



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Community Safety Committee

VULNERABLE PERSONS POLICY AND HOME SAFETY CHECK SCHEME

Report of the Chief Fire Officer

Date:

Purpose of Report:

To inform Members of the implementation of the Vulnerable Persons Policy and revised Home Safety Check (HSC) scheme.

CONTACT OFFICER

| | |
|--------------------------------------|--|
| Name : | John Buckley Assistant Chief Fire Officer |
| Tel : | 0115 967 0880 |
| Email : | john.buckley@notts-fire.gov.uk |
| Media Enquiries Contact : | Elisabeth Reeson (0115) 967 5889 elisabeth.reeson@notts-fire.gov.uk |

1. BACKGROUND

- 1.1 Home Safety Checks (HSCs) were introduced as part of the Services risk reduction work in the 2006-2009 Integrated Risk Management Plan (IRMP) where the Authority committed to delivering 25,000 HSCs by 2009.
- 1.2 In 2007 the service had already carried out 27,645 HSCs and moved away from a quantitative, towards a qualitative approach, utilising Mosaic Public Sector combined with Nottinghamshire Fire and Rescue Service (NFRS) data to assist in identifying and targeting those most at risk from fire.
- 1.2 HSCs are NFRS's accepted method of reducing fire related deaths and injuries within the community. As a result of this, NFRS actively continues to support the programme as an integral part of community safety activities within Nottinghamshire. To date the service has delivered well in excess of 45,000 HSCs throughout the County and City.
- 1.3 Upon completing a HSC the household is given an overall risk-rating based upon the visual safety check that firefighters complete. Risk levels can be low, medium or high; and this equates to the likelihood of a fire occurring within the property. Of all the HSCs completed by the Service, 70.2% of them came out as low-risk, 25.3% as medium-risk and 4.5% as high-risk.
- 1.4 As part of NFRS's principle objective to eliminate fire deaths, injuries and domestic fires, staff have visited and carried out a HSC at any household requesting one. However, due to increasing demands on the Service, the concept of visiting every household that requests an HSC is not sustainable in the longer term.
- 1.4 Fire and Rescue Services nationwide are looking at ways to streamline HSC policies, ensuring they are using resources most effectively, in order to be able to react quickly and target the most vulnerable in communities. Nottinghamshire is no different and has undertaken a review in its delivery of this scheme.

2. REPORT

- 2.1 The development of a 'Vulnerable People Policy' and review of the HSC procedures has been undertaken in order to develop a policy to ensure NFRS is reaching the most vulnerable people and communities at risk from fire, through the delivery of a risk based service.
- 2.2 Through a range of interventions, NFRS aims to:
 - Reduce the number of fire related deaths and injuries;
 - Reduce the number of accidental dwelling fires;
 - Direct resources to where and when they are most needed, in the most effective and efficient way.

2.3 NFRS will identify those most vulnerable to fire through the following initiatives and interventions:

- Work closely with partners who have access to and contact with vulnerable people;
- Gather and share data, (where appropriate) to assist in reducing the risk to those individuals in most need;
- Reduce the risk by tailoring interventions and actions to meet the individual persons needs;
- Targeting and providing preventative education to vulnerable people and the people responsible for their welfare;
- Audit NFRS performance through random sampling of home safety checks and ensure we are targeting those most vulnerable through educating our referring partners;
- Target harden properties and protect people more vulnerable to fire through a range of interventions available to NFRS personnel and partners e.g. fire retardant bedding, throws, deep fat fryers and sprinkler systems;
- Work with partners to prioritise those most at risk from fire and use their expertise to reach these people;
- Responding to partners and providing assistance when requested in order to reduce risk of fire within the home.

2.4 Persons deemed vulnerable by NFRS may differ from those deemed as vulnerable by other partner agencies. For this purpose a Service definition and vulnerable person's profile has been developed to provide clarification.

- **Definition:** Any person(s) that we, as a Service, consider to be at increased risk of death or injury from fire.
- **Identification of Vulnerable People:** Research on fire related deaths and injury suggests that many victims are elderly or single people with mobility or lifestyle difficulties. These factors alone do not make them vulnerable to fire but coupled with poor fire safety habits e.g. falling asleep with cigarettes, leaving cooking unattended, using unsafe electrics or being unable to raise the alarm in the event of a fire will make them at immediate risk.

