



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: 17 January 2020

Purpose of Report:

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

Recommendations:

That Members note the contents of this report.

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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.
- 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 2579 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 July and 30 September 2019 which is a decrease of 1020 incidents during the same period in 2018. The following incidents were attended during this period:
 - 136 accidental dwelling fires; decrease of 22 compared to the same period in 2018;
 - 309 deliberate secondary fires; decrease of 371 compared to the same period in 2018;
 - 1 fire fatality; decrease of 1 compared to the same period in 2018;
 - 626 special service calls (SSC) including 164 road traffic collisions (RTCs) which is an increase of 8 compared to the same period in 2018.
- 2.2 Out of the 2579 operational incidents attended between 1 July and 30 September 2019, a total of 35 incidents of interest were reported, a summary of those incidents included:

Crews attended 12 primary fires of interest:

- NFRS attended 3 incidents and rescued 4 members of the public;
- NFRS attended 9 incidents where 12 people were injured (no-fatal);
- 8 fire incidents required five or more appliances.

Crews attended 5 RTCs resulting in:

- NFRS extricated two members of the public;
- Four RTC fatalities;

Crews also attended the following:

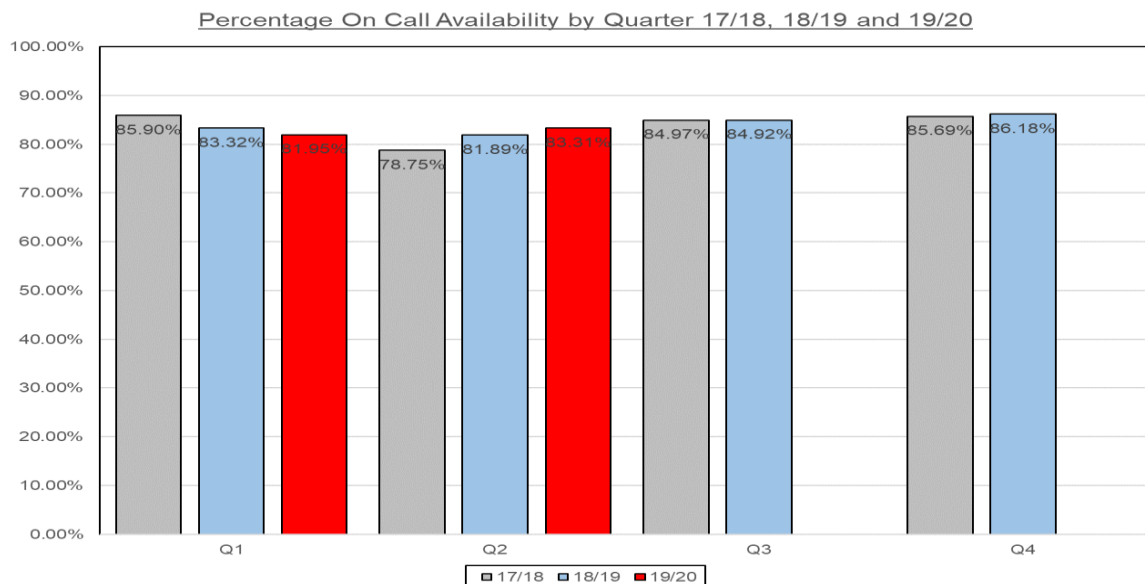
- 5 Water Rescue incidents (3 fatalities and 3 rescues);
- Pipe line incident (5 people lead to safety);
- Solar farm (numerous properties evacuated);
- 11 SSC to assist other agencies (1 rescue, 10 Fatalities).
- 8 incidents required a multi-appliance attendance (five or more appliances), including appliances from Leicestershire and Derbyshire Fire and Rescue Services. These are identified below:

Incident	Appliance No's.
SSC - Other Outdoor	5
Fire - Other outdoor	5
Fire - Dwelling	7
Fire - Dwelling	5
Fire - Dwelling	5
SSC - Dwelling	8
Fire - Grassland	6
Fire - Grassland	5

2.3 A key target for the Service, as detailed in its Strategic Plan, is that all emergency incidents will be attended on average, within 8 minutes. Between 1 July and 30 October 2019, the overall average attendance time was 08:25 minutes. Incidents are categorised as per priority levels:

- Priority 1 (P1). Average 08:15 minutes – Incidents which pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk;
- Priority 2 (P2). Average 08:05 minutes – Incidents which pose a serious hazard and high-risk threat to the environment, society, property or heritage – and FRS immediate response;
- Priority 3 (P3). Average 08:39 minutes – Incidents which pose a potential hazard to human life, the environment, society, property or heritage or incidents which pose a confirmed low hazard to human life.

