

Public Document Pack



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

Date: Friday 11 June 2021 **Time:** 10.00 am

Venue: Nottinghamshire Fire and Rescue Service Headquarters - Nottinghamshire
Fire and Rescue Service Headquarters, Bestwood Lodge Drive, Arnold,
Nottingham, NG5 8PD

**Members are requested to attend the above meeting to be held at the time, place
and date mentioned to transact the following business**

A handwritten signature in black ink, appearing to read 'M. J. Taylor'.

Clerk to the Nottinghamshire and City of Nottingham Fire and Rescue Authority

Agenda	Pages
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Any councillor who is unable to attend the meeting and wishes to submit apologies should do so via the Personal Assistant to the Chief Fire Officer at Fire Services Headquarters on 0115 967 0880

If you need any advice on declaring an interest in any item above, please contact the Governance Officer shown on this agenda, if possible before the day of the meeting.

Governance Officer:

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If you would like British Sign Language interpretation at the meeting, please contact the Service at least 2 weeks in advance to book this, either by emailing enquiries@notts-fire.gov.uk or by text on SMS: 0115 824 0400



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

**Minutes of the meeting held remotely and streamed to
<https://www.youtube.com/channel/UCt4VuYp8JJJvXCLRmSRJ1mw/featured> on 19
March 2021 from 10.02 am - 10.44 am**

Membership

Present

Councillor Nick Raine (Chair)
Councillor Stephen Garner
Councillor Gul Nawaz Khan
Councillor Sue Saddington
Councillor Parry Tsimbirdis

Absent

Councillor Jason Zadrozny

Colleagues, partners and others in attendance:

Craig Parkin - Deputy Chief Fire Officer
Mick Sharman - Area Manager for Response
Bryn Coleman - Area Manager for Prevention and Protection
Gavin Harris - Head of Digital Transformation
Catherine Ziane-Pryor - Governance Officer

7 Apologies for Absence

None.

8 Declarations of Interest

None.

9 Minutes

The minutes of the meeting held on 8 January 2021 were confirmed as a true record and will be signed by the Chair.

10 An update on the 'Areas for Improvement' from the 2019 HMICFRS Inspection

Craig Parkin, Deputy Chief Fire Officer, presented the report which provides members with an update on the progress in addressing the 25 AFIs across the service.

Highlighted points included:

- a) following on from the inspection, further potential areas for improvement were identified at departmental level and are being addressed;
- b) whilst 10 of the 12 AFIs aligned to the Community Safety Committee for scrutiny have been closed as completed, 2 AFIs remain active;
- c) the Committee is requested to approve an extension to 31 March 2021 for the completion AFI 4, 'ensuring that prevention work is targeted at people most at risk' as the initial schedule for the improvement of this area has been significantly impacted by the lockdown and Covid-19 restrictions;
- d) the inspectors had criticised the Service for not evaluating the work undertaken regarding safe and well visits to vulnerable people. As a results Nottingham Trent University has evaluated the work to ensure that the most vulnerable people are effectively targeted;
- e) there is clear and strong evidence that operational domestic smoke alarm ownership could be as low as 40% in some communities, there is still much work to be done;
- f) progress to address AFI 9, 'to ensure that mobile data terminals (MDTs) are reliable to allow staff to access risk information' continues.
- g) the storing and processing of information on MDT's can be complex, but it is essential that all crews are able to recall and register all risk information including car build, chemicals, buildings, and site-specific risk information (SSRI).

Resolved

- 1) to note the progress made against the areas for improvement;**
- 2) to agree the extension of area for improvement for to 31 March 2021.**

11 Service Delivery Performance Report

Craig Parkin, Deputy Chief Fire Officer, introduced the report which provides an update on the performance of the service delivery directorate in the period between 1 December 2020 and 31 January 2021. It is noted that despite Covid 19, the Service has been undertaking an array of work, including:

- i. 362 urgent care shifts completed for EMAS;
- ii. 1209 urgent care patients transported;
- iii. 12,195 medicine and food parcels delivered;
- iv. 515 Covid tests administered;
- v. 24,506 vaccinations given;
- vi. 3646 signposting and befriending calls made;
- vii. 11 Covid testing centres built;
- viii. 212 Covid testing volunteer trained;
- ix. 39 staff supporting partner organisations.

Mick Sharman, Area Manager for Response, provided the following summary with regard to response and COVID-19 partnership working:

- a) the Service attended 1,228 incidents, which is an increase of 423 incidents compared to the same period in the previous year;
- b) whilst the report states that there have been 3 fire fatalities, since publication of the agenda it has been confirmed that one fatality was due to other circumstances;
- c) the report provides a breakdown by category of incidents, a comparison of numbers to the previous year, and the multi-appliance attendance numbers;
- d) the average response time remains at 7.42 minutes, which is within the target of attending within 8 minutes. With regard to the slightly heightened response time to Priority 1 incidents, which includes road traffic collisions, these can take place anywhere and appliances often have to travel further to attend from the fire stations which are sited to serve the built environment;
- e) the on-call availability target is 85%. As set out in appendix A to the report, availability has increased significantly, due to lockdown, with an overall availability average of 92%, with Stapleford achieving an impressive 99%;
- f) on-call availability at Retford and Ashfield stations are listed separately as they operate a different model of day shift crewing, with the availability of one appliance considered very good, but the availability of a second appliances needing further support;
- g) call answering within 7 seconds at the Joint Control Centre surpassed the 90% target, but mobilisation system availability missed the 99% target by 0.2% due to significant power outages;
- h) although the average response times for England for 2019/20 are provided in the report, it is noted that such results are influenced by number of factors including call handling times, turnout times, drive times, traffic conditions, time-of-day, all of which can vary depending on the geographical and urban area, but members should be assured that the NFRS is performing well;
- i) all staff are working very well to support the Service in supporting the community, with staff supporting seven vaccination centres and now administering vaccinations.

