

Report to the Police, Fire and Crime Panel – 29th October 2018

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 delivery of the Staffordshire Fire and Rescue Service Corporate Safety Plan (Integrated Risk Management Plan - IRMP). The publication of the Corporate Safety Plan fulfils the legislative obligations as defined within the Fire and Rescue Service National Framework for England 2018.

2. Recommendation

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

3. Background

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

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

The key measures as detailed are: -

- Total number of incidents attended

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

4. Progress to Date

4.1 Education and Engagement

4.1a) 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. The table below illustrates the sessions that have been held since June 2018: -

| Areas/Dates | Year Group | Number of attendees | Topics covered |
|--|------------|---------------------|---|
| South Staffs Held at Penkridge/Wombourne Community Fire Stations 4 th to 15 th June | Year 6 | 850 | Fire Safety – SFRS Internet Safety – Police Emergency Aid – Funded SCC Road/Truck Safety – DHL TACS Mental Health – Funded SCC |
| Cannock & Rugeley Held at Community Fire Stations 20 th to 22 nd June 25 th June - 4 th July | Year 6 | 814 | Fire Safety/Flames aren't Games – SFRS Rail Safety – Network Rail Emergency Aid – Funded SCC Road/Truck Safety – DHL TACS Water Safety – RNLI |
| Chase Terrace 16 th to 18 th July | Year 5 | 183 | Fire Safety/Flames aren't Games – SFRS Rail Safety – Network Rail |

| | | | |
|--|--------|------|---|
| | | | Online safety & healthy Relationships - Police Road/Truck Safety – DHL TACS Water Safety – RNLI/RLSS/C&RT |
| Stoke-on-Trent Held at Hanley Community Fire Station 10 th to 27 th September | Year 6 | 1078 | Fire Safety – SFRS Road/Truck Safety – DHL TACS Drug & Alcohol Awareness – SOTCC Emotional Wellbeing – Changes ASB – Police |
| Uttoxeter Held at Uttoxeter Community Fire Station 1 st to 3 rd October | Year 5 | 276 | Fire Safety – SFRS Internet Safety – Police Emergency Aid – St. John’s Ambulance Road/Truck Safety – DHL TACS Water Safety - RNLI |
| Burton-on-Trent Held at Burton Community Fire Station 8 th to 17 th October | Year 5 | 858 | Fire Safety – SFRS Internet Safety – Police Emergency Aid – St. John’s Ambulance Road/Truck Safety – DHL TACS Friends against scams - NatWest |

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) The Service engages with the business community in a range of ways, which include the award winning Business Support Team who work with individual business and local Chambers of Commerce. This support includes the delivery of free initial consultations, fire safety advice and business support packs. Fire safety training courses are available along with online training programmes delivered in conjunction with AT&F Solutions Ltd.

In addition to the vital prevention work designed to keep business in business the team will also support owner and occupiers in the event of a fire or flood. This support is provided during the incident in order to ensure that the business can recover as quickly as possible. Over the last 12 months the Business Support Team has provided support to a number of businesses that have experienced a fire including; the Aisle of Brides, the Jervis Arms Public House, Amazon, and Lichfield Golf Club. Feedback collected from the various businesses that have received this support has indicated how invaluable it was for the owner/occupier to obtain independent advice at a time which had left them vulnerable to the potential for exploitation.

4.1c) The Primary Authority Scheme came into effect on 1st October 2008 (with the Regulatory Enforcement and Sanctions Act 2008.) It makes provision for more consistent and coordinated regulatory enforcement. Partnerships formed under the PAS apply to a wide range of regulatory services as well as to the regulation of fire safety. The scheme is part of the government’s drive to reduce burdens on business by ensuring that necessary regulations are enforced more efficiently.

The PAS is a statutory scheme administered by the Better Regulation Delivery Office. The scheme supports better local regulation and enables businesses to form a statutory partnership with a single regulatory authority, which

subsequently provides business with robust and reliable advice for other authorities to consider when carrying out their regulatory activity.

The Service currently has 4 PAS contracts with, Bromford Housing, Busy Bees, BUPA and more recently Lifeways Group. These companies have premises which are high risk in respect of fire related issues. Being part of the PAS provides the company with training and support in respect of their fire risk assessment strategy and approach, 50 hours fire engineering support annually and an annual audit of their premises nationally. The Service develops the contracts on a cost recovery basis and has built in to the more recent contracts the need for the installation of sprinklers in their premises.