2.4 On-call availability between 1 July and 30 September 2019 (Appendix A) reports an average of 83.31% availability which is an increase in availability of 1.36% compared to the previous quarter with each section averaging 1493 hours of availability. 6 out of the 16 sections performed above 90%, with the highest level of availability being East Leake with 96.54%.



2.5 A key part of the Service's ongoing commitment to ensure resources are mobilised to emergency incidents in a timely manner is the performance of Joint Control. As part of the 'Functional Collaboration Agreement', between Nottinghamshire and Derbyshire Fire and Rescue Services, two key performance measures were agreed, they are:

- Calls answered in 7 seconds – Target 90%
- Mobilisation System Availability – Target 99.0%

As of the 30 September 2019 control room staff achieved 96.5% for the percentage of calls received in 7 seconds, surpassing the target by 6.5%

Between 1 July 2019 and 30 September 2019, the mobilising system availability saw the system being available for 99% of the time, equal to the set target metric.

2.6 As part of the planning and preparedness for operational incidents, the Service delivers an annual exercise programme. The exercise programme enables crews to train and practice essential skills, maintaining their operational competences and ensures familiarisation with risks they may face. There are 26 planned exercises throughout the year, all of varying size and complexity, to date the Service have completed out 14 exercises, at the following locations:

- Biz Space, Arnold;
- HMP Whatton;
- HMP Ranby;
- Jamaia-Al-Karem, Retford;
- Nottingham City Hospital;
- Whitworth Flour, Worksop;
- Calverton Hill Hospital;
- Bulcote Farm, Bulcote;
- Talbot Street, Nottingham;

- Nottingham Castle;
- Disused warehouse, Nottingham;
- Southwell workhouse;
- Woodthorpe Court;
- Tollerton Airport.

Of the 14 exercises undertaken, 3 of the exercises have been multi-agency exercise, enabling NFRS to test that Joint Emergency Services Interoperability Principles (JESIP) are imbedded. Additional exercise is planned 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 greater risk of death or serious injury from fire. Between 30 June and 30 November, 3168 SWVs were carried out by operational Crews and the Persons at Risk Team. This included 479 specialist alarms for deaf members of the community.
- 2.8 Following serious fire-related incidents, reactive Community Reassurance and Engagement activities have been carried out in Arnold (twice), Cotgrave, Worksop, West Bridgford and in the Meadows area of Nottingham to engage with affected communities, increase fire safety awareness and complete SWVs.
- 2.9 The Service has identified a recurring theme in relation to domestic-related incidents which have led to two fatal incidents and one serious injury. The use of gas-powered domestic cooking appliances which are not fitted with thermal couples have been directly related to these incidents. NFRS is developing a campaign to raise awareness of this risk and is working with Cadent and neighbouring FRSs to prevent further incidents of this nature.
- 2.10 The Service continues to engage with National Fire Chief Council (NFCC) campaigns, actively participating in Outdoor Fire Safety, Cooking Fire Safety, Home Fire Safety and Electrical Fire Safety, with several initiatives and engagements held across the City and County.
- 2.11 Operational Crews and members of the Prevention Team undertook Data & Intelligence Community Engagement events in Aslockton, Whatton, Cotgrave, Oaktree in Mansfield and Harworth as part of the drive to address low levels of smoke alarm ownership.
- 2.12 Members of the Prevention Team have delivered the second of the Service's Safety Zone initiatives, hosted at Holme Pierrepont. This is a multi-agency event aimed at Year 5 and Year 6 pupils across the North of the County. The event is organised through the Nottinghamshire Safety Education Partnership 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 present to the children and promote safety in their relevant areas of expertise.

- 2.13 The Service has also engaged in several specific events, targeted at areas of risk arising from incident and partner data; cycle safety events in the City and Mansfield, Three Nine's events in South Nottinghamshire and Mansfield, and road traffic collision events in Newark, Arnold and Hucknall. These events will be evaluated to determine their effect and influence on future events.
- 2.14 Service Delivery hosted a specific open day for people from the deaf community at Highfields fire station on the 30th November. This event utilised British Sign Language translators engaging with members of the deaf community to highlight the work of the Fire Service, the provisions in place for those who are deaf or hard of hearing, and also to showcase some of the work undertaken jointly by response crews, prevention specialists and partner agencies.

PROTECTION

- 2.15 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme, with the following activities undertaken between 30 June and 30 November 2019 include:
- 430 pre-planned inspections of non-domestic premises with 141 follow up inspections.
 - Five thematic (information gathering) inspections.
 - 289 Specific (complaints) and post fire inspections.
 - 14 Enforcement Notices served.
 - Six Prohibition notices served.
 - 1324 Building regulation consultations with local authority building control or approved inspectors.
 - 21 other consultations with agencies including Ofsted and the Care Quality Commission.
- 2.16 The Protection team continue to be engaged with the High Speed 2 project to provide guidance and assurance in relation to proposed structures within Nottinghamshire as part of the construction plans for the rail link. This has recently included engaging with a fire engineer from Derbyshire Fire and Rescue Service to provide specific, expert guidance on a design review for tunnels within Nottinghamshire.
- 2.17 The Service has entered a regional fire engineering Memorandum of Understanding (MOU), enabling the Service to draw on fire engineering expertise in relation to a number of premises that are currently undergoing planning consultations, including a large, complex warehouse near Mansfield. This provides a solution to fire engineering advice whilst a more resilient provision is developed. Further recommendations in relation to fire engineering will be presented to the relevant Committee over the coming months.
- 2.18 The Service continues to support the NFCC and Ministry of Housing, Communities of Local Government (MHCLG) in their development of building standards and consultation on proposed changes following the Hackett

Review. The Service has received the Grenfell Inquiry Phase One report and recommendations, and was reported to the Fire Authority meeting in December. The Service is also engaging with NFCC and MHCLG in relation to the one outstanding premises in the City that is over 18 meters tall and has ACM cladding that was present at Grenfell.

2.19 In November, NFRS seconded a member of the Fire Protection team to work, on a full-time basis, with Nottingham City Council to review multi-occupancy residential buildings in the City. This is adopting a risk-based approach to inspecting premises under joint fire and housing legislation. The joint working builds upon the already embedded MOU for joint inspections that is held between the two organisations and is anticipated to inspect over 400 premises over two years.

2.20 Further meetings have been held with Nottinghamshire Police to progress greater collaboration between the NFRS Fire Investigation Team and the Police's Crime Scene Investigation team. An opportunity to co-locate at the Sherwood Lodge site is being developed and will present opportunities for closer working and sharing of information.

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

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	1712.5	77.56%	238.75	10.81%	161.5	7.31%	72.5	3.28%	16.25	0.74%	6.5	0.29%	-5.98%
05 Ashfield	2032.25	92.04%	0	0.00%	112	5.07%	63.25	2.86%	0.5	0.02%	0	0.00%	-3.59%
07 Warsop	2111.25	95.62%	32.5	1.47%	5.5	0.25%	55	2.49%	2.75	0.12%	1	0.05%	0.65%
08 Worksop	1988.25	90.05%	0	0.00%	33	1.49%	60.25	2.73%	10	0.45%	116.5	5.28%	-1.92%
10 Harworth	2012.75	91.16%	14.75	0.67%	0	0.00%	167.5	7.59%	0	0.00%	13	0.59%	-3.54%
11 Misterton	1789	81.00%	206	9.34%	102	4.61%	80	3.60%	15	0.66%	18	0.79%	1.47%
12 Retford	1827	82.74%	0	0.00%	39.75	1.80%	24	1.09%	189.75	8.59%	127.5	5.77%	-6.54%
13 Tuxford	1780.25	80.63%	60.5	2.74%	4.5	0.20%	207	9.38%	33.25	1.51%	122.5	5.55%	2.96%
14 Southwell	1053.75	47.72%	43	1.95%	2	0.09%	708.5	32.09%	13.5	0.61%	387.25	17.54%	10.95%
15 Collingham	1567.25	70.98%	154.25	6.99%	26.00	1.18%	358.75	16.25%	14.50	0.66%	87.25	3.95%	0.02%
16 Newark	1949.25	88.28%	18.5	0.84%	0	0.00%	133.75	6.06%	42	1.90%	64.5	2.92%	-1.71%
17 Bingham	1714.75	77.66%	209.25	9.48%	73	3.31%	106	4.80%	39	1.77%	66	2.99%	-6.15%
23 Stapleford	2061.75	93.38%	26.5	1.20%	2	0.09%	62.5	2.83%	26	1.18%	29.25	1.32%	0.62%
24 Eastwood	1727	78.22%	100.5	4.55%	19	0.86%	232	10.51%	24.25	1.10%	105.25	4.77%	-2.12%
25 Hucknall	1972.5	89.33%	100.75	4.56%	46.5	2.11%	58.25	2.64%	1	0.05%	29	1.31%	-2.58%
28 East Leake	2131.5	96.54%	22.5	1.02%	31.5	1.43%	18	0.82%	4.5	0.20%	0	0.00%	-0.77%