

# **Stoke-on-Trent and Staffordshire Fire and Rescue Authority Periodic Report of the Chairman on Authority Matters**

## **Performance**

1. There have been 2308 incidents in quarter 2 of 2017/18, compared to 2322 during the same period last year. Over the last five quarters the trend is going up due to the numbers experienced in quarter 1 2017/18.

There have been 117 Accidental Dwelling Fires in quarter 2 2017/18 compared to 139 during the same period last year. The trend over the five period timeframe is down.

There have been 4 injuries and 0 deaths in Accidental Dwelling Fires during quarter 2 of 2017/18 compared to 3 injuries and 1 death during the same period last year. Of the 4 that were injured all were over 65, all had smoke alarms fitted, 3 raised the alarm, 3 lived alone, 3 lived in rented accommodation, 2 fires were caused by candles and one was caused by an unattended chip pan. Mobility and age were factors relating to these 4 injuries. The Service had more work to do, but the targeted approach was so important.

## **Safe and Well Visits**

2. Following a successful pilot, Staffordshire Fire and Rescue Service (SFRS) began to roll-out the Safe and Well visit concept across the Service in December 2016 and this was completed by January 2017. During this period Service staff, volunteers and partner agencies have completed 14,788 Safe and Well visits, with all properties receiving safety advice, wider wellbeing support and the fitting of appropriate equipment. There has been a reduction in the overall number of visits completed largely due to the extra time taken, however the focus is on the quality of the visit and making the biggest difference possible. Central Prevent and Protect will monitor this to make sure the visits are as effective as possible and to confirm whether any member of staff requires further training.

As part of the Safe and Well process households are referred on for further support from other agencies where the need is identified. Initial intelligence shows that the top reasons for referrals were mobility, falls and frailty (366), hearing (320), assessment of need (145), hoarding/housing issues (174), telecare/care call (138) and cognitive impairment and dementia (89).

As part of the new approach following a referral, the Community Advice Team contact the partner agency for an update on the identified individual/household to establish the positive impact that the initial intervention had on the occupier. There is a 30 day period in between referral and follow up to allow for contact to be made.

For this period, partner feedback from these referrals show that 64% of the externally referred households received additional support. This support included provision of advice (147), practical help or equipment fitted (105) and care package implemented (53). This shows fantastic direct outcomes from our visits, which should greatly improve individual circumstances and pressures of acute services. It does however also highlight a difficulty with contacting partner agencies for feedback and the

subsequent waiting times/delays that they experience due to capacity. The Service is continuing to explore this process and work closely with partners to manage expectations and ultimately to place the individuals at the centre of the joined up approach.

As part of this process the Service has captured some case studies, which are then fed back to the local staff to show the difference that they make towards improving people's lives. Most recently they referred an elderly man to Age UK after a concerning visit. He has now had two handrails fitted in his kitchen and receives weekly visits from community nurses. The Service are still working with him and making referrals for financial support.

The Service also recently referred a resident to 'Staffordshire Cares' after concerns were raised around her vision. Since then she has had visual assessments and is in the process of having several adaptations to her property to support her day to day life. In another case an elderly lady was visited by firefighters during the Safe and Well pilots. When they arrived she was wearing a number of jumpers and coats, her house was cold, she was using candles to light her rooms and she seemed quite down about life in general. She also explained that she owed thousands of pounds in overpaid benefits and this was clearly impacting on her life. Not only were her decisions placing her at risk from a fire but she was also at risk of falling over at home, becoming socially isolated and potentially becoming depressed. The next step will be to continue work with partners and Clinical Commissioning Groups (CCGs) to identify specific areas of need which can be adopted under the Safe and Well principles.

### **Children and Young People (CYP) and Cadets+**

3. The Cadet+ pilot programme has revealed many learning outcomes; with overwhelming evidence that suggests that by following the vision as mapped out within the CYP Strategy, the programme has achieved its original purpose and much more. A short summary of key achievements is detailed below:

- 88% of Cadets that started their journey with Cadet+ have successfully achieved City & Guilds and/or Duke of Edinburgh Qualifications.
- The Cadet+ Programme is currently the only Fire Service programme of its kind that merges delivery and outcomes, which result in the individual achieving the Duke of Edinburgh Bronze Award.
- The retention rate for both Cadets and Instructors has been significantly higher when compared with the previous scheme.
- Some Cadets have secured employment and have stated that the employability skills developed during Cadet+ helped them to achieve this.

