

Police, Fire and Crime Panel – 29th April 2019

Fire & Rescue Plan 2019/2020 and SFRS Corporate Safety Plan 2017 – 2020 Update Report

Report of the Staffordshire Commissioner

1. Purpose of Report

- 1.1 This report is to update the Police, Fire and Crime Panel on the development of the Commissioner's Fire and Rescue Plan and the delivery of the Staffordshire Fire and Rescue Service Corporate Safety Plan (incorporating the Integrated Risk Management Plan or IRMP). The publication of these plans fulfills the legislative obligations as defined within the Fire and Rescue Service National Framework for England 2018.

2. Recommendation

- 2.1 That the Panel note the update on the delivery of the plans and make comment as appropriate.

3. Background

- 3.1 The IRMP is a document that each Fire and Rescue Authority in England is required to produce. Whilst there is no specific template that the Authority is required to follow, there is guidance detailed within the Fire and Rescue Service National Framework for England 2018 on the content of the plan. Each plan must:
- reflect up to date risk analyses including an assessment of all foreseeable fire and rescue related risks that could affect the area of the authority;
 - demonstrate how prevention, protection and response activities will best be used to prevent fires and other incidents and mitigate the impact of identified risks on its communities, through authorities working either individually or collectively, in a way that makes best use of available resources;
 - outline required service delivery outcomes including the allocation of resources for the mitigation of risks;
 - set out its management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005 in accordance with the principles of better regulation set out in the Statutory Code of Compliance for Regulators, and the Enforcement Concordat; cover at least a three-year time span and be reviewed and revised as often as it is necessary to ensure that the authority is able to deliver the requirements set out in this Framework;

- reflect effective consultation throughout its development and at all review stages with the community, its workforce and representative bodies and partners; and
 - be easily accessible and publicly available.
- 3.2 Following the transfer of governance from the Stoke-on-Trent and Staffordshire Fire and Rescue Authority to the Staffordshire Commissioner, a review of the existing Corporate Safety Plan 2017 – 2020 was conducted and it was determined that the content and currency of the existing plan was valid. The Commissioner has therefore approved the pre-existing plan and will add to it over time, notably in respect of greater collaboration with Staffordshire Police and other public services.
- 3.3 The Corporate Safety Plan is designed using principles to underpin service delivery against the three priorities that were determined following extensive consultation in 2016 with the communities of Stoke-on-Trent and Staffordshire. The principles are: -
- Our Cultural Framework,
 - Our People,
 - Continually improving health, safety and wellbeing,
 - Being accountable to our communities and helping them to help themselves,
 - Information, security and intelligence,
 - Protecting the environment,
 - Embed equality, diversity and inclusion in all we do.
- 3.4 The three priorities that the Service is delivering against are: -
- 3.4a) Education and Engagement
We will prioritise our efforts to educate ourselves, our partners and our communities. We will engage to build a safe, informed and inclusive Staffordshire.
- 3.4b) Community Safety and Wellbeing
We will develop innovative prevention services to ensure we can deliver the right activities to the people who we prioritise within our communities. The Service will work with partners to enable us to deliver a range of services and improved outcomes, which will ensure safety and wellbeing for the communities of Staffordshire.
- 3.4c) Planning, resilience and response
We will use our resources efficiently, and plan for the development of the services we deliver based on information and knowledge.
- 3.5 In order to demonstrate the Services performance against the key measures as detailed within the Corporate Safety Plan 2017-2020.
- The key measures as detailed are: -
- Total number of incidents attended
 - Number of accidental dwelling fires

- Number of accidental fire deaths and injuries
- Number of Safe and Well Visits completed
- Number of accidental business property fires
- Number of road traffic collisions (RTCS) attended
- Number of people killed or seriously injuries (KSIs) at RTCs
- Number of automatic fire alarms we attend

3.6 Fire and Rescue Plan

- 3.6a) In addition to the IRMP, where a Police, Fire and Crime Commissioner is in place as the Fire and Rescue Authority, they must produce a Fire and Rescue Plan. The plan should set out their strategic vision, priorities and objectives for their fire and rescue service over the period of the document in connection with the discharge of their functions. This plan can be revised as frequently as considered necessary but the Government's expectation is that a plan should be produced and issued shortly after the PFCC takes office.
- 3.6b) An interim one-year Fire and Rescue Plan is currently in development. A more developed four year Plan (2020 – 2024) will align with the building of a new 2020 IRMP and will be subject to joint internal and public consultation processes between May and July 2019. This will allow for the Commissioners strategic direction and the Service's corporate safety plan to be fully aligned from 2020, which will also align with the next PFCC election for Staffordshire.

