



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority

ANNUAL STATEMENT OF ASSURANCE 2016-17

Report of the Chief Fire Officer

Date: 22 September 2017

Purpose of Report:

To present the Annual Statement of Assurance 2016-17 for approval.

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1. BACKGROUND

- 1.1 The Fire and Rescue Service National Framework places a mandatory requirement on fire authorities to provide assurance on financial, governance and operational matters, with due regard to the expectations set out in the integrated risk management plan (IRMP).
- 1.2 The production of an Annual Statement of Assurance contributes to the requirement for greater public sector transparency and accountability and with its publication offers and promotes accessibility to information.
- 1.3 The 2016-17 Statement of Assurance replaces the 'annual report' and is supported by guidance from the Chief Fire Officers Association.
- 1.4 Members will be aware that Home Office have recently announced establishment of Her Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) and officers will monitor any implications of this on the continued validity and requirement for the Statement of Assurance.

2. REPORT

- 2.1 The Annual Statement of Assurance 2016-17 provides a backwards look at organisational performance, providing confidence to local communities and central government in support of the Services national resilience role.
- 2.2 The Annual Statement of Assurance 2016-17 signposts (in the form of links) available information that can be accessed, for example, Statement of Accounts or Fire Authority reports.
- 2.3 The following sections summarise the content of the Annual Statement of Assurance 2016-17:
 - **Financial Performance** – sets out the financial performance of the Service
 - **Governance Statement** – explains how the Service manages its governance and internal control measures;
 - **Services to the Community** – provides progress against the priorities set out within the IRMP;
 - **Framework Requirements** – this demonstrates how the Service has met the requirements set out in the National Framework (2012);
 - **Planned Improvements** – this provides a forward-looking aspect for the year ahead and supports the IRMP priorities.

- **Community Engagement** - forms part of the arrangements for transparency and how further information and feedback will be dealt with by the organisation – eg: general enquires for information or complaints.

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 as this report does not change policy or service delivery functions.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

Failure to produce the statement and make it publicly available could lead to Government intervention, and undermine community confidence in the Service.

8. RISK MANAGEMENT IMPLICATIONS

There are no risk management implications arising from this report.

9. COLLABORATION IMPLICATIONS

There are no direct collaboration implications arising from this report, however with the reintroduction of HMICFRS it is hoped that closer working with the Police will provide opportunities to share knowledge and resources.

10. RECOMMENDATIONS

That Members approve for publication the Annual Statement of Assurance 2016-17.

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None

John Buckley
CHIEF FIRE OFFICER



NOTTINGHAMSHIRE
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Statement Of Assurance 2016 - 2017

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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 communities on financial, governance and operational matters. The statement will show how Nottinghamshire Fire and Rescue Service (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.

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 and rescue authority's performance is already available. This Statement of Assurance presents this information in a clear, accessible and user-friendly way setting the context within each section and using links to key documents where appropriate to evidence compliance with external and internal performance standards.

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 has been KPMG LLP since 2012/2013. 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 2016-17](#) 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.

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, as well as ensuring it has a sound system of internal control, assuring the utmost integrity in all its dealings.

The Governance Framework comprises the systems, processes, cultures and values for the direction and control of the Authority and the activities through which it accounts to, engages with and leads the community. 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.

In addition to the Annual Governance Statement, the Authority has a [Code of Corporate Governance](#) that the Authority commits to in carrying out 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.

NFRS believes it is important to be open about the way it spends public money. We have used the [Local Government Transparency Code 2014](#) on data transparency, which recommends datasets the Service should make available as a minimum, as a starting point for deciding what information NFRS should make available.

Our Services to the Community

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

[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 below are the actions that the Service has taken against each of its six priority areas over the period 2016 – 2017.

Priority 1 Service Delivery

The Service will continue to use a risk-based approach to improve the service to individuals, communities and local businesses with an emphasis on creating safer communities, and reducing death and injuries. NFRS will do this through four key themes: preparedness, response, prevention and protection.

Within the East Midlands Fire sector an Emergency Services Network (ESN) Regional Programme Board has been set up supported by local FRS project managers and designated functional leads (technical, procurement, training, devices, coverage, control, trials/pilots/testing, user configuration) along with a Regional Programme Manager to support the Home Office Emergency Services Mobile Communications Programme (ESMCP) and to implement and deliver ESN to the services. Nottinghamshire Fire and Rescue Service (NFRS) are providing the regional ESN Senior Information Risk Owner, regional Technical Advisor, regional Procurement Advisor and the regional Coverage functional lead. NFRS are also working closely with the national ESMCP team and the other East Midlands FRS's and Police Forces to ensure a collaborative and joined up project roll out.