2.5 General principles of the new HSC procedure aimed at targeting vulnerable people are as follows:

2.5.1 Call Challenging:

Call-challenging requests for HSCs using a HSC1A form. Through a series of questions this process will provide an initial assessment to identify low, medium or high. Visits will be offered to households achieving a high score.

Those rated at low or medium risk will be directed to the NFRS 'Fire Safety in the Home' website page to take part in an online HSC and a virtual tour of a home outlining risks, hazards and safe practice, or will be sent an information pack through the post.

The HSC1A form however is not definitive and crews may choose to visit a property based upon the information they have been given regardless of the risk-rating it may achieve. In addition to this, if there is a direct threat of arson or if the answer is yes to certain questions then a HSC will be offered regardless of whether the scored risk is low, medium or high.

The HSC1A form will appear ahead of the HSC1 on the Services management information system (CFRMIS). Therefore every request that comes into the Service will be logged and there will be a record of all actions taken, even if this is solely to refer the household onto our website.

2.5.2 Awareness raising with our partners:

Districts are encouraged to develop robust communication links with agencies responsible for vulnerable people. Included within this is a visit by NFRS personnel and delivery of our 'Vulnerable Persons Presentation'. This is to ensure that our partners understand our vulnerable person's profile as well as how and when to refer to us. The Vulnerable Persons Team at Headquarters is currently conducting these visits, however in line with the new policy Advocates and district personnel will also be trained to deliver this presentation.

2.5.3 Six monthly re-visits:

Current policy states that NFRS will revisit those deemed at high-risk every six months. However, it is believed in some households following the initial HSC when smoke detection and other interventions e.g. flame retardant bedding are given, that regardless of how many revisits the Service makes the fire risk cannot be lowered. This is because the risk is caused by lifestyle choices made by the occupant(s), for example excessive alcohol consumption, illegal drug taking or severe hoarding.

In view of this, after conducting a HSC with high-risk outcomes NFRS will contact the agency responsible for the vulnerable person's care and make them aware of the risk and the interventions the Service has put in place. It will then be the responsibility of the agency to contact NFRS should the nature of the risk change or the household need further interventions, or if the occupant moves premises. Advocates and crews will contact the agency every six months for updates and re-visits will only be arranged if required. Should NFRS be unable to contact the agency or they are no longer responsible for the vulnerable person's care then a revisit must be made to ensure that the interventions remain relevant and in place.

2.5.4 Provision of risk information:

Crews will be provided with additional information regarding the risks associated with the premise and the occupant. This will be created through the completion of appropriate records (HSC4's and Operational Risk Assessment 2).

- 2.6 On the 21 March 2011 CMB endorsed the 'Vulnerable People Policy' and consultation process. Consultation has taken place with representative bodies, departments across the service and engagement with partners. Issues raised through the consultation have been considered and responses made to their observations. Individuals have also been met with to discuss points for consideration and further explanation provided to enhance their understanding around the policy and guidance of the process. The consultation process has assisted managers in developing the policy.
- 2.7 To enable training to be conducted and all other arrangements to be put in place, implementation of the new policy and procedure will on commence 5th September 2011.
- 2.8 The policy will be monitored and reviewed during the first six months and any findings will be reported back to the Corporate Management Board (CMB) for consideration. Community Safety Department will conduct regular audits of HSCs conducted in the districts during this period to ensure all crews are working to the same high standard when delivering. Audit and evaluation will become an integral part of district business plans for the future.

3. FINANCIAL IMPLICATIONS

- 3.1 HSCs were initially funded by CLG through grant funding and once discontinued the Authority made provision within the community safety budget to continue this work.
- 3.2 Last year NFRS conducted 3576 home safety checks in households deemed at low risk of fire. On average NFRS fit two smoke detectors during a HSC. Therefore, during 2009 NFRS spent £42,912 on homes deemed as very unlikely to have a fire and occupants mostly capable of fitting a detector themselves. In 2008 a total of £46,212 was spent and in 2007 £86,820.
- 3.3 In targeting resources towards those that are most vulnerable and not servicing those who have little or no risk, the service will have more time and resources to spend on those at high risk from fire. In addition this may release funding to purchase other intervention techniques to help those having fires e.g. sprinkler systems, flame retardant bedding etc.
- 3.4 There is an associated cost for the provision of fire safety in the home leaflets as these are no longer supplied by CLG and for posting out to occupants. However these can be offset against the cost savings of not visiting a property and where possible referring people to the 'Fire Safety In the Home' website section for a virtual tour of a home outlining risks, hazards and safe practice and the provision of associated advice leaflets.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 A full process of consultation has been undertaken with Stakeholders, including representative bodies, conducted through the normal processes.
- 4.2 The consultation has identified a training need for Crews, Administrators and Advocates regarding the new Policy and associated correspondence surrounding vulnerable people.
- 4.2 A new training programme request form has been agreed with SDC and Community Safety staff will deliver the awareness training associated with the changes in policy and procedure to all service employees involved with the HSC scheme.
- 4.3 This approach will be closely monitored to identify any further training needs for crews e.g. mental health awareness etc.