Bryn Coleman, Area Manager for Prevention, provided the following overview of prevention and protection work:

- j) although several staff are temporarily supporting partner emergency and health services with COVID-19 work, the Service continues to maintain its statutory duties;
- k) Safe and Well Visits (SWV) were initially paused due to lockdown, partners continued to make referrals and there is now a backlog. A triage process has been established using the 'CHARLIE matrix', enabling identification of those at high and very high risk who will then receive personal visits;
- l) for referrals of citizens who are considered medium risk against the CHARLIE matrix, visits have been paused during the pandemic but where possible telephone contact is made;

- m) post-incident visits to affected communities continue to take place. Following serious incidents in Warsop, Ashfield, Hucknall and Stockhill, firefighters undertook appropriately socially distanced community reassurance and engagement work, targeting 653 properties, of which 204 were provided with safety advice and smoke alarms were fitted at 148;
- n) road and general fire safety initiatives continues predominantly via social media as socially interactive engagement has been paused due to the pandemic and secondment of staff to partners to support COVID-19 work;
- o) safety of buildings remains a priority with the Service undertaking inspections to identify potential safety hazards and failings, educate and inform residents and those responsible for safety, the activity of which is outlined within the report;
- p) the City Council and NFRS partnership, the Joint Audit and Inspection Team (JAIT), continues to examine major developments across the city, with a particular focus on buildings converted for accommodation and high rise developments to identify any safety concerns that require addressing prior to occupation;
- q) a Fire Engineer from the Leicestershire Fire and Rescue Service provides support to NFRS in more complex issues. Due to a nationwide shortage resulting from an increased demand following the Grenfell Tower Fire, the Service is investing in 2 members of the Protection Team studying to become Fire Engineers to ensure that in the longer term the Service will have its own in-house capability;
- r) there were 155 Unwanted Fire Signals (UFS) and 10 Unwanted Lift Rescues (ULR) during the performance period. Officers continue to work with building managers and the 'responsible person' to remind them of their legal obligations and reduce unwanted calls;
- s) the new Integrated Risk Management Plan (IRMP) is being developed and will be submitted for to the Fire Authority prior to going out to consultation next year with the delivery plan including target actions and dates, and a longer term strategic view;
- t) it's anticipated that HMICFRS's next inspection will be far more in-depth than previously and require more detailed information.

Members' comments included:

- u) it's reassuring that the Service continues to provide excellent support and meet statutory requirements, even during these unusual times;
- v) specific information on the outcome of deliberate fires, including if the Police make any arrests or press charges, would be interesting;
- w) personal thanks are given to all staff who have supported the more vulnerable citizens in our communities during the pandemic.

Resolved to note the report.



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

SERVICE DELIVERY PERFORMANCE REPORT

Report of the Chief Fire Officer

Date: 11 June 2021

Purpose of Report:

To provide Members with an update on the performance of the Service Delivery Directorate.

Recommendations:

That Members note the contents of this report.

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1. BACKGROUND

- 1.1 Service Delivery involves the delivery of key functions to the communities in Nottinghamshire including Response, Prevention and Protection activities.
- 1.2 This report is based upon performance and activities undertaken by Service Delivery, between 1 February 2021 and the 30 April 2021 and an overview of key performance data for 2020/21.

2. REPORT

RESPONSE

- 2.1 A total of 2408 incidents were attended by Nottinghamshire Fire and Rescue Service (NFRS) between 1 February 2021 and the 30 April 2021, which is an increase of 164 incidents during the same period in 2020. The following incidents were attended during this period:
 - 443 accidental fires; increase of 53 compared to the same period in 2019/20
 - 528 deliberate fires; increase of 161 compared to the same period in 2019/20
 - 1 Incident involving a fatality although not yet confirmed that these are fire fatalities compared to 1 in the same period in 2019/20
 - 567 Special Service Calls (SSC) which is a decrease of 4 compared to the same period in 2019/20
- 2.2 Out of the 2408 operational incidents attended between 1 February 2021 and the 30 April 2021, crews attended 353 primary fires of note:
 - NFRS attended 6 incidents and rescued 7 members of the public
 - NFRS attended 7 incidents where 7 people were injured (no-fatal)
 - 10 fire incidents required five or more appliancesCrews attended 109 RTCs resulting in:
 - The extrication of 23 members of the public.
 - 0 RTC fatalitiesCrews also attended the following:
 - 14 incidents required a multi-appliance attendance (five or more appliances), including appliances from Leicestershire and Derbyshire Fire and Rescue Services. These are identified below:

Incident	Appliance No's
Building Fire – Non-Residential	5
Building Fire – Non-Residential	14
Building Fire – Residential	5
Building Fire – Dwelling (x3)	5
Building Fire – Dwelling (x2)	6
Outdoor Fire	5
Road Vehicle Fire	6
False Alarm – Dwelling (x3)	5
Special Service	7

2.3 A key target for the Service, as detailed in its Strategic Plan, is that all emergency incidents will be attended on average, within 8 minutes. Between 1 February 2021 and the 30 April 2021, the overall average attendance time was 07:57 minutes which is a decrease of 9 seconds against the same period in 2020/19. Incidents are categorised as per priority levels:

- Priority 1 (P1). Average 08:23 minutes – Incidents which pose an immediate threat to human life or pose a risk of severe human injury where intervention has the potential to save life and/or reduce the risk.
- Priority 2 (P2). Average 07:58 minutes – Incidents which pose a serious hazard and high-risk threat to the environment, society, property or heritage – and FRS immediate response.
- Priority 3 (P3). Average 08:52 minutes – Incidents which pose a potential hazard to human life, the environment, society, property or heritage or incidents which pose a confirmed low hazard to human life.
- False Alarms. Average 07:14 minutes - Incidents which on investigation are found to be false alarms.

2.4 During 2020/21 the Service responded to all incidents in the overall average of 07:50, this compares to the previous two years, as detailed in the table below. This shows that response times over the past three years have remain constant, and below the response standard target of below an average of 8 minutes.

Financial Year	Average Response Time
2019/20	07:55
2018/19	07:53

2.5 On-call availability between 1 February 2021 and the 30 April 2021 (Appendix A) including Alternative Crewing availability, reports an average of 90.3% availability which is a decrease in availability of 4% compared to the same period in 2019/20. 14 out of the 16 sections performed above the attainment target of 85%, with the highest level of availability being East Leake with 95%.

