

Police, Fire and Crime Panel – 15th July 2019

SFRS Corporate Safety Plan 2017 – 2020 Update Report

Report of the Police & Crime Commissioner

1. Purpose of Report

- 1.1 This report is to update the Police and Crime Panel on the delivery of the Staffordshire Fire and Rescue Service Corporate Safety Plan (CSP - Integrated Risk Management Plan - IRMP). The publication of the Corporate Safety Plan fulfils the legislative obligations as defined within the Fire and Rescue Service National Framework for England 2018.

2. Recommendation

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

3. Background

- 3.1 The IRMP is a document that each Fire and Rescue Authority in England is required to produce. Whilst there is no specific template that the Authority is required to follow, there is guidance detailed within the Fire and Rescue Service National Framework for England 2018 on the content of the plan. Each plan must: -

- reflect up to date risk analyses including an assessment of all foreseeable fire and rescue related risks that could affect the area of the authority;
- demonstrate how prevention, protection and response activities will best be used to prevent fires and other incidents and mitigate the impact of identified risks on its communities, through authorities working either individually or collectively, in a way that makes best use of available resources;
- outline required service delivery outcomes including the allocation of resources for the mitigation of risks;
- set out its management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005 in accordance with the principles of better regulation set out in the Statutory Code of Compliance for Regulators, and the Enforcement Concordat; cover

at least a three-year time span and be reviewed and revised as often as it is necessary to ensure that the authority is able to deliver the requirements set out in this Framework;

- reflect effective consultation throughout its development and at all review stages with the community, its workforce and representative bodies and partners; and
- be easily accessible and publicly available.

3.2 Following the transfer of governance from the Stoke-on-Trent and Staffordshire Fire and Rescue Authority to the Staffordshire Commissioner, a review of the existing Corporate Safety Plan 2017 – 2020 was conducted and it was determined that the content and currency of the existing plan was valid. The Commissioner has therefore approved the pre-existing plan and will add to it over time, notably in respect of greater collaboration with Staffordshire Police and other public services. Work is progressing on the development of the Fire Plan which is a requirement of the Fire and Rescue Service Framework for England in respect of those Services with a Commissioner governance arrangement. The Fire Plan will provide the overall strategic direction for the Service.

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, are involved in the delivery of these sessions.

During April, May and June a number of events have been delivered including 5 new educational partners across the county. These events have delivered education to year 5 and year 6 pupils, over 60's and pupils from a number of special schools in Stoke-on-Trent. In total circa 3410 young people and adults from the county have attended the sessions held during April, May and June. Feedback from these attendees includes from teachers, attending children and from delivery partners includes:

- I think this was an excellent morning. The children have learnt a lot about safety in different environments. All very valuable skills that could one day save their or others' lives.
- Children really responded to variety of sessions and input styles. Super use of facility. Good to see female role models too.
- **After today I know**how to do CPR ...not to share my personal information ...lots of things that could help me in the future ...never talk to strangers online when I get a phone! ...what to do in a firehow far away to stay from a lorry ...
- Doing this delivery many times previously, I am so amazed the Fire Service is able to put on such a vital programme for year 6 pupils. Sending those little messages to young people is amazing and they are so lucky. Keep it up.

The Service received the first mobile classroom and vehicle designed to enhance the delivery of Safe and Sound through the use of immersive technology during the first week of June. Training by staff and volunteers on the use of the vehicle and the technology is ongoing and the first immersive film footage has been developed. The film footage covers the topic of fire safety in the home and gives participants the opportunity to hazard spot, experience a kitchen fire and identify escape routes all in a controlled and safe environment. The vehicle and immersive pod has been used for the sessions delivered during June.

- 4.1b) 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.

Over the last few months Stafford Team 14 completed their programme with 76% of the 17 young people gaining employment, entering into education/training and volunteering whilst the other 24% are still in receipt of

support as they continue to develop. Tamworth Team 2 also finished their programme and all 9 of the young people moved into employment, education/training or volunteering. Cannock Team 5 also completed their programme and 73% of the 18 young people have moved into employment, education/training or volunteering and the remaining 27% continue to be supported with their development.