5. EQUALITY IMPACT ASSESSMENT

- 5.1 In the designing of this policy NFRS have taken every effort to ensure there are minimal negative consequences for a particular group or section of the community. An initial E.I.A has led to a full E.I.A being undertaken.
- 5.2 NFRS will not discriminate upon age, disability, family status, race, religion or sexual orientation. Those targeted by the Service will be based upon their risk of fire regardless of the above factors.
- 5.2 To ensure robust provision is made for the conducting of HSCs in non-English speaking households, each appliance will contain a language card so the occupant(s) may point to the appropriate flag (indicating preferred language) and be connected to interpretation services via Fire Control.
- 5.3 Using intelligence based modeling, qualitative and risk based approach that better targets those at risk from fire the service will be better able to reduce the risks faced by certain groups within our communities.

6. CRIME AND DISORDER IMPLICATIONS

Under Section 17 of the Crime and Disorder Act the Service is a statutory partner. It is expected that the HSC scheme will contribute towards the safety of those at risk from threats such as arson, through multi agency engagement.

7. LEGAL IMPLICATIONS

The Service will continue to deliver safety information as required within the Fire Services Act 2004. Furthermore, through the implementation of a robust targeting approach, the majority of resources will be directed to those of highest need.

8. RISK MANAGEMENT IMPLICATIONS

Where NFRS is aware that groups or individuals are at high risk, all appropriate measures must be taken to mitigate that risk. Failure to provide adequate interventions to those most at risk from fire could promote scrutiny for the Service and lead to reputational damage. The effective monitoring of the introduction of the revised delivery of the HSC scheme will control identifiable risks and allow such interventions as necessary.

9. RECOMMENDATIONS

That Members endorse the attached policy and implementation of a risk based approach to the management of vulnerable people and the delivery of HSCs.

10. BACKGROUND PAPERS

None.

Frank Swann
CHIEF FIRE OFFICER



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Vulnerable People

Policy No:

This policy has been produced to provide clarity and consistency on how Nottinghamshire Fire and Rescue Service (NFRS) will reduce the number of fire related deaths and injuries within Nottinghamshire. This will be achieved by working with other agencies to identify people in the community who are at greater risk from fire. The procedure provides guidance on how vulnerable people are identified and referred to NFRS and the associated roles and responsibilities.

Version Control: Department:

| <i>Person Responsible</i> | <i>Version</i> | <i>Date</i> |
|--------------------------------------|----------------|-------------|
| Head of Community Safety Mary McEvoy | 2 | 7.07.2010 |
| | Draft 2.1 | 18.08.10 |
| HSC Coordinator Emma Fisher | Draft 2.2 | 11.10.2010 |
| Partnership Manager Chris Hooper | Draft 2.3 | 23.02.11 |
| | Draft 2.4 | 01.03.11 |
| MMc | Draft 2.5 | 25.03.11 |

Review Date:

Contents:

| | Page |
|--|-------------|
| 1) Introduction | 2 |
| 2) Definition | 2 |
| 3) General Principles | 4 |
| 4) Application | 5 |
| 5) Actions to be taken following a HSC in a household at risk | 10 |
| 6) Roles and Responsibilities | 11 |
| 7) Monitoring – Audit & Review | 11 |

1) INTRODUCTION

1.1 Through the delivery of the 'Home Safety Check Initiative' Communities and Local Government funded fire and rescue services nationally to fit and provide smoke alarms within the local community. These funds have now ceased; however Nottinghamshire Fire and Rescue Service (NFRS) recognise the importance of the initiative and continue to fund the scheme in order to reduce fire deaths and injuries.

