

Police, Fire and Crime Panel – 10th February 2020

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 2017 – 2020 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) Safe and Sound continues to deliver safety education programmes across the county and between September and December the team delivered to over 3,600 years 5 and 6 pupils along with over 325 adults linked with the schools that attended the sessions. These sessions included fire safety in the home, money-wise, anti-social behaviour, water safety and seatbelt safety. The content of each of the session is determined with local partners to ensure the educational input meets the needs of the local areas. The development of two new immersive sessions for water safety, through the Canals and Rivers Trust and road safety, through the Road Safety Partnership are nearing completion.

In addition a community event was delivered as part of the Services Community Wellbeing Week to 42 adults covering areas such as fire safety in the home, internet safety, and assistive technology in the home. The Immersive pods were also used for a bespoke session at Dove Court in Burton-on-Trent which involved over 30 adults.

The delivery of Safe and Sound is supported through the use of volunteers and between September and November 45 days of volunteering support was accessed through Service volunteers.

The Safe and Sound team were also involved at the Emergency Services Show in September showcasing the technology and innovative approach to the delivery of safety education by the Service. This extended to the StayWise team, who are through the NFCC creating an education programme for

Services to use which will provide consistency to the content delivered across the UK.

Safe and Sound was nominated and shortlisted for the Innovation of the Year category in the Excellence in Fire and Emergency Annual Awards in December. Subsequently they have been invited to showcase the approach at the Local Government Association Annual Fire Conference in March 2020.

- 4.1b) The Business Support Team continues to provide training opportunities alongside specialist advice prior to and during an incident, if the need arises to business across the county. The Business Support Lead is currently serving the second term of 3 years as a member of the Chamber Board and remains a representative of the Chamber Council and the Business Mentoring Team within the Chamber.

Following a fire involving the roof of Nu-vision Opticians in Newcastle the Business Support Team provided assistance to the owner in dealing with insurance claims, securing of high value equipment and working with loss adjusters. The support provided by the team to Mr Hussain has ensured he understood the issue of dealing with independent loss adjusters and he is now working towards re-opening his business.

Work with our schools continues and following the achievement of Enterprise Advisor status the Business Support Lead has assisted Endon High School achieve 100% in its recent benchmarking exercise against the Gatsby Benchmark.

- 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.

Between August and December 2019 the community facilities on the PFI 1 stations were used on 2309 occasions for a total of 9512 hours. The facilities at the PFI 2 sites were used on a total of 2256 occasions equating to a total of 9270 hours.

The Computers 4 Seniors group uses the community room at Newcastle Community Fire Station on a weekly basis. This is a voluntary organisation that operates with three volunteers, engaging with an average of twenty local members of the public each week. In addition to the skill set gained by attending, the group feel that it helps to combat isolation, by encouraging seniors to make new friends.

- 4.1d) During the period August to April 2019 eight Prince's Trust programmes were completed with 65 students completing either a Team, Fairbridge, or Get Started programme. Of the participants 84% have achieved positive outcomes from their programmes and 16% will continue to receive support during 2020.

Of the 43 participants who attended and completed a Team programme 20 have gone on to education and other training programmes, 11 have secured employment or an apprenticeship, 5 have entered volunteering and the remaining 7 are receiving further support from the Princes Trust.

The Team programmes undertook a number of team challenges and community projects which resulted in a safety video being created for the Staffordshire Youth Commission, the garden being redeveloped at the Hayes Green Community Centre, support given to the Cannock and District Foodbank, an area around Baswich Canal being renovated and support given to the House of Bread.

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.

- The Service attended 2039 incidents during Q3 19/20 compared to 2001 in Q3 18/19. This is an increase of 38 across the quarter which represents a 1.8% increase against the time period of 18/19.

The overall increase in the number of incidents was predominantly caused by the increase in the number of fire alarms good intent and the number of special service calls attended.

Over the last five quarters the trend in respect of all incidents being attended is in an upward direction.

- The Service attended 136 accidental dwelling fires in Q3 19/20 compared to 136 during Q3 18/19. Of these incidents 87 were classified as low severity and 49 as high severity, in comparison to 84 low and 52 high in Q3 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 an upward direction.
- During Q3 19/20 there were 2 injuries and 2 fatalities which occurred in accidental dwelling fires in comparison to 3 injuries and 0 fatalities during Q3 18/19. In all bar one of these cases the individuals concerned presented with at least one of the SAME factors.
- During Q3 19/20 6990 safe and well visits were completed in comparison to 6182 in Q3 18/19. 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 251 referrals onto partner agencies were made from these safe and well visits compared to 190 during Q3 18/19.