2.6 As previously requested by Members, Day Shift Crewing (DSC) On-call appliance availability is reported separately. Both (DSC) stations; Ashfield and Retford operate one On-call appliance from 08:00 - 18:00 alongside one Wholetime appliance, and two On-call appliances between 18:00 – 08:00.

Between 1 February 2021 and the 30 April 2021 Ashfield DSC reports:

- An average of 85.1% availability for On-call (minimum of one On-call appliance available over 24 hours)
- Between 08:00 & 18:00 Ashfield has maintained at least one On-call appliance 77.3%
- Between 18:00 & 08:00 Ashfield has maintained at least one On-call appliance 90.6% and maintained two On-Call appliances 23.4%

Between 1 February 2021 and the 30 April 2021 Retford DSC reports:

- An average of 92.9% (minimum of one On-call appliance available over 24 hours)
- Between 08:00 & 18:00 Retford has maintained at least one On-Call appliance 90.0%
- Between 18:00 & 08:00 Retford has maintained at least one On-Call appliance 95.6% and maintained two On-Call appliances 12.5%

2.7 During 2020/21 the Service reports an average full availability of 93%, including alternative crewed vehicles, excluding Ashfield and Retford Day Shift Crewing. All On-call stations, with the exception of Southwell achieved the Service target, of providing 85% availability.

Financial Year	On-call availability
2019/20	89%
2018/19	86%

2020/21 is an increase on the previous two years performance data. It is believed that Covid employment restrictions positively contributed to the increased levels of employment, increasing the availability of individuals to undertake On-call duties.

During 2020/21 Ashfield and Retford On-call report:

Station	Two On-call appliance availability	One On-call appliance availability
Ashfield	61%	91.7%
Retford	57.5%	96.6%

2.8 A key part of the Service's ongoing commitment to ensure resources are mobilised to emergency incidents in a timely manner is the performance of Joint Control. As part of the 'Functional Collaboration Agreement', between Nottinghamshire and Derbyshire Fire and Rescue Services, two key performance measures were agreed, they are:

- Calls answered in 7 seconds – Target 90%
- Mobilisation System Availability – Target 99.0%

In agreement with DFRS, and with the aim of continuously improving performance a new target for 2020/21 was set, and agreed that 96% of calls to be answered in 7 seconds:

- Between 1 January and 31 March 2021 (Quarter 4), Control room staff achieved 96.9% for the percentage of calls answered in 7 seconds, surpassing the target by 0.9%
- Between 1 January and 31 March 2021 (Quarter 4), the mobilising system availability saw the system being available for 98.51% of the time, failing to meet the target by 0.49%.

2.9 Operational exercises are carried out by NFRS on a frequent basis as part of its preparedness activities. Exercises are an ideal opportunity to practice, hone skills and to exercise with other partner agencies. As previously reported, due to the restrictions of Covid-19 NFRS suspended its operational exercise programme, until restrictions are relaxed. The Service plans to restart exercise from May 2021.

Covid-19 Partnership Work

2.10 In response to the Covid-19 pandemic and its impact on Nottingham and Nottinghamshire, the Service has undertaken a broader range of activities to support partner organisations and our most vulnerable communities.

2.11 At 16 May, the Service has delivered 12,577 food parcels and medicines to households and care facilities across the city and county.

2.12 Response crews have contacted 3,598 of our most High-Risk residents as part of a Befriending & Signposting scheme that was introduced to ensure that the most vulnerable have human contact during lockdown and are aware of other support services available to them.

2.13 The staff sharing agreement with East Midlands Ambulance Service (EMAS) concluded on 30 April. Over the course of the arrangement, firefighters have

completed 428 shifts as non-blue light ambulance drivers and transported 1,419 patients in support of EMAS's urgent care function.

- 2.14 NFRS have been instrumental in the creation of 20 Asymptomatic Testing sites around the county and have seconded six members of staff to train testing volunteers and support the scheme. At 16 May, NFRS staff have trained 282 volunteers and conducted 1,077 lateral flow tests.
- 2.15 The Service has also entered a staff sharing agreement with the Clinical Commissioning Group (CCG) and has 20 individuals currently seconded to support seven vaccination centres. At 16 May, NFRS staff have administered 50,406 vaccinations.
- 2.16 Since 10 May, NFRS has been supporting the delivery of surge testing under Operation Eagle in the City in an effort to counter the Indian variant of Covid. At 16 May, NFRS staff had trained 397 'drop & collect' volunteers and delivered 866 PCR tests.

PREVENTION

- 2.17 Despite restrictions and a risk-based approach to Safe & Well Visits (SWVs) in 2020/21, the Service still managed to complete a total of 6453 physical or virtual SWVs. 55% of these were delivered to over 65s and 68% to those who identified as having a disability.
- 2.18 On 12 April the Service returned to its full SWV delivery programme in line with agreed Risk Assessments and the Governments COVID Roadmap. Since then 1,370 physical visits have been recorded which is a positive step towards the Services target of delivering 12,000 SWVs in 2021/22.
- 2.19 Since the start of the 2021, and following serious fire-related incidents, reactive Community Reassurance and Engagement (CRaE) activities have been carried out in Ashfield, Hucknall, Stockhill, Eastwood, Worksop, City South and Harworth. These aim to maximise a community's heightened interest in safety measures through engagement and the delivery of SWVs.
- 2.20 Across these seven CRaEs a total of 1,246 properties have been visited with 245 households receiving safety advice and 169 new smoke alarms being fitted.
- 2.21 On 18 May, NFRS returned to the delivery of Data-led Direct Engagement activity following their Covid imposed suspension with an event alongside Protection colleagues and Environmental Health Officers at the Rivermead complex in West Bridgford. This resulted in the delivery of 31 SWVs. A further 23 such events are being planned in 2021/22.
- 2.22 NFRS continues to engage with National Fire Chief Council (NFCC) campaigns. Over the last few months the Service has actively participated in Cooking Safety, Smoke Alarm Testing, British Sign Language, Smoking Cessation and Be Water Aware campaigns. These campaigns were mainly

delivered through social media posts, but also involved some targeted engagements with specific communities.

