle, water bowser, incident support (welfare) unit and four officers.

- Single storey disused leisure centre severely damaged by fire.
- Fire within a multi storey car park, including a basement and sub-basement. 10 cars involved in fire and 20 cars damaged by smoke and / or heat.
- Building fire in a disused office block. This incident required resources including an ariel ladder platform, command support vehicle, incident support (welfare) unit, six officers and assistance from the fire investigation team, including the fire investigation dog.
- House Fire, persons reported, resulting in one person being rescued by the service. This incident was supported by an ariel ladder platform.
- Operational crews completed sixty-two debrief returns during the reporting period, all following incidents to support organisational learning.

EXERCISE PLANNING

- 2.7 A revised Exercise Planning Procedure has been introduced for exercises to be undertaken from April 2017. The themes to be covered are;
- Fire fighting in high-rise buildings;
 - Fire fighting in basements;
 - Use of breathing apparatus (BA), particularly BA command and control;
 - Incident command system.
- 2.8 Three exercises have been planned between 1 July 2017 and 30 September 2017, including one exercise in a simulated high rise building to test procedures and cross border working, all three exercises testing breathing apparatus procedures.

RTC EVENTS

- 2.9 Following the end of 2017, data on the number of fatal road traffic collisions has been analysed, and this has identified that across the year there has been an increase, compared to 2016. Currently 11 more lives have been lost on our roads, bringing the total to 34 people in 33 fatal collisions.
- 2.10 To support the reduction in this number, we asked people to take our Christmas pledge, to take care on the roads, using #HandOnYouHeart. This was used across our website, social media and in the local press to raise awareness of the fatal four. The campaign also highlighted that we are raising awareness around road risk and being proactive in prevention activities due to an increase in fatalities on the roads.
- 2.11 The campaign has commenced during the National Road Safety week 27th November and will continue until February 2018, to cover the period where traditionally the RTC statistics tend to increase.

- 2.12 A video will be produced highlighting the perspective of the three emergency services, "If you could see what we see".
- 2.13 During December, NFRS supported the Police with a drink drive initiative:
- Six high visibility events were held in Nottingham City Centre, Mansfield and Newark between 6pm and 10.30pm with the aim of targeting people that were out and about having a drink in the town centres.
 - Members of the public were invited to undertake sobriety tests to demonstrate how close people would be to failing a breath test if they were to drive and be caught. Ultimately this is about Educating the public about the dangers of Drink Driving.
 - NFRS provided a crew to support a collaborative prevention approach and to communicate the message from a NFRS point of view. The interventions were also supported by members of the Prevention team.
- 2.14 Newark Cycle safety initiative - Green Watch from Newark Fire Station have actively worked with Cycle shops in the area to promote Bike Safety, and have attended the Truck Stop in Newark to target Road Safety issues across this festive period.

SEASONAL PREVENTION ACTIVITIES

- 2.15 The Prevention Teams have been working closely with crews across the service to deliver a variety of seasonal messages with the darker nights, colder weather and loneliness that this can cause to the most vulnerable in society. Although there has been no specific seasonal campaign the Prevention Team have undertaken the following events in the build up to the festive season.
- 2.16 Safer Houses – these events are targeted to a specific area where there have been multi-agency issues and done in conjunction with the police identifying vulnerable people and offering Home Safety Checks.
- 2.17 Crews in Ashfield carried out this intervention on 16th November which highlighted vulnerable people in their homes who have since benefited from a HSC and further referral to partner agencies.
- 2.18 Crews from Mansfield assisted on the 6th December in Mansfield Woodhouse to identify vulnerable people within their homes who fit the 'CHARLIE' fatal fire profile.
- 2.19 The Education Team, Firesetter co-ordinator, local DPO and 2 RDS Firefighters from Warsop attended the Meden School on 23 November and held a school assembly for 500+ Year 7, 8, 9 and 10 pupils to highlight the dangers of fire-setting and arson.