NFRS has developed the Operational Intelligence Module which will provide mobile risk information to operational crews based on the principles of the Provision of Operational Risk Information System (PORIS) to maximise fire fighter safety to locally identified risks. It also contributes to a larger project of delivering mobile working for operational crews.

During 2016-17, the Service continued to facilitate the On-Call review project which addressed key themes in support of the Retained Duty System (RDS) in relation to recruitment, retention and availability. This workstream saw work being undertaken to review a number of areas to more effectively utilise the RDS element of our workforce, including the reintroduction of Community Safety activities and the gathering of risk information by RDS personnel. The project also addressed working practices of the RDS including the attendance at certain incident types, delivery of training and engagement with RDS personnel through working groups, seminars and briefings.

During 2016-2017, the Service continued to participate in the National trial for Emergency First Responding (EFR). This saw two RDS stations continue to respond to urgent medical emergencies, as an initial intervention, prior to the arrival of East Midlands Ambulance Service (EMAS). The RDS participation in the trial was further expanded to three Wholetime Duty System (WDS) appliances for a period of three months, which saw WDS crews attend 676 incidents across three locations in the County. The WDS trial ended in February 2017 and contributed vital statistics to the national trial, whilst the two RDS stations continue to operate on the EFR trial; complementing the four RDS stations which already operate a community first responder (CFR) scheme in their communities.

A community safety initiative around Health and Wellbeing, is contributing to the Service developing a more holistic role in the delivery of community safety which ensures NFRS also supports the key safety messages of partners' agencies to further help and support the most vulnerable members of communities.

The Service uses a targeted approach when carrying out fire protection activities and ensures all dealings with properties are relevant and proportionate to the risk we perceive the premises presents to the community. Two particular priorities are hospital/care facilities and sleeping accommodation (flats, bedsits etc.) above businesses. NFRS is working proactively with businesses and landlords to reduce this risk.

NFRS actively engages with local businesses through the Growth Hub and Local Enterprise Partnerships. The Services Business Education Advocate organises forums, training and advice sessions to publicise the assistance NFRS can provide to support business resilience and the local economy.

NFRS is a Primary Authority with Boots PLC, one of the largest retailers in the UK. This partnership allows the Service to provide assured advice to Boots to support their business nationally and demonstrates our commitment to providing clear, consistent support to local and national businesses, whilst similarly respecting the advice given to other businesses who are in Primary Authority Schemes with other fire and rescue services.

Priority 2 Employees and Workforce

The Service will ensure that employees have the capacity and skills to meet NFRS's delivery objectives and provide a work place where employees feel supported, valued and competent to undertake their roles.

A new virtual reality incident command simulator training facility has been procured and introduced to deliver highly realistic operational incident simulation scenarios for the assessment and development of operational commanders. All initial incident commanders are now being assessed on their command competence on a two yearly cycle.

The Service is now working to a new [Digital Learning Strategy](#) with a development programme to mainstream digital learning within the Service. With the increased funding and resources NFRS have a new e-learning platform and a dedicated e-learning development team. It is envisaged that this will form part of a regional collaborative team to provide digital products in the future across the region.

Average absence (excluding RDS) reduced from 8.57 days per employee to 7.63 days during 2016-17 (13.8% decrease). The majority of this absence (45%) was due to long-term medical conditions.

As part of the Services organisational development agenda, the core values have been reviewed and revised through independently facilitated workshops which have been open to all employees. The Service launched these values in 2016-17 and facilitated sessions have been taking place across the Service.

The 'Little Acorns' staff suggestion scheme has developed further and employees' suggestions are being considered and taken forwards. Wherever possible the person making the suggestion is involved in the development of the idea. If an idea cannot go forwards, the employee will always get a reply thanking them for the suggestion and explaining the reasons why.

NFRS has progressed its Coaching and Mentoring Strategy with a cohort of coaches achieving ILM level 5. Employees are being matched with trained coaches internally as well as externally via the East Midlands Coaching Network. Coaching with teams has also taken place which have helped to improve morale and communication. Coaching practice is also being improved on a more informal basis by developing skills in the workplace

Watch Manager Development Days and Service Delivery Forums have also been successful additions to the development calendar this year for staff building on the success of the Institute of Fire Engineers Continuous Professional Development Days which started in 2016. The Service has also hosted its second Springboard Leadership Programme for Women and is again participating in the multi-agency Future Leaders programme led by Nottingham City Council.

There has been a concerted effort to improve opportunities for employees to engage with the Service, to raise awareness of key issues and to contribute to service development during 2016. This forms a key part of NFRS's organisational development agenda. 180 employees attended spring conferences led by the Chief Fire Officer over the past year to explain future challenges and respond to concerns about the future. These sessions form part of an on-going dialogue with the workforce.

The Service continues to have good relationships with all representative bodies, and meets regularly to discuss workforce issues.

Priority 3 Improvement and Governance

With increasing demand for services likely across the public sector, NFRS will be required to base its decisions upon robust intelligence and work alongside its partner/agency service providers in a more collaborative manner.

The Authority published its first Efficiency Plan this year, setting out targets for achieving savings over the period of the Medium Term Financial Strategy. This will be updated annually and be included within the annual Statement of Assurance in future.

The Emergency Planning College carried out an audit of Business Continuity Management arrangements, the findings of which have been fed into a Business Continuity Management implementation plan. The Office of Surveillance

Commissioners conducted an inspection to check on the Authority's compliance with the Regulation of Investigatory Powers Act and the report was positive, recommending only a few small changes to our current RIPA policy and processes.

A restructure of some departments within the Service was carried out in 2016/17 and three related functions, which used to be separate departments, have now been brought together within one team: Operational Assurance; Health, Safety and Environmental Risk Management; Business Risk Management. It is expected that this integration will result in more efficient and collaborative working.

NFRS continues to satisfy the requirements of the Civil Contingencies Act 2004, working alongside neighbouring Fire and Rescue Authorities and nationally, to achieve effective interoperability. The Service has adopted the Joint Emergency Services Interoperability Doctrine and National Co-ordination and Advisory Framework and participate in joint exercises to ensure that we are well prepared to deal with larger scale emergencies.

The Service works closely with other emergency responders and the local and national resilience structures to ensure preparedness for risks identified within the national and local risk register. NFRS is an integral partner within the LRF and currently chair the training sub group and the Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) weapons group. In support of national resilience, NFRS has enhanced the capability to respond to major emergencies such as terrorist attacks, industrial and domestic accidents and natural disasters. We are a partner in the Multi Agency Initial Assessment Team which provides an initial assessment of potential CBRNE incidents.

A risk-based approach has enabled the Service to develop tactical and strategic plans with partners to deal with major events such as extreme weather, flooding, industrial action, fuel shortage, pandemic flu, power shortages and anti-social behaviour. Local teams continue to undertake themed visits and inspections to enhance awareness of important local community risks.

A review of protective security within the Service has been undertaken to ensure compliance with the Chief Fire Officers Association (CFOA) framework and toolkit. As a result a Protective Security Steering Group (PSSG) has been established to act as a facilitator for cross-cutting advice to ensure security is consistent and supports business objectives. The PSSG provides support and direction for the implementation of protective security controls across the Service and takes a holistic approach to physical security controls, personnel security controls, information security controls, business continuity and wider risk management issues.

Priority 4 Engagement and Partnerships

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

In 2016-17 the New Cross project provided a cross sector approach to more effectively support local communities, bringing together different agencies and taking

an integrated approach with all frontline staff. This has since been expanded into the Broomhill ward, developing the lessons learnt from the New Cross project. A member of the NFRS was seconded to oversee the project, which covers a small community. The Risk Reduction Officer was assigned as a case worker, overseeing four cases. The Officer coordinates relevant service providers to assist in particular cases and in one case, supported a particular individual in securing a tenancy following periods of drug abuse, homelessness and incarceration.

Significant health factors are proven to contribute to a poor outcome to a fire within the home. Therefore it is important. NFRS engage with their health partners to reduce this risk. In preparation for the introduction of Safe and Well visits the Service has developed new partnerships with health partners:

- Clinical Commissioning Groups
- Public Health England
- Mental Health Crisis Team
- New Leaf

NFRS continues to work closely with housing providers and Environmental Health officers to improve safety standards in rented accommodation within Nottinghamshire.

NFRS have engaged with a cross agency water safety partnership in conjunction with the Royal Life Saving Society (RLSS). The objective of this partnership is to raise awareness of the hazards and dangers of rivers and waterways.

Priority 5 Environment

NFRS is committed to minimising our impact on the environment by integrating environmental considerations into all aspects of the Services work, by meeting legal standards, seeking competent advice and adopting best practice.