PROTECTION

- 2.23 Fire Protection continues to regulate premises identified as part of the Services Risk Based Inspection Programme, with the following activities undertaken between 1st February 2021 and 30th April 2021:
- 63 pre-planned inspections of non-domestic premises with 35 follow up inspections.
 - 8 desktop audits.
 - 53 Specific (complaints) and 35 post fire inspections.
 - 11 other Specific Inspections.
 - No Enforcement Notices served.
 - No Prohibition Notices served.
 - 194 Building regulation consultations with local authority building control or approved inspectors.
 - 104 other consultations with agencies including Ofsted and the Care Quality Commission.
- 2.24 Following a large industrial fire on the 20th April at DMR Accident Repair Centre, Plumtree Road, Bircotes, surrounding businesses were targeted by our Business Support Team with a BRaE (Business Reassurance and Engagement) event scheduled for the 22nd April. Fire Safety Inspectors conducted face to face visits to 28 neighboring premises, offering fire safety advice and reassurance to local business owners.
- 2.25 Two years of investigations have come to fruition with a successful prosecution being brought by the Fire Protection team in connection with a city based Hotel. Having pleaded guilty at Nottingham Magistrates Court on the 8th March, sentencing is now scheduled for the 14th June 2021.
- 2.26 Two members of the Protection Team are currently working towards their Fire Engineer`s qualification. This will ultimately allow the Service to have its own in-house fire engineering guidance available.
- 2.27 The Protection team are working to reduce the number of Unwanted Fire Signal (UWFS) and Unwanted Lift Rescue (UWLR) incidents attended by the Service. During this period, 237 UWFS and 11 UWLR letters have been sent to businesses explaining the impact these incidents have on the Service and reminding the 'Responsible Person' of their legal obligations. This scheme has generated some positive engagement with procedures now well embedded for when the Responsible Person fails to take corrective action.

- 2.28 The Protection team continues to support the roll out of the Level 3 Fire Safety qualification to all Supervisory Managers. This will enable our Response crews to undertake Business Safety Checks, freeing up capacity for our Fire Safety Inspectors to focus on more complex premises. As of 30th April, 7 Operational Supervisory Managers have obtained this qualification and will now be shadowed by Fire Safety Inspectors as they commence Business Safety Checks.
- 2.29 The Service continues its partnership with the City Council jointly inspecting multi-occupancy residential buildings where we have shared legislative responsibility. Two members of the Protection team are currently assigned to this Joint Audit and Inspection Team (JAIT).
- 2.30 Work continues in support of the NFCC Building Risk Review programme, with a requirement to ensure all 120 high-rise residential properties within Nottinghamshire, as identified by MHCLG, are reviewed by the end of 2021. During this period, 23 such premises have been reviewed with the team on course to meet the deadline.
- 2.31 Following any fire at a high rise residential property, the Service is compelled to submit a report to the NFCC considering whether the building cladding impacted on firefighting. During this period 4 such reports were submitted, none of which highlighted any significant concerns. This reporting mechanism has now ceased (as from 5th May) as directed by National Resilience Information Note 30 - 2021.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are no Human Resources or Learning and Development implications arising from this report.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because the information contained in this report does not relate to a change in policy or procedure.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

- 7.1 The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.
- 7.2 The Local Government Act 1999 places a statutory duty on NFRS to '*secure continuous improvement in the way in which its functions are exercised*'. The reporting of Service Delivery's performance ensures that the Service is focusing on key objectives as set by the Fire and Rescue Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.

8. RISK MANAGEMENT IMPLICATIONS

An effective performance culture and regime ensures that the Service focuses on key objectives which contribute to the management of strategic and corporate risks. Robust performance information and analysis supports effective decision making and efficient use of resources.

9. COLLABORATION IMPLICATIONS

The Service continually seeks opportunities to work closely with other partner's services to maximise efficiency and to provide the highest level of service to the public, with particular focus currently with Nottinghamshire Police.

10. RECOMMENDATIONS

That Members note the contents of this report.

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

John Buckley
CHIEF FIRE OFFICER

APPENDIX A

On-Call Appliance Availability 1 February 2021 to 30 April 2021 (Excluding Day Shift Crewing Stations)

Station	Available		Available – Alternative Crewing		Unavailable – Insufficient Crew		Unavailable – No OIC		Unavailable – No Driver		Unavailable – More Than 1 Variable		Increase in availability against previous quarter
	(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		(No. of Hours and %)		
02 Blidworth	1,769.75	82.85%	161.25	7.55%	19.25	0.90%	7.00	0.33%	4.75	0.22%	174.00	8.15%	-4.49%
07 Warsop	1,982.00	92.79%	36.25	1.70%	3.00	0.14%	1.50	0.07%	0.50	0.02%	112.75	5.28%	-2.62%
08 Worksop	1,959.25	91.73%	46.00	2.15%	4.25	0.20%	8.75	0.41%	10.50	0.49%	107.25	5.02%	-4.76%
10 Harworth	1,950.75	91.33%	0.50	0.02%		0.00%	77.25	3.62%	2.50	0.12%	105.00	4.92%	-5.44%
11 Misterton	1,884.25	88.21%	76.25	3.57%	12.50	0.59%	20.00	0.94%	4.75	0.22%	138.25	6.47%	-6.89%
13 Tuxford	1,656.00	77.53%	210.50	9.85%	55.00	2.57%	0.50	0.02%	1.50	0.07%	212.50	9.95%	-10.80%
14 Southwell	1,549.75	72.55%	70.25	3.29%	8.00	0.37%	107.25	5.02%	54.75	2.56%	346.00	16.20%	-13.10%
15 Collingham	1,852.75	86.74%	106.25	4.97%	23.75	1.11%	6.75	0.32%	2.75	0.13%	143.75	6.73%	-6.40%
16 Newark	1,993.25	93.32%	22.75	1.07%		0.00%	25.75	1.21%	2.00	0.09%	92.25	4.32%	-4.64%
17 Bingham	1,887.75	88.38%	61.00	2.86%	1.75	0.08%	18.25	0.85%	26.25	1.23%	141.00	6.60%	-1.14%
23 Stapleford	2,024.00	94.76%	1.25	0.06%	1.50	0.07%	9.75	0.46%		0.00%	99.50	4.66%	-4.51%
24 Eastwood	1,570.50	73.53%	144.50	6.76%	45.50	2.13%	191.25	8.95%	5.00	0.23%	179.25	8.39%	-12.70%
25 Hucknall	1,979.50	92.67%	50.75	2.38%	8.00	0.37%		0.00%		0.00%	97.75	4.58%	-4.58%
28 East Leake	1,987.00	93.02%	50.00	2.34%	1.00	0.05%	0.50	0.02%		0.00%	97.50	4.56%	-4.35%



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Fire & Rescue Service
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AN UPDATE ON THE 'AREAS FOR IMPROVEMENT' FROM THE 2019 HMICFRS INSPECTION

Report of the Chief Fire Officer

Date: 11 June 2021

Purpose of Report:

To present Members with an update on the Service's response to the 2019 inspection of Nottinghamshire Fire and Rescue Service by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

Recommendations:

It is recommended that Members agree:

- The closure of 'Area for Improvement 4'
- The extension of 'Area for Improvement 9' to the 30 September 2021.

