



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: 11 January 2019

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 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire, including response, prevention and protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery between 1 July and 30 September 2018.
- 1.3 A new performance management framework will be implemented to support the 2019-21 'Strategic Plan' and will influence the content of future update reports for the Community Safety Committee.
- 1.4 The performance of Service Delivery, in particular effectiveness, will also be scrutinised in the forthcoming inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in early February 2019.
- 1.5 Recent months have also seen changes to the management responsibilities for Service Delivery and these are now stabilising with confirmation of appointment for the Area Manager and Group Managers for both the prevention and protection roles.
- 1.6 During January 2019, the Service will produce its annual 'Operational Activity' report for 2018 detailing the operational activity for all appliances during the year and will be published on the Service website, further supporting the organisation's commitment to transparency and openness to public scrutiny.

2. REPORT

RESPONSE

- 2.1 A total of 3577 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 July and 30 September 2018, which is an increase of 715 incidents during the same period in 2017. The following incidents were attended during this period:
 - 154 accidental dwelling fires; increase of 44 compared to the same period in 2017.
 - 675 deliberate secondary fires; increase of 352 compared to the same period in 2017.
 - 2 fire fatalities; decrease of 1 compared to the same period in 2017.
 - 262 special service calls (SSC) including 179 RTCs an increase of 20 RTCs compared to the same period in 2017.
- 2.2 On-call availability between 1 July and 30 September 2018 (Appendix A) reports an average of 81.89% availability which is a decrease in availability of 1.43% compared to the previous quarter and an increase of 9.14% compared

to the same period in 2017 with each section averaging 1808 hours of availability. Six out of the sixteen sections performed above 90%, with the highest level of availability being Warsop with 96.29%.

2.3 The Service has recently appointed four On-call support Crew Managers, whose roles will include working closely with District Managers, Human Resources and On-call Managers to implement areas for further improvement around availability through recruitment, retention and development to support the On-call.

2.4 Out of the 3577 operational incidents attended between 1 July 2018 and 30 September 2018, a total of 56 incidents of interest were reported. A summary of those incidents included; crews attended 28 fires, resulting in:

- Four people rescued.
- Twenty-two people evacuated to safety.
- One human fire fatality.
- Eight fire casualties (non-fatal).

Crews attended 23 RTCs resulting in:

- NFRS extricated twenty-five members of the public.
- Two RTC fatalities.
- One animal rescue incident.

Crews also attended the following:

- One hazardous materials (HAZMAT) incident.
- Two rescues from height incidents, rescuing two people.
- One flooding incident, evacuating twenty-nine people in to emergency accommodation.
- Eight incidents required a multi-appliance attendance (five or more appliances), including appliances from Leicestershire and Derbyshire Fire and Rescue Services. These are identified below:

Incident	Appliance No's.
Fire - House severely damaged	8
Fire - Retail building commercial / domestic	11
Fire - Multi-storey car park	5
Fire - Industrial	13
Fire - involving 2 houses	7
Fire - Waste recycling	13
Fire - Industrial building / disused	8
Fire – Industrial building	11

PREVENTION

- 2.5 The delivery of Safe and Well Visits (SWVs) by wholetime crews launched in early August 2018. 440 SWVs were completed by 30 September 2018 bringing the total number of home visits to 977 over the summer period.
- 2.6 Reactive Community Reassurance and Engagement (CRaE) activities were carried out following fatal incidents in Stapleford and at Colwick Park. Planned district activities (including multi-agency action, public engagement, press releases and radio/TV interviews) focused on the spate of grass and secondary fires experienced throughout the county
- 2.7 Education initiatives that were conducted over the summer period included multi-agency RTC Awareness Days in Hucknall, Tuxford and Southwell, attended by approximately 380 years 12 and 13 students. A Three Nines event in Carlton, Safety Zone at Holme Pierrepont was attended by approximately 1000 years 5 and 6 students.
- 2.8 Dedicated Fire Safety input was delivered at library events in Mansfield and Worksop, Sure Start and children's centres across Skegby; and to Syrian families in Mansfield.
- 2.9 Through the collaboration framework, engagement continues with Nottinghamshire Police to identify areas of common interest and between 1 July and 30 September, key prevention collaboration projects with Nottinghamshire Police have included:
 - Rural Community Safety Education, including attendance at ploughing matches in Collingham, Flintham and Southwell.
 - Joint Operation Highway, targeting cycle safety in West Bridgford.
 - Princes Trust Programme Team, a PCSO being seconded to the role of Team Leader for a NFRS team.
 - Nottinghamshire Mini Police Units, fire safety education from NFRS.
 - Nottinghamshire Police's Cyber Fraud Team shared training around NFRS's CHARLIE profile.
 - NFRS Education Team and the Nottinghamshire Police's School Education Liaison Officers.

PROTECTION

- 2.10 Fire Protection has continued to regulate premises identified as part of the Services risk based inspection programme. This work included:
 - 284 pre-planned inspections of non-domestic premises with 35 follow up inspections.
 - 44 Thematic (information gathering) inspections.
 - 181 Specific (complaints) and post fire inspections.
 - 6 Enforcement notices served with 8 follow up inspections.
 - 2 Prohibition notices served with 15 follow up inspections.

- 201 Building regulation consultations with local authority building control or approved inspectors.
 - 77 Other consultations with agencies including Ofsted and Care Quality Commission.
- 2.11 Post Grenfell Tower incident, the Service alongside partners from Nottingham City Council Emergency Planning, Environmental Health and Building Control have worked together in addressing the initial outcomes and concerns raised by the incident. Fire Protection staff have supported post-Grenfell high rise living events to provide support and re-assurance to residents in Nottingham City Homes (NCH) high rise properties.
- 2.12 The Grenfell Tower incident is highly likely to have long term resourcing implications across the fire sector and was specifically referenced within the latest National Framework Document. These implications remain under consideration by officers and business plans will reflect the support required as more emerges from the national inquiry and incident learning processes, via the National Fire Chiefs Council.
- 2.13 Fire Protection staff continue to be engaged in Best Practice Housing Group meetings alongside colleagues from prevention. These meetings support local authority and housing associations to meet the requirements of the legislation that governs their management. Staff have also engaged private landlords to provide support and advice around Houses in Multiple Occupation selective licensing. The Service has supported NCH in its application for a place on the Ministry for Housing, Communities and Local Government Social Sector (Building Safety) Engagement Best Practice Group.
- 2.14 Staff continue to support local businesses through regular and varied engagement activities, including fire risk assessment workshops and face to face engagements, a particular focus during Business Safety Week. Collaborative working with Derbyshire Fire and Rescue Service to develop and share business re-assurance and support documentation aimed at restaurants and takeaways continues.
- 2.15 During 2019 further work to increase both the effectiveness and productivity of the Service in relation to Fire Protection will be implemented, this relates to the introduction of 'Hazard Spotting'. Utilising response crews to assess lower risk sites and increase capacity of the dedicated Fire Protection inspection and enforcement teams to focus on higher risk premises. The progress of the Hazard Spotting initiative will be contained within future reports to Members of Community Safety Committee.

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 14 whole-time trainee firefighters commenced training at the Service's Development Centre and four firefighters 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

- 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 focussing 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 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

ON-CALL 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 in availability against previous quarter
	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%	No. of Hours	%	
02 Blidworth	1986	89.95%	57.75	2.62%	56.5	2.56%	45	2.04%	62.75	2.84%	1.15%
05 Ashfield	1919.75	86.95%	233.25	10.56%	42.5	1.92%	7.5	0.34%	5	0.23%	-9.55%
07 Warsop	2126	96.29%	69.25	3.14%	6.75	0.31%	3	0.14%	3	0.14%	-1.93%
08 Worksop	2014.5	91.24%	13.5	0.61%	155	7.02%	12.5	0.57%	12.5	0.57%	7.47%
10 Harworth	2077.5	94.09%	14	0.63%	108	4.89%	0	0.00%	8.5	0.38%	0.33%
11 Misterton	1558.75	70.60%	262.5	11.89%	153.25	6.94%	30	1.36%	203.5	9.22%	2.66%
12 Retford	1249.75	56.60%	60.25	2.73%	497.75	22.54%	20.75	0.94%	379.5	17.19%	-16.25%
13 Tuxford	1617	73.23%	539.75	24.45%	24	1.09%	27.25	1.23%	0	0.00%	2.71%
14 Southwell	904	40.94%	83.5	3.78%	359	16.26%	301	13.63%	560.5	25.38%	-10.75%
15 Collingham	1820.75	82.46%	176.5	7.99%	101.75	4.61%	1	0.05%	108	4.89%	2.20%
16 Newark	1768	80.07%	14	0.63%	361.5	16.37%	23.75	1.08%	40.75	1.85%	-8.01%
17 Bingham	1859.25	84.21%	92.75	4.20%	149.25	6.76%	17	0.77%	89.75	4.06%	-0.55%
23 Stapleford	2027	91.80%	121.5	5.50%	40	1.81%	12.75	0.58%	6.75	0.31%	1.20%
24 Eastwood	1832.5	82.99%	43	1.95%	209.5	9.49%	38.5	1.74%	84.5	3.83%	8.33%
25 Hucknall	2110.25	95.57%	32	1.45%	36.75	1.66%	4.5	0.20%	24.5	1.11%	2.57%
28 East Leake	2059	93.25%	70.5	3.19%	76	3.44%	2.5	0.11%	0	0.00%	-4.49%