Further Team programmes have started in Stafford, Tamworth and Cannock with a total of 38 young people engaging with the development.

- 4.1c) As part of the PFI developments the inclusion of community facilities as well as partner facilities within the Services Community Fire Stations was seen as an important method for engaging various groups around the county.

During April, and May the community facilities on the PFI 1 stations were used 998 times for a total of 4345.5 hours. The facilities at the PFI 2 sites were used on a total of 1006 occasions equating to 4613 hours. A range of activities have been undertaken at the sites however the Connect and Pledge at Leek has started to show some huge benefits with new members being referred to them due to social isolation. Connect and Pledge has now been launched at Cannock and the case study below illustrates the outcomes to date: -

Case Study

The event on June 4th provided existing users of the community facilities with the opportunity to engage with each other and understand how the facilities are being used and to identify ways that they may be able to help and support each other.

Attending the event were representatives from the following organisations / groups: -

Police Cadets	Machine Embroidery
Community Speed Watch	Princes Trust
Community First Responder	Diabetes Team
New Era Probation Service	Alzheimer's Organisation
Cannock Philatelic Society	Staffordshire Fire and Rescue Service

Outcomes from the first event include the following pledges having been made: -

- Safer Roads group will offer road safety advice to carers with the Alzheimer's Group. Safer Roads have also invited representatives from the Machine Embroidery to the Safer Road Community Meetings to raise their concerns about road safety in Armitage.
- Community Fire Responders group have pledged to provide free training on CPR to the Police Cadets Group and others that would like to undertake this training.

- SFRS have offered to train groups in Olive Branch which highlights fire related risks in people's homes to professionals and carers. They have also pledged to give fire safety talks to all users of the Community Fire Station.
- New Era agreed to share with the Probation Office the role of the Princes trust programme.
- Diabetes Support will highlight the services of New Era to individuals who come to the Support group and explain their services in addition they will also advise the group what the Stafford & Philatelic Society do and when they meet.

4.1d) The Service had a presence at the two-day Staffordshire County Show during May, alongside our Police colleagues, and event which saw over 65,000 attendees. The event presents the Service with an opportunity to promote fire safety messages and engage with a large number of residents. The new Rosenbauer fire engine proved to be an attraction along with the Unimog from Cannock. Prevention staff, firefighters, volunteers and fire cadets were all involved over the two-days they used the current Recipe for Disaster, Flames aren't Games and SAME campaigns to highlight various safety messages to residents. Welephant was also present and a number of children signed up to the club and engaged in the specific activities designed to highlight fire safety during the event. Despite the weather hundreds of visitors engaged with the Service during the event and through the use of social media. Statistical analysis demonstrates that the social media outlets reached circa 730,000 people.

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 Q4 18/19 the Service responded to a total of 1870 incidents in comparison to 1822 during the same quarter in 17/18. This increase was predominantly as a result of the number of false alarm good intent calls received and an increase in the number of secondary fires attended. The 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 Q4 18/19 the Service responded to a total of 140 accidental dwelling fires in comparison to 155 during the same quarter in 17/18. 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 Q4 18/19 the Service responded to a total of 6 accidental dwelling fire deaths and 2 injuries in comparison to 2 accidental dwelling fire deaths and 6 injuries during the same quarter in 17/18. Tragically 4 of the fatalities occurred during a single incident which took place in the Highfields area of Stafford. At the time of writing the investigation into this incident was ongoing.
 - During Q4 18/19 the Service delivered a total of 6924 Safe and Well visits in comparison to 7286 during the same quarter in 17/18. A total of 684 referrals were made to other organisations as a result of the safe and well visits completed during this quarter. These referrals were for a range of factors including falls assessments, mental health and housing support.
 - During Q4 18/19 the Service responded to a total of 30 accidental business fires in comparison to 40 during the same quarter in 17/18. The top cause for these accidental fires was faults in equipment and the trend for this type of incident remains in the downward direction.
 - During Q4 18/19 the Service responded to a total of 156 road traffic collisions (RTC) in comparison to 180 during the same quarter in 17/18. 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. Of these incidents crews assisted with the removal of persons from vehicles on 28 occasions, whilst on 85 occasions crews made either the vehicle or the area safe.
 - During Q4 18/19 the Service responded to a total of 290 automatic fire alarms classed as unwanted fire signals in comparison to 310 during the same quarter in 17/18. The Service has an automatic fire alarm policy which defines the methodology the Service adopts when in receipt of these types of calls. Fire Control utilise a call challenge process for automatic fire alarms and during this quarter a further 599 calls were not attended as they were screened out by the process of call challenge. 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.
- 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.

Coinciding with National Sprinkler Week, the project to retrofit sprinklers at Seddon Court in Hanley was officially completed at the end of May. Seddon Court now becomes the first sprinklered high rise block of flats in the city. The Service has been providing technical support throughout this project and now that the installation is complete, the crews from the local station have all been

to visit to familiarise themselves with the new system. The next phase of the project to retrofit all 16 of Stoke on Trent City Councils high rise block of flats has already commenced. Work officially began last month at Lindop Court with a resident open day which was supported by ourselves. Lindop Court is another 12 storey building and it will use the water tank that was installed at Seddon Court (located across the road) to supply the sprinkler system. As part of this phase of works, sprinklers will also be installed at the nearby St Luke's Court with both blocks expected to be completed by early next year.

Following a successful open day attended by over 80 residents, works by Tamworth Borough Council to retrofit sprinklers in their 6 high rise blocks officially began back in March this year. Each block of flats has 15 storey and 58 flats. Practical completion of the first two blocks – Townsend House and Harcourt – is expected this month with the next two blocks expected to commence immediately after. All 6 high rises should be completed by the end of the year. The Tamworth works will conclude early next year when the council also retrofit sprinklers at the smaller 6 storey Eringden House. Upon completion, this will represent a total of just shy of 400 sprinkler protected homes in Tamworth.

The Service continues to work with a number of other housing providers who are positively exploring the options of retro-fitting their premises, including further premises in Lichfield.

4.3 Planning, resilience and response

- 4.3a) The team from HMICFRS have completed their discovery week and attended the strategic briefing with the Service over the last month. The full fieldwork week commences on July 22nd and this week gives the HMICFRS team the opportunity to build on the evidence gathering that has taken place through the self-assessment, data submissions, the discovery week and the strategic briefing. In addition, a staff survey has been undertaken by HMICFRS, the results of which will be anonymised and shared with the Service in order to support organisational learning.

Once the fieldwork week is complete the Service will receive some feedback on the findings of the inspection however the full report on the Service will not be available until the autumn. At this stage a report will be taken through the Strategic Governance Board along with any associated action plan required to address any areas of learning for the Service.

- 4.3b) The Service has undertaken a number of hot weather planning sessions in order to prepare for the potential of a period of weather equivalent to the summer of 2018 in the coming weeks. These plans have included a review of crewing and on-call availability, the availability of specific equipment for use during large wildfires, the potential for the use of seasonal crewing, and the resilience available throughout the organisation to increase the number of

operational staff available should the number of emergency calls mirror those experienced during July, August and September 2018.

The Service has also undertaken work within the Local Resilience Forum to ensure partners and other stakeholders are prepared for the potential of another hot and protracted summer.

- 4.3c) Work on the issue of illegal waste sites is ongoing and a further high risk site within the county has now been cleared of waste and the site is now due to undergo development work with the plan for the site being let to a reputable local business. Positive discussions are being held between a buyer and the owner of a further site in the county which would remove a further high risk site should a sale be agreed.

Following a request by the Service to the EA, a review is being undertaken of the circa 2000 sites with 'on-line' permits in order to determine any issues associated with any of these sites. A small number of sites have been identified as having potential areas of concern and the Service will work with the EA and the site to develop a fire prevention plan, which is a requirement in legislation, along with any multi-agency plans that may be required.

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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