

Police, Fire and Crime Panel – 28th October 2019

SFRS Corporate Safety Plan 2017 – 2020 Update Report

Report of the Police & Crime Commissioner

1. Purpose of Report

1.1 This report is to update the Police and Crime Panel on the delivery of the Staffordshire Fire and Rescue Service Corporate Safety Plan (CSP - Integrated Risk Management Plan - IRMP). The publication of the Corporate Safety Plan fulfils 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 CSP 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

4. Progress to Date

4.1 Education and Engagement

4.1a) As part of the ongoing development of Safe and Sound the immersive pods arrived during the summer and are now being used to deliver the fire safety session with groups. Staff and volunteers have undergone training in order to utilise the pods and this has been followed up with a number of awareness sessions being held for a range of partners, staff and various media outlets to clearly demonstrate the benefits of this new technology and way of working. The immersive technology and pods have gained a large amount of interest through BBC News locally and at the recent Emergency Services Show.

To date the single immersive session that has been developed delivers fire safety in the home education however the following packages are now in development: -

- Secondary/Nuisance Fires
- Road Safety – through the Staffordshire Road Safety Partnership
- Water Safety – through the RNLI and Rivers & Canals Trust

Delivery to local schools continues and over 2,200 year 6 pupils have undertaken the full Safe and Sound Programme which includes the use of the pods for the fire safety input.

The feedback from the schools is extremely positive and the results of the quizzes being undertaken by pupils before and after the fire safety session are clearly showing an increased level of understanding of various aspects of risk.

The Service continues to explore the potential for the use of the pods for fire staff development i.e. incident command training.



- 4.1b) Staffordshire Schools now have the benefit of a national company supporting their fire safety and general safety needs. The business support team have been working in partnership with AT&F Solutions for some years now and have secured specific benefits for Staffordshire schools and academies. This has resulted in every Staffordshire school being offered access to an award winning learning platform that will allow teachers and support staff to access fire safety training online via any desktop device. In addition the cost of the package has been determined against an establishment rather than a licence per individual as is the normal case, thus ensuring the offer is financially accessible by schools.

The Business Support Team has been recently selected to work with Castle Hayes Farm in Tutbury as their preferred training organisation/provider. Explosives, accelerants and fire works are stored on the site which is managed very strictly and professionally with safety embedded throughout the working environment. Work was undertaken earlier this year as part of the annual safety review in order to design and provide a specific fire safety training package in relation to the risks associated with vehicle fires in the vicinity of explosives.

During the past couple of years the Service has attended incidents that have involved the main electrical supply coming into business premises, prior to the consumer supply installation, for example under pavements, at the connect between main supplies and the consumer apparatus. In an attempt to avoid or reduce the risk this kind of incident, our business support team have engaged directly with Western Power. Working directly with the Distribution Manager for Staffordshire is determining how this type of incident can be mitigated whilst also providing training opportunities for watches who may be involved in this type of incident.

- 4.1c) 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.

During April through to August the community facilities on the PFI 1 stations were used 2330 times for a total of 9766 hours. The facilities at the PFI 2 sites were used on a total of 2382 occasions equating to 9853 hours.

A recent evaluation of the value of the community facilities during 2018-2019 has been undertaken. The evaluation examined internal and external use whilst also examining areas of strength and areas for improvement. The outcomes of this evaluation indicated that: -

- PFI1 usage remains stable and PFI2 usage is increasing.
- Access to the facilities means that Staffordshire Fire and Rescue Service benefit from reduced travel times and venue hire costs have somewhere professional and quiet to have team meetings. The venues give them an opportunity to promote their work and safety messages to partners and visitors.
- There is some evidence of good partnership working through shared facilities.
- Opportunities exist to exploit the bookable capacity of a number of the more rural Community Fire Station.
- The venue breakout areas are not utilised to their full potential by internal staff and partners to carry out informal engagement.
- Opportunities are being missed to share safety messages using the plasma screens, information boards and other methods such as newsletters.

Work is being undertaken by the Service to maximise the opportunities identified for improvement as part of the published evaluation report.

- 4.1d) During the period April to August eight Prince's Trust programmes were completed with 36 participants on the Team programmes, 19 on Fairbridge programmes and 28 completing Get Started programmes. For this period there were referral pathways from Fairbridge and Get Started on to the Team programme which continues to provide a strong progression opportunity that over 50% of participant's access. All three team programmes are now funded by The Newcastle and Stafford College Group. The numbers for Get Started and Fairbridge in 2019 are some of the strongest currently across the country.

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. In addition an annual review of performance is conducted in order to compare and contrast the previous financial year with the two preceding years. In the following sections specific information from the annual comparison is included along with data relating to the quarterly comparator specifically.
- Overall the Service attended 9579 incidents during 18/19 compared to 8675 17/18, and 8429 during 16/17. This is which represents a 10.4% increase

against 17/18 and a 13.6% increase against 16/17. The trend is in an upward direction.