1.2 The aim of this procedure is to standardise the way in which NFRS reach individuals and households in the community most at risk from fire, and target resources towards them in the most effective manner.

1.3 NFRS aims to:

- Reduce the number of fire related casualties
- Reduce the number of accidental dwelling fires
- Direct resources to where and when they are most needed, in the most effective and efficient way

1.4 NFRS will:

Identify those most vulnerable to fire through the following initiatives and interventions:

- Work closely with partners who have access to vulnerable people
- Gather and share data, (where appropriate) to assist in reducing the risk to these individuals
- Reduce the risk by tailoring our interventions and actions to meet the individual persons needs
- Targeting and providing preventative education to vulnerable people and the people responsible for their welfare
- Audit NFRS performance through random sampling of home safety checks and ensure we are targeting those most vulnerable through educating our referring partners
- Target harden properties and protect people more vulnerable to fire through a range of interventions available to NFRS personnel e.g. fire retardant bedding, throws, deep fat fryers and in extreme situations sprinkler systems.
- Responding to partners and providing assistance when requested in order to reduce risk of fire within the home.

2) DEFINITION

2.1 Vulnerable groups consist of both adults and children, below are national definitions of both:

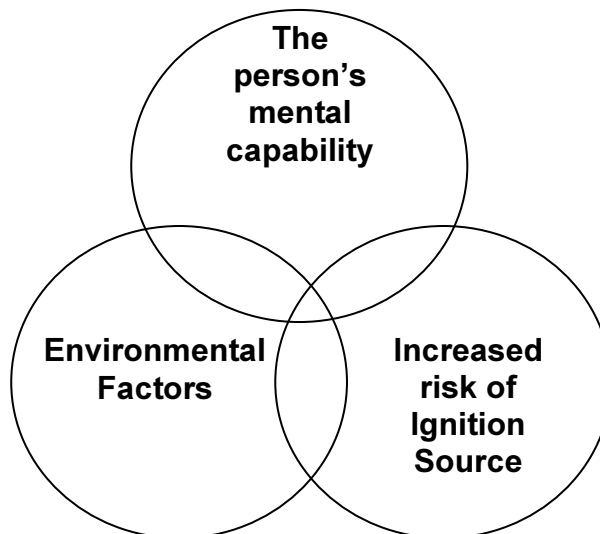
'A Child is any person under the age of 18' *Children's Act 1989*

'Vulnerable adults are those aged 18 years or over, who may be in need of community care service by reason of mental or other disability, age or illness and who is or maybe unable to take care of themselves, or unable to protect themselves against significant harm or exploitation' *'No Secrets' Department of Health and the Home Office 2000.*

2.2 For the purpose of this policy, NFRS has defined a vulnerable person as;

“Any person(s) that we, as a Service, consider to be at increased risk of death or injury from fire”

2.3 **Identification of Vulnerable People** - Research on fire related deaths and injury suggests that many victims are elderly or single people with mobility or lifestyle difficulties. These alone may not make them vulnerable to fire, but coupled with poor fire safety habits e.g. falling asleep with a cigarette, leaving cooking unattended or unsafe electrics may make them high-risk. The diagram below illustrates how NFRS's vulnerable person(s) profile is made up. It consists of a combination of factors, which feature highly in fire related deaths and injury.



2.4 **Mental Capability** - A Person's mental capacity and their ability to make rational decisions might be affected by a number of factors:

- Mental illnesses
- Learning difficulties
- Age-related illnesses
- Alcohol misuse
- Drugs misuse

2.5 **Increased Risk of Ignition Sources** – Which would include carelessness with the following, or if they are at threat due to arson:

- Cooking practises
- Electrical Items
- Smoking materials
- Candles

2.6 **Environmental Factors**

- Live alone
- Live in one room
- Have no smoke detector (or detector not working)
- Have mobility issues
- Oxygen dependent
- Have little or no regard for their own personal safety or those around them
- Hoard large quantities of combustible material / poor house keeping
- Have little or no fire safety awareness
- Be known to other agencies
- Have signs or a history of previous fires

2.7 The HSC1a form used to sift HSC referrals reflects this combination of risk factors in identifying those people deemed at a greater risk of fire.

3) **GENERAL PRINCIPLES**

3.1 This section outlines the steps NFRS will follow when working with partner agencies, to standardise practices throughout the organisation, which will enable the Service to identify those most at risk. Partners will then have an easy to follow referral procedure.

