



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

# Statement of Assurance

2018-2019

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## 1. Introduction

Within the current [Fire and Rescue National Framework for England](#) the Government set out its requirements for fire and rescue services to publish a statement of assurance. This annual document provides assurance to Nottinghamshire Fire and Rescue Service (NFRS) communities on financial, governance and operational matters. The statement will show how NFRS has had due regard to the expectations set out in the Integrated Risk Management Plan (IRMP) and the requirements included within the Framework document.

## 2. Context

The Service is accountable for its performance and is open to evaluation by the communities it serves. Much of the information communities require to make a valid assessment of the Fire Authority's performance is already published and available to access. This Statement of Assurance presents this information in a clear, concise and user-friendly way. The document provides context within each section and uses links to key other documents where appropriate to evidence compliance with external and internal performance standards.

## 3. Financial Performance

Under the Local Government Act 1999, fire and rescue authorities are responsible for ensuring that their business is conducted in accordance with the law and proper standards, and that public money is properly accounted for and used economically, efficiently and effectively.

NFRS provides financial assurance through the publication of an [Annual Statement of Accounts](#). This is a statutory requirement under the Accounts and Audit Regulations 2015, and the accounts are prepared following the Code of Practice on Local Authority Accounting. The financial statements are subject to review by independent auditors as directed by the Local Audit and Accountability Act 2014.

The Service's appointed external auditor is Ernst Young LLP. The auditors are responsible for two key areas:

1. *Financial statements (including the Annual Governance Statement):* Providing an opinion on your accounts; and
2. *Use of resources:* Concluding on the arrangements in place for securing economy, efficiency and effectiveness in your use of resources (the value for money conclusion).

Internal Audit forms part of the wider system of internal control which deals entirely with the Authority's exposure to financial, and to some extent non-financial risk.

The Service's internal audit for 2018-19 was provided by Nottinghamshire County Council. Presenting the annual report to the Finance and Resources Committee of the Authority enables Members to see the work of internal audit and the contribution that they make to the overall system of internal control.

The 2018/19 budget was set at £42.227m. Total expenditure for 2018/19 was £42.715m. Of this, net expenditure of £393k was funded from Earmarked Reserves, requiring £1.377m of funding from General Reserves. This represents an underspend position of £67k against the planned use of General Reserves of £1.444m.

The Service is working hard to enable a balanced budget to be set going forward.

#### 4. Governance Statement

The Annual Governance Statement publicly explains how the Service manages its governance and internal control measures. It is an open and honest account of how the Service ensures its financial management system is adequate and effective. It also ensures a sound system of internal control, assuring the utmost integrity in all Service work.

The Governance Framework comprises the systems, processes, cultures and values for the direction and control of the Fire Authority. It enables the Authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate and cost-effective services.

The Authority also has a [Code of Corporate Governance](#) in which it reaffirms its duties and responsibilities. In this document, officers have identified against each of the code's principles what source documentation or existing practice demonstrates how the Authority complies with the principles that make up the code.

It is important to be open about the way public money is spent. The [Local Government Transparency Code 2015](#) on data transparency has been used as the foundation for organisational transparency. The recommended datasets the Service should make available as a minimum, have been used as a starting point for deciding what information NFRS should make available.

#### 5. Our Services to the Community

The Authority's IRMP demonstrates how the Service will discharge its responsibilities in a way that is open and transparent to its communities and others with an interest.

The IRMP 2014-2019, identifies and assesses foreseeable fire and rescue related risks which could affect its communities, including those of a cross-

border, multi-authority and/or national nature. The plan has regard to the community risk registers produced by the Local Resilience Forum (LRF) and any other local risk analyses as appropriate.

Consultation on the IRMP was carried out by Opinion Research Services and included online and paper surveys as well as face-to-face forums with different communities across the County.

Set out in this document are the actions that the Service has taken against each of the IRMP's six priority areas over the period 2018-2019.

## 6. NFRS Priorities

### Priority 1 Service Delivery

Creating safer communities is the priority for the Service, and, in doing so, NFRS emphasises the importance of, response, prevention and protection.

#### Response

In 2018-2019, NFRS responded to 11,235 incidents, and it is working hard to drive down these figures further through a range of initiatives. One such initiative, introduced during the year, was the Tri-Service Automatic Fire Alarm Policy, resulting in less time spent at unwanted fire signals and false alarms.

Over this same period, operational training was reinforced by over 30 district or group exercises at various sites across the County. The Service has also conducted 256 Site Specific Risk Information (SSRI) Inspections, to help support the development of safe systems at work, part of its obligation to the Fire and Rescue Services Act 2004.

NFRS is committed to serving the people of Nottinghamshire, but at times of need it also provides national resilience to significant incidents in other parts of the country. This was the case for the Moorland fires of 2018, where NFRS firefighting and logistical support was deployed to help colleagues in Lancashire.

During 2018-2019, following significant public consultation and subsequent Fire Authority approval, 'Mixed' and 'Alternative' Crewing were introduced.

Two fire stations - Ashfield and Retford - have both adopted the Mixed Crewing model (now termed Day Shift Crewing). Although in its infancy, early data has shown that the move away to On-Call crewing during the night will provide improved efficiency and financial savings.

The Alternative Crewing model enables crews of less than four to attend incidents of an 'appropriate' nature, whilst providing additional resources at larger incidents. Although not a replacement for established minimum crewing procedures, it allows the Service to utilise 'On-Call' resources more efficiently, which previously would have been unavailable.

Further resilience and support to On-Call stations has been provided through the Service's 'Sustainability of On-Call' project. As financial constraints have required NFRS to explore and maximise the potential of this element of its workforce, the importance of maintaining and increasing On-Call capacity has never been more pertinent.

The project includes a team of Wholetime personnel, who, as part of their role, work fluidly at 'On-Call' stations across the County. The team provides support in terms of training, communications, work-life balance and recruitment, whilst offering a flexible resource of crewing assistance to stations.

### **Prevention**

The Service aims to make every contact count for those in need. It's Safe and Well visits, introduced in August 2018 as a replacement for its Home Safety checks, offers information on a number of factors, which may increase vulnerability to fire or injury. Alongside the traditional fire safety message, these visits provide advice on smoking cessation, alcohol safety, falls prevention and other information designed to improve safety for the most vulnerable.

Whilst the Service is proactive in its prevention activities, it also acknowledges that reactive measures are sometimes required.

Following incidents of significance, Community Reassurance and Engagement (CRaE) activity ensures that interaction, support and advice can be tailored in an appropriate and timely manner to those in need. A number of these activities were carried out during the period of this Statement.

The last year has also seen a commitment to prevention investment through the roll-out of new tablet hardware to crews. The new tablets improve the way data is collected, managed and shared between crews and the appropriate departments.

After giving shelter to 79 homeless people during periods of sub-zero temperatures in the winter of 2017-2018, London Road Fire Station again opened its doors in 2018-2019. The partnership with the British Red Cross and the City Council provided access to 64 rough-sleeping individuals over 16 nights.

### **Protection**

NFRS' Protection team has continued to fulfil its statutory duties aligned to the building control process and those set out within Regulatory Reform (Fire Safety) Order 2005 (FSO). This work has been directed by NFRS' Risk Based Inspection Programme (RBIP) which seeks to align resources to the highest life risk premises in the County. Enforcement officers have continued to regulate the FSO on the worst offending, non-compliant premises, one of which led to the successful Crown Court prosecution of a hotelier.

Work has also continued with other regulators to improve fire safety standards across the County in non-domestic premises. These regulators include Building Control, Environmental Health, Health and Safety Executive, Nottinghamshire Police and other premises specific agencies such as Care Quality Commission, Ofsted and the Food Standards Agency. This work has been further enhanced by a County-wide introduction of a Joint Working Protocol between NFRS and all local authority Environmental Health teams, to provide cohesion and a collaborative framework when working in premises where the FSO and Housing Act 2004 applies.

NFRS has continued to undertake its statutory duties through the support of businesses, aligned to the requirements set out within the Department for Business Innovation and Skills Regulators Code. Its Business Support team engages with local businesses to provide guidance, support and advice on fire safety matters through the delivery of workshops, seminars and training. NFRS has maintained its position within the Primary Authority Scheme (PAS), providing assured advice to a number of companies, including Boots Alliance PLC.

Work has also begun on the planning and development of the Level 3 Certificate in Fire Safety qualification, which will underpin future fire safety engagement work by operational crews.