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1. BACKGROUND

- 1.1 At the meeting of the Fire Authority in July 2019, Members were presented the report from Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) following the recent inspection of Nottinghamshire Fire and Rescue Service (NFRS).
- 1.2 In September 2019, Members were presented with an action plan detailing the 25 'Areas for Improvement' (AFIs) that had been highlighted by HMICFRS and capturing the actions to address these areas.
- 1.3 It was agreed that scrutiny and monitoring of progress of these actions would be facilitated through the Fire Authority Committee structure, with regular progress reports being presented to Members.
- 1.4 Of the 25 AFIs, 12 were aligned to the Community Safety Committee for scrutiny.

2. REPORT

- 2.1 Each of the 25 areas for improvement were allocated to a lead officer with clear milestones and expected outcomes. Within the Service, progress against these timelines was monitored and reported through the monthly Performance and Programme Board, chaired by the Chief Fire Officer.
- 2.2 Over the past 18 months, work has been undertaken to develop the Service in the areas highlighted by HMICFRS. Much of the work that was developed had already been started by the Service or was planned as part of the 2019/20 Business Plans. The Service has continued to focus resources and support to ensure continual improvement of these areas as part of the Service's wider Strategic Plan.
- 2.3 Ten AFIs have previously been presented to Members and 'closed'.
- 2.4 The final areas for improvement under Community Safety Committee governance are AFI 9 – *“to ensure that mobile data terminals (MDTs) are reliable to allow staff to access risk information”* and AFI 4 – *“Ensuring that prevention work is targeted at people most at risk”*.
- 2.5 Actions to address AFI 4 were completed by the agreed deadline of 31 March and the 'Safe and Well Review' report was presented to the Service's Strategic Leadership Team (SLT) on 23 March 2021, where a 'person-centred' approach to future engagement was approved. The 'Safe and Well Review' outcomes are being presented to Members at this meeting.
- 2.6 Identified improvements for the future delivery of the safe and well model will now be included in the Service Delivery business plans and remain under

review, and evaluation, through the Service Delivery Evaluation and Assurance Group.

- 2.7 It is proposed that Members agree the closure of AFI 4.
- 2.8 Progress against AFI 9 has not met the target date of 31 March 2021. This action is being addressed by the Strategic Leadership Team and has been entered on the Service's Corporate Risk Register due to impacts on the provision of risk information to operational Crews.
- 2.9 Work is being prioritised to improve functionality and reliability of the Service's Mobile Data Terminals and is being tightly monitored to ensure progress through a Project Board being chaired by the Assistant Chief Fire Officer.
- 2.10 The delays to completing the actions associated with this AFI are related to ongoing delays from the supplier of the Tri-Service Control system in updating software. Matters continue to be addressed with the supplier, in addition to a scheme of work that has been agreed internally to address some issues.
- 2.11 The Service has allocated additional funding, which will be reported to the Finance and Resources Committee in July, as well as prioritising actions to mitigate the immediate risks, including manual quality assurance of systems and provision of information following each update.
- 2.12 It is proposed that this work will require up to six months to complete and meet the requirements of the AFI and, therefore, it is proposed that the deadline for this AFI is extended to the 30 September 2021.
- 2.13 It is proposed that Members agree the extension of AFI 9 for completion by the end of September 2021.

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are no human resources or learning and development implications arising from this report.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken because the information contained in this report does not relate to a change in policy or procedure.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

- 7.1 The Fire and Rescue Services Act. 2004, places a duty on NFRS in respect of the delivery of its services to communities.
- 7.2 The Local Government Act 1999 places a statutory duty on NFRS to '*secure continuous improvement in the way in which its functions are exercised*'. The reporting of Service Delivery's performance ensures that the Service is focusing on key objectives as set by the Fire Authority and continuous improvement. This ensures that Members can apply effective scrutiny to be satisfied that statutory obligations are being met.
- 7.3 The Police and Crime Act (2017) Chapter 4 Section 11, outlines that the English inspectors must inspect, and report on the efficiency and effectiveness of, fire and rescue authorities in England.

8. RISK MANAGEMENT IMPLICATIONS

There are no risk management implications arising from this report.

9. COLLABORATION IMPLICATIONS

There are no collaboration implications arising from this report.

10. RECOMMENDATIONS

It is recommended that Members agree:

- 10.1 The closure of 'Area for Improvement 4'
- 10.2 The extension of 'Area for Improvement 9' to the 30 September 2021.

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

John Buckley
CHIEF FIRE OFFICER



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

SAFE AND WELL VISIT REVIEW OUTCOMES

Report of the Chief Fire Officer

Date: 11 June 2021

Purpose of Report:

To inform Members of the process to improve the effectiveness and efficiency of Safe & Well Visits and ensure that the Service has an inclusive approach to supporting those in greatest need.

Recommendations:

That Members note the contents of this report.

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1. BACKGROUND

- 1.1 In response to the National Fire Chiefs Council's recognition that Fire and Rescue Services could work more closely with partner organisations to identify wider vulnerabilities and embrace the 'Making Every Contact Count' approach to behaviour change, Nottinghamshire Fire and Rescue Service (NFRS) fully introduced its Safe & Well Visit (SWV) in October 2018.
- 1.2 The SWV broadened the scope of the Service's traditional Home Safety Check by introducing an analysis of additional factors that affect a person's health and make them more vulnerable to fire. It also introduced automated onward referral pathways to organisations that can provide additional support to recipients that will further reduce their risk of fire and improve their wellbeing.
- 1.3 Since October 2018 NFRS has delivered more than 15,000 SWVs. This report reflects on achievements to date and considers improvements that can be made to improve effectiveness and efficiency and ensure that the Service has an inclusive approach to supporting those in greatest need.