2.20 The Prevention team have also attended several festive and “light switch on” events across the City and County including:

Date	Event
19 November	Nuthall Christmas light switch on Mansfield Christmas light switch on
26 November	Newark Christmas light switch on
1 December	Edwinstowe Christmas Light switch on
1 December	Bingham RDS and the local DPO attended Bingham Christmas Light switch on. Engaging with numerous members of the public round Fire Safety in the Home but also raised £217 for the Firefighters Charity
3 December	Vulnerable Persons meal at Loxley House
6 December	Meadows Christmas event Light Switch on in Lenton Abbey
6 December	Health and safety event at West Bridgford County Hall to promote Fire Safety in the Home.
7 December	Billborough Light switch on
7 December	Attendance at Newstead Primary School Christmas Fair
7 December	Attendance at an event at Thomas Helwys church for Nottingham City Homes tenants in Lenton.
8 December	Red Watch, West Bridgford and the two south DPOs attended Morrison’s in Clifton to engage with members of the public promoting Smoke Alarm ownership
19 December	Broadmarsh Christmas campaign Messages that have been discussed at these fire safety events are – Christmas safety, Electrical Safety, CHARLIE, Home Safety and ownership of working smoke alarms
25 December	the 5 th Mansfield Sea Scouts secured funding to provide dinner for 30 elderly people and give them a Christmas day to remember. They cooked Christmas dinner, provided presents and a couple of hours’ entertainment on the big day. The local DPO secured donations from Boots for Christmas presents and HSCs will be offered to all 30 guests (which will be carried out after Christmas). Mansfield crews also supported the dinner

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

During the period of this report thirteen RDS trainee firefighters commenced training at NFRS Service Development Centre. Eleven were approved to ride in September, completing their training and passing out in early November 2017.

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 disorders 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 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

Service Delivery is currently conducting a review of which appliances attend incidents, identifying any opportunities to work closer with other fire and rescue services to maximise efficiency and to 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.

John Buckley
CHIEF FIRE OFFICER

APPENDIX A

RETAINED DUTY SYSTEM AVAILABILITY DATA BY STATION

STATION	Available (no. of hours and %)		Unavailable Insufficient Crew (no. of hours and %)		Unavailable No Officer in Charge (no. of hours and %)		Unavailable No Driver (no. of hours and %)		Unavailable More Than 1 Variable (no. of hours and %)		Increase in availability against previous quarter.
02 Blidworth	1926.25	87.24%	116.5	5.28%	95.25	4.31%	48.75	2.21%	21.25	0.96%	NO
05 Ashfield	1964.5	88.97%	167.5	7.59%	54	2.45%	7.5	0.34%	14.5	0.66%	YES
07 Warsop	2112	95.65%	92.5	4.19%	3.5	0.16%	0	0%	0	0%	NO
08 Worksop	1799	81.48%	119.75	5.42%	194.75	8.82%	42.5	1.92%	52	2.36%	NO
10 Harworth	2046.5	92.69%	82.5	3.74%	49	2.22%	2	0.09%	28	1.27%	YES
11 Misterton	1420.25	64.32%	549.25	24.88%	35.75	1.62%	0	0%	202.75	9.18%	NO
12 Retford	1293	58.56%	480.75	21.77%	107.75	4.88%	0.75	0.03%	325.75	14.75%	NO
13 Tuxford	1620	73.37%	310	14.04%	79	3.58%	67	3.03%	132	5.98%	NO

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14 Southwell	1241	56.2%	85.5	3.87%	367	16.62%	198	8.97%	316.5	14.33%	NO
15 Collingham	1602.5	72.58%	31	1.40%	287	13.00%	40.5	1.83%	247	11.19%	NO
16 Newark	1853.5	83.94%	30	1.36%	199	9.01%	52.5	2.38%	73	3.31%	NO
17 Bingham	1843.25	83.48%	161	7.29%	114.5	5.19%	37	1.68%	52.25	2.37%	YES
23 Stapleford	1791	81.11%	395	17.89%	22	1.00%	0	0%	0	0%	NO
24 Eastwood	1415.25	64.10%	160.25	7.26%	235.75	10.68%	103.5	4.69%	293.25	13.28%	NO
25 Hucknall	1948.25	88.24%	165.75	7.51%	46.5	2.11%	8.5	0.38%	39	1.77%	NO
28 East Leake	1945.25	88.10%	151.25	6.85%	105.5	4.78%	0	0.00%	6	0.27%	NO