4. Progress to Date

4.1 Education and Engagement

- 4.1a) A key element of the Service's youth education programme is the delivery of Safe and Sound, an educational approach that is used for a range of age groups in a range of settings. Safe and Sound covers a wide variety of topics including: -
- Vulnerability, this may include Child Sexual Exploitation, ASB, Substance Misuse, Gangs and Youth Violence, Healthy Relationships / Sexual Health, Emotional Well Being, Cyber-crime, Online Safety, extremism/radicalisation and any other relevant issues;
 - What to do in an emergency, this may include CPR, making a call for help, and what to do in an emergency;
 - Staying safe, this may include water safety, playing out (voids, building sites), road safety, strangers, and personal safety;
 - Fire safety, this may include fire safety in the home, nuisance fires, and flames aren't games;
 - Wellbeing, this may include Dementia Friends, mental health awareness, emotional wellbeing, and healthy relationships.

Relevant professionals and organisations such as Staffordshire Police, Staffordshire Fire and Rescue Service, DHL Truck and Child Safety team,

Network Rail, the RNLI, Stoke-on-Trent City Council and Nat West, deliver all of these sessions.

A number of new partners have started to deliver elements of the programme alongside those existing partners, these include the Army Medics (who have now also linked into our Prince's Trust delivery, Tame responders, Calm Careers and Medequip.

A number of Staffordshire Fire and Rescue Service volunteers are now involved in delivering on behalf of the Service which supports the ongoing increase in requests for delivery that the Service is receiving.

During the academic year of 18/19 and to date Safe and Sound has been delivered to 6,500 attendees across the county. There is a further 11 sessions planned which are predicted to take the numbers of attendees to over 10,000 for the year.

Work with the development of the mobile classrooms, technology and associated immersive safety sessions are progressing well and will form part of the delivery model as the academic year 19/20 commences. Work with the Office of the Staffordshire Commissioner and Staffordshire Police is developing a number of sessions that can be delivered through Safe and Sound that relate specifically to these partners prevention programme.

To ensure the outcomes of Safe and Sound are being achieved a long term evaluation is being conducted with the Centre for Health and Development. The Centre for Health and Development (CHAD) was established as an innovative partnership between Stoke-on-Trent City Council, Staffordshire County Council and Staffordshire University. Its purpose is to contribute to the reduction of health and social inequalities and improve the health and wellbeing of our local population through carrying out high quality translational and internationally recognised research.

4.1b) Business support

The Service's business support team continues to work collaboratively with the Staffordshire Chambers of Commerce in order to engage and support local businesses large and small. The Service's Business Support Lead is a registered business mentor for the Chamber, and holds a seat on the Chamber Council and Chamber Board and while our first interaction is to ensure compliance with current fire legislation, there is so much more we have to offer.

In conjunction with the Staffordshire Commissioner's Office the Service has produced a series of high quality, very straightforward, video messages, specifically designed to inform the wider business community of the services we are able to offer, in just over a minute in length they are designed to be target specific, direct to the point and deliver a very specific business safety message.

By working closely with the new management team at the Katrine House Hospice the Service has been able to advise them a range of ways that training and development can be provided to staff in respect of a range of fire safety, health and safety, and business continuity arrangements. The

introduction of these ways of working has resulted in a predicted saving of £20,000 to the organisation.

- 4.1c) As part of its youth engagement work the Service through the Safer Communities Community Interest Company is a delivery partner with the Princes Trust. A number of the programmes are delivered in various areas of the county; these include the Team programme, the Get Started programme, and the Fairbridge programme.

Since September 2018, 6 Team programmes, 2 Fairbridge programmes and 3 Get Started programmes have either been completed or are ongoing. This has provided opportunities to 134 young people across the County.

Of the young people that have completed these programmes 100% have either moved on to a further Princes Trust programme, gained full time employment, gone into education or training or entered into volunteering. The outcomes achieved go far beyond these areas however and include improvements in mental health, physical health, confidence, employability skills and personal resilience.

- 4.1d) As part of the PFI developments the inclusion of community facilities as well as partner facilities within the Services Community Fire Stations was seen as an important method for engaging various groups around the county.

Since September 2018 the following bookings and total hours of community use have taken place across the estate classified as a PFI facility. This seven month period has seen an average of 463 bookings and 1650 hours usage at the PFI 1 facilities and 452 bookings and 1912 hours of usage at the PFI 2 facilities.