The next stage of the evaluation process is to learn from this programme, the outcomes and feedback and continue to develop and evolve the Cadet+ programme from both a delivery and logistical perspective. Cadets will be contacted on a 3, 6 and 12 month basis to determine how they have or have not used skills and knowledge gained during the Cadet+ experience.

## PFI 1 and PFI 2 Community Fire Station Use and Audit of Community Facility Use

4. There has been an increase in Community Facility use of fire stations over the last period which continues to demonstrate the need and popularity of these rooms, which is ever growing. An audit of Community Facility use has been carried out at each Fire Station. Whilst the community facilities are available at each station the remaining facilities on each site are also available for use by partners. The audit determined the other uses at each station beyond the community facility usage. There are a wide variety of additional uses by partners. Examples of just a few of these are set out below:-

Community Fire Station	Activity
Rugeley	Community First Responders and Staffordshire Blood Bikes store vehicles there and have access to the welfare unit. Staffordshire Police keep their bikes on site.
Loggerheads	Ashley Air Scouts use the car park for their mini bus. The Parish Council have office space in the facility and there is an information point and advice clinic for local residents at the station.
Stone	DVSA have a contract agreement for use of the interview room daily to carry out HGV testing. Staffordshire Police have access to the operational training room to deliver their core skills training to new recruits as and when required. Community First Responders store their vehicle and have access to the welfare facilities.
Leek	Moorlands Radio has their broadcasting facilities and office operating from the building.
Longton	Staffordshire Police hold their Cadets Scheme at the station.
Cannock	Burntwood and District Community First Responders park their vehicle overnight and have access to community welfare facilities. West Midlands Ambulance Service use the car park for private and service vehicles. Beth Johnson and the Firefighters Charity have access to the public break out area for workspace and welfare facilities. The DVSA use the interview room twice a week to undertake driving examinations. Prince's Trust (Safer Communities CIC) have dedicated use of the ground floor cadet area and access to the public break out area.
Hanley	The FoodBank have their Central Office operating out of the building.
Sandyford	The Red Cross park their victim support vehicle within the appliance bay. Adult and Neighbourhood Services use the car park for their mini bus. Staffordshire Blood Bikes use the garage space for their 2 Blood and Transportation bikes. Staffordshire Police have a Police Post at the station, use the facilities for their Cadets Scheme and also use the welfare facilities on site.

<p>Tamworth Belgrave WT</p>	<p>The FoodBank store food in the garage which is accessed weekly.</p> <p>The Street Wardens and Partnership Officer from the council each have a desk and computer in the main office. Housing Officers use the facilities to hot desk.</p> <p>West Midlands Ambulance Service has a desk in the office and keep their ambulance in the yard. They also use the staff kitchen, dining area and have their own rest room.</p> <p>Together CIC use the Prevent room and office on a Wednesday.</p> <p>Community First Responders keep their car in the bay.</p>
<p>Newcastle</p>	<p>Staffordshire Police use the facilities for their cadet programme and also to wash their service vehicles.</p> <p>Staffordshire and Stoke-on-Trent Partnership NHS Trust (SSOTP) have their Palliative Care Team based from the partnership office.</p>

### **Exercise Cerberus**

5. As part of the Service's approach to ensuring preparedness for major incidents, Exercise Cerberus took place on 14 September. The exercise planning started in January and the event was as a culmination of 9 months of planning by individuals from the Emergency Response Team, the Civil Contingencies Team, Staffordshire Police and a range of other partners including Rugeley Power Station, Burton Albion FC and the National Arboretum. Three different scenarios took place at three locations across the county, all of which were linked to a terrorist threat materialising within the Service area.

The scenarios included an incident involving an explosion, a white powder incident and an incident involving a marauding terrorist firearms attack. Actors and members of staff from the venues acted as role-players which added a high level of realism to the exercise.

The exercise was a great success and the learning gained will be used to support further training for staff.

### **Chief Fire Officer/Chief Executive Becci Bryant Receives Honorary Degree**

6. The University of Wolverhampton held their prestigious graduation ceremony for the Faculty of Arts at Wolverhampton Grand Theatre on Tuesday 19 September 2017.

Becci Bryant was amongst those selected to receive honorary degrees, awarded to people the university felt have made a significant contribution to their field of expertise. Ms Bryant became an Honorary Doctor of Professional Practice, an award given in recognition of her contribution and achievements in the fire and rescue service, and for acting as an inspirational leader in the field.

The Authority has congratulated Becci on her achievement.

**S J Sweeney**  
Chairman

**D M Jellyman**  
Vice Chairman