3.1.1 Identify profile of high risk individual(s) (through historical data, district profiling or local knowledge).

3.1.2 Is there an organisation or organisations that work with and support these individuals? Consult Partnership Manager chris.hooper@notts-fire.gov.uk 07968 864019 or the Community Safety Advocate for the district.

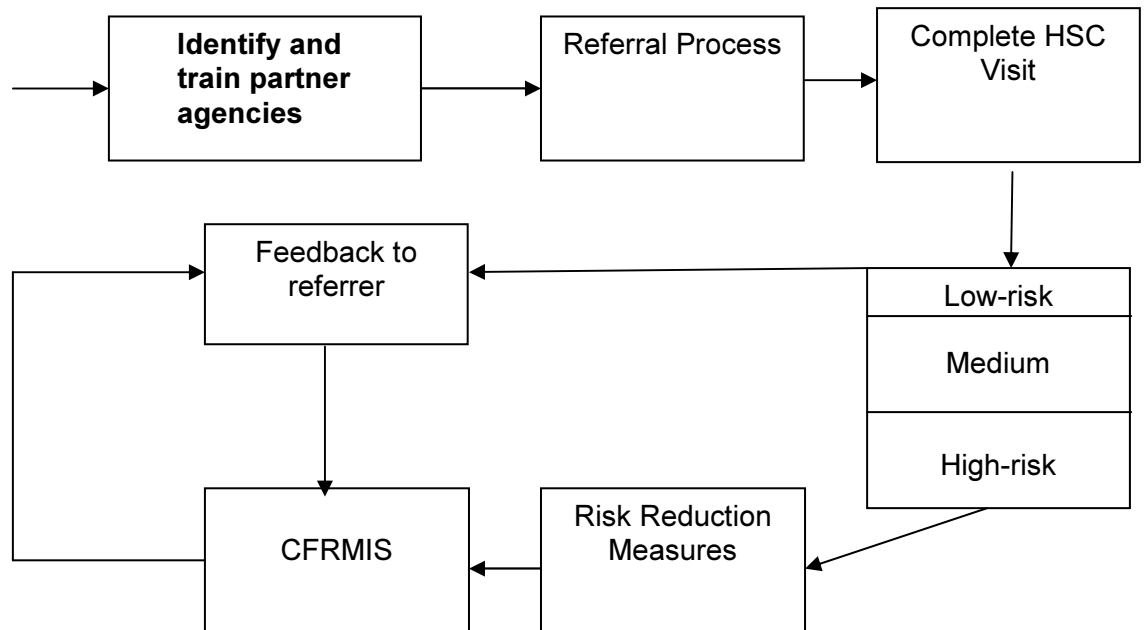
3.1.3 Are existing partnership arrangements in place?

3.1.4 NFRS meeting with Community Safety and Partnership Manager to decide on how the two organisations can work together in order to achieve joint objectives.

3.1.5 Meet with partner organisation to discuss and outline terms and conditions.

3.1.6 Develop a service level agreement (SLA) if required.

Basic referral process for outside agencies:



4) APPLICATION

4.1 Step One:- Identify Partners and Key Agencies:

- Housing providers, associations and registered social landlords
- Adult Social Care (City and County Councils)
- Children's Services (City and County Councils)
- Health Care Trusts, including PCT's (GP Consortia), Hospital Trusts and Mental Health Trusts
- Support Workers e.g. drug and alcohol advice workers
- First Contact / City Signposting schemes
- PCSO's, Police, Neighbourhood Wardens
- Community and Voluntary Sector Groups eg Age UK
- EMAS

These agencies have a responsibility for providing services to the majority of those within the target group. As well as referrers, they are a useful contact point for information and advice.

4.2 Step Two:- Train partners to recognise the threat of fire to their service users.

In order to provide clarity and a robust system of referrals, agencies and NFRS staff will be given access to a centralised training package, delivered primarily through the community safety task force, advocates and other identified suitable positions.