2. REPORT

- 2.1 During its 2019 inspection, Her Majesty's Inspectorate of Constabularies and Fire & Rescue Services (HMICFRS) concluded that in 2017/18 NFRS completed 3.3 per SWV's per 1,000 of the population, with a national average of 10 per 1,000 population.
- 2.2 The Service set a target to complete 6,000 SWVs for 2019/20, however it actually completed 7,754 (6.7 per 1,000 population). This represented an 84% increase in productivity when compared to 2018/19.
- 2.3 In 2020/21 the Service set a target of 9000 SWV's, however, due to Covid restrictions being in place the Service were only able to complete 5890. The Service now expects to deliver 12,000 SWV's for 2021-22, equating to 10.3 per 1,000 population, with further ambitions to increase this figure during the next Strategic Plan for 2022.
- 2.4 In the Safer Communities Strategy (2019-2022) the Service made a commitment to deliver SWVs to the most vulnerable in our communities and has set a target of delivering 80% to those who are identified as being at least at medium risk of fire. To achieve this quality measure, the mechanisms by which the Service identifies SWVs (Partner Referral, Public Referral and Direct Engagement) will also be reviewed.
- 2.5 Service resources will continue to support and upskill referral partner's knowledge of the Service's risk profile have included the introduction of the CHARLIE risk assessment matrix (see Appendix A) and accompanying e-learning package, the development of the online Partner Referral System

- 2.6 Since April 2020, the 80% quality target for SWVs referred by partners has been monitored as part of the Services approach to its performance framework
- 2.7 Data-led SWV's are targeted at individual households that are identified as being at an elevated risk via the Service's Household Risk Stratification Index (HRSI). Triangulating information from the Service database, partner organisations and the Incident Reporting System alongside local knowledge and the HRSI to identify higher risk localities for a sustained period of SWV activity.
- 2.8 Whilst work to improve Direct Engagement SWV targeting is ongoing, the Service is currently working to validate that 80% are being delivered to those at medium risk or above as risk levels are only captured post-intervention. During 2021/22 the Service will investigate whether a means of capturing a pre-intervention risk level can be introduced for Direct Engagement SWVs so that it can be confident that the most vulnerable are being reached.
- 2.9 At the heart of the Service's ability to identify vulnerable persons and target SWVs is the CHARLIE Profile. Since its development in 2016, the profile has been regularly reviewed internally to assess its continuing relevance when applied to persons involved in significant or fatal fires. It has also been expanded into the Risk Assessment Matrix (Appendix A) which is completed by referring partners and delivery teams to facilitate quality referrals and appropriate intervention.
- 2.10 To ensure the continued relevance of the CHARLIE Profile, Nottingham Trent University, as part of a wider project to assess the social and economic value of the Service's SWVs, is undertaking a peer-reviewed assessment of its validity in identifying those who are most at risk of death or serious injury from fire.
- 2.11 Whilst 96% of respondents to the 2020 SWV Customer Survey did not think the quality of the service they received could have been improved, there are a number of relatively 'quick wins' that will be introduced in 2021/22:
- Further development of Quality Assurance processes to ensure that there is consistency of delivery and record-keeping across all delivery teams.
 - A review of the '3-strikes' process to ensure that every effort is being made by all delivery teams to complete referred SWVs on every occasion.
 - The development of a suite of mandatory e-learning packages (e.g. CHARLIE risk awareness, communication skills, report writing etc.) to upskill delivery teams.
 - The introduction of more robust KPIs related to the time it takes to deliver a SWV once a referral is received.

- Development of the Services database to have a dedicated section to support the High-Risk Review Group that has been established to review, evaluate and assure all High-Risk cases.
 - The embedding of Prevention, Protection and Fire Investigation Case Clinics to provide a platform where the unmet needs of service-users can be identified, and appropriate interventions can be planned at a multi-agency level.
- 2.12 A lesson from measures put in place during COVID-19 restrictions relates to the number of SWV questions that can be asked prior to the visit taking place. Introducing Pre-visit questions as part of the SWV process in 2021/22 will reduce the time it takes a delivery team to complete a physical visit.
- 2.13 The Service budgets £100k for smoke alarms and £52k for safety equipment each year. In 2019/20 the Service spent £95,475 on smoke alarms and £53,735 on safety equipment (this represented increases of 32.5% and 15.4% respectively when compared to 2018/19).
- 2.14 The delivery of more SWV's will drive the Services spend on smoke alarms and safety equipment, the Service therefore predicts that the target of 12,000 SWVs in 2021/22 is likely to increase spending on smoke alarms to approximately £130k and safety equipment to approximately £65k (based on increases in spending between 2018/19 and 2019/20).
- 2.15 In 2019/20 54.25% of SWVs delivered by the Service were received by over 65s (despite only 18.3% of the City and County's population being within this age grouping). In the same year, 32.7% of SWVs delivered by the Service were to those that considered themselves to have a disability, this compared favourably to the national average of 29%.
- 2.16 A revised Equality Impact Assessment (EIA) has been completed to reconsider both the SWV procedure and its application having now been in place for 2 years (See Appendix B).
- 2.17 The revised EIA found the Service's SWV delivery to have Positive (Age and Disability), Neutral (Marriage & Civil Partnership, Race, Sex and Pregnancy & Maternity) and Unknown (Gender Reassignment, Sexual Orientation and Religion & Belief) affects overall. Whilst it is encouraging that none of the protected characteristics were found to be being negatively affected, there are areas where improvements can be made.
- 2.18 An improvement Action Plan for the Revised SWV EIA can be seen in Appendix C. Areas for improvement include better targeting of specific communities, the provision of the Safe & Well Guide in more accessible formats, alignment of profiling categories with census data and amendment to promotional material.

3. FINANCIAL IMPLICATIONS

- 3.1 There are a number of financial implications highlighted within this report, driven from the planned increases in productivity and delivery of SWV's to address risk in communities. The future demands will be presented as part of the Services existing business and budget planning framework and revised Safer Communities Strategy 2022/25.
- 3.2 The monitoring of the financial implications will continue to be presented for scrutiny by Members of the Finance and Resources Committee.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

There are some implications for the L&D e-learning team resulting from the recommendation to create a suite of mandatory training packages to upskill Safe and Well Visit delivery teams (as explained in 2.11 and the EIA Action Plan in Appendix C).

5. EQUALITIES IMPLICATIONS

An Equality Impact Assessment has been undertaken and the implications can be seen in Appendix B.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications resulting from this review.

7. LEGAL IMPLICATIONS

There are no legal implications resulting from this review.

8. RISK MANAGEMENT IMPLICATIONS

There are no risk management implications resulting from this review.

9. COLLABORATION IMPLICATIONS

The Safe and Well Visit process involves collaboration with numerous Referral Partners.

10. RECOMMENDATIONS

That Members note the contents of this report

11. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

John Buckley
CHIEF FIRE OFFICER

CHARLIE Risk Assessment Matrix

Prem ID (if known) Or Address:	Circle as appropriate for each CHARLIE P descriptor. Add the score and place total in bottom box. Please scan and send to Admin for addition to CFRMIS if not completed on tablet.	Date: Service No: Stn No: Job No:				
Score	Score	1	2	4	8	10
	Descriptor	Rare	Unlikely	Possible	Likely	Almost certain
C	Care and support needs	No care or support needs	In receipt of comprehensive care and support package	Support in place but not deemed adequate	No support in place but concerns for health and welfare	No support in place but significant concerns for health and welfare
	Cooking	No concerns	Meal/drink preparation completed by others	Prepares own food and drink but concerns identified by others or regularly uses hot oil	Preparing own food and drink but repeated episodes regarding safety	Actual incident requiring support of others prior to safe and well visit
H	Hoarding	1-2 CIR	3 CIR	4-5 CIR	6-7 CIR	8+ CIR
A	Alcohol use	Not used	Signs of alcohol use no concerns	Signs of alcohol use some concerns	Signs of alcohol being used Query dependency?	Concerns alcohol use may impact upon fire safety, including escape
R	Reduced mobility	Independently mobile	Walks with support	Requires mobility aid or history of falls e.g. stick or frame	Unable to walk e.g. wheelchair user	Cared for in bed
L	Lives alone	Lives with others	Lives alone but fully independent	Lives alone with daily support	Lives alone with occasional visitors or social contact	Lives alone – no visitors or social contact
I	Inappropriate smoking	Non-smoker	Occasional smoker aware of safety	Regular smoker aware of safety	Occasional smoker unaware of safety	Regular smoker – unsafe smoking practices
E	Elderly	Under 40	41-50	51-64	65-79	80+
	Electrical	No concerns	Some risks identified but resolved during visit	Risks identified, client to resolve	Risks identified and client would need assistance to resolve	Poor understanding and dangerous use of electrics
P	Previous signs of fire	No signs	Evidence of historic burn marks	Evidence of recent near miss fires – would respond to alarm	Evidence of recent near miss fires – would not respond to alarm	Previous fire within the last 12 months
Score 1-20: LOW RISK		Score 21-34: MEDIUM RISK		Score 35+: HIGH RISK		TOTAL SCORE:

Safe & Well Visit Revised Initial Equality Impact Assessment (Feb 21)

Title of policy, function, theme or service: Safe & Well Procedure (PROC 2137). This is a revised EIA to re-consider the SWV procedure and its application now that we have passed the two-year anniversary of the SWV service being fully launched in October 2018.	
Name of employee(s) completing assessment: GM Andy Macey, DEPOs Jag Hayer & Sally Savage, CM Alastair Bramley-Little	Department and section: Prevention, Protection & Fire Investigation - Prevention
1. State the purpose and aims of the policy or service and who will be responsible for implementing it.	
<p>The Safe & Well Procedure (PROC 2137) sets out the fundamental principles behind an effective Safe & Well Visit (SWV). An effective SWV aims to:</p> <ul style="list-style-type: none"> • 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 • Utilise the Making Every Contact Count (MECC) approach by streamlining internal referral and signposting pathways to ensure standardisation throughout the Service • Contribute to the wider health prevention agenda to reduce the pressure on acute services and associated budgets • Signpost to specialist advice and support to further reduce the underlying risks contributing to making a household at risk of fire. <p>SWVs are delivered by Response Crews and specialist members of the Prevention Team. AM Prevention, Protection and Fire Investigation (PPFI) is ultimately responsible for the effective application of the SWV Procedure</p>	

2. Please indicate below if the affect of the policy, function, theme or service will be positive, negative, neutral or unknown.

	Age	Disability	Marriage and civil partnership	Gender Reassignment	Race	Sexual Orientation	Religion and Belief	Sex	Pregnancy and Maternity
Employees	Neutral	Neutral	Neutral	Neutral	Neutral	Neutral	Neutral	Neutral	Neutral
Public	Positive	Positive	Neutral	Unknown	Neutral	Unknown	Unknown	Neutral	Neutral

3. Please explain the impact you have identified.

For Employees impacts for each of the protected characteristics highlighted above are Neutral.

Members of the public who are recipients of a SWV are identified through partner referral, self-referral and intelligence-led initiatives. A target under the Service Delivery Evaluation & Quality Assurance Group (SDEAG) Framework is that at least 80% of SWVs are received by those who are assessed to be at least at Medium Risk of fire and therefore amongst the most vulnerable members of our communities. An individual's 'risk of fire' is assessed against the 10 characteristics of the Service's CHARLIE profile risk matrix:

- Care and Support needs
- Cooking
- Hoarding
- Alcohol Use
- Reduced mobility
- Lives alone
- Inappropriate Smoking
- Elderly

- Electrical
- Previous Signs of fire

The detailed risk matrix can be seen in Appendix A. It is accepted that it is proportionate for the Service to discriminate by not providing a SWV to members of the public who are not assessed as being at least at Medium Risk of fire.