4.1d) 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.

During Q1 of this current financial year the following programmes have been delivered: -

- Stafford Team 11 with 12 students
- Building Better Opportunities Cannock Team with 13 students
- Get Started with 11 students
- Fairbridge with 18 students

The outcomes achieved by students attending the various programmes are considerable with over 85% gaining employment, going back into education or training or entering 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.

The Staffordshire Commissioner recognises the positive impact of the programmes delivered through the Community Interest Company and intends to further expand its activities with young people.

4.1e) 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. There are a range of community groups that utilise the facilities across the county from the University of the Third Age, Arch, Leek Connect, Social Isolation groups, and Busy Minds.

Since the beginning of this financial year the following bookings and total hours of community use have taken place across the estate classified as a PFI facility: -

| Month | Number of Bookings | Total Hours |
|--------|--------------------|-------------|
| April | 1040 | 3444 |
| May | 1188 | 2419 |
| June | 1111 | 3660.25 |
| July | 1093 | 3495.25 |
| August | 840 | 3168.25 |

| | | |
|-----------|------|----------|
| September | | |
| Total | 5272 | 16186.75 |

Case Study - ARCH, Hanley Community Fire Station

Arch are an expert provider of domestic abuse services, having refuge accommodation for women and children, supporting men, women and children with a range of programmes at their Sunrise Recovery Centre and within the community. They deliver an innovative perpetrators' programme to enable abusers to recognise and address their behaviour, training other professionals in identifying and dealing with domestic abuse; Arch work with a range of partners to deliver innovative solutions for positive change. Their customers often have complex needs, including mental ill-health, poor physical health, substance misuse, offending behaviour or asylum seeker/refugee status. This may be compounded by low confidence, social isolation, poverty and debt, and a lack of practical life-skills. Arch use Hanley community fire station once a week to meet with homeless customers, to interview customers for our service to assess if we can support them properly, sometimes having housed people by the very next day.

"The community fire station helps our group by providing a safe and confidential space to help our customers. Getting very busy at times due to the many homeless people within our community. The support staff have received training and information in fire safety and relay that information to their customer base", Rebecca Williams, Support Practitioner for Homeless Housing and Complex Needs.

In addition to the use of community facilities there are several partners that utilise the partnership facilities that were made available through the PFI programme and the remaining estates. These partners include Staffordshire Police, Staffordshire and Stoke-on-Trent NHS Partnership Trust, the Driver and Vehicle Standards Agency, Community Safety Partnership Tamworth, Moorlands Community Radio, and West Midlands Ambulance Service. The Service has recently undertaken a review of the legal arrangements with all partners using facilities at Community Fire Stations in order to ensure they are appropriate and fit for purpose. This has resulted in a number of new memorandums of understanding being agreed and issued to these partners.

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 Q1 2018-2019 the Service responded to a total of 2453 incidents in comparison to 2526 during the same quarter in 2017-2018. The top three incidents the Service attend during this time period were secondary fires, false alarm good intent and primary fires;
- During Q1 2018-2019 the Service responded to a total of 163 accidental dwelling fires in comparison to 140 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 Q1 2018-2019 the Service responded to a total of 2 accidental dwelling fire deaths and 4 accidental dwelling fire injuries in comparison to 1 accidental dwelling fire death and 5 accidental dwelling fire injuries during the same quarter in 2017-2018. All of the injuries were caused by cooking related fires;
- During Q1 2018-2019 the Service delivered a total of 6331 Safe and Well visits in comparison to 6155 during the same quarter in 2017-2018. A total of 552 referrals were made to other organisations as a result of the safe and well visits completed during this quarter;
- During Q1 2018-2019 the Service responded to a total of 44 accidental business fires in comparison to 39 during the same quarter in 2017-2018. the top cause for these accidental fires were faults in equipment or appliances;
- During Q1 2018-2019 the Service responded to a total of 162 road traffic collisions (RTC) in comparison to 159 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;
- There is currently a delay on the data available in relation to people killed or seriously injured in RTC's across the county. This is due to a data validation issue being resolved through Stoke-on-Trent City Council. The available data relates to 2016 only;
- During Q1 2018-2019 the Service responded to a total of 331 automatic fire alarms in comparison to 317 during the same quarter in 2017-2018. The top premises category for these false alarms is residential accommodation.