Month	Number of Bookings	Total Hours
September 2018	462	1883
October	510	2126.75
November	525	2044
December	328	1551
January 2019	443	1830.5
February	478	2018.5
March	499	1932.25

In order to continually improve user experience and increase the understanding of the impact the facilities are making the following areas of work are being undertaken.

- Reviewing plasmas screens in reception areas to show fire safety videos and other safety messages and a working group has been set up to look at this piece of work.
- Exploring options of customer feedback including surveys on site and secret shoppers along with work with the Staffordshire Youth Commission to give feedback on the facilities from a young person's point of view.
- An evaluation of the community facilities and the merit they bring to those who work at Staffordshire Fire and Rescue Service. This will include looking

into what SFRS use the community facilities for in their day to day work, what difference this makes and how we could utilise them more.

Case Study - **Penkrige Craft Group**

Penkrige Craft Group has been meeting weekly at Penkrige Community Fire Station since 2017. The group has a mixed age range and all who come have some form of disability. Some members have Dementia whilst others have suffered Strokes or have physical difficulties.

The group originally formed as a pottery class at South Staffs College, however when the college ceased to deliver the class this left the group with nowhere to meet. They approach SFRS and asked if they could use the space to create a place for people to meet to do craft activities and play board games.

There have been lots of good news stories within the group including one of the members who suffered a stroke. The craft has enabled them to build up their hand muscles again and as a result their speech has returned. The group support each other socially and the Fire Station Community Room has enabled the group to set up something which will be sustainable for years to come.

Some feedback from group members is detailed below:-;

“We are a tight-knit group who support each other and share any problems and concerns we may have”

“Its great to be able to all sit around one big table and chat about things”

“This is a lifeline for me as I have felt isolated at home in the past”

4.2 Community Safety and Wellbeing

4.2a) In order to ensure improving outcomes for the communities of Stoke-on-Trent and Staffordshire key performance measures are reported on a quarterly basis and compared to the same quarter from the previous financial year.

- During Q2 & 3 2018-2019 the Service responded to a total of 5230 incidents in comparison to 4311 during the same quarter in 2017-2018. This significant increase was as a result predominantly of the number of secondary, moorland and grass fires that the Service attended during the hot and protracted summer of 2018. This number of total incidents attended by the Service continues to show an increase which is reflective of the national position in respect of the demand caused by emergencies for Fire and Rescue Services. This clearly is a change in respect of the downward trend that had been experienced until 2 years ago.
- During Q2 & 3 2018-2019 the Service responded to a total of 259 accidental dwelling fires in comparison to 263 during the same quarter in 2017-2018. The

top three causes for these types of fire are cooking, faults in equipment or appliances and combustible materials too close to a heat source or fire.

- During Q2 & 3 2018-2019 the Service responded to a total of 2 accidental dwelling fire deaths and 12 accidental dwelling fire injuries in comparison to 2 accidental dwelling fire deaths and 11 accidental dwelling fire injuries during the same quarter in 2017-2018. The top 2 causes of the 12 injuries experienced during quarter 2 and 3 in 2018-2019 were burns following cooking related fires and smoke inhalation.
 - During Q2 & 3 2018-2019 the Service delivered a total of 11204 Safe and Well visits in comparison to 12131 during the same quarter in 2017-2018. A total of 889 referrals were made to other organisations as a result of the safe and well visits completed during this quarter.
 - During Q2 & 3 2018-2019 the Service responded to a total of 80 accidental business fires in comparison to 93 during the same quarter in 2017-2018. The top cause for these accidental fires was faults in equipment or appliances. The trend for this type of incident remains in the downward direction.
 - During Q2 & 3 2018-2019 the Service responded to a total of 359 road traffic collisions (RTC) in comparison to 408 during the same quarter in 2017-2018. It is important to note that this is not the total number of RTC's experienced across the county, this relates simply to those attended by the Service. The Service's attendance at an RTC does not always result in a physical extraction being performed.
 - During Q2 & 3 2018-2019 the Service responded to a total of 727 automatic fire alarms in comparison to 731 during the same quarter in 2017-2018. There is a call challenge policy and process in place which fire control utilise on receipt of this type of call. This approach resulted in a further 1012 calls that were received not being attended. The top premises category for the false alarms attended is residential accommodation and the top cause is the equipment sounding without a fire being present. This could be caused by faulty equipment or dust and thrips entering and activating the detector.
- 4.2b) The Service embarked on an ambitious community sprinkler project 2 years ago aimed at securing the fitting of automatic fire sprinklers in all residential buildings with five or more storeys within Stoke-on-Trent and Staffordshire. The fitting of sprinklers not only provides protection to residents but importantly to firefighters who may respond to an incident at these premises. There are 47 buildings of 5 or more floors across the county. Three premises have now had their retro-fitting completed, 2 in Lichfield and 1 in Stoke-on-Trent.