The Service continues to work closely with National Fire Chiefs Council following the Grenfell Tower incident. Since June 2017, NFRS has maintained a narrative regarding tall, high-risk premises in Nottinghamshire, working closely with local authority safer housing teams and Building Control to improve the standards of several premises within the Nottingham City Council boundary. It will continue to monitor the progress of the public enquiry, in preparedness for the actioning of any recommendations that may arise once the enquiry has been concluded.

## **Priority 2 Employees and Workforce**

### **Workforce**

Ensuring that the Service has the optimum number of skilled and experienced employees to deliver its service effectively is a key priority.

Overall, workforce numbers remained fairly static during 2018-19, culminating in a workforce of 900 by April 2019. The Service operational establishment stood at 455 Wholetime posts and 260 On-Call employees providing cover across the County. There were 37 Wholetime leavers and 37 new Wholetime starters, and 29 On-Call leavers and 27 On-call Starters, during the period.

This level of turnover was predicted in the 2018-20 Workforce Plan, and recruitment measures were put in place to maintain operational resilience through the intake of new trainees, migration of On-Call firefighters to Wholetime roles, and transfer of staff from other Fire and Rescue Services.

A significant level of planning and resource was given throughout 2018 to ensure the delivery of the new Day Shift Crewing model at Ashfield and Retford fire stations, described earlier in this document.

As part of its Collaboration agenda, the Service has been planning for a Joint Control Room, shared with Derbyshire Fire & Rescue Service. This has been a significant project for the Service, which entailed the TUPE transfer of Control staff and a reduction in the number of Control staff overall from July 2019.

### **Recruitment**

A Wholetime firefighter recruitment campaign took place during 2018, the first since 2012, resulting in 44 new entrants to the Service. Two trainee courses have been completed and the trainees posted to stations as 'Firefighter in Development' in December 2018 and April 2019. A further trainee course is scheduled for September 2019. This will provide resilience in anticipation of projected turnover through to 2021.

Recruitment was supported by Positive Action events, to encourage women and those from Black, Asian and minority ethnic (BAME) backgrounds to apply. Both women and BAME employees are under-represented in NFRS, compared to the general local population. These events were successful in attracting a higher number of applications and appointments from under-represented applicants than any previous campaigns. Further details are set out on page 12 of this document.

The Service also undertook three On-Call recruitment campaigns, concentrating on applications to support the introduction of Day Shift Crewing at Retford and Ashfield, and at those stations facing On-Call recruitment difficulties. In total, 27 new On-Call firefighters commenced employment during 2018-19.

### **Employee Development**

The acquisition and maintenance of competence and skills is a key priority for the Service, ensuring that its employees have the knowledge, experience and skills to perform their roles effectively and safely.

The intake of new firefighter trainees, and promotions to supervisory and middle manager roles during 2018-19, has resulted in a high level of employees in development programmes and requiring support to move to 'competence in role' over the next two years. The Service Development Centre provides initial acquisition training, with core skills development continuing on station and supported by assessment at regular intervals. During 2019, firefighter development has been aligned to the national Operational Firefighter Apprenticeship programme.

A full programme of training activity is being undertaken by in-house trainers to ensure the maintenance and re-validation of operational competence and command skills, and up-skilling of personnel in the use of new equipment or changing requirements, in line with national guidance. This is based upon the

National Operational Guidance Framework and is accredited through Skills for Justice.

As a Centre of Excellence for XVR Incident Command Simulation, the Service strives to ensure that it exposes current and future Incident Commanders to pressure situations in a controlled, safe environment, to better prepare them for all eventualities on the incident ground.

The Service has also committed a Watch Manager and Station Manager to a Regional Training team to develop maintenance of competency training materials for use by station-based staff to support the implementation of National Operational Guidance (NOG) products.

The Service maintains an e-learning platform (NFRSLearn), which facilitates access to a range of learning modules and ensures that technical knowledge and guidance is readily available and accessible to all employees. Many of the e-learning modules are developed in-house, with access to a library of resources across a range of topics. This is an effective way of sharing knowledge and forms part of a blended learning approach.

### **Employee Wellbeing**

To encourage employees to perform at their best, NFRS is committed to promoting employee wellbeing within the Service. NFRS supports employees to maintain their physical, emotional and mental health, within an engaging and motivating environment. The health and welfare of the workforce is a key priority, and the Occupational Health and Fitness team provide a full range of support for employees.

Ensuring the fitness of operational personnel is critical given the environment and demands faced on the incident ground, and a dedicated Fitness Advisor and a network of Physical Training Instructors help maintain high levels of fitness. Gym facilities are available at all stations. NFRS has also introduced functional training equipment. Through various everyday movement patterns, using this light-weight equipment designed to promote functional strength, stability, mobility and balance, will support the operational firefighter to reduce injury risk and remain physically able throughout their career.

Particular emphasis has been placed on prevention of musculo-skeletal injury, with Pilates sessions now being delivered across the Service and a physiotherapy provision available on-site. To support employees with their physical, emotional and mental health, a new Wellbeing Self-Help guide has been introduced to raise awareness of the range of services available, including the role of the Occupational Health department, the Employee Assistance Programme, Simply Health, The Firefighters Charity, peer support network, plus various others.

Absence due to sickness has decreased by 4.4% during 2018-19, from 8.05 to 7.68 days per employee. The Service is ranked 11<sup>th</sup> of 31 fire and rescue services and remains below the sector average of 8.26 days (the lowest average being 1.9 days and the highest 13.73 days). Emphasis continues to

be placed on reducing sickness absence, with measures to prevent ill-health and a range of support for employees to enable them to recover from illness and return to work at the earliest opportunity.

### **Employee Engagement**

The Service recognises the importance of engaging with its employees to ensure that they remain informed and involved, particularly at a time of change. Internal communications include open events, such as staff conferences and workplace meetings, a monthly newsletter, intranet and social media messaging which, collectively, encourage employees to contribute to an internal conversation.

An employee survey was undertaken during 2018 to encourage employees to provide feedback on a range of issues relating to their experience of being an NFRS employee. The Service will continue to work to address the areas where it can improve. It will also continue to place emphasis on its core values (One Team, Professional, Value and Respect for Others, Open to Change) and to reflect these values in all that it does.

### **Priority 3 Improvement and Governance**

In 2019, NFRS received its first inspection from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), although the full report falls outside the timeframe for this Statement. The inspection focused on the service provided to the public, and the way in which available resources are used. It assessed how effectively and efficiently NFRS prevents, protects the public against, and responds to, fire and other emergencies. The inspection also assessed how well it looks after the people who work for it.

The report highlighted areas of good practice within NFRS as well as areas that the Inspectorate identified for improvement. Through its own self-assessment, NFRS had taken a proactive approach and had already taken steps towards addressing areas which it believed could be improved upon.

The Service continues to work to its Sustainability Strategy for 2020 and its commitment to long-term planning. With demand for services likely to continue to rise across the public sector, the need for NFRS to make sound decisions and work increasingly alongside other partner agencies has never been greater.

Joint working practices are reflected in its operational commitment. JESIP (Joint Emergency Services Interoperability Principles) are integral within NFRS, and following the HMICFRS inspections the Service continues to ensure that these principles are embedded at all operational levels.

NFRS strives to keep the public well informed. Its Communications team is a valuable asset in reaching out to the people it serves, through a growing number of resources and media outlets. An increasing number of stations use social media to highlight the work being undertaken. Twitter and Facebook

provides a useful method of reaching communities about operational incidents and events of interest.

The Information Governance team publishes information that will be of interest to the public whilst ensuring that General Data Protection Regulation (GDPR) responsibilities are maintained. NFRS continues to train all employees in data protection responsibilities in accordance with GDPR, which came into British Law in May 2018.

As part of its 'Information Governance Structure' NFRS regularly reports to the Fire Authority. Cyber-attacks provide a constant risk to organisations, and NFRS is no different. The Business Continuity Management policy around cyber-attacks, drafted in 2018, is now complete and the Service's 'Cyber Essentials Plus's' certification has been revalidated. NFRS continues to monitor and update its practices to ensure that it is well placed to deal with current and future risk appropriately.

NFRS' commitment to improvement is achieved through ensuring that it learns from events which occur nationally. Recommendations for improvement are received from National Operational Learning (NOL), Joint Organisational Learning (JOL) and Regulation 28's from Coroner reports.

The Risk and Assurance team have updated the previous Debrief Procedure to align with the NOG Program ['Good Practice Guide for National Operational Learning'](#). The procedure provides guidance for all levels of debrief from a Level One 'Hot Debrief' up-to Multi-Agency debriefs. Learning points and examples of good practice can then be shared.