4.2b) In order to ensure effective targeting of vulnerable members of the community the Service deploys a risk stratification approach to categorise households at risk from the most serious outcomes from a fire in the home. The data used to undertake this stratification is taken from the fire service, some partners along with the Exeter data, which is secured through NHS England. The risk stratification approach uses gold, silver and bronze categories to ensure the Service tailors the safe and well visit to the needs of the individual.

Across the county there are currently 10,857 households within the gold category, 6,342 within the silver category and 14,154 within the bronze category. A further 452,200 households are present across the county. Technicians, operational crews, Community Safety Officers and volunteers use the risk stratification data to target gold, silver and bronze households.

To date the Service has delivered visits to 90% of gold households, 79% of silver households and 27% of bronze households. It is important to note that that individual households may become a gold, silver or bronze category because of changes in an individual's levels of vulnerability.

4.2c) In April 2018 the Service changed its approach in respect of the delivery of Safe and Well visits. In order to ensure resources could be allocated towards

the greatest risk as identified through the risk stratification approach, the Service moved to a tailored approach in respect of the delivery of visits to individuals homes. Although anyone can call the Community Advice Team for information and safety advice only certain individuals will qualify for a Safe and Well visit, these include: -

Those who have had a fire and the surrounding properties:

Couples who are 85-years-old or over

Single occupiers aged 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 has been visiting residents' homes throughout the county, fitting smoke alarms, offering fire safety advice and checking the properties for potential hazards for several years. The Safe and Well visit includes broader safety and wellbeing issues such as the residents' general wellbeing, concerns around crime, issues relating to slips, trips and falls and other areas such as sufficient heating, benefits, etc. In the event of any further issues being flagged during the visit a referral will be made to the appropriate agencies.

4.2d) 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. By working with housing providers the Service has provided expertise and some funding to specific locations across the county. The Services' fire engineer has worked closely with housing providers in order to assist them in undertaking this work and the Service continues to work with those organisations yet to commit to this work.

David Garrick Gardens, in Lichfield, owned and managed by Bromford Housing, went live with a retrofit system in July 2017. This resulted in 2 blocks with a total of 64 flats being covered by sprinklers. The total cost of this retro-fit was £100,000 and match funding of 50% was provided by the Authority to support this work following a business case being provided to the Service.

Stoke-on-Trent City Council has started the retro-fitting of all of its 18 blocks that fit this criterion. They are completing one block initially and then utilising this design throughout their building stock. This work to retrofit these buildings is due to be concluded by March 2019 with the first building Seddon Court due for completion in December 2018. Stoke-on-Trent City Council are funding their retro-fit completely from within their own budget.

Tamworth Borough Council has recently received authorisation from South Staffordshire Water to proceed with the sprinklers, a requirement of BS9251. This will result in 6 blocks being retrofit with the project due to be concluded by March 2019. Tamworth Borough Council are funding their retro-fit completely from within their own budget.

Lichfield Towers Limited have commenced work on 4 blocks on Hobs Road in Lichfield with the first phase of the work resulting in the completion of a show flat being retrofit. This will allow for further engagement with residents to ensure the myths and misunderstanding as to the effectiveness, efficiency and appearance of sprinklers can be dispelled. The completion of this work is scheduled for the end of 2019.

The engagement to date by the Service with housing providers will result in 28 of the 47 blocks being retro-fit by the end of 2019. In addition to this work providing protection to residents and firefighters, the impact on the local economy is also significant as local sprinkler companies have been used for all of these installations.

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.

4.3 Planning, resilience and response

4.3a) During the summer of 2017 the Stoke-on-Trent and Staffordshire Fire and Rescue Authority approved the purchase of 11 new fire appliances, this resulted in a full tendering process being run, which ultimately resulted in Rosenbauer being the successful bidder. A crucial element of the process has been the engagement with firefighters, to ensure the design and layout of the appliance is fit for purpose. The first of the appliances arrive in the UK in August 2018 and the Rosenbauer UK took delivery in order to finish the fit out of the vehicle. This vehicle is due into the Service over the next few weeks. The next 5 which are part of this phase of the programme are due for delivery into Service by the end of the calendar year. The remaining 6 vehicles will be built and fitted out and are due into the Service during the summer of 2019.