During 2016-17 the Service's health and safety department have developed an environmental strategy and policy statement that has set targets for the reduction of waste produced by the Service, with the ultimate aim of sending zero waste to landfill. The vehicle replacement strategy will reflect the aim of the Service to ensure the most suitable type of vehicle are procured for their purpose, taking into consideration fuel efficiency and emissions. The Service is also installing charging electric points at multiple sites and is purchasing two electric vehicles as part of its fleet.

The station replacement programme continues in-line with the property strategy, Newark which is ongoing and the new station at London Road is now open. The new station incorporates similar features to other recently built stations and is linked to Nottingham City's district heating system which will contribute to reducing CO2 emissions by one third. Thermal insulation has been increased and energy efficient lighting systems and photovoltaic cells for electricity generation have been fitted.

Other strategies being incorporated by the Service to address its environmental responsibilities are the completion of Skype for business roll out which will reduce the need for business travel through the provision of telephone and video conferencing functionality. A vehicle utilisation study has also been conducted by the Service with the aim of identifying targets for the reduction of carbon emissions associated with vehicle use.

Priority 6 Inclusion and Equality

NFRS prides itself on its approach to inclusion and equality. The Service will continue to work on the principle to treat people equally, but we sometimes need to deliver services both internally and externally in different ways to ensure the needs of everyone are met and equality of opportunity is provided.

The Service achieved the excellent level against the Fire Service Equality Framework, and improved its position in the Stonewall Top 100 Employers during 2016-17 scoring 125 points out of 200, this reflects the Service's commitment to embedding a culture of fairness and equality across the workplace.

The Service contributed to a joint LGBT role models booklet and film, in partnership with other top 100 employers. Both the booklet and film features one of our employees discussing their experiences. The partnership built on these resources and delivered a role models conference marking LGBT history month in February which again the an employee from the Service spoke at sharing their experiences.

NFRS has continued to embed its Proud Friends program, the scheme is based on a Straight Ally Scheme but is open to all staff whether gay, straight, out or not who want to support their LGBT (Lesbian, Gay, Bisexual or Trans) colleagues and those in the wider community.

The Service started a network in partnership with Derbyshire and Leicestershire FRS's to address the needs of dyslexic employees and improve declaration. An outcome of this has been to make the software Read Write Gold available across all NFRS ICT systems.

The service ran an International Day of Disabled people, awareness raising activities took place to mark this day. Including a team quiz on adapting materials to meet the needs of disabled people and a news story article telling the organisation about living and working with a disability. The Service also supported IDAHO through flying rainbow flags and displaying supporting banners.

The Service continues to support various festivals; NFRS attended Worksop Pride, Nottingham Pride, Nottingham Mela and Nottingham Caribbean Carnival once again in 2016/17 to engage with hard to reach communities.

In September 2016 NFRS became an accredited living wage employer. By paying the real Living Wage, NFRS are voluntarily taking a stand to ensure their employees can earn a wage which is enough to live on.

Given the Service introduced a new web site, the Service worked with accessibility auditors to make its web content more inclusive to a wider audience particularly people with a range of disabilities and the elderly by ensuring its site meets AA WCAG standards.

A programme of training on diversity issues forms part of the core training prospectus and inclusion forms a key part of our organisational development programme ("[Shaping Our Future](#)"). Respect for others is one of the central principles of [NFRSs core values](#) and is reflected in our expectations of the way that employees conduct themselves and engage with the counties diverse communities.

Framework Requirements

In July 2012 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 best determined locally by fire and rescue authorities, working in partnership with their communities; local citizens, businesses, civil society organisations and others.

Nottinghamshire Fire and Rescue Service can confirm that the Framework requirements have been met.

Planned Improvements

The Policing and Crime Act 2017 and the enabling legislation allows the Police and Crime Commissioner (PCC) to be represented on fire authorities with their agreement or take over the functions of fire authorities where a local case is made. Nottinghamshire PCC wrote to Chair requesting membership of the Authority and at June 2017 Fire Authority they formally invited him to to attend Combined Fire Authority and all Committee meetings; and allow the PCC to contribute to the debates and discussions that take place at those meetings, although recognising that they do not have the power to vote. They also ask the Clerk to provide a future report to the Authority to consider the request of the PCC to be fully represented on the Fire Authority, when the required amendments to legislation make this possible.

2017-2018 continues to see further development of proposals relating to the way in which the Service will change over the next few years.