Age (Positive Impact):

Since October 2018, NFRS has in delivered in excess of 15,000 SWVs. Of these 53.8% have been delivered to over 65s. This is a result of the CHARLIE profile identifying 'elderly' as one of its risk characteristics. Across the City and County 18.3% of the population are over 65 (*source: www.nottinghamshireinsight.org.uk and www.nottinghaminsight.org.uk*) so delivery in this area is very favourable.

Nationally in 2019/20, 55.2% of 'home fire safety checks' were delivered to over 65s (*source: Home Office Statistical Bulletin 24/20*). Under the SDEAG framework, the national average is our target and our performance (54.25% in the comparable 2019/20) is well within tolerable levels.

Disability (Positive Impact):

Since October 2018, 37.6% of SWVs have been delivered to members of the public with a disability. This is a direct result of the CHARLIE profile identifying 'care & support needs' and 'reduced mobility' as key risk characteristics. In Nottinghamshire approximately 12.6% of adults (18+) identify as having a moderate to severe physical or learning disability (*source: Nottinghamshire JSNA: The People of Nottinghamshire 2017*). In Nottingham City, 9.1% of the population have a long-term health problem or disability which limits their daily activities a lot and a further 9.1% are limited a little (*source: Nottingham City Council, Census 2011 – Disability, Health and Carers*).

Nationally in 2019/20, 29% of 'home fire safety checks' were delivered to persons with a disability (*source: Home Office Statistical Bulletin 24/20*). NFRS outperformed the national average with 32.7% in the same year and this is an area that was praised during our February 2019 HMICFRS inspection. Our performance in this area continues to improve with 47.8% of SWVs so far completed in 2020/21 being received by members of the public that identify as having a disability.

Marriage & Civil Partnership (Unknown Impact):

Profiling data relating to this area is not collected but there is no indication that there would be a significant impact on access to, and delivery of, SWVs for any persons within this group.

Gender Reassignment and Sexual Orientation (Unknown Impacts):

At present we do not collect data to show if the delivery of SWVs for those within these groups is positive, negative or neutral. However, although there is no research specific to fire and rescue services, Stonewall's Unhealthy Attitudes report into the treatment of persons who identify as LGTBQ+ within health and social care shows that they are more likely to face discrimination and lack of understanding of their needs when accessing services.

Race (Neutral Impact):

When consideration is given to the race of the recipients of SWVs since their full introduction in October 2018, it is important to recognise that the ethnic make-up of Nottinghamshire and Nottingham City varies significantly. It is therefore important to separate the two to ascertain if there are any barriers to the application of the SWV Procedure.

In Nottinghamshire delivery of SWVs has been compared to Broad Ethnic Groups:

Broad Ethnic Group	White	Mixed/Multiple Ethnic background	Asian/Asian British	Black African & Caribbean / Black British	Other Ethnic Group
Nottinghamshire *	95.5%	1.36%	2.18%	0.68%	0.26%
% of SWVs	96.69%	0.35%	0.97%	0.66%	1.35%
Differential	1.2%	118.1%	76.8%	3.0%	135.4%

* (Source: 2011 Census, Office for National Statistics as presented in JSNA: The People of Nottinghamshire 2017)

Due to the increased ethnic diversity within the City (34.6% being from a BAME background), it is worth comparing SWVs that have been delivered with Detailed Ethnic Groups:

Broad Ethnic Group	Detailed Ethnic Group	% of Population**	% of SWVs	
White	White (English/Welsh/Scottish/Northern Irish/British)	65.4%	77.52%	16.9%
	White Irish	0.9%	1.49%	49.4%
	White Gypsy or Irish Traveller	0.1%	0%	n/a
	White Other	5.1%	-	n/a
Mixed/Multiple Ethnic	White & Black Caribbean	4.0%	1.65%	83.2%
	White & Black African	0.7%	0.56%	22.2%
	White & Asian	1.1%	0.21%	135.9%
	Other Mixed	0.9%	-	n/a
Asian / Asian British	Indian	3.2%	2.79%	13.7%
	Pakistani	5.5%	3.80%	36.6%
	Bangladeshi	0.3%	0.37%	20.9%
	Chinese	2.0%	0.32%	144.8%
	Other Asian	2.1%	-	n/a
Black/African/ Caribbean/ Black British	African	3.2%	3.59%	11.5%
	Caribbean	3.1%	4.02%	25.8%
	Other Black	1.0%	-	n/a
Other Ethnic Group	Arab	0.8%	0.32%	85.7%
	Other Background	0.7%	3.35%	130.9%

* (Source: Nottingham City Council, 2011 Census Nottingham City Ward Headlines – Ethnicity)

For Nottinghamshire it is fair to say that the delivery of SWVs is fairly representative for the Broad Ethnic Groups of White, and Black African & Caribbean / Black British where the proportion of SWVs delivered virtually mirrors the population. For Mixed/Multiple Ethnic Background and Asian/Asian British SWV delivery appears to not be as representative. However, a contributory factor for this may be that some detailed ethnic backgrounds captured on the Census data (e.g. Other Mixed and Other Asian) are not captured on the SWV profiling. In their place is the general option of 'Other Background' (1.29% of SWV recipients). It is also worth noting that for 2.64% of SWV recipients in Nottinghamshire an ethnicity was not recorded, it can be assumed that a fair proportion of these may well have been from a BAME background.

Comparison in the City is also a little hampered by the Census and SWV profiling categories not aligning. Again, the more general

'Other Background' appears to have been used in place of Detailed Ethnic Groups such as Other Mixed and Other Asian. In the City, there is a noticeable over-provision of SWVs to White British, White Irish, Bangladeshi, Black African and Black Caribbean. The most significant under-provision is amongst the Chinese population although a reason for this may be because of the large Chinese student population in the City that would not necessarily be deemed as 'at risk' under the CHARLIE profile. There is also a significant under-provision to all Mixed/Multiple Ethnic categories and the Pakistani and Indian communities. It is worth noting that an even larger proportion of SWV recipients in the City (5.26%) had no ethnicity recorded and, again, it can be assumed that a fair proportion of these may have been from a BAME background.

Religion & Beliefs (Unknown Impacts):

Profiling data relating to this area is not collected so impacