



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: 04 October 2019

Purpose of Report:

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

CONTACT OFFICER

Name: Craig Parkin
Deputy Chief Fire Officer

Tel: 0115 967 0880

Email: craig.parkin@notts-fire.gov.uk

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

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 April and 30 June 2019.
- 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.

2. REPORT

RESPONSE

- 2.1 A total of 2628 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 April and 30 June 2019, which is a decrease of 216 incidents during the same period in 2018. The following incidents were attended during this period:

- 144 accidental dwelling fires; decrease of 8 compared to the same period in 2018.
- 433 deliberate secondary fires; increase of 69 compared to the same period in 2018.
- 3 fire fatalities; increase of 3 compared to the same period in 2018.
- 644 special service calls (SSC) including 124 RTCs which is an increase of 7 compared to the same period in 2018.
- 797 false alarms in buildings; decrease of 165 compared to the same period in 2018.

- 2.2 Out of the 2628 operational incidents attended between 1 April and 30 June 2019. A total of 36 incidents of interest were reported, a summary of those incidents included; crews attended fires, resulting in:

- Seven people rescued.
- Four fire casualties (non-fatal).

Crews attended five RTCs resulting in:

- NFRS extricated Four members of the public.
- Two RTC fatalities.

Crews also attended the following:

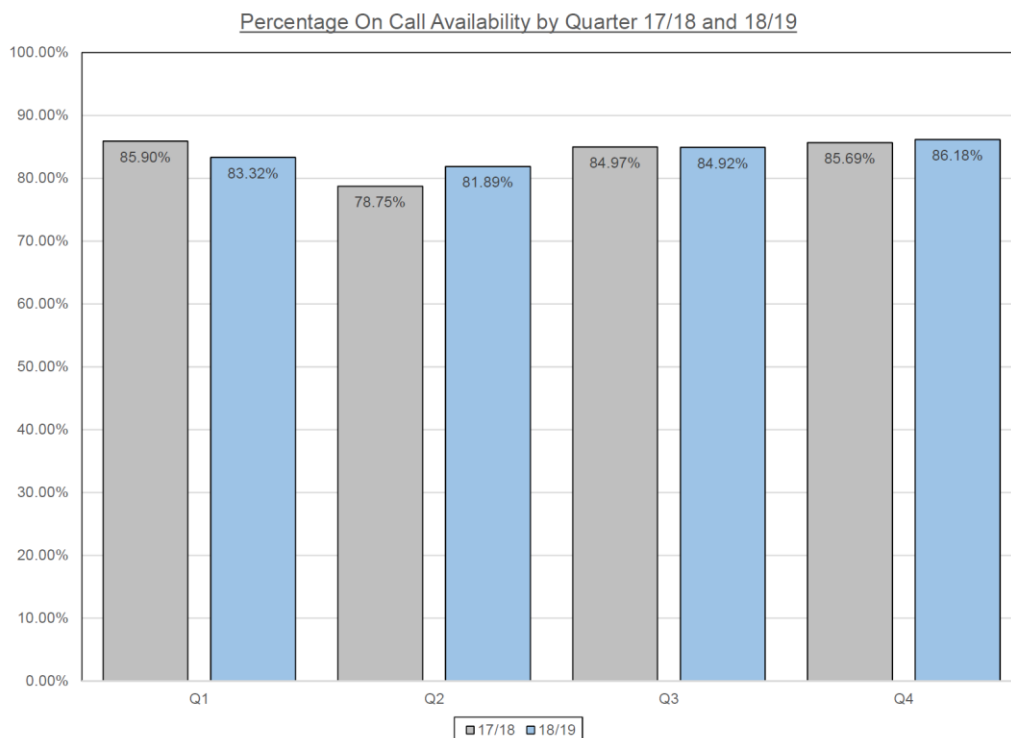
- Two Water Rescue incident (one fatality).
- One Hazardous Materials (HAZMAT) incidents (one fatality).

- Two animal rescue incidents
- Nine 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 fire	6
Fire – Fire in the open	5
Fire – Industrial premises	17
Fire – Industrial premises	6
Fire – Industrial premises	8
Fire – Industrial premises	8
Fire – House fire	6
Flooding	5
Flooding	5

2.3 On-call availability between 1 April and 30 June 2019. (Appendix A) reports an average of 85.67% availability which is a decrease in availability of 0.51% compared to the previous quarter with each section averaging 1864 hours of availability. Eight out of the sixteen sections performed above 90%, with the highest level of availability being East Leake with 98.12%.

2.4 At the June Community Safety Committee, Members asked how current On-call availability compared to previous years. Over the past two years On-Call availability has been consistently above 80% except for Q2 2017/18. The chart below depicts quarterly performance of On-Call availability during 2017/18 and 2018/19. Appendix B shows a further breakdown on how this data compares across all sixteen On-Call Stations and sections.



2.5 Over the summer period the Service has been deployed in support of national incidents. In June the Service deployed resources, including specialist national assets to support Lincolnshire Fire and Rescue Service in dealing with the Lincolnshire flooding. In August, the Service supported the Major Incident at Whaley Bridge in Derbyshire, sending High Volume Pumps, Specialist Officers and Boat Crews. The dedication and high levels professionalism of NFRS crews was recognised by the Services NFRS supported.

2.6 As part of the Services planning and preparedness for operational incidents, the Service delivers an annual exercise training programme. The exercise programme enables crews to train and practice essential skills to maintain their operational competences and ensures they are familiar with some of Nottinghamshire's risks. There are 26 planned exercise throughout the year, all of different sizes and complexities, to date we have carried out 8 exercises at the following locations:

- Total, Colwick
- Tollerton Airport
- Woodthorpe Court, Nottingham High-rise
- Southwell Workhouse
- Nottingham Castle
- NMCH, Nottingham
- Bulcote Farm
- Disused Warehouse, Nottingham.

Further exercise will be carried out throughout the year.

PREVENTION

2.7 The delivery of Safe and Well Visits (SWVs) has been developed and will see crews engaging in 'data-led' targeted engagement of communities who are deemed at the greatest risk of death or serious injury from fire. Between 1 April and 30 June, 1474 SWVs were carried out by operational Crews and the Persons At Risk Team (PART). This included 5 specialist alarms for deaf members of the community and 19 visits from data-led enquiries. 17% of recipients of SWVs were deemed to be at high or very high risk from fire, prior to intervention from our Teams.

2.8 Following serious fire-related incidents, reactive Community Reassurance and Engagement (CRaE) activities have been carried out in Bingham, Bulwell and Cotgrave in order to engage with affected communities and increase fire safety awareness. A fire at a homeless shelter in the City also led to a local Business Reassurance and Engagement (BRaE) activity where local businesses were visited and support by members of the Prevention and Protection Teams to ensure fire awareness and safety.

2.9 The Service continues to engage with National Fire Chief Council (NFCC) campaigns, actively participating in drowning prevention, dementia awareness and boat safety weeks; with a number of initiatives and engagements held across the City and County.

- 2.10 Operational Crews and members of the Prevention Team undertook a Data & Intelligence Community Engagement (DICE) event in Aslockton and Whatton in June as part of the drive to address low levels of smoke alarm ownership. The event, held over 4 days, visited 627 properties and fitted over 250 smoke alarms. During the events, approximately 40% were found to have inadequate or no smoke detection.
- 2.11 Members of the Prevention Team have delivered the first of the Service's Safety Zone initiatives, hosted at Ranby school. This is a multi-agency event aimed at Year Five and Year Six pupils across the North of the County. The event is organised through the Nottinghamshire Safety Education Partnership (NSEP) and this year's event saw 19 Primary schools attend with 852 pupils engaging in a variety of safety messages. Partners including Network Rail, the Police, Coastguard and PDSA were present to the children and promote safety in their relevant areas of expertise.
- 2.12 The Service is reviewing how SWVs are delivered to ensure that the best value for money is achieved and the greatest impact is achieved in terms of creating safer communities. This will include a review of the current commissioned services provided through Framework and Age UK. Any recommendations or changes proposed from this review will be presented to the relevant committee in due course.

PROTECTION

- 2.13 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme (RBIP), with the following activities undertaken between 1 April and 30 June 2019 include:
- 311 pre-planned inspections of non-domestic premises with 112 follow up inspections.
 - One Thematic (information gathering) inspection.
 - 67 Specific (complaints) and post fire inspections.
 - Nine Enforcement Notices served.
 - Four Prohibition notices served.
 - 170 Building regulation consultations with local authority building control or approved inspectors.
 - 10 Other consultations with agencies including Ofsted and Care Quality Commission.
- 2.14 The Protection team have recently engaged with the High Speed 2 (HS2) project in order to provide guidance and assurance in relation to proposed structures within Nottinghamshire as part of the construction plans for the rail link. This mainly focuses around the fire safety and firefighting requirements in relation to tunnels proposed within the County. Further meetings are scheduled over coming months to engage in the provision of specialist fire engineering advice.

- 2.15 The Service continues to support the NFCC and MHCLG in their development of building standards and consultation on proposed changes following the Hackett Review. Whilst further information is yet to be received on both the Hackett Review and the Grenfell Inquiry, the Service is adopting a proactive approach to early engagement with working groups and opportunities to influence the future landscape of building regulation and consultation.
- 2.16 A number of initial meetings have been held with Nottinghamshire Police in order to scope the opportunity of greater collaboration between the NFRS Fire Investigation Team and the Police's Crime Scene Investigation (CSI) team. An opportunity to co-locate at the Sherwood Lodge site is being explored and may offer opportunities not only for closer working and sharing of information, but also for compliance with common operating standards and requirements.
- 2.17 To support the Service's Strategic Plan, a Safer Communities strategy is currently being completed that will outline the work that the Prevention and Protection teams will complete in order to achieve the Service's Vision to 'create safer communities across Nottinghamshire'. This strategy will be delivered to the Community Safety Committee in January 2020.

HOME OFFICE – FIRE AND RESCUE INCIDENT STATISTICS

- 2.18 On 8 August 2019 the Home Office released its fire and rescue incident statistics, year ending March 2019. The statistics are sourced from the Home Office's online Incident Recording System (IRS) and include statistics on all incidents, fire-related fatalities and casualties from fires.
- 2.19 Home Office statistics compare the most recent years' performance with 2017/18, five years previously and where available ten years previously. Home Office statistics show the high-level trends and is available via the Home Office web-site.
- 2.20 The table below shows the fire statistics taken from the Home Office against NFRS fire statistics for 2018/19 with comparisons to 2017/18 and 2013/14.

Nottinghamshire Fire & Rescue Service					Home Office					
Incident Type	2018/19	2018/19 compared with			2018/19	2018/19 compared with				
		2017/18		2013/14		2017/18		2013/14		
All incidents	11,235	10,601	+6%	9,754	+15.2%	576,040	566,433	+2%	526,812	+9%
Fires	4,192	3,301	+27%	3,708	+13.1%	182,825	167,330	+9%	171,349	+7%
Primary fires	1,721	1,606	+7.2%	1,601	+7.5%	73,214	74,257	-1%	73,230	<-1%
Dwelling fires	665	616	+8%	686	-3.1%	29,570	30,813	-4%	31,910	-7%
Accidental dwelling fires	599	544	+10.1%	618	-3.1%	26,539	30,813	-7%	38,584	-23%
Secondary fires	2,424	1,640	+47.8%	2,046	+18.5%	106,283	89,033	+19%	92,132	+15%

Fire false-alarms	4,475	4,385	+2.1%	4,137	+8.2%	231,067	226,025	+2%	224,119	+3%
Non-fire incidents	2,568	2,915	-11.9%	1,909	+34.5%	162,148	131,344	+23%	155,564	+4%
Medical incidents	862	1,284	-32.9%	N/A		19,989	131,344	+23%	N/A	
Assist Ambulance	123	93	+32.3%	N/A		No National Statistic breakdown recorded				
Effecting entry for EMAS	699	679	+32.3%	N/A						
First Responding	40	512	-92.2%	N/A						
Fatalities and non-fatal casualties						Fatalities and non-fatal casualties				
Fire-related fatalities	12	7	+71.4%	3	+300%	253	339	-25%	278	-9%
Fire-related fatalities in dwellings	10	7	+42.9%	2	+400%	196	268	-26%	217	-10%
Non-fatal casualties	80	94	-14.9%	109	-26.6%	7,160	7,302	-2%	7,819	-8%
Non-fatal casualties requiring hospital treatment	47	43	+9.3%	57	-17.5%	3,145	3,298	-5%	3,453	-9%
Non-fatal casualties in dwellings	60	70	-14.3%	89	-32.6%	5,239	5,458	-4%	6,118	-14%

2.21 The table indicates an overall increase in incidents, for NFRS, of 6% between 2017/18 and 2018/19. This increase is mainly due to an increase in Secondary Fire (47.8%). Secondary Fires are those which involve non-domestic property such as grassland, derelict buildings, outdoor structures or refuse.

2.22 This increase was related to the sustained period of high temperatures and minimal rainfall experienced during the summer of 2018. In addition to this, the Service has seen persistent incidents of arson around the Mansfield, Ashfield and City areas during this period. Interventions through the Fire Setter scheme, involvement of partner agencies and Local Authorities, and proactive engagement with communities have sought to minimise and reduce these incidents.

2.23 Collaboration with East Midlands Ambulance Service (EMAS) has seen operational crews responding to assist entry to premises. This has accounted for an increase of 32.3% in this incident type, whilst the cessation of Emergency First Responding (EFR) by wholetime crews has resulted in a 92% reduction in this incident type.

2.24 The increase in fire-related fatalities has previously been reported to Members. Interventions by Service Delivery Teams continue to address issues such as lack of smoke alarm ownership, fire safety awareness and cooking safety. The increase in accidental dwelling fires (of which cooking related incidents make up the greatest proportion of these) continue to highlight the importance of a focus on prevention activities and engagement with communities, in both proactive and reactive engagements.

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 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 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 efficiency and to 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.

John Buckley
CHIEF FIRE OFFICER

APPENDIX A

ON-CALL AVAILABILITY DATA BY STATION

Station	Available (No. of Hours and %)		Available – Alternative Crewing (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	%	No. of Hours	%	
02 Blidworth	1943.5	88.99%	117.25	5.37%	40	1.83%	48.75	2.23%	9.5	0.43%	25	1.14%	1.35%
05 Ashfield	2088.5	95.63%	0	0.00%	42.5	1.95%	46.5	2.13%	6.5	0.30%	0	0.00%	0.20%
07 Warsop	2062.5	94.44%	43.75	2.00%	16	0.73%	40.25	1.84%	4	0.18%	17.5	0.80%	0.35%
08 Worksop	2004.5	91.78%	4	0.18%	12	0.55%	145.5	6.66%	1	0.05%	17	0.78%	0.90%
10 Harworth	2069.75	94.77%	13	0.60%	0	0.00%	89.75	4.11%	0	0.00%	11.5	0.53%	-2.40%
11 Misterton	1781.25	81.56%	159.75	7.31%	116.25	5.32%	75.25	3.45%	24.5	1.12%	27	1.24%	1.26%
12 Retford	1950	89.29%	0	0.00%	36	1.65%	40.5	1.85%	80.75	3.70%	76.75	3.51%	14.31%
13 Tuxford	1686.25	77.21%	69.75	3.19%	3	0.14%	223.5	10.23%	55	2.52%	146.5	6.71%	1.87%
14 Southwell	830.25	38.02%	15.5	0.71%	4.5	0.21%	885.75	40.56%	74.5	3.41%	373.5	17.10%	-18.09%
15 Collingham	1536.75	70.36%	165.50	7.58%	50.00	2.29%	301.25	13.79%	22.50	1.03%	108.00	4.95%	-10.16%
16 Newark	1981.75	90.74%	2	0.09%	0	0.00%	156.25	7.15%	25	1.14%	19	0.87%	7.97%
17 Bingham	1896.75	86.85%	140.75	6.44%	39.00	1.79%	83.50	3.82%	5.00	0.23%	19.00	0.87%	1.42%
23 Stapleford	2052	93.96%	0	0.00%	6	0.27%	58.25	2.67%	15	0.69%	52.75	2.42%	1.41%
24 Eastwood	1763.5	80.75%	90.5	4.14%	26.5	1.21%	140.5	6.43%	16.25	0.74%	146.75	6.72%	-9.88%
25 Hucknall	2041	93.45%	66	3.02%	8.5	0.39%	50.5	2.31%	3.5	0.16%	14.5	0.66%	-0.32%
28 East Leake	2143	98.12%	4.5	0.21%	17.5	0.80%	19	0.87%	0	0.00%	0	0.00%	-1.19%

APPENDIX B

On-Call Availability By Station – By Quarter Comparison 2017/18 & 2018/19

Station	Q1/1718		Q2/1718		Q3/1718		Q4/1718		Q1 18/19		Q2/1819		Q3/1819		Q4/1819	
	Available (No. of Hours and %)		Available (No. of Hours and %)		Available (No. of Hours and %)		Available (No. of Hours and %)		Available (No. of Hours and %)		Available (No. of Hours and %)		Available (No. of Hours and %)		Available (No. of Hours and %)	
02 Blidworth	1995.75	90.39%	1926.25	87.24%	2029.25	91.90%	1975.5	91.46%	1939.25	88.79%	1986	89.95%	2037.75	92.29%	1858.5	86.04%
05 Ashfield	1884.5	85.35%	1964.5	88.97%	2092.5	94.77%	2031.5	94.05%	2107.5	96.50%	1919.75	86.95%	2088.25	94.58%	2061.25	95.43%
07 Warsop	2125.5	96.26%	2112	95.65%	2149.5	97.35%	2090.25	96.77%	2145	98.21%	2126	96.29%	2076.5	94.04%	2008.25	92.97%
08 Worksop	1972	89.31%	1799	81.48%	2040.5	92.41%	2037.25	94.32%	1829.5	83.77%	2014.5	91.24%	1996.25	90.41%	1967	91.06%
10 Harworth	2011	91.08%	2046.5	92.69%	1998.25	90.50%	2094.5	96.97%	2047.75	93.76%	2077.5	94.09%	2102.5	95.22%	2110.75	97.72%
11 Misterton	1500	67.93%	1420.25	64.32%	1621	73.41%	1418.5	65.67%	1483.75	67.94%	1558.75	70.60%	1775.5	80.41%	1689.75	78.23%
12 Retford	1977.5	89.56%	1293	58.56%	1716.25	77.73%	1840.75	85.22%	1591	72.85%	1249.75	56.60%	1450	65.67%	1619.5	74.98%
13 Tuxford	1785.5	80.87%	1620	73.37%	1746.5	79.10%	1479.5	68.50%	1540.25	70.52%	1617	73.23%	1556.5	70.49%	1563.5	72.38%
14 Southwell	1615	73.14%	1241	56.20%	1472	66.67%	1507.25	69.78%	1129	51.69%	904	40.94%	1006.5	45.58%	1221.75	56.56%
15 Collingham	1831.75	82.96%	1602.5	72.58%	1740	78.80%	1757	50.52%	1753	80.27%	1820.75	82.46%	1826.5	82.72%	1852	85.74%
16 Newark	1920.5	86.98%	1853.5	83.94%	1889	85.55%	1739.25	80.52%	1923.75	88.08%	1768	80.07%	1790	81.07%	1784.25	82.60%
17 Bingham	1861.75	84.32%	1843.25	83.48%	1875.75	84.95%	1821.5	84.33%	1851	84.75%	1859.25	84.21%	2031	91.98%	1922.5	89.00%
23 Stapleford	1908	86.41%	1791	81.11%	1942.75	87.99%	2013.25	93.21%	1978.75	90.60%	2027	91.80%	2040.75	92.43%	1991	92.18%
24 Eastwood	1618.25	73.29%	1415.25	64.10%	1534	69.47%	1632.25	75.57%	1630.75	74.67%	1832.5	82.99%	1928.5	87.34%	1966.25	91.03%
25 Hucknall	1970.75	89.25%	1948.25	88.24%	2045	92.62%	2042	94.54%	2031.25	93.01%	2110.25	95.57%	2106	95.38%	2028.25	93.90%
28 East Leake	2040.75	92.43%	1945.25	88.10%	2126	96.29%	2134.5	98.82%	2134.75	97.74%	2059	93.25%	2189.5	99.16%	2139	99.03%
Total	30018.5	85.90%	27821.5	78.75%	30018.25	84.97%	29614.75	85.69%	29116.25	83.32%	28930	81.89%	30002.00	84.92%	29783.5	86.18%