4.3 Step Three:- Referrals:

- Referrals from other agencies will be made via the vulnerable people mail box Vulnerable.People@notts-fire.gov.uk, or by calling the free phone number **0800 022 3235**. The mailbox and phone will be monitored by the administration team at headquarters.
- Headquarters administration will take contact details and pass them onto the station, it then becomes the responsibility of the station to contact the referrer or household requesting a HSC.
- During weekends and out of office hours, urgent referrals will be directed to contact Fire Control on 0115 9670880, of which details will be passed to the relevant station and on duty watch.
- The referrals will consist of the following information and ideally should be on the referral form for partner agencies:

4.3.1 Vulnerable Persons Details:

- Name
- Address
- Type of property
- Phone Number
- Age
- Why is this individual considered to be at greater risk from fire?
- Details of any other agency involvement (if available)
- Has the person given consent for us contacting them?
- Best method and time to contact the person

4.3.2 Contact Details for the Referrer:

- Name
- Agency
- Phone number
- Email
- Relationship to the person they are referring

4.3.3 This information will come through to a central point within the Headquarters Administration Team and will then be emailed onto the relevant wholtime station, to a central mailbox accessed by the District Administrator (DA), Advocate, Watch Managers (WM's) and Crew Managers (CM's). Station personnel will be responsible for checking this mailbox on a regular basis. Stations will be responsible for managing their own systems to ensure duplication does not take place.

4.3.4 The referral is then assessed via the HSC1a form at a district level to determine whether a HSC at the household is required. It is hoped that by working with and training our partner agencies that referrals to the Vulnerable Person's Mailbox will contain enough information to complete a HSC1a and justify a HSC. If a referrer / partner agency is making referrals that are consistently low and medium risk they must be contacted by NFRS and offered training. This is the Advocate's

responsibility, but can seek advice and book training presentations through the Vulnerable Team at HQ.

- 4.3.5 Requests receiving a low or medium risk rating after completion of the HSC1a form will be signposted to safety advice via the website or sent information through the post.

4.4 Step Four:– Complete a HSC visit

4.4.1 A HSC will be carried out in accordance with the associated HSC procedure.

- 4.4.2 If the occupier remains at significant risk following the delivery of the risk reduction measures detailed in the HSC procedure, further multi-agency intervention may be required. In most cases this will be carried out by the Community Safety Advocate and District Managers. All actions and correspondence must be logged onto CFRMIS. A system ensuring that this is done must be put in place at station level, however it is suggested that Advocates pass everything onto DA's for logging onto CFRMIS. This will ensure that there are no duplications or errors when information has not been recorded.