- The Service attended 40 accidental business fires in Q3 19/20 in comparison to 48 in Q3 18/19. The top cause of this type of incident is faulty equipment which accounted for 15 of these incidents. Over the last 5 quarters the trend for this type of incident is in a downward direction.
 - The Service attended 178 RTC's during Q3 19/20 in comparison to 183 during Q3 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 made either the vehicle or the area safe on 91 occasions whilst on 33 occasions crews assisted with the removal of persons from vehicles.
 - The Service attended 402 automatic fire alarm signals classed as unwanted fire signals during Q3 19/20 in comparison to 353 attended during Q3 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 612 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 in an upward direction.
- 4.2b) Work continues to progress well against the Services' Community Sprinkler project with Tamworth Borough Council completing their work ahead of schedule with all 7 high/medium rise blocks of flats now concluded.

The works, which began back in March, have lead to the creation of 387 of the 396 flats now being retro-fit with sprinklers. In total there were just 9 flats where the contractors were unable to install sprinklers. Most of these were

leaseholders who chose not to allow sprinklers to be fitted although there are a few rented properties also where the council still hope to go back and install at some point in the future.

Phase 2 of Stoke on Trent City Council's sprinkler programme has also concluded with the sprinkler systems at Lindop Court and St Lukes Court in Hanley both now completed. These 12 storey blocks (46 flats each) join the already sprinklered Seddon Court as the Council continue with their plans to retrofit sprinklers in all 18 of their medium/high rise blocks of flats. It is expected that the next phase of the Council's retrofit programme will commence in the next financial year.

This work now sees circa 589 flats with retro-fit sprinkler systems across the county to date. High proportions of the residents within these buildings fall within the gold, silver and bronze categorisation and as such have higher levels of vulnerability from fire.

4.3 Planning, resilience and response

- 4.3a) The first phase of the Grenfell Tower Inquiry has published a report authored by the Rt Hon. Sir Martin Moore-Bick. This report covers the events of the fire that occurred on 14th June 2017 and the response from the London Fire Brigade. The report highlights a significant number of recommendations based upon the findings from the incident - all of which are now being considered by the Service. These recommendations are applicable to various stakeholders and whilst there are no high rise residential buildings in Staffordshire with Aluminium Composite Material cladding the Service recognises the importance of the learning and recommendations from the phase 1 report.

In order to manage the work effectively, a high rise task and finish group that was already in place has been re-focused to comprehensively evaluate the recommendations and to identify the lessons to be learnt and to ensure that they are implemented. The group has brought together work already commenced by the Service which included a review of high rise building fire procedures/policy and it is connected with the Community Sprinkler Project.

The Grenfell Phase 1 group is chaired by the Director of Response and has started to ensure that all of the actions are consolidated and formatted consistently in line with the Services' organisational assurance processes. As part of this process, three different action plans which have been developed in response to the report (NFCC themed actions, the Phase 1 specific chapter recommendations and the Services' high rise policy actions that had been identified prior to the release of phase 1 report) have been amalgamated into one action plan. The themes that are being reviewed include; training, incident command, communications, equipment, stay put policy and evacuation, fire safety information and firefighter physical and mental risk.

Formal updates on progress will be presented to the Service and the Staffordshire Commissioner Fire Authority and recommendations to the Staffordshire Commissioner will cover:

- Updates on actions taken - set out against a local gap analysis formed from the phase 1 report
- Any associated costs with the implementation of the recommendations for the Service

As progress is made into 2020, this work is likely to be influenced by the phase 2 of the Grenfell inquiry. It is important to note that phase 2 of the inquiry is due to commence in 2020 and will focus on the events leading up to the fire which include fire safety, building control, regulatory issues as well as the decisions which led to the installation of a highly combustible cladding system and the wider background against which they were taken.

- 4.3b) As the Service is a registered employer/provider for the Trailblazer firefighter Apprenticeship which results in the Service being inspected by OFSTED. The Service was the first in the country to have a monitoring inspection undertaken which examined the progress the Service had made in respect of the requirements of providing the apprenticeship, the quality of the training that apprentices received and the implementation of effective safeguarding arrangements. The OFSTED inspectors awarded the Service the highest grade possible across all three areas and determined that significant progress had been made against the requirements of the inspection.

The first cohort of apprentices have recently undertaken their end point assessments which is an independently run examination of each individual apprentice. This examination will determine whether the individual has passed their apprenticeship and whether they will subsequently remain in the employ of the Service.

The work against the Firefighter Apprenticeship recently saw the Service shortlisted for the Training Provider of the Year category in the Excellence in Fire and Emergency Awards. The Service was subsequently named as the winner for the Training Provider of the Year Award.

- 4.3c) The Safety Plan 2020 – 2024 development continues with members of the PFCP being involved in a consultation/focus group on October 4th 2019. The next stage of the development of the plan is for staff consultation to take place followed by public consultation to commence in February and conclude prior to the period of Purdah taking place.

As there is an election of the role of Police, Fire and Crime Commissioner taking place in May 2020 it has been agreed with the current Commissioner that the publication of the new Safety Plan will be delayed. This is to provide

the new post holder time to review and consider the Safety Plan 2020-2024 prior to its final publication.

There is no risk attached to the delay of the publication of the new Safety Plan and it will remain extant until the new plan is published during the summer of 2020.

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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