The Service is faced with finding further savings of up to approximately £4 million between now and 2020. In addressing this, the Authority approved the recommendations contained within the NFRS [Sustainability Strategy report](#) which

presented proposals, highlighted strategies and sought approval for actions to ensure the Authority is in the best position possible to meet the financial pressures within the anticipated constraints to 2020. The proposals presented included increasing the use of RDS staffing of appliances, emerging technologies to bridge the gap when using smaller crew numbers, alternative crewing models and methods to staff appliances, rather than purely RDS or Wholetime duty systems to ensure appropriate availability of resources relative to demand.

As part of the Light vehicle replacement project we are engaging with Go low, an arm of NCC and are applying for funding to assist with the role out of electrical vehicles. The scheme will provide funding of up to 25K which will assist in placing charging points at strategic sites within the organisation as well as ensuring that these charging points have designated parking bays for the use of electrical vehicles only. The new electric vehicles of which there will be two in 2018/19 with additional vehicles added in 2019/20.

The Service's new SharePoint intranet site 'MyNet' is currently being developed with the full engagement of stakeholders across the organisation. Phase one of this project should be completed by the end of 2017.

Recruitment for wholetime firefighter positions is expected to take place early 2018. This represents a real opportunity to undertake some effective positive action in order to address the workforce diversity issues highlighted at paragraph 2.10. This summer the Service will be participating in Nottingham City Council's 'Tap the Gap' Scheme aimed at young people from BME backgrounds, disabled young people and young people in care.

A regional National Operational Guidance (NOG) team will be set up with the aim to align operational guidance with our regional partners to improve efficiency and effectiveness of Service Delivery. With an aim to improve operational intraoperability and enable efficient collaborative working practises across the five FRSs within the CFOA EM Region: Derbyshire, Leicestershire, Nottinghamshire, Northamptonshire and Lincolnshire FRSs.

The Service continues to plan for the introduction of the new 'Safe and Well Checks' in 2018, an initiative that supports the Health and Wellbeing agenda, with the fire service taking on a broader role when undertaking Home Safety Checks. This will mean that not only will support be given to make someone's home safer from fire, but that the Service may also give out advice such as; fall prevention, winter warmth and home security, or signpost people to other services such as smoking cessation and drug and alcohol interventions.

A schools education package based on the great fire of London will be delivered to all key stage 1 pupils across the county. This new package, aligned to the national curriculum, ensures that safety in the home forms part of the main stream educational program. This early age education serves to start the journey that promotes lifelong safety education through various educational and community safety interventions.

The Organisational Development and Inclusion [Strategy](#) remains a key element of the transformational programme, and will form a major part of the work being carried out by the newly formed transition team. This team will oversee the implementation of the sustainability strategy during 2017/18.

NFRS is developing a new performance framework and is currently running a project to look at the procurement of a business performance management system, with the intention of becoming more intelligence led, utilising data from partners such as health, police and local authorities. There is also an emphasis on providing data in real time and making it more accessible for stakeholders thus improving the transparency of the Service.

The Grenfell enquiry will continue to impact on the Service for a considerable period of time. It is expected that the outcomes of the public enquiry will influence policy and procedures at NFRS especially around Fire Protection.

In 2017 work on NFRS' new IRMP will commence. Developing a new plan based on its Fire Cover Review which was completed in 2015. This will align the Community risk with the resources available to NFRS. There will also be a greater focus on changes at a national level such as; collaboration, resilience and the inspectorate.

Our 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 we serve to ensure we are providing you the service you need. We consult formally on the ways in which we propose to deliver services – particularly when developing the IRMP, which sets out how we intend to manage the Service for the next five years. More information about NFRS's consultation activities is available [here](#).

Much of the Service's work with the public is done face-to-face by fire fighters and community safety staff, whose aim is to make communities safer. You can see how we do this, find advice on making yourself safer at home, work or play in the county or contact us for more information by visiting our [website](#)

You can also find us on [Facebook](#)

And; on Twitter by searching for: @nottsfire

Access to information

Details regarding our 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 we serve to let us know their views. Through listening and learning we improve the quality of the services we provide, and encourage and recognise good practice by staff.

We want to hear from people if they:

- Have a suggestion on how we might improve services.
- Would like to compliment us on a job well done.
- Feel we have fallen short of their expectations.
- Feel we have fallen short of the standards we set ourselves in dealing with complaints.

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

- Email us on enquiries@notts-fire.gov.uk
- Phone us on 0115 967 0880
- In person by calling into one of our stations or headquarters
- By post, to:

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