



## Staffordshire Police, Fire and Crime Panel

2.00 pm Monday, 29 April 2019  
Oak Room, County Buildings, Stafford

John Tradewell  
Secretary to the Panel  
Wednesday, 17 April 2019

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### AGENDA

1. **Apologies**
2. **Declarations of interest**
3. **Minutes of the meeting held on 15 February 2019** (Pages 1 - 4)
4. **Decisions published by the Police, Fire and Crime Commissioner (PFCC)**  
  
*Staffordshire Commissioner (Fire) decision no. 4 2018/19 published since last meeting:*  
  
(Pay Policy Statement): <https://staffordshire-pfcc.gov.uk/cms/wp-content/uploads/SCF-D-201819-004.pdf>  
  
*Staffordshire Commissioner (Police and Crime) decisions 2018/19 published since the last meeting:*  
  
Decision No 13 - Niche Records Management System – Implementation – Phase 2  
  
Decision No. 14 - Police and Crime and Fire Precepts and PFCCs Budget 2019/20  
  
Decision No 15 - Custody Detention Services  
  
<https://staffordshire-pfcc.gov.uk/information-rights/publishing-decisions/#decisions-register-2018-19>
5. **Questions to the PFCC from Members of the Public**
6. **Procedure of Handling Complaints against the Commissioner/Deputy Commissioner - Review** (Pages 5 - 12)
7. **Safer, Fairer, United Communities for Staffordshire, 2017-2020 – Update** (Pages 13 - 24)

8. **Fire and Rescue Plan 2019/20 & SFRS Corporate Safety Plan 2017-2020 - Update** (Pages 25 - 34)
9. **Staffordshire Police/Staffordshire Fire and Rescue Service - Governance and Collaboration Update**  
Report To Follow
10. **Questions to the PFCC by Panel Members**
11. **Dates of Future Meetings and Work Programme** (Pages 35 - 38)

<b>Membership</b>	
Carl Bennett	Cannock Chase District Council
Randolph Conteh	Stoke-on-Trent City Council
Paul Darby	Co-Optee
Stephen Doyle	Tamworth Borough Council
Ann Edgeller	Stafford Borough Council
Brian Edwards MBE	South Staffordshire District Council
Simon Gaskin	East Staffs Borough Council
Peter Jackson	Staffordshire Moorlands District Council
Stephen Sweeney (Chairman)	Staffordshire County Council
Keith Walker	Co-Optee
Jill Waring	Newcastle - under-Lyme Borough Council
Ashley Yeates	Lichfield District Council

### **Note for Members of the Press and Public**

#### **Filming of Meetings**

The Open (public) section of this meeting may be filmed for live or later broadcasting or other use, and, if you are at the meeting, you may be filmed, and are deemed to have agreed to being filmed and to the use of the recording for broadcast and/or other purposes.

#### **Recording by Press and Public**

Recording (including by the use of social media) by the Press and Public is permitted from the public seating area provided it does not, in the opinion of the chairman, disrupt the meeting.

**Contact Officer:** Helen Phillips, (01785 276135),  
**Email:** [helen.phillips@staffordshire.gov.uk](mailto:helen.phillips@staffordshire.gov.uk)

## Minutes of the Staffordshire Police, Fire and Crime Panel Meeting held on 15 February 2019

Present: Stephen Sweeney (Chairman)

Carl Bennett	Brian Edwards
Randolph Conteh	Simon Gaskin
Paul Darby (Co-Optee)	Peter Jackson
Stephen Doyle	Mr K. Walker (Co-Optee)
Ann Edgeller	Jill Waring

**Also in attendance:** Susan Finney – Observer (representing Ethics, Transparency and Audit Panel)

**Apologies:** Ashley Yeates

### PART ONE

#### 40. Declarations of interest

There were no declarations of interest on this occasion.

#### 41. Minutes of the meeting held on 28 January 2019

The minutes of the Panel meeting held on 28 January 2019 were circulated.

The Commissioner was questioned on the allocation of Locality Deal funds to District and Borough Councils as it was understood that proposed allocations for 2019/20 were reduced by 25% contrary to the Commissioner's previous indication that funding levels would be maintained.

Responding the Commissioner reported that a review of the use of the Locality Deal funding had shown approximately 25% was being allocated by authorities to schemes which duplicated or overlapped with schemes run by a neighbouring authority. Consequently 25% of the total allocation would be withheld for allocation to joint schemes proposed by authorities in order to maximise the overall benefit of the funding.

**RESOLVED** – That the minutes of the meeting held on 28 January 2019 be confirmed and signed by the Chairman.

#### 42. Questions to the PFCC from Members of the Public

There were no questions to the Commissioner on this occasion.

#### 43. Staffordshire Commissioner Fire and Rescue Authority - Proposed Budget and Precept 2019/20

The Commissioner presented his proposed Fire and Rescue Service Budget/Precept for 2019/20 which showed a net revenue budget requirement of £40.936million of which

£26.247million would be funded from the Precept. This equated to a 2.99% (£2.20 per annum) increase on the previous year's Precept. This was below the inflation rate being built into budgets and therefore did not provide a real cash increase.

The Commissioner reported that during formal consultation on the Precept, 61% of respondents supported an increase in funding for the Fire and Rescue Service. That consultation had been a website based exercise supported by promotional activities by himself and his officers.

The remainder of the budget would be funded from a combination of Settlement Funding (including a reduced Revenue Support Grant), Business Rates Top-up grant and 1% share of Business Rates.

The Commissioner explained that 2019/20 was the final year of a four year funding arrangement agreed between the former Fire and Rescue Authority and the Home Office under which grant allocations had been guaranteed in return for the delivery of an Efficiency Plan to enable a £4.8million reduction in the Revenue Support Grant. The proposed Budget/Precept was therefore a continuation of the former Fire and Rescue Authority's four year financial plan with minor amendments to help facilitate the Commissioner's proposals for the Service in future.

The Efficiency Plan required savings of £0.5million in 2019/20 (after taking into account revised Council Tax assumptions). Savings of £0.2million had been achieved from a review of the Prevention and Protection Programme (including Safe and Well visits). The Panel discussed in detail the operation of the Prevention and Protection Programme, the criteria used to target visits to those at most risk, breadth of information obtained from participants and the links with other agencies. The Commissioner reported that, subject to fulfilling the requirement to prioritise funding for the Response Service. He wished to expand this area of work, potentially in conjunction with Staffordshire Police.

Reference was made to the uncertainty around public sector funding, including that for Fire and Rescue Services, post 2019/20. A Comprehensive Spending Review was due to be undertaken in 2019 along with a Fair Funding Review. The Commissioner stressed the importance of securing funding arrangements for a minimum of 3 years to allow for service planning and development. He reported that along with fellow Fire and Rescue Service Commissioners he was pursuing involvement in national level discussions on funding and other issues affecting the Service, such as pay negotiations.

The Commissioner submitted his Medium Term Financial Strategy (MTFS) to 2023/24 which included an assumed increase in the budget gap to around £3million by 2023/24. The accuracy of all assumptions depended on the outcome of the Comprehensive Spending Review. He detailed the main areas of risk in the budget, including increased employer contributions to the Firefighters' Pension Scheme and the amount allocated for pay awards which did not equate to the 17% increase currently being sought for Firefighters. Referring to the costs of the PFI contracts under which 21 of the 33 Fire Stations in the County had been funded, the Commissioner indicated that a review of their terms had shown them to be generally favourable to the Service but that he wished to discuss with the Contractors the Terms relating to the use of the Stations with a view to facilitating greater collaboration between the Police and Fire and Rescue Services.

The Commissioner detailed the levels of Reserves provided in the MTFs which included a £1million allocation for future Integration, Collaboration and Change Programme which would be reported to Panel later in the year. No potential savings from collaboration had been included in the 2019/20 Budget.

The Commissioner also submitted his Capital Strategy and Capital Programme 2019/20- 2021/22 and his Treasury Management Strategy. The Capital Strategy reflected a reduced level of debt and lower interest payments which resulted for decisions to directly fund components of the Capital Programme. Details were given of areas of major investment. The Treasury Management Strategy detailed the methods employed in managing cash, borrowing and investments and the associated risks in accordance with Guidance issues by CIPFA.

#### **RESOLVED -**

- (i) That the Panel's option to veto the Fire and Rescue Service Budget and Precept for 2019/20 not be exercised and that the proposals be supported. The information provided in support of the proposed Precept, including the Council Tax Base, collection fund performance and funding of the remaining net revenue budget be noted; such decision to be formally reported to the Commissioner and posted on the Panel's website.
- (ii) That the Capital Strategy and Capital Programme 2019/20-2021/2021/22 and the Treasury Management Strategy 2019/20 be noted
- (iii) That a Panel Workshop(s) be held on the Prevention and Protection workstreams and on potential areas for collaborative working between the Police and Fire and Rescue Services.

#### **44. Fire and Rescue Authority - Statement of Assurance 2017/18**

The Commissioner presented the Fire and Rescue Service Statement of Assurance for 2017/18 explaining that this fulfilled a statutory requirement to evidence the financial, governance and response arrangements for the period covered. The report related to the Service prior to him taking governance responsibility.

The report summarised the legislative background within which the Service operated and managed its financial affairs and detailed activity undertaken under each of the 3 Priorities of the Service during 2017/18 namely Education and Engagement, Community Safety and Well Being and, finally, Planning, Resilience and Response.

**RESOLVED –** That the Statement of Assurance be noted.

#### **45. Questions to the PFCC by Panel Members**

The Commissioner was asked for a view on the effect on policing resource of the perceived need for officers to support people with mental health issues. Responding the Commissioner was confident that having introduced mental health support services to assist officers, there was no longer a disproportionate amount of officer time spent on situations involving individuals with mental health issues.

**46. Dates of Future Meetings and Work Programme**

**RESOLVED** – That with the addition of Workshops on Prevention/Protection and on Collaboration Opportunities, as agreed by members, the schedule of meetings and proposed Work Programme 2019/20 be approved.

**Chairman**

**STAFFORDSHIRE POLICE, FIRE AND CRIME PANEL – 29 April 2019**

**PROCEDURE FOR DEALING WITH COMPLAINTS AGAINST THE POLICE, FIRE  
AND CRIME COMMISSIONER/DEPUTY COMMISSIONER**

**Report of the Secretary**

Recommendation

That the updated procedure be approved and published on the Panel's webpages.

Background

The Panel has a statutory responsibility to consider complaints about the personal conduct of the Commissioner and/or his Deputy. That responsibility is delegated to the Secretary (Monitoring Officer) to the Panel with the requirement that a report on complaints dealt with is submitted annually.

The procedure for the handling of complaints is published on the Panel's webpages

The procedure has been reviewed to include reference to the Commissioner's additional responsibilities for the Staffordshire Fire and Rescue Service and following the publication of an operational advice note for Panels by the Independent Office for Police Conduct. Whilst the latter relates in the main to the handling of conduct matters (which are not within the Panel's remit) it has helped to give a better explanation of the Panel's role.

Revisions to the arrangements for the handling of complaints require this Panel's approval therefore the revised Procedure is attached.

J Tradewell (Secretary to the Panel)

Contact Officer: Julie Plant 01785 276135 [Julie.plant@staffordshire.gov.uk](mailto:Julie.plant@staffordshire.gov.uk)





# STAFFORDSHIRE POLICE, FIRE AND CRIME PANEL

Below Relates to Complaints Against the Police, Fire and Crime Commissioner and/or the Deputy Police, Fire and Crime Commissioner.

*This Process note has been updated to reflect non-statutory advice issued by the Independent Office for Police Conduct (IOPC) in December 2018*

## 1. Introduction

The Police Reform and Social Responsibility Act 2011 (updated by the Policing and Crime Act 2017) established the Police, Fire and Crime Panel ('The Panel') and gives the Panel the responsibility for the handling of complaints and conduct matters against the Police, Fire and Crime Commissioner ('The Commissioner') and/or the Deputy Police, Fire and Crime Commissioner ('The Deputy Commissioner').

The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 set out the way in which complaints or conduct matters about a Commissioner or a Deputy Commissioner should be handled.

Staffordshire County Council's Monitoring Officer acts as the Secretary and Monitoring Officer to the Panel and has been appointed by the Panel to receive and deal with complaints and conduct matters against the Commissioner or Deputy Commissioner on its behalf. The Monitoring Officer is independent and experienced in handling complaints.

The Monitoring Officer reports annually to the Panel on complaints and conduct matters dealt with by him.

## 2. Definitions

### **(a) Complaint**

A *complaint* is an expression of dissatisfaction. The Panel will **only** consider complaints against the personal actions/conduct of the Commissioner or the Deputy Commissioner.

Complaints about decisions or actions of the Commissioner or his Deputy in relation to Policy matters or operational policing matters will not be considered by, or on behalf of, the Panel

### **(b) Conduct Matters**

A *conduct matter* is where there is an indication (whether from circumstance or otherwise) that the Commissioner or Deputy Commissioner may have committed a criminal offence.

## 3. How to Complain About the Commissioner or Deputy Commissioner

### **(a) Conduct Matters**

If your complaint relates to a *conduct matter* that you feel may involve the Commissioner, or his Deputy, then you should contact the Independent Office for Police Conduct (IOPC). You can do this as follows:

Telephone: 0300 020 0096  
Email: [enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk)  
Post: Independent Office for Police Conduct,  
PO Box 473, Sale, M33 0BW

#### **(b) Other Complaints**

If your complaint *does not relate to a criminal offence*, by the Commissioner or his Deputy *or if you are not sure whether a criminal offence is involved*, you should submit your complaint in writing, giving as much information as possible to Staffordshire Police, Fire and Crime Panel's Monitoring Officer:

Staffordshire Police, Fire and Crime Panel Monitoring  
Officer c/o Julie Plant  
Member and Democratic Services Unit, Staffordshire County Council  
Wedgwood Building, Stafford, ST16 2DH

Tel: 01785 276135 or e mail: [julie.plant@staffordshire.gov.uk](mailto:julie.plant@staffordshire.gov.uk).

It is important that you sign your complaint and provide your name and address. We will not consider anonymous complaints. You may request that your details are kept anonymous and this will be considered by the Monitoring Officer, who will contact you to discuss that request.

#### **4. How we will handle your complaint**

The Monitoring Officer will initially log receipt of all complaints or conduct matters and consider how they should be handled. He will assess your complaint and decide whether he should handle your complaint (on behalf of the Panel) or whether it should be referred elsewhere:

1. Conduct matters (or possible conduct matters) will be referred to the Independent Office for Police Complaints (IOPC)
2. Complaints about the actions of Staffordshire Police will be referred to the Chief Constable of Staffordshire Police.
3. Complaints about the actions of the Staffordshire Fire and Rescue Service will be referred to the Chief Fire Officer
4. Complaints about the policies of the Commissioner will be referred to him to respond directly.
5. Other complaints out of the scope of the Panel will be referred to the appropriate body (eg. Probation Service, Crown Prosecution Service etc...).

Your complaint may be rejected if:

- It is about a staffing matter
- it is about something that happened more than 12 months ago
- the matter has already been the subject of another complaint
- the complaint is made anonymously
- the complaint is vexatious, oppressive or an abuse of the complaints procedures
- the complaint is a repetition of a previous complaint

If your complaint is rejected by the Monitoring Officer you will be informed by letter and given the reason(s) why it has been rejected.

If your complaint is accepted as relating to the personal conduct of the Commissioner or the Deputy Commissioner, it will be formally recorded onto the Complaints database and you will be provided with a copy of that record.

The person that you are complaining about (ie the Commissioner or the Deputy Commissioner) will be provided with a copy of the complaint. The Monitoring Officer will also notify the Chief Executive of the Commissioner's Office of the complaint. (See above if you want your details kept anonymous.)

As soon as the Monitoring Officer and Commissioner/Deputy Commissioner are aware of a complaint or conduct matter they have a duty to ensure that all appropriate steps are taken to obtain and preserve evidence relating to that complaint or conduct matter.

The Monitoring Officer will gather all relevant information.

The Monitoring Officer may call a meeting and ask you and the person complained about to attend a meeting and answer questions.

After considering all relevant information, The Monitoring Officer will make a suggestion as to how your complaint may be resolved and will give you and the person complained about an opportunity to comment on the suggestion.

If the proposal is to uphold your complaint the Monitoring Officer will decide if any of the following sanctions should be imposed.

- Formal apology by the person complained about.
- Formal apology from the Panel on behalf of the person complained about.
- Issue of a press release on the nature of the complaint and the Panel's decision.

The Monitoring Officer has no legal powers to apply sanctions other than to provide an opinion on the conduct of the Commissioner or Deputy Commissioner and request an apology.

If the proposal is not to uphold your complaint no action will be taken against the person you have complained about.

After considering your views on his proposed action, the Monitoring Officer will make a final decision. He will also take into account any comments made by you and the person complained about on his proposed decision before deciding whether or not to publish that decision. He will publish the decision if, after taking account of the comments, he considers publication to be in the public interest.

You will be regularly updated on the handling of your complaint.

## **5. Withdrawal of Complaints**

You can withdraw your complaint at any time. This must be done in writing and must be signed by you or your representative.

If you withdraw your complaint the Monitoring Officer will notify the person complained about that the complaint has been withdrawn and discontinued.

## **6. Appeals**

If you are unhappy about the way in which your complaint has been administered, you can lodge an appeal with the Local Government and Social Care Ombudsman who can be contacted as follows:

Local Government and Social Care Ombudsman

Tel: 0300 061 0614

On-line:

<https://www.lgo.org.uk/contact-us>

## **7. Review of Arrangements**

These arrangements may be amended by resolution of the full Police, Fire and Crime Panel.

## **8. Contact Details**

For further information on these arrangements please contact:

Police, Fire and Crime Panel Monitoring Officer

c/o Julie Plant

Governance and Support Manager

Member and Democratic Services Unit

Staffordshire County Council

Wedgwood Building

Stafford ST16 2DH

Tel: 01785 276135 e mail [Julie.plant@staffordshire.gov.uk](mailto:Julie.plant@staffordshire.gov.uk)

### ***Additional Information:***

#### ***Complaints about Staffordshire Police or the Staffordshire Fire and Rescue Service***

*The Police, Fire and Crime Panel does not handle complaints about the Police or the Fire and Rescue Service.*

*For complaints about Staffordshire Police you may:*

- Complete the on line [Complaint](#) form.
- Attend a Police Station
- Call the Performance and Standards Unit on 01785 232416
- Write a letter to the Performance and Standards Unit - [click here](#) for postal address
- <https://www.staffordshire.police.uk/article/1994/Making-a-Complaint>

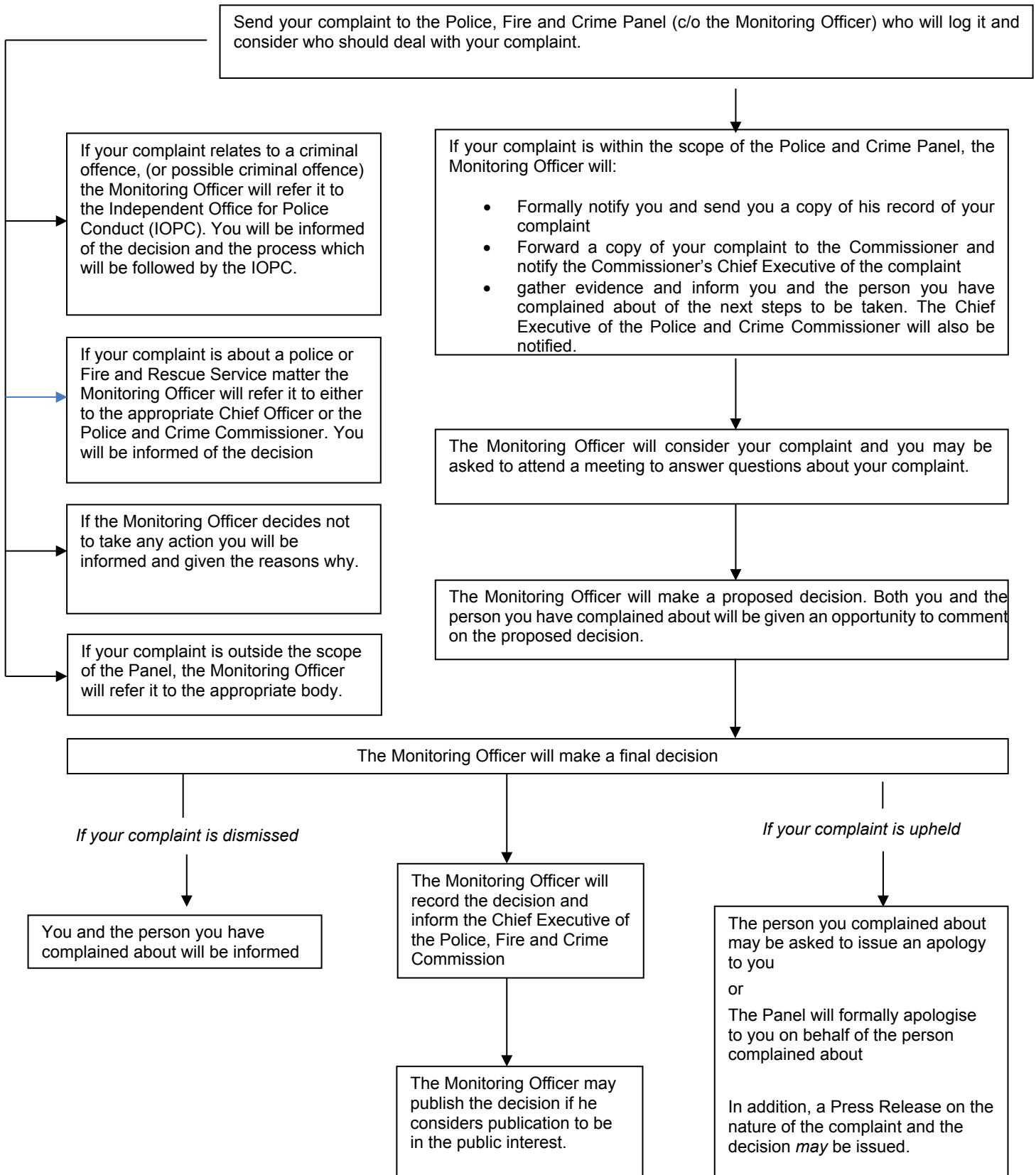
*For complaints about the Staffordshire Fire and Rescue Service you may:*

- Complete the on line contact form: <https://www.staffordshirefire.gov.uk/contact-us/contact-form/>
- e mail: [.contact@staffordshirefire.gov.uk](mailto:.contact@staffordshirefire.gov.uk)
- Write to: Strategic Risk Management, Staffordshire Fire and Rescue Service HQ, Pirehill, Stone, Staffordshire, ST15 0BS

*For complaints about the Chief Constable or Chief Fire Officer you may:*

- Call the Staffordshire Commissioner's Office on 01785 232270
- e mail [pfcc@staffordshire-pfcc.pnn.gov.uk](mailto:pfcc@staffordshire-pfcc.pnn.gov.uk)
- Write to: Staffordshire Commissioner (Matthew Ellis), Staffordshire Commissioner's Office, Ground Floor, Block 9, Weston Road, Stafford ST18 0YY

## How to complain about the Police, Fire and Crime Commissioner or the Deputy Police, Fire and Crime Commissioner





## **Police, Fire and Crime Panel – 29 April 2019**

### **Safer, Fairer, United Communities Strategy Update Report**

Staffordshire Commissioner for Police | Fire and Rescue | Crime

#### **1. Purpose of Report**

This report is to update the Police and Crime Panel on the delivery of Safer, Fairer, United Communities Strategy for Staffordshire (the strategy).

#### **2. Recommendation**

That the Panel note the update on the delivery of the strategy and make comment as appropriate.

#### **3. Background**

In May 2017, the Staffordshire Commissioner for Police, Fire and Rescue, and Crime (Staffordshire Commissioner) published an updated Safer, Fairer, United Communities strategy for 2017–2020. The strategy is about making a sustained difference to tackling crime, harm and anti-social behaviour by improving community safety across Staffordshire and Stoke-on-Trent. The updated strategy takes account of and reflects changes that have occurred since the Commissioner came into office in November 2012.

Policing and community safety face different challenges now to those that existed only five years ago. These are more complex and require different, more sophisticated responses. The environment has also changed. Most public sector organisations have less money and have, or are, redesigning services to manage with less, whilst aiming to maintain good outcomes. There have been improvements in what gets delivered in some areas, for instance, more victims of crime are now supported and supported better. Crime is rising locally and nationally and the types of crime are evolving.

For the first time, reports of online crime was greater than other types of crime last year. Technology is providing greater opportunities for policing too as focus and priorities evolve across the wider sector e.g. terrorism, cyber, vulnerability and early intervention.

The Commissioner is concerned that the challenges in the wider public sector and the changing environment means efforts towards greater collaboration will be increasingly difficult to maintain. There is a risk that organisations under pressure retreat into delivering only what has to be delivered statutorily. The strategy reflects that but also reinforces the greater need to work in a joined up way with earlier intervention a

priority.

A necessity is more effective information sharing between agencies and this will form of investment in technology. Work to develop the Commissioner's strategy towards a multi-agency approach via the 'Connected Staffordshire' solution is gathering some pace. But the threat does exist by the capacity of some agencies to identify the necessary funding.

The Commissioner has established five key priorities in his updated strategy, one more than in the original 2013 version. Those priorities are: -

- Modern Policing: A police force that is fit for a changing future
- Early Intervention: Identifying and tackling root cause issues at the earliest opportunity
- Supporting Victims and Witnesses: Making it easier for victims and witnesses to get the support they need, when they need it
- Managing Offenders: Preventing offending in the first place and reducing reoffending
- Public Confidence: Creating opportunities for communities to shape policing, with greater transparency and openness to increase confidence in policing

Alongside local authorities and other key partners, there is significant work being undertaken to improve the delivery of public services, support continuous improvement and public safety, and ensure funding supports more efficient and effective service delivery. The 'whole system' approach to making people and places safer continues to support the on-going achievement of the Commissioner's ambition for a safer Staffordshire and Stoke-on-Trent.

The Chief Constable, employed by the Commissioner in 2017 has made progress in developing a new Blueprint for Change, Policing Plan and Strategies that support the five priorities within the Safer, Fairer, United Communities Strategy. A revised performance framework is being introduced to enable the Commissioner to ensure the appropriate outcomes in delivering the Policing Plan and meeting the strategy's priorities.

#### **4. Progress to Date**

Highlight reports are attached at Appendix A (i) to (v) for each of the five priorities. These will ultimately contain relevant graphs and data to demonstrate performance, however this aspect is still under development.

**Matthew Ellis**  
**Staffordshire Commissioner Police | Fire and Rescue | Crime**

**Contact Officer:** Ralph Butler

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April 2019

## STRATEGIC OUTCOMES

- A great employer that delivers 'outstanding' service
- An organisation that delivers value for money
- Police are able to deal with crime and disorder effectively, including new and emerging threats

## ACTIVITY SINCE LAST REPORT

- Increased capability areas linked to increase in policing precept identified and business cases developed and signed off for each business area.
- Project to implement Niche police records management system well underway with project team in place. This will replace 13 separate existing systems. Proposals for Phase II of the Programme signed off.
- Fire and Rescue Plan in development to sit alongside Fire Service's Integrated Risk Management Plan.
- Progress commenced for the marketing and sale of a number of surplus properties.
- Police Knowledge Hub established, bringing together dispersed groups of staff engaged in research and analysis. This will in time strengthen links with similar activity in other agencies, supported by the Commissioner's ambitions for improved data sharing.
- Programme continuing to drive collaboration between Staffordshire Police and Fire & Rescue Services in the areas of Corporate Communication, Estates & Facilities, HR and Procurement. Project Manager appointed.
- Further work to progress opportunities to co-locate police and fire staff in shared buildings where possible.
- Recruitment programme underway to increase the number of on-call firefighters.

## PLANNED ACTIVITY BEFORE NEXT REPORT

- Implementation expected by Summer 2019 for Police/Fire & Rescue collaboration on Estates & Facilities, Corporate Communications, Procurement, HR and Finance.
- Initial scoping work to commence for collaborative delivery of learning and development, finance, legal, ICT and business intelligence/information management functions.
- Consultation process on Commissioner's Fire and Rescue Plan and Fire Service Integrated Risk Management Plan.
- Single Online Home project will replace the existing police website. This will enable the public to do far more online such as reporting crime and tracking progress, apply for licences and provide information. This will reduce call demand for the force.
- Revised performance framework implemented to fit with Force's new operating model (Tier 1, 2 and 3 based scheme)

## MILESTONES AHEAD

- Implementation of key aspects of ICT roadmap, enabling more effective and efficient delivery arrangements e.g. Niche, SOH, data / performance visualisation.
- Enhanced capabilities linked to policing precept increase fully implemented alongside Yr 2 increase in Neighbourhood Policing Team police officer numbers.
- Continued development of performance management regime and review of Force-wide performance against new requirements.

**Effectiveness**  
How effective is the force at keeping people safe and reducing crime?  
Last updated 22/03/2018



**Efficiency**  
How efficient is the force at keeping people safe and reducing crime?  
Last updated 09/11/2017



**Legitimacy**  
How legitimate is the force at keeping people safe and reducing crime?  
Last updated 12/12/2017



**WORKFORCE**

78%  
frontline

2.69  
per 1000 population

20%  
change in local workforce since 2010

**VICTIM-BASED CRIMES**

0.07  
per person

national level

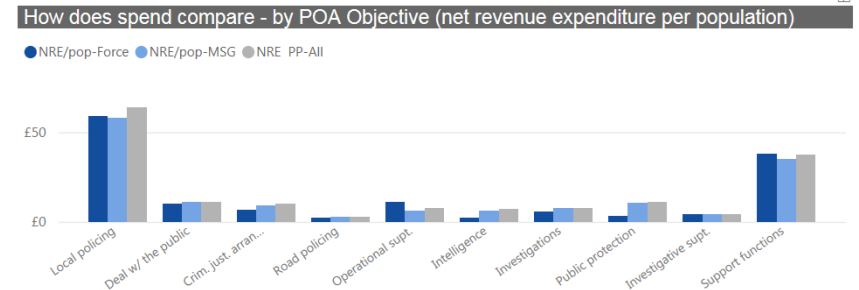
Local 5 year trend: ↑

National 5 year trend: ↑

**COST**

44p  
per person per day local

51p  
per person per day national







April 2019

STRATEGIC OUTCOMES

- Root causes are identified and addressed to prevent problems from occurring or escalating
- Problems are prevented through police, partners and the public taking a problem solving approach
- People are effectively diverted away from and within the criminal justice system
- The public are protected from people and places that cause harm

ACTIVITY SINCE LAST REPORT

- Stoke-on-Trent Schools Youth Violence Board agreed to employ a co-ordinator to improve the quality and consistency in Personal Social and Health Economic (PSHE) education delivery.
- Cannock schools agreed to scope available online safety resources for children and parents attending primary and secondary schools.
- Service provider for the Youth Commission (YC) transferred from Leaders Unlocked to Safer Communities Community Interest Company (SCCIC), Grant Agreement in place and outputs and outcomes agreed. Encouragingly, the YC Service Co-ordinator and the majority of YC members have also transferred to SCCIC.
- Catch 22 completed 601 'return home' interviews with children missing from home, and supported 86 children at risk of CSE or victims of CSE.
- Multi-agency Harmful Sexual Behaviour Strategy and Action Plan developed.
- Services commissioned from the Prince's Trust supported 227 young people with 57% achieving a positive outcome (Oct 17-Dec18).
- Barnardo's supported 99 individuals around FGM-related issues and 152 professionals trained on FGM.
- Multi-agency Child Exploitation Strategy Group formed to bring into remit all types of exploitation against children.

PLANNED ACTIVITY BEFORE NEXT REPORT

- Develop Job Description/Person Specification for PSHE education Co-ordinator (including agreeing the host agency)
- Advertise and recruit PSHE education Co-ordinator
- Cannock schools to agree a set of consistent online safety resources to use in all Cannock schools.
- Formal YC performance management meetings to commence with agreed performance measures. These will be reported on in future reports.
- HSB Strategy to be approved by the HSB Steering Group and implementation of the HSNB action plan to commence.
- Child Exploitation Needs Assessment and Strategy to be produced.
- Hold a workshop with the Prince's Trust to scope out the future development of the service post August 2019 (current Grant Agreement ends).
- With partners, develop the 2019 SPACE offer.

MILESTONES AHEAD

- Agree work plan for PSHE education co-ordinator.
- Cannock schools to purchase/implement agreed online safety resources.
- Implement the HSB Strategy/Action Plan.
- Develop relevant multi-agency Child Exploitation protocols/risk assessments and possible commissioning intentions for this work area.
- Work with Stoke City Council and Staffordshire County to develop commissioning/procurement timeline for CSE/Missing service (contract end date August 2020).

PERFORMANCE METRICS UNDER DEVELOPMENT

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Making it easier for victims and witnesses to receive the support they need



April 2019

## STRATEGIC OUTCOMES

- Victims and witnesses are satisfied with the services provided
- Victims and witnesses able to cope and recover effectively – appropriate services at appropriate time and level
- Victims and witnesses are protected from further harm
- Victims and witnesses are better able to help themselves

## ACTIVITY SINCE LAST REPORT

- Victim and Witness Needs Assessment signed off by Board and circulated to all Partners.
- 14,853 referrals into Victim Gateway between 1.10.18 and 31.12.18. 58% required enhanced service, 42% standard service. 5,818 accepted an offer of enhanced support.
- Victim Gateway piloting a proposed new 'Star' for victims, an assessment tool which tracks victim recovery.
- Business Crime Advisors resourced 996 incidents between 1.10.18 and 31.12.18. Half accepted further support. 95% were pleased with the support provided.
- 146 referrals to Restorative Justice Hub between 1.10.18 and 31.12.18 from the Gateway, Police and Probation.
- Modern Slavery breakfast event for small businesses helped to raise awareness and how to spot the signs of MS.
- Development of Sexual Assault & Abuse Service pilot to support immediate family and significant others of victims.
- Development of Modern Slavery Support Service.
- Sexual Abuse Strategy Co-ordinator role profile developed, role will support development of national strategy locally.
- Domestic Abuse Commissioning and Development Board Working Groups established and delivering the DA Strategy.
- New Era victim services supported 1,396 victims. Perpetrator support has aided 74 perpetrators during the first quarter.
- DA training and awareness provided by New Era to police, partners and within local communities.
- DA in the Workplace Champion scheme, via New Era, trained 191 champions since inception.

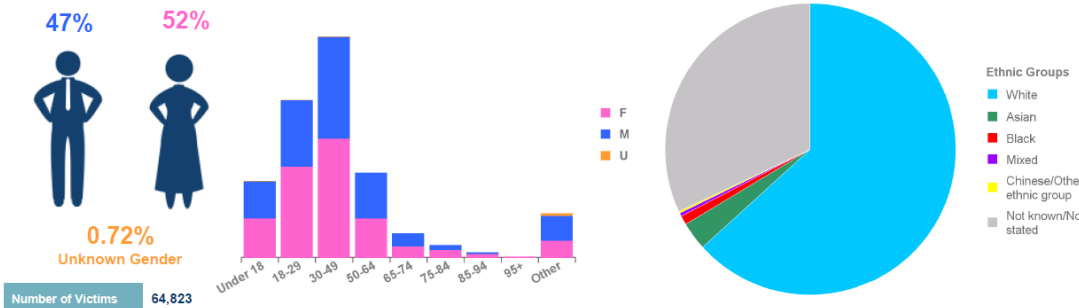
## PLANNED ACTIVITY BEFORE NEXT REPORT

- To commission a county wide Sexual Abuse Service.
- To commission a Staffordshire wide Victim Gateway Service.
- Modern Slavery 'train the trainer' sessions to take place in May 2019.
- To commission a Modern Slavery Support Service.
- Sexual Assault and Abuse Family Support Service pilot to commence 1<sup>st</sup> May 2019 in Stoke-on-Trent, Stafford and Cannock.
- Sexual Abuse Strategy Co-ordinator to be in post.
- Major Incidents Framework to be finalised.
- Victim and Witness Strategy and Action plan to be drafted, based on the current Needs Assessment and the recent governments Victims Strategy.
- Process map DA landscape across Staffordshire and Stoke-on-Trent and redefine service user pathways.
- Introduce an Out of Court disposal programme for domestic abuse.
- Extend Staffordshire wide DA strategy to encompass honour crime including Female Genital Mutilation, Forced Marriage and Honour Abuse.

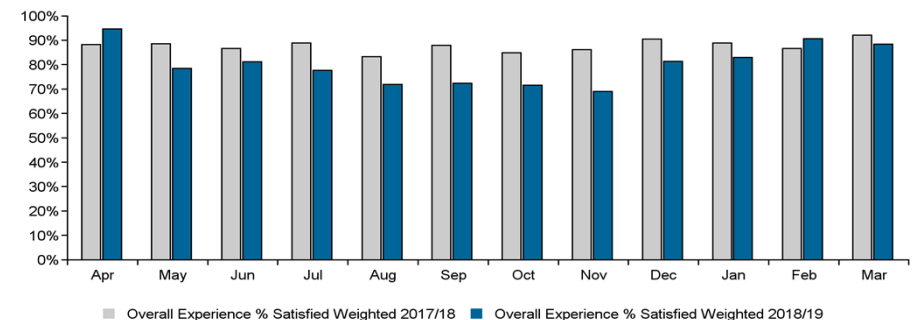
## MILESTONES AHEAD

- Victim and Witness Strategy and Action to be signed off by the Board.
- To commission a piece of work looking at the victim and witness journey from the point of contact with the Police to exiting victim services.
- Support NHS England with the re-commissioning of the SARC paediatric service.
- Provide bespoke training to nominated RJ leads.
- Sexual Abuse Strategy delivery plan to be developed.
- 6 monthly review of the Sexual Assault and Abuse Family Support Service.
- Review of the Victim Star outcome tool pilot.
- Develop GP Liaison scheme.
- Introduce Operational Encompass to support children affected by domestic abuse.
- Review domestic abuse refuge accommodation provision across Staffordshire and Stoke-on-Trent.
- Develop process pathways to support those affected by domestic abuse with mental health and substance misuse needs.
- Support research work to help partners ensure the best support for victims and witnesses of domestic abuse in the court processes.

### Victim Profile (last 12 months)



### Staffordshire Police Crime Victim Surveys: Satisfaction with overall experience







Preventing offending in the first place and reducing the likelihood of re-offending



April 2019

## STRATEGIC OUTCOMES

- People are prevented from first time offending
- People are prevented from reoffending

## ACTIVITY SINCE LAST REPORT

- Majority of actions included in Staffordshire Strategic Framework for Reduced Offending 2018-21 scheduled for delivery by March 2019 successfully implemented.
- Recommendations from Integrated Offender Management Review considered at OMCDDB. Funding agreed to support introduction of new multi-agency IOM model from 1 April 2019 to improve IOM delivery and outcomes.
- Recommendations from criminal justice substance misuse services review considered at OMCDDB. Funding agreed with partners to support additional investment in substance misuse services to increase capacity to deliver community orders with alcohol/drug treatment requirements.
- First meeting of Offender Accommodation Forum held to address homelessness and housing need amongst offenders.
- Further meeting of Staffordshire Community Safety and Mental Health Board held to consider findings of NACRO report on mental health related incident demand.
- Meeting held between NPS, CRC, Police and other partners to progress local implementation of national Women Offenders Strategy
- Agreement for findings from YOS reviews to be considered by joint YOS Board meeting in May
- Recommendations from Stoke-on-Trent City Council report into employment brokerage services for offenders considered. Next steps identified.
- Engagement with MoJ and APCC in relation to PCC role in national Probation re-design programme

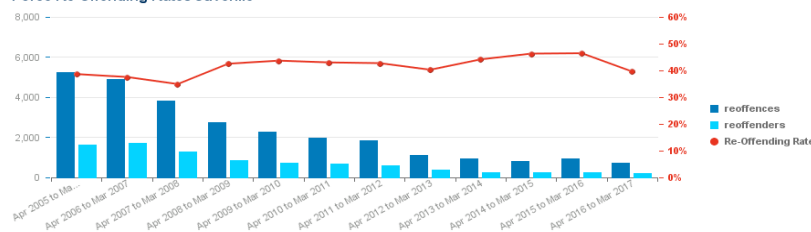
## PLANNED ACTIVITY BEFORE NEXT REPORT

- Outcome from YOS reviews to be considered by joint YOS Board meeting.
- Next steps agreed in terms of progressing local implementation of national Women Offenders Strategy.
- Next steps agreed in terms of progressing local implementation offender employment brokerage service.
- Approach agreed with partners to the planned re-tendering of the Countywide Floating Housing Support Services for Offenders.
- Further meeting of Staffordshire Community Safety and Mental Health Board held to agree work streams and action plan to guide delivery of the Board's agenda in 2019-21.
- Additional investment in drug and alcohol services built into local commissioning arrangements.
- New countywide performance dashboard introduced to support tracking of key offending and reoffending outcomes.

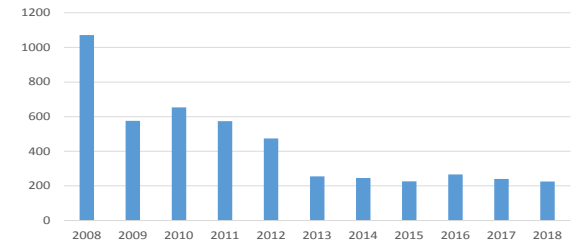
## MILESTONES AHEAD

- April 2019: Launch of new IoM operational model.
- May 2019: Outcome from YOS reviews to be considered by joint YOS Board meeting.
- May 2019: Stakeholder event held to consider the recommendations of SOT City Council report into the provision of employment advice and brokerage services for offenders.
- May 2019: Meeting of OMCDDB
- May 2019: Performance report presented to OMCDDB using new offending and reoffending dashboard.

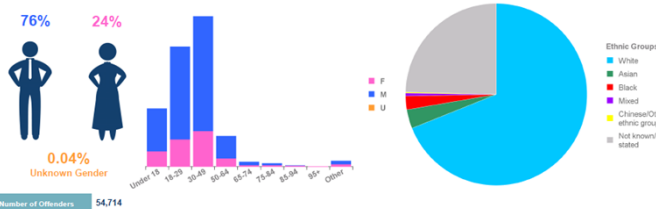
Force Re-Offending Rates Juvenile



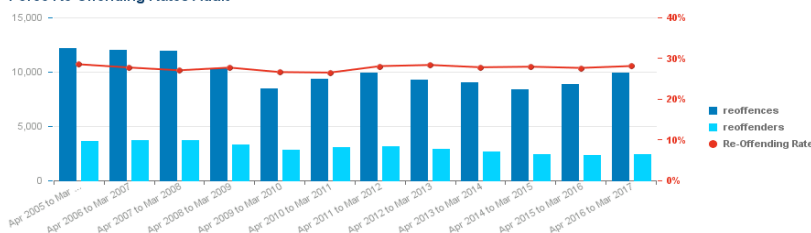
First Time Entrants to Justice System: Juveniles



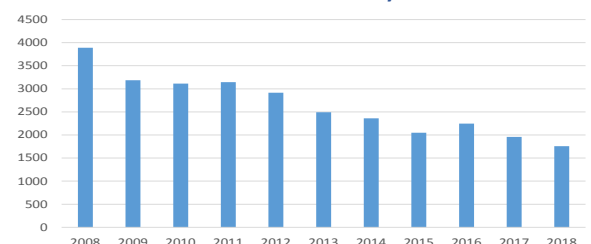
Offender Profile (last 12 months)



Force Re-Offending Rates Adult



First Time Entrants to Justice System: Adults



Data Source – Staffordshire Police (to March 2019)

Data Source – MOJ Proven Reoffending Statistics January 2019 and Quarterly Statistics September 2018







Making sure everything that happens contributes to individuals and communities feeling safer and reassured



April 2019

## STRATEGIC OUTCOMES

- People are confident that the service is there when they need it
- People feel safe within their communities
- People feel they are treated with dignity and respect

## ACTIVITY SINCE LAST REPORT

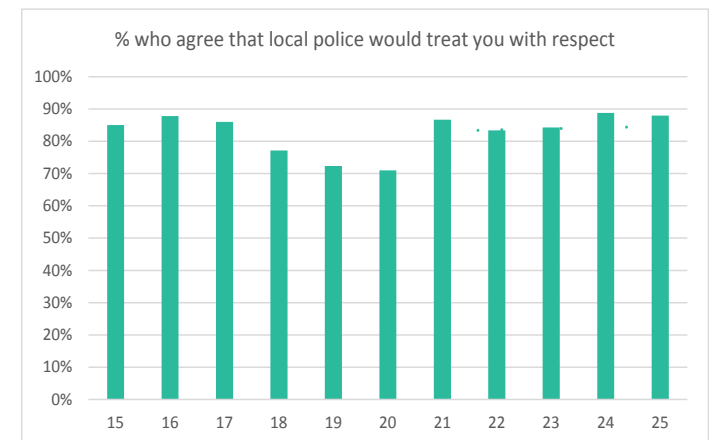
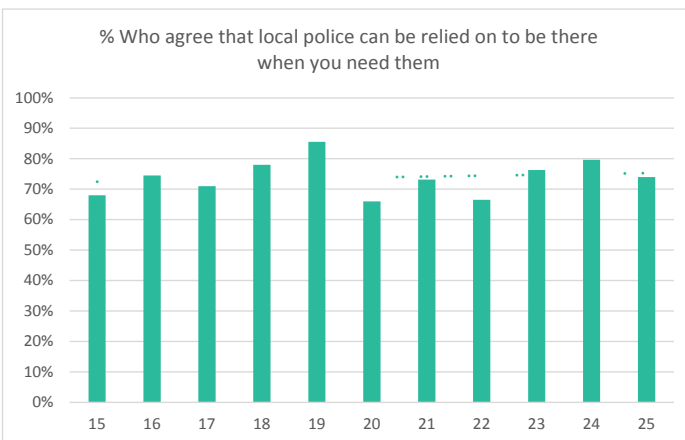
- Recruitment process underway for Safer Neighbourhood Panel members.
- Training of SNP's on Use of Force, specifically the use of Police Dogs. Scrutiny work to follow.
- Administration of SNP's transferred to the SCO.
- Ethics, Transparency & Audit Panel reviewed delivery of Independent Custody Visitor Scheme. Report pending.
- Youth Commission started working with Safer Communities CIC (Community Interest Company). The CIC, which was established by Staffordshire Fire and Rescue service, specialises in delivering workshops and assistance to young people's groups across the county.
- Youth Commission priorities set for 2019: knife and gang crime, divided communities, abuse and bullying, mental health, drug and alcohol abuse, peer ambassador scheme.
- New Era continues to step up its communications, particularly on social media to raise brand awareness and what it does.
- Plans progressed for Deputy Commissioner's fundraising ball for cadet service in May. Sponsorship secured from several local businesses.

## PLANNED ACTIVITY BEFORE NEXT REPORT

- Supporting the development of the 3 year update of the community safety assessments.
- Aim to sell at least 100 tickets for Cadet Fundraising Ball with all profits going towards the cadet charity.
- Work with New Era to promote early successes to encourage others to take advantage of the services on offer.
- SNP's to receive updates from the force on transformation and response policing.
- Internal Audit to review Governance Framework early summer.
- Development with regional colleagues of the ICV conference for October 2019.
- Induction Training for recently recruited SNP & ICV members.
- Scoping of Appropriate Adult Service in preparation for transfer of oversight to SCO responsibility.

## MILESTONES AHEAD

- Cadet Fundraising Ball May at Chillington Hall, Brewood.
- Findings published May 2019 of ICV Association peer review of Staffordshire ICV scheme for compliance against Quality Assurance Framework.





**Police, Fire and Crime Panel – 29<sup>th</sup> 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 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 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.

**Matthew Ellis**  
**Staffordshire Commissioner**

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**STAFFORDSHIRE POLICE, FIRE AND CRIME PANEL – 29 April 2019**

**WORK PROGRAMME PLANNING 2018-2020**

**Report of the Secretary**

Recommendation

That the Panel note the dates of future meetings and considers the contents of its Work Programme for 2018 -20.

Background

By Regulation this Panel is required to meet on a minimum of 4 occasions each year with the facility to convene additional meetings as and when required.

With regard to the Commissioner’s Policing and Crime responsibilities, the Panel receives quarterly updates from the Commissioner on the progress of his Police and Crime Plan. Additionally, the Panel is required to consider the draft of any revised Police and Crime Plan, the Commissioner’s Annual Report on the progress of that Plan and the proposed Police Precept.

In relation to the Fire and Rescue Service, statutorily, members will be asked to review any draft Fire and Rescue Plan/Corporate Safety Plan (incorporating the Integrated Risk Management Plan), consider the Annual Statement of Assurance and consider the proposed Fire and Rescue Precept.

The current Corporate Safety Plan (as adopted by the Commissioner) runs to April 2020. There is a lengthy lead in period for the renewal/review of that Plan therefore it has been built into the Work Programme from April 2019 onwards.

At the October 2018 meeting (the first following the addition of Fire and Rescue Service to the Panel’s remit) the Work Programme below was agreed subject to consideration by the Chairman of the possible need to build in additional meeting dates to accommodate the increased workload. To date additional workload has been accommodated using a Workshop format. The two Workshops held are listed in the below schedule for meetings to provide an accurate record of the Panel’s workload.

Members are invited to propose items for inclusion in the Work Programme.

<b>Date of Meeting</b>	<b>Agenda Items</b>
Monday 29 October 2018 (pm) (Re-arranged from Wednesday 31 October 2018)	<ul style="list-style-type: none"> <li>• PFCC Update on Joint Governance of Police and Fire and Rescue Services in Staffordshire</li> <li>• PFCC Update on progress of collaboration initiatives</li> <li>• Fire and Rescue Service Corporate Safety Plan 2017-20</li> <li>• Revenue and Medium Term Financial Plan – Fire and Rescue</li> </ul>

	<ul style="list-style-type: none"> <li>• Update from the PFCC on the SFU Communities for Staffordshire (Focus priority: Early Intervention)</li> <li>• Revenue and Medium Term Financial Plan – Police</li> </ul>
Monday 21 January 2019 (am) <b>SUBSEQUENTLY RE-ARRANGED TO 28 JANUARY 2019</b>	<ul style="list-style-type: none"> <li>• Consideration of the PFCC's proposed Police Budget and Precept 2019/20</li> <li>• Consideration of the PFCCs proposed Fire and Rescue Budget and Precept 2019/20 <b>Subsequently referred to special meeting on 15 February 2019</b></li> <li>• Update from the PFCC on the SFU Communities for Staffordshire (Focus priority: Victims and Witnesses)</li> <li>• PFCC Update on Joint Governance of Police and Fire and Rescue Services in Staffordshire</li> <li>• PFCC Update on progress of collaboration initiatives</li> </ul>
Monday 28 January 2019 (pm) <b>SUBSEQUENTLY CHANGED TO FRIDAY 15 FEBRUARY 2019</b>	<ul style="list-style-type: none"> <li>• If necessary to further consider the PFCC's Proposed Police Budget and Precept 2019/20</li> <li>• Consideration of the PFCC's Proposed Fire and Rescue Budget and Precept 2019/20</li> <li>• Fire and Rescue Statement of Assurance 2017/18 (Moved from January meeting)</li> </ul>
Friday 29 March 2019	<ul style="list-style-type: none"> <li>• Informal Workshop re Fire and Rescue Service Prevention and Protection Programmes</li> </ul>
Monday 29 April 2019	<ul style="list-style-type: none"> <li>• Informal Workshop re Policing Numbers</li> </ul>
Monday 29 April 2019	<ul style="list-style-type: none"> <li>• Confirmation Hearing – Appointment of Section 151 Officer (Chief Finance Officer) in the OPFCC</li> </ul>
Monday 29 April 2019 (pm)	<ul style="list-style-type: none"> <li>• Update from the PFCC on the SFU Communities for Staffordshire (Focus priority: Modern Policing)</li> <li>• PFCC Update on Joint Governance of Police and Fire and Rescue Services in Staffordshire</li> <li>• PFCC Update on progress of collaboration initiatives</li> <li>• Fire and Rescue Corporate Safety Plan 2020/2023 – Progress</li> </ul>
Monday 22 July 2019 (pm)	<ul style="list-style-type: none"> <li>• Update from the PFCC on the SFU Communities for Staffordshire</li> </ul>

	<p>(Focus priority: Managing Offenders)</p> <ul style="list-style-type: none"> <li>• Consideration of the PFCCs Annual Report 2018/19</li> <li>• Annual report on the handling of complaints against the PFCC/Deputy PFCC</li> <li>• Home Office grant to the Police, Fire and Crime Panel and Panel's Budget Report</li> <li>• Fire and Rescue Corporate Safety Plan 2020/2023 - Progress</li> </ul>
Monday 28 October 2019 (pm)	<ul style="list-style-type: none"> <li>• MTFS/Budget Updates for Police and Fire and Rescue Services</li> <li>• Update from the PFCC on the SFU Communities for Staffordshire (Focus priority: Public Confidence)</li> <li>• Fire and Rescue Corporate Safety Plan 2020/2023 - Progress</li> </ul>
Monday 27 January 2020 (pm) (Budget Meeting)	<ul style="list-style-type: none"> <li>• Update from the PFCC on the SFU Communities for Staffordshire (Focus priority: Early Intervention)</li> <li>• Consideration of the PFCC's proposed Police Budget and Precept 2020/21</li> <li>• Consideration of the PFCCs proposed Fire and Rescue Budget and Precept 2020/21</li> <li>• Fire and Rescue Corporate Safety Plan 2020/2023 - Progress</li> </ul>
Monday 3 February 2020 (pm) (Provisional)	<p><i>Provisional Meeting</i> – If necessary to further consider the PFCC's Proposed Police Budget and Precept 2020/21 and/or the PCC's Proposed Fire and Rescue Budget and Precept 2020/21</p>
Monday 27 April 2020 (pm)	<ul style="list-style-type: none"> <li>• Update from the PFCC on the SFU Communities for Staffordshire (Focus priority: Victims and Witnesses)</li> </ul>

J Tradewell (Secretary to the Panel)

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