4.5 Step Five:- Risk reduction methods

4.5.1 NFRS Intervention may include:

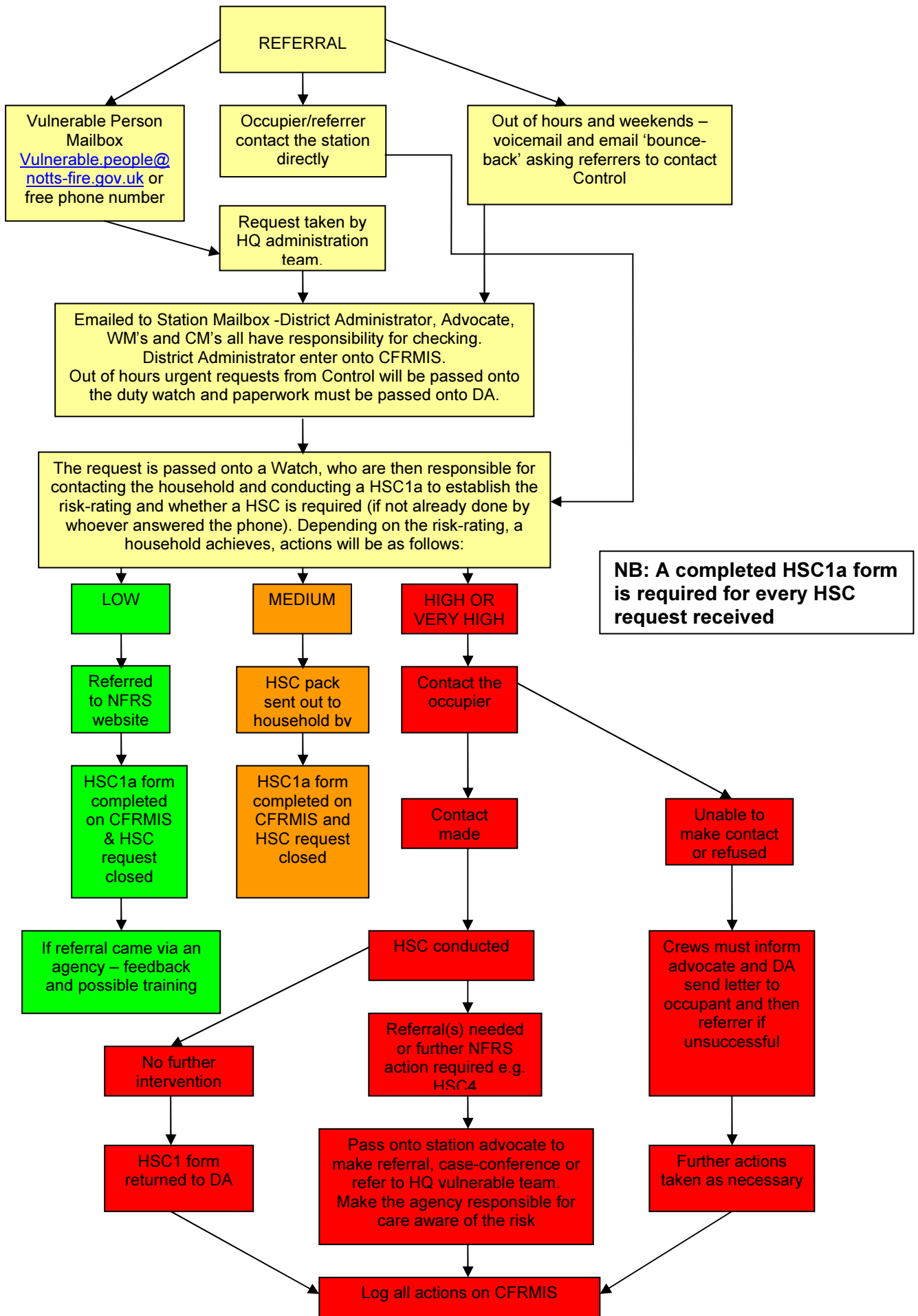
- Smoke detectors
- Deaf alarm smoke detectors vibration or strobe (email: communityfs@notts-fire.gov.uk)
- Heat alarm
- Referral to Tunstall or Telecare
- Letter-box protection plate, bag or flaplock type (via Arson Task Force)
- Temporary action note to the Control room increasing pre-determined attendance followed by HSC4
- Fire retardant bedding pack – single/double
- Settee throws – small/large
- Deep fat fryer
- Sprinkler systems
- Fire Protection team inspection (shared areas of multiple occupancy)

4.5.2 Working with partners may also help reduce the risk:

- Partner agency asked to increase visits or escalate interventions
- Partner agency asked to flag 'Fire Risk' on Service Users notes to notify NFRS if change in circumstances
- Case conferencing
- Joint visit
- Sending letters of recommendation to partners/occupiers
- Recording all actions and outcomes on CFRMIS

- Monitoring and reviewing cases
- Referral to Vulnerable Persons Panel
- Liaising with social housing provider, to recommend repairs/alterations to properties at risk from fire
- Attempts to reduce fire loading by various means such as laminate flooring, metal blind instead of curtains, fire retardant furniture or clearing of rubbish/hoarding.
- Recommendation of 'meals on wheels' in order to reduce risk from cooking
- Having gas capped or cooker removed when cooking poses a significant risk
- Metal ashtrays (local purchase)

- 4.6 All actions regarding a vulnerable person are recorded on CFRMIS, under letters > G2P: G2 Note for case.
- 4.7 If the HSC is high-risk (other agencies involved) the agencies will be contacted after six months to ensure the individual/family is safe. If the HSC is high risk but no agencies are involved the risk is upgraded to very high-risk and re-visits continue by crews on station.
- 4.8 The diagram on the following page summarises the process as far as feeding back to the referrer following the HSC and informing them when NFRS is not successful in arranging a visit.