#### **Priority 4 Engagement and Partnerships**

The Service continues to work closely with a wide range of partners and community organisations to identify and keep safe those members of Nottinghamshire's communities who are most at risk.

The joint work between the Persons at Risk Team (PART) and Nottinghamshire Healthcare NHS Foundation Trust Mental Health Services for Older People Directorate, was shortlisted for an Advancing Healthcare Award.

The project of introducing an Occupational Therapist into PART in 2017 has been evaluated and has demonstrated a financial return of up to £7.16 for every £1 spent through 2018-2019. The financial benefit is in addition to other outcomes including reduction in fire risk and improvements in health and wellbeing through using the skills of an Occupational Therapist in this role.

2018-2019 has also seen the number of Hoarders' Panels increase across the County from two to five. This work between partner agencies and District and City Councils utilises the E-CINS platform, ensuring data is shared appropriately between relevant agencies, improving the way those most at risk are targeted.

The Services' Education team currently work alongside School Early Intervention officers to increase presence within secondary education, raising awareness on prevention priorities of road, water and fire safety. This is alongside ongoing work with the Royal National Lifeboat Institution and the Royal Life Saving Society, as part of the Nottinghamshire Water Safety Partnership.

A number of prevention work-streams are in progress with Nottinghamshire Police and NFRS Prevention teams; these include a joint Young Cadets Scheme, joint schools' education initiatives, a joint Rural Safety campaign and road safety initiatives.

During 2019, the Joint Fire Control project come to fruition. The existing Fire Control Room at Ascot Drive, Derbyshire, is now home to Nottinghamshire and Derbyshire Joint Fire Control. This went live on 1 July and forms part of the existing Tri-Service Control arrangement between Nottinghamshire, Derbyshire and Leicestershire.

Shared facilities are becoming more common as a method of improving efficiency and effectiveness, and creating closer collaborative working.

Space has been allocated to Nottinghamshire Police at NFRS premises (Carlton, East Leake and London Road) for the provision of a dedicated Police facility within the community; these take the form of a front desk at Carlton, a community drop-in facility at East Leake, and an office for the Neighbourhood Policing Team at London Road.

Nottinghamshire Police have utilised NFRS premises for a number of training courses; These include delivering the Roads Policing element of their initial officer training at Highfields Fire Station, and the delivery of the Proud to Lead leadership and management training at Service Development Centre. NFRS' Fire Investigation (FI) Team also deliver FI training and awareness to trainee police officers at Carlton Fire Station.

A rebranded NFRS welfare vehicle for joint use by NFRS and Nottinghamshire Police is now available on request for use at protracted incidents or pre-planned operations. It is delivered to scene by NFRS On-Call firefighters and recharged to the Police.

A collaboration agreement is also now in place for the joint procurement and drawing of bunkered fuel at NFRS' premises. This gives greater access to fuel for Nottinghamshire Police officers around the County.

NFRS now have the use of an unmanned aerial vehicle capability (drone), this is operated by the Police and will provide the Service with an enhancement to the operational fire and rescue capability.

## **Priority 5 Environment**

Commitment to minimising the impact on the environment is important to NFRS. By integrating environmental considerations into all aspects of its work, meeting legal standards and by seeking competent advice, the Service is adopting best practice in this field.

### **Waste**

During 2018-2019, the Service has continued to work towards its environmental strategy and policy statement that has set targets for the reduction of waste it produces, with the ultimate aim of sending zero waste to landfill.

### **Transport**

As part of its ongoing commitment to reducing pollution, NFRS has adhered to its vehicle replacement strategy. The Service aims to ensure that it procures vehicles which are fit for purpose and value for money, whilst taking fuel efficiency and emissions into account.

All of its new vehicles are fitted with a real-time asset tracking system, providing data which will enable the Service to achieve efficiency and emissions savings. This has allowed the Service to reduce its overall light vehicle fleet by eleven vehicles replacing older less efficient vehicle with smaller more fuel efficient and less polluting vehicles.

The latest vehicles are Euro 6 standard vehicles helping to reduce harmful emissions and where possible NFRS is increasing the number of electric vehicles in its fleet. It has purchased seven new electric cars since 2018, and aims to further increase this number as the electric charging network expands across Nottinghamshire. It now has 11 twin charging points at facilities across the County.

Skype for Business has continued to provide efficiency in terms of reducing business travel, by utilising the telephone and video conferencing technology.

