



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*

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

# **SERVICE DELIVERY PERFORMANCE UPDATE**

Report of the Chief Fire Officer

**Date:** 12 October 2018

**Purpose of Report:**

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

## **CONTACT OFFICER**

**Name :** Craig Parkin  
Assistant Chief Fire Officer

**Tel :** 0115 967 0880

**Email :** [craig.parkin@notts-fire.gov.uk](mailto:craig.parkin@notts-fire.gov.uk)

**Media Enquiries  
Contact :** Therese Easom  
(0115) 967 0880 [therese.easom@notts-fire.gov.uk](mailto:therese.easom@notts-fire.gov.uk)

## **1. BACKGROUND**

- 1.1 The Service gathers data on a range of performance indicators covering Response, Prevention and Protection activities, absence management and availability.
- 1.2 As the Service works towards a new Performance Framework and builds the processes to capture the data required, to produce performance reports 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 KPI's are agreed with the Strategic Leadership Team.
- 1.3 This report is based on performance data between 1 April and 30 June 2018.

## **2. REPORT**

- 2.1 A total of 2800 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 April and 30 June 2018, which is a decrease of 18 incidents during the same period in 2017. The following incidents were attended during this period.
  - 152 accidental dwelling fires; increase of 21 compared to the same period in 2017
  - 356 deliberate secondary fires; decrease of 25 compared to the same period in 2017
  - 0 fire fatalities; no change compared to the same period in 2017
  - 216 special service calls (SSC) including 110 road traffic collisions (RTCs) a decrease of 7 RTCs compared to the same period in 2017.

### **RETAINED DUTY SYSTEM AVAILABILITY**

- 2.2 Service Delivery continues 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 April and 30 June 2018 (Appendix A) reports an average of 83.32% availability which is a decrease in availability of 0.44% compared to the previous quarter and a decrease of 3.44% compared to the same period in 2017 with each section averaging 1820 hours of availability. Six out of the sixteen sections performed above 90%, with the highest level of availability being Warsop with 98.21%.
- 2.4 RDS availability data shows a small decrease in average availability across the Service between 1 April and 30 June 2018 compared to the previous

quarter. 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 April 2018 and 30 June 2018. During this period, a total of 68 incidents of interest were reported.

2.6 NRFS attended the following incidents of interest between 1 April and 30 June 2018.

- Crews attended 34 fires resulting in:
  - Six people rescued;
  - No human fire fatalities.
  - Six fire casualties (non-fatal).
- Crews attended 25 RTCs of interest between 1 April and 30 June 2018 resulting in:
  - NFRS extricated twenty-nine members of the public;
  - One RTC fatality;
  - Two animal rescue incidents;
  - The period of this report recorded three hazardous materials (HAZMAT) incidents, with one fatality;
  - Two water rescue incidents, rescuing two people;
  - One rescue from height incident, rescuing two people;
  - One incident to assist ambulance to rescue one person;
  - One flooding incident, evacuating two people and one dog;
  - Seven incidents required a multi-appliance attendance (five or more appliances). These are identified below:
    - Fire, single storey farm building. Resources included six fire appliances including one fire appliance from Derbyshire, one water carrier, one command support vehicle and support appliance and three officers.
    - Fire, grass and undergrowth approximately 6000 square metres involved. Resources included five fire appliances, one water carrier and one officer.
    - Special Service Call HAZMAT incident within building. Resources included seven fire appliances, one environmental protection unit and support appliance, one water carrier and support appliance and two officers.

- Fire, farm building, straw and hay. Resources included seven fire appliances and one officer.
- Fire, derelict building. Resources included eight fire appliances including one fire appliance from Derbyshire, one aerial ladder platform and support appliance and one officer.
- Fire, single storey building. Resources included six fire appliances including two fire appliances and one aerial ladder platform from South Yorkshire, one water carrier, one welfare unit, one command support unit and support appliance and four officers including one from South Yorkshire
- Fire, large portacabin and one vehicle. Resources included eight fire appliances including two fire appliances from South Yorkshire and two fire appliances from Derbyshire, one welfare unit, one water bowser and four officers.

### **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 ten RDS trainee firefighters commenced training at the Service's Development Centre and one firefighter transferred to Nottinghamshire Fire and Rescue Service.

### **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 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 OIC (No. of Hours and %)		Unavailable - No Driver (No of Hours and %)		Unavailable - More Than 1 Variable (No. of Hours and %)		% Increase / Decrease in availability against previous quarter
	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%	
02 Blidworth	1939.25	88.79%	155	7.10%	30.75	1.41%	16	0.73%	43	1.97%	-2.66%
05 Ashfield	2107.5	96.50%	36	1.65%	31	1.42%	1	0.05%	8.5	0.39%	2.45%
07 Warsop	2145	98.21%	32	1.47%	7	0.32%	0	0.00%	0	0.00%	1.44%
08 Worksop	1829.5	83.77%	69	3.16%	243	11.13%	11	0.50%	31.5	1.44%	-10.55%
10 Harworth	2047.75	93.76%	2	0.09%	104.75	4.80%	0.5	0.02%	29	1.33%	-3.21%
11 Misterton	1483.75	67.94%	413.75	18.94%	144.75	6.63%	8.5	0.39%	133.25	6.10%	2.27%
12 Retford	1591	72.85%	89.75	4.11%	300.5	13.76%	60.25	2.76%	142.5	6.52%	-12.37%
13 Tuxford	1540.25	70.52%	452	20.70%	20.5	0.94%	131.75	6.03%	39.5	1.81%	2.03%
14 Southwell	1129	51.69%	149.5	6.85%	271	12.41%	200	9.16%	434.5	19.89%	-18.09%
15 Collingham	1753	80.27%	205	9.39%	60.5	2.77%	3.5	0.16%	162	7.42%	29.75%
16 Newark	1923.75	88.08%	23.5	1.08%	176.25	8.07%	25	1.14%	35.5	1.63%	7.56%
17 Bingham	1851	84.75%	160	7.33%	95.5	4.37%	21.75	1.00%	55.75	2.55%	0.42%
23 Stapleford	1978.75	90.60%	186.75	8.55%	6.5	0.30%	12	0.55%	0	0.00%	-2.60%
24 Eastwood	1630.75	74.67%	190.75	8.73%	156.5	7.17%	49	2.24%	157	7.19%	-0.90%
25 Hucknall	2031.25	93.01%	74.25	3.40%	44	2.01%	15	0.69%	19.5	0.89%	-1.53%
28 East Leake	2134.75	97.74%	35.25	1.61%	13.5	0.62%	0.5	0.02%	0	0.00%	-1.07%