5) ACTIONS TO BE TAKEN FOLLOWING A HSC

- 5.1 NFRS will no longer continue six-monthly re-visits for all households obtaining a high-risk score and have eliminated five and eight year revisits for existing medium and low risk households.
- 5.2 High Risk Households
 - 5.2.1 It is recognised that the Service re-visits properties deemed as high-risk every six months and unfortunately are still unable to eliminate or further reduce their risk of fire after the initial HSC and visit. This is because the risk is caused by factors beyond our control such as alcohol, drugs, mental health problems or physical illness. Currently, the re-visits cost the Service a significant amount of resources in terms of time and there is little evidence to suggest that after the first HSC, The Service is able to further reduce the risk. In many of these cases the person(s) will have other agencies and workers responsible for their care, and at this point, NFRS will contact these people and discontinue the revisits for the immediate future. At the point of handover, NFRS must ensure that persons responsible for a vulnerable person's care make NFRS aware should a person's circumstances or living arrangements change.
 - 5.2.2 After six months, the Home Safety Check Coordinator will send a letter to the agency/person's responsible for the vulnerable person's care to ensure that all the interventions NFRS put in place e.g. smoke alarms, additional safety equipment and that they continue to be as safe as NFRS can make them. If the Home Safety Check Coordinator receives assurances from the agency that the interventions are still in place then a revisit will not be required, but we must contact the agency again in six months to gain the same assurances.
 - 5.2.3 If the HSC Coordinator does not hear back from the agency in 28 days the information will be passed to the Station areas DA for a re-visit to be arranged.
 - 5.2.4 If personnel are in any doubt or the agency responsible cannot give full assurance regarding the vulnerable person's safety from fire, a re-visit should be scheduled.
 - 5.2.5 Before the revisit, if there is a HSC4 on the property, crews must contact Control to renew it for another six months, update the information or cancel the request altogether. There is a note on the new HSC1 form to remind crews to do this ahead of the visit.
 - 5.2.6 It is essential that all correspondence (letter, fax, email, telephone conversations etc) are logged under 'Note for Case' on CFRMIS.
 - 5.2.7 Despite this being a re-visit, referrals may still be necessary and these will follow usual service procedure.

5.3 Existing Households Known to NFRS

Households visited before the new HSC and Vulnerable Person's Procedure comes into effect, will still need the re-visit already scheduled, so we may be conducting standard six-monthly revisits during transition to the new policy. During the re-visit the new procedure should be adhered to, occupant(s) informed revisits will be stopping and following the visit referrals to other agencies and letters/emails relaying any concerns should be sent.

5.4 No Agency Involvement

5.4.1 If for whatever reason the vulnerable household or occupant does not have an agency responsible for their care, they are not eligible for support from any other agency and they are believed to be at risk from fire, it may be appropriate to re-visit the property, as there is no other way we can be certain that they are safe.

5.4.2 There is a box to tick on the HSC1 form that upgrades the risk to VH or very-high. This just helps the DA in determining which visits should be scheduled a re-visit after six months and allows us to determine between those with agency involvement (H) or those without (VH).

5.4.3 If there is no other agency involvement, the household is deemed to be at high-risk, but a re-visit schedule is decided against, then the Station Advocate and Station Manager must be informed and thorough reasons to justify this decision must be documented onto CFRMIS under 'notes for case'.

6) ROLES AND RESPONSIBILITIES

6.1 The HSC coordinator is responsible for ensuring the document is up to date and reviewed as specified. They are also responsible for monitoring the process and procedure over the initial first six months of trial period and making appropriate changes and delivering any extra training for crews or external agencies.

6.2 All Response managers must be aware of the policy and procedures relating to vulnerable people and ensure that all station personnel adhere to the new guidelines.

6.3 Line managers are responsible for ensuring their employees are aware of the changes and for contacting the HSC coordinator if any of their employees need further training or guidance on the new policy and associated procedures.

6.4 All employees are responsible for familiarising themselves with the policy and procedure.

7) **MONITORING – AUDIT AND REVIEW**

- 7.1 Arrangements are being made at a Service level to sample the outcome of referrals from all agencies. Where it is identified that referrals are predominantly low and medium risk, arrangements should be made to visit (or perhaps revisit) the agency concerned with a view to addressing the identified issues and ensuring they gain a better understanding of a person/household at risk from fire. This allows NFRS to use resources to help reach more vulnerable people and may be done using the 'NFRS Vulnerable Person's Presentation' and the HSC Coordinator, Community Safety Task-Force and Vulnerable Person's Team will be able to assist districts in delivering this training.
- 7.2 For audit and review purposes, records will also be kept of:
- All staff and organisations who receive the VP training (this list is kept and updated by the vulnerable team at headquarters). Individual districts must forward names of agencies and individuals trained to the team.
 - The number of referrals received for each station should be recorded on CFRMIS
 - The outcome of all referrals should be recorded on CFRMIS.
- 7.3 This policy will be reviewed in line with the NFRS policy framework.