Stoke-on-Trent City Council has also committed to retro-fitting sprinkler systems in a further 15 high rise and 2 medium rises. Tamworth Borough Council has committed to retro-fitting systems into 6 high rises and 1 medium rise and 1 high rise in Stafford will also be retro-fit with sprinklers. These projects are self funding however the Service is providing on-going technical fire engineering support to the projects.

Lichfield Towers Limited have now been completed the retro-fitting of a show flat for residents to view and the project will move into the next engagement phase. The Service continue to support this project through match-funding and technical support and there is commitment for 4 high rise premises to be retro-fit as part of this project.

The engagement to date by the Service with housing providers will result in 32 of the 47 blocks (5 floors or more) being retro-fit over the next 12-18 months.

The Service continues to work with a number of other housing providers who are positively exploring the options of retro-fitting their premises. Work continues with those housing providers who have yet to fully engage with this work.

- 4.2c) The Service has introduced the use of Augmented Reality (AR) in some of its prevention work, notably our safe and well visits, and shortly the Welephant club. AR takes the position of real physical objects and determines the location of virtual objects, displaying them on the screen of the device being used. It is an educational tool which can be used to help increase awareness of the different hazards around the home. An app is downloaded to a smart phone and when opened, users scan the Service's badge and it will open up access to fire safety information. The software behind the application has been developed with a local company that specialise in this type of technology.

4.3 Planning, resilience and response

- 4.3a) The project to deliver the new fire appliances into the Service commenced in 2015/2016 and determined that the Rosenbauer AT provided the most suitable option through the evaluation and procurement exercises. The vehicle is smaller than the current fleet but provides a range of advancements over the existing fleet. The vehicle also provides an efficiency saving in comparison to the last appliances procured in 2012, a 25% reduction.

The first of the 11 new appliances arrived in Service in December 2018 and a further 5 were received in February 2019. Training was delivered initially to the watches at Hanley where the first appliance is now fully operational. Training is ongoing at Longton, Cannock, Burton, Leek and Lichfield and the vehicles are scheduled to be fully operational during May.

The remaining 5 new appliances will arrive in the UK in July and the same training process will be utilised with the vehicles being fully operational by the autumn. The outgoing appliances will be reconditioned and issued to our Retained stations.

- 4.3b) The Service has over the last 6 months undertaken extensive planning and preparation for a no-deal Brexit. This planning has covered all aspects of the organisation and includes areas such as the types of emergency incidents that may be attended, the challenges associated with the supply chain, the impact on staff and the impact on contracts and investments. As a partner with the Local Resilience Forum (LRF) the Service has worked closely with partners to ensure a strategic approach has been undertaken in developing multi-agency plans in dealing with the potential local impact of a no-deal.

There has been an additional burden placed upon all members of the LRF which relates to the provision of information into respective Government departments and the requirement for this to be on a daily basis should the need arise. In addition the command and control methodology for the LRF has been enacted and the Strategic Coordinating Group has met and exercised various scenarios over the last few months.

4.3c) The Service has now received notification of the dates of the full inspection that HMICFRS will be conducting during the summer of 2019. Work has continued and been scrutinised by the Staffordshire Commissioner following on from the development of the action plan as a result of the Service's involvement in the pilot inspections during 2018. Data and documentation has been submitted and is being developed in readiness for submission as part of the inspection process. Whilst the Service will receive feedback in the week following the full inspection, the final report and grades will not be available until late autumn 2019.

4.3d) The Service is currently supporting 20 firefighter apprentices, 1 customer service apprentice and 1 finance apprentice all of whom are funded via the apprentice levy. Over the last 6 months 4 further apprentice have graduated following a successful completion of their development programme, (3 motor vehicle technicians and 1 business administration).

The Service is also supporting a further 14 firefighters who are utilising the apprenticeship framework for their development however the Service is unable to access the levy due to the restrictions within the scheme. During the current financial year 19/20 the Service is expecting to support a further 20 apprenticeships; 16 firefighters and 4 existing managers accessing a leadership and management apprenticeship to underpin their move into a higher role within the organisation.

5. Conclusion

The Police, Fire and Crime Panel will continue to receive updates in line with their proposed work plan for the coming year and as requested.

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