The overall increase in the number of incidents was predominantly caused by a significant increase in the number of secondary fires and false alarms attended. Over the three years the trend in respect of all incidents being attended is in an upward direction in 6 of the 8 incident category types.

All Attended Type	2016/17	2017/18	2018/19	Trend
False Alarm Good Intent	1760	1707	1827	Up
Primary Fires	1604	1492	1537	Down
Secondary Fires	1566	1767	2659	Up
Special Service Calls	1238	1407	1263	Up
False Alarm Equipment	1244	1321	1367	Up
Road Traffic Collisions	789	749	686	Down
Chimney Fires	73	73	76	Up
False Alarm Malicious	155	159	164	Up
Total	8429	8675	9579	Up

A primary fire is defined as potentially more serious fires that harm people or cause damage to property and meet at least one of the following conditions:

- any fire that occurred in a (non-derelict) building, vehicle or (some) outdoor structures
- any fire involving fatalities, casualties or rescues
- any fire attended by five or more pumping appliances

A secondary fire is defined as generally small outdoor fires, not involving people or property. These include refuse fires, grassland fires and fires in derelict buildings or vehicles, unless these fires involved casualties or rescues, or five or more pumping appliances attended, in which case they become primary fires.

- During 18/19 24635 safe and well visits were completed in comparison to 25573 in 17/18 and 27696 in 16/17. The number of visits which were delivered during the summer months of 2018/19 was significantly reduced due to operational demand during the extended period of hot weather.

Safe and Well visits are targeted and prioritised to the following groups within our communities, we continue to provide advice and guidance to all residents however the individuals identified below will receive a visit: -

- Those who have had a fire and the surrounding properties
- Couples who are 85-years-old or over
- Single occupiers ages 65 or over
- Single occupiers, aged 50-64, who are smokers or alcohol dependent
- Single parents

- Couples with young children
- Anyone with alcohol dependency
- Anyone whose property is at immediate risk of arson

The Service risk stratifies the county and then at household level determines the actual stratification level the household falls into, gold, silver or bronze. This approach ensures the most vulnerable are targeted and receive a bespoke visit from a crew, technician or volunteer. During this year 940 referrals onto partner agencies were made from these safe and well visits compared to 1065 during 17/18 and 318 during 16/17.

- The Service attended 2295 incidents during Q1 19/20 compared to 2481 in Q1 18/19. This is a decrease of 186 across the quarter which represents a 7.5% decrease against the time period of 18/19.

The overall decrease in the number of incidents was predominantly caused by a marked reduction in the number of secondary fires and a reduction in the number of fire alarms and primary fires attended.

Over the last five quarters the trend in respect of all incidents being attended is in a downward direction; however over the last 3 quarters the trend is in an upward direction.

- The Service attended 135 accidental dwelling fires in Q1 19/20 compared to 163 during Q1 18/19. Of these incidents 42 were classified as low severity and 93 as high severity, in comparison to 89 low and 74 high in Q1 18/19. The top causes of these fires remain the same as the previous quarter; cooking related and faulty equipment. Over the last 5 quarters the trend remains in a downward direction, however this is moving into a static position.
- During Q1 19/20 there were 6 injuries and no fatalities which occurred in accidental dwelling fires in comparison to 5 injuries and 2 fatalities during Q1 18/19. In all but one injury the individuals concerned fell within the SAME categories.
- During Q1 19/20 6808 safe and well visits were completed in comparison to 6330 in Q1 18/19. Over the last 3 quarters there has continued to be an increase in the number of visits completed. Safe and Well visits are targeted and prioritised to the following groups within our communities, we continue to provide advice and guidance to all residents however the individuals identified below will receive a visit: -
 - Those who have had a fire and the surrounding properties
 - Couples who are 85-years-old or over
 - Single occupiers ages 65 or over
 - Single occupiers, aged 50-64, who are smokers or alcohol dependent
 - Single parents

- Couples with young children
- Anyone with alcohol dependency
- Anyone whose property is at immediate risk of arson

The Service risk stratifies the county and then at household level determines the actual stratification level the household falls into, gold, silver or bronze. This approach ensures the most vulnerable are targeted and receive a bespoke visit from a crew, technician or volunteer.

During this quarter 280 referrals onto partner agencies were made from these safe and well visits compared to 248 during Q1 18/19.

- The Service attended 27 accidental business fires in Q1 19/20 in comparison to 41 in Q1 18/19. The top cause of this type of incident is faulty equipment which accounted for 11 of these incidents. Over the last 5 quarters the trend for this type of incident is in a downward direction.
 - The Service attended 188 RTC's during Q1 19/20 in comparison to 172 during Q1 18/19. The Service does not attend all RTC's that occur across the county therefore this figure does not represent the totality of RTC's experienced across Stoke-on-Trent and Staffordshire. Of these incidents crews assisted with the removal of persons from vehicles on 27 occasions, whilst on 109 occasion's crews made either the vehicle or the area safe.
 - The Service attended 369 automatic fire alarm signals classed as unwanted fire signals during Q1 19/20 in comparison to 330 attended during Q1 18/19. The Service introduced a revised automatic fire alarm policy which defines the methodology the Service adopts when in receipt of these types of calls. Fire Control utilise a call challenge process for automatic fire alarms and during this quarter a further 578 calls were not attended as they were screened out by the process of call challenge. Over the last 5 quarters the trend for this type of incident is relatively static.
- 4.2b) Work continues to progress well against the Services' Community Sprinkler project with Lindop Court in Stoke-on-Trent having the retrofit of 43 flats complete and half of the flats in St. Luke's Court being completed. The work in St. Luke's Court is slightly ahead of schedule as a result of the learning taken from previous installations, which will most likely result in the practical completion of this block by the end of the year.

In Tamworth all major work has been completed in 4 of the 6 blocks with work well advanced in the final 2 blocks with this work expected to be complete by the end of the year. Further work has commenced in a medium rise block in Tamworth which contains a further 48 flats.

In both of the areas above there are flats that are privately owned and work is ongoing with the owners of these flats in order to install sprinklers in these premises as well.

Work with Kingston CPC to retrofit sprinklers in Lichfield Towers continues and a contractor has now been appointed to complete the show flat within the blocks which will provide the opportunity to view flats with different layout configurations in order to create the initial designs for the blocks as a whole. Once the show flat has been completed arrangements will then need to be made to present it to the residents.

The Service recently welcomed a number of guests from the Home Office who came to learn more about the Service's Community Sprinkler Project. In addition to exploring the origins of the project, our successes and where we see the project going forward, we discussed fire safety in general in order to shape future thinking in respect of building safety legislation.

4.3 Planning, resilience and response

4.3a) Work continues in respect of the Services preparedness for Brexit which includes working with the Local Resilience Forum and the National Fire Chiefs Council. The Service has been involved in all of the planning requirements as expected by the Ministry of Housing, Communities and Local Government. In addition the Service has ensured its Business Continuity arrangements continue to be tested and amended as required.

4.3b) As part of the national resilience arrangements the Service recently supported efforts in dealing with the incidents of flooding in Lincolnshire and the potential dam collapse at Whaley Bridge in Derbyshire.

On Friday 14th June Lincolnshire Fire & Rescue Service made a request to National Resilience for 'National Mutual Aid' which saw 10 High Volume Pumps (HVP) from across the country mobilised to a Strategic Holding Area (SHA) established at Skegness Fire Station. In addition members of Staffordshire's Enhanced Logistics Support (ELS) Team were also requested to support members of another ELS Team in the management of assets attending the SHA. As the incident was protracted in nature a decision was made to leave the HVP equipment in situ, to be operated by other HVP operatives, whilst the Staffordshire crew returned county in order to mitigate the impact on the Service. The ELS crew and HVP equipment were repatriated back to Staffordshire by June 22nd.

During the early afternoon of Thursday 1st August, Derbyshire Fire & Rescue Service along with other partner agencies responded to reports of a partial collapse of the Toddbrook Reservoir Dam. Prior to this partial collapse the area had received approximately a month's worth of rainfall over a two day period. The reservoir was at maximum capacity; water flowing over the dam's

spillway had caused part of the structure to collapse, which had the potential to impact the town of Whaley Bridge which resulted in the immediate evacuation of 6,500 residents due to the associated flooding risk. A very rapid request to National Resilience for 'national mutual aid' resulted in Staffordshire supporting the multi-agency with HVP and ELS crews and associated equipment. In order to mitigate the impact on the Service HVP personnel returned to the county again leaving the associated equipment in situ with the ELS crew returning to Service by August 4th. All equipment was repatriated back to Staffordshire by August 9th.

Mobilising national resilience assets in response to a national mutual aid request results in costs being incurred however national guidance exists which enables Services to re-charge the affected FRS in order to recover these costs. The incidents in Lincolnshire and Derbyshire both qualify for applications against the Bellwin Scheme which is being coordinated by those Services with a claim being submitted to both in order to recoup Staffordshire costs. As an indication of the costs being recovered this amounts to circa £17k for the Lincolnshire incident and £19k for the Derbyshire incident.

- 4.3c) The Safety Plan 2020 – 2024 development continues with members of the PFCP being involved in a consultation/focus group on October 4th.

Following receipt of the Staffordshire Commissioner's interim Fire and Rescue Plan alignment of priorities will be undertaken to ensure a clear link between the two statutorily required documents. Considerable work has been undertaken internally with over 200 members of staff being involved in developing the Safety Plan to date.

Following the session with PFCP members, the plan for engaging appropriately with communities will be developed further ensuring it is dynamic and interactive in nature. This engagement will support the tailoring of the content of the document which will ultimately be presented through the internal and external governance for approval prior to publication during 2020.

Within the document it will be important to acknowledge that when we have specific proposals to consider that we will invite feedback and opinion and consult in a way that is proportionate, targeted and relevant.

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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