### **Buildings**

The station replacement programme continues in line with the Service's Property Strategy. The most recent rebuild, Newark Fire Station, completed in July 2018, is to be complimented with the new development at Hucknall, which is due to complete in late 2019. Plans are underway with partner agencies for a shared facility at Eastwood. Although in its early stage, the new station will provide long-term financial savings, as well as strengthening ongoing commitment to collaboration.

The commitment to protecting the environment is demonstrated within all new stations. Increased thermal insulation, energy efficient lighting systems and photovoltaic cells for electricity generation are all characteristics implemented into the Station Replacement Programme. By linking London Road Station to Nottingham City's district heating system, the Service is further reducing its CO<sub>2</sub> emissions by over a third, compared with similar buildings.

## Priority 6 Inclusion and Equality

### Employees

NFRS continues to maintain a strong commitment to inclusion and equality. During 2018-2019 the Service began a Wholetime firefighter recruitment campaign. In preparation, it had already started positive action work including comprehensive support for candidates throughout all stages of the process. This recruitment campaign achieved the most representative results of any NFRS Wholetime campaign to date, in comparison to Nottinghamshire's community. Of successful applicants 31 (70%) were male, 13 (30%) were female, 36 (81.8) were White British and 8 (18.2%) were from Black and Ethnic Minority backgrounds. Twenty-eight have started their employment after completing their 12-week training course. To read more about the campaign and the positive action work please [click here](#).

NFRS continues to support LGBT+ service users and staff. The Service achieved a top 100 ranking within the 2019 Stonewall Workplace Equality Index, its fourth in five years, which is an excellent achievement. The Trans and Allies' masterclass the Service delivered to its staff, its work on communicating its procurement standards, its training to front line staff and policies all contributed to this achievement.

The Service continues to work with partners across Nottinghamshire and the fire sector. NFRS was part of a multi-agency partnership conference in 2018 on Bisexuality and other identities, raising awareness of sexual orientation and the importance of inclusion within the workplace. The Service plans to be part of another partnership conference for Disability History Month in December, focusing on role models.

The Service has developed working with vulnerable people and diversity in employment training. This is delivered through role play scenarios, using actors incorporating a number of situations firefighters are likely to come across within the community and workplace. This training is in addition to other inclusion training courses the Service delivers to its staff, linking to its [core values](#) and the expectations of the way that employees conduct themselves and engage with the County's diverse communities.

### Community

NFRS signed up to the British Sign Language (BSL) Charter in September 2018, pledging to make its services accessible to BSL users. The Service has since created materials to promote fire safety to service users with hearing difficulties, including a web page detailing the SMS provision to contact the emergency services. The Service also advertises BSL interpretation for its events such as open days, has delivered training to its staff on communicating with BSL users, and is planning an open day for the deaf community to raise awareness of the Service and its role.

NFRS continues to foster good relations within the community it serves, through having a presence at community events. It once again led the

Nottingham Pride parade and was a proud sponsor of both Nottingham and Worksop Pride in 2018. The Service also had a presence at Nottingham Carnival, Mela and Cultural festival to promote fire safety and build positive relations.

## 7. Framework Requirements

In May 2018 the Department for Communities and Local Government published the current Fire and Rescue National Framework for England. This document sets out the Government's priorities and objectives for fire and rescue authorities in England. The Framework sets out high level expectations and does not prescribe operational matters. Operational matters are determined locally by fire and rescue authorities, working in partnership with their communities; local citizens, businesses, civil society organisations and others.

## 8. Future Developments

The Service's vision is to create safer communities across Nottinghamshire. Everything it does is led by three strategic aims – high quality services, strong governance and financial sustainability and employees that are engaged and motivated. 2019-2020 will see NFRS evolve further to support these aims, with improvements already underway.

### **Prevention**

In its efforts to identify those that are most at risk and improve their safety, NFRS is committed to data-led Safe and Well visits. By utilising existing in-house data and information from partner agencies it can better focus its resources.

Data intelligence community engagement, although in its infancy, is designed to target communities which are less likely to have smoke alarm ownership. Early feedback using this type of engagement has been positive.

Having been reintroduced to prevention activities, On-Call staff are now contributing to prevention improvements. This measure is likely to see the number of 'Safe and Well' visits conducted across Nottinghamshire increasing by fifty percent.

### **Collaboration**

Collaboration is at the forefront of change for the Service, and demonstrates its commitment to efficiency and operational effectiveness.

Nottinghamshire Police and NFRS are working together in collaboration for the provision of a single joint headquarters where both organisations will be located in the future. The new headquarters will provide and improve the effectiveness and efficiencies for the front line operational service of both organisations and ongoing financial benefits.

The work around the Joint Headquarters with Nottinghamshire Police is progressing well with completion of the project expected to be late 2021/early 2022.

The collaborative approach is also yielding other positive results. A new Tri-Service station (Fire, Police, ambulance) is underway in Hucknall. This will become the first of its kind in Nottinghamshire.

Approval has been given for the development of a joint Fire and Police station in West Bridgford; this will see the redevelopment of the fire station to create a joint facility.

Work is underway for Nottinghamshire Police to use Highfields Fire Station for Personal Safety and First-Aid training. Approval is also being sought for both Fire and Police Driver Training teams to operate from this venue until such time that the teams can move into the new joint HQ.

These projects will provide financial benefits and also promote closer collaborative working between the organisations.

### **Resilience**

The Regional NOG team has been working together on the new NOG Product Packs. These will be implemented across the region by late 2019. NFRS will also be supporting the introduction of a Regional Operational Guidance Training team.

The Grenfell Enquiry will continue to impact on the Service for a significant period. It is likely that any outcomes of the public enquiry will influence policy and procedures going forward, particularly around Fire Protection.

The new Performance Management Policy is due to be implemented. Through the performance dashboard, the Service will be able to utilise data more efficiently and provide increased transparency across the Service.

As part of the delivery of the Wellbeing Strategy, the Occupational Health team have scheduled in a tour in October across the County, which will include health and fitness promotion, offering winter flu jab vouchers, and involvement of external services and agencies.

### **Fire Cover Review 2020**

The Fire Cover Review 2020 is also on the horizon. This will provide the Fire Authority with 'Operational Response Options' that can be implemented to manage the Service within current financial constraints, whilst maintaining an operational response model that is proportionate to the level of risk existing within our communities.

## **Fire Authority Welcomes New Chair**

This year has welcomed County Councillor, Michael Payne as the new Chair of the Fire Authority. He replaces Councillor Brian Grocock, who served on the Authority for 22 years.

## **9. Community Engagement**

### **How you can become involved**

Nottinghamshire and City of Nottingham Fire Authority is a body of 18 elected members (six from the City Council and twelve from the County Council) that exists to supervise and direct the work of the Service and hold it to account to ensure it performs efficiently in the best interests of the community.

Members of the public can get involved with the work of the Fire Authority by attending the public meetings that are held regularly by the Authority and its sub-committees at NFRS headquarters. You can find out more about the Fire Authority, its work and access documents from previous and future meetings via the link.

NFRS values the views of the communities it serves to ensure it is providing the service you need. It consults formally on the ways in which it proposes to deliver services – particularly when developing the Integrated Risk Management Plan, which sets out how the Service will be managed for the next five years. More information about NFRS's consultation activities are available here.

Much of the Service's work with the public is done face-to-face by firefighters and community safety staff, whose aim is to make communities safer. You can see how this is done, find advice on making yourself safer at home, work or play in the County, or contact for more information by visiting the Service's website.

You can also find NFRS on Facebook

And; on Twitter by searching for: @nottsfire

### **Access to information**

Details regarding the arrangements in respect of access to data and information can be found on the NFRS website.

### **How to make a compliment or a complaint**

NFRS aims to make it as easy as possible for the people it serves to let it know their views. Through listening and learning the Service can improve the quality of the services it provides, and encourage and recognise good practice by staff. NFRS wants to hear from people if they:

- Have a suggestion on how it might improve services.
- Would like to compliment it on a job well done.
- Feels the Service has fallen short of their expectations.

- Feels it has fallen short of the standards it sets itself in dealing with complaints.

There are a number of ways in which you can compliment, comment or complain about NFRS services:

- Email [enquiries@notts-fire.gov.uk](mailto:enquiries@notts-fire.gov.uk)
- Phone 0115 967 0880
- In person by calling into one of its stations or headquarters
- By post, to:

Nottinghamshire Fire and Rescue Service  
Bestwood Lodge, Arnold, Nottingham NG5 8PD