These vehicles are 16 tonnes and narrower than the existing Scania fleet which will ensure easier access to some areas of the county, where narrow streets and double parking has previously caused access issues. State of the art equipment and technology is being utilised on the vehicles to ensure firefighter safety and enhance service delivery. This includes battery powered RTC cutting equipment, RTC stabilisation equipment, new water equipment. The vehicle has a larger water tank than the existing fleet and also utilises 22mm hose as part of the hose-reel provision.

4.3b) The latest whole-time recruit firefighter course commenced in September 2018, this course is run in-house and lasts for 15 weeks. There are currently 20 recruits on the course however there are ongoing assessments which they are required to complete successfully in order to progress. The 15 week programme covers a range of topics covering prevention, protection (fire safety) and response. In order to ensure these new firefighters understand the importance of prevention work within our community the Service has developed a Community Safety Practitioner Framework. The underpinning knowledge and skills are delivered across a 7 day programme during the course. This framework achieved accredited status from Skills for Justice in Feb/Mar 2018. This means that other Fire and Rescue Services can access a fully accredited programme should they wish to use it for their own training programmes. The

framework will be reviewed and will be used for all firefighters across the Service who are engaged in community safety work.

During the recruits course time is spent on station with watches, and supervisory management teams who will be getting a recruit on their watch are invited to spend some time towards the end of the programme at Learning and Development.

Following the conclusion of the training course the recruits will embark on their apprenticeship. This provides them with a structured development programme that includes various assessments which they are required to pass in order to successfully complete their development. The Service claims from the apprenticeship levy in order to part fund the training of these new members of staff.

4.3c) Retained Firefighters are an essential part of service delivery and the ability of the fire service to attract and retain the right people is a challenge to the service nationally. The Staffordshire Commissioner has instigated a review to fully explore the issue and identify opportunities for change at a local and national level to improve the position.

4.3d) Over the last 5 years the Service has engaged with the National Operational Guidance Programme (NOG) which has resulted in the development of standard operational procedures and approaches for the UK Fire Sector. The aim of NOG was to replace the 8,000 paper based documents with an online only framework that delivers policy and tactical guidance that is compatible with other emergency services and is tailorable to local needs.

This guidance includes incident command, breathing apparatus, dealing with water related incidents, major incidents and health and safety.

The waste fires national operational guidance is currently being updated following the scientific testing that was conducted in the Autumn of 2017. Following a number of waste related fires within the county the Service has been instrumental in developing a new tactical officer course for waste incidents and this will be included within the NOG documentation. The first of these national courses will be held in Staffordshire in December 2018.

4.3e) The Joint Emergency Services Interoperability Programme (JESIP) was initially a two year programme which ran from 2012 – 2014. The programme was aimed at improving the way in which Police, Fire and Rescue, and Ambulance Services work together when responding to major multi-agency incidents. The initial work delivered a range of practical guidance to help improve multi-agency response and the joint doctrine set out a standard approach to multi-agency working, along with the training and awareness products for organisations to train their staff.

A key objective for JESIP and the joint doctrine was the development of a joint organisational learning strategy and the embedding of this way of work into all organisations. An online platform for the collation and sharing of this learning was launched in 2017 and the Local Resilience Forum takes responsibility for ensuring lessons learnt are shared through this platform as appropriate following an incident that meets the criterion as defined within JESIP. Lessons

learnt were shared following the moorland fire that took place near Thorncliffe in the Staffordshire Moorlands.

Ongoing reviews and inspections are undertaken into organisations in respect of how embedded the JESIP principles are within organisations. The Service was involved in a desktop review during May 2018 along with other FRS's, Police Forces and Ambulance Services. The Services awaits the results of this review.

4.4f) The Shared Fire Control project was developed between Staffordshire and West Midlands Fire and Rescue Services and commenced operation in 2014. The Staffordshire Commissioner has instigated a review of the current arrangements to ensure they deliver maximum value for money for the service and the people of Staffordshire and Stoke-on-Trent.

4.4g) In order to support ongoing learning and development locally and nationally the Service has supported the development of the new independent inspectorate, the HMICFRS, by being a pilot Service during the Spring of 2018. Whilst there has been no grade or official report provided to the Service, recently a feedback session took place with the Service Liaison Lead which indicated some areas for development that the Service may wish to explore. These areas related to the fire safety risk based inspection programme, the training delivered to firefighters specifically in relation to the new Safe and Well visits, scenario planning beyond 2020, and the development of a Service strategy to improving the diversity among the operational area of the organisation.

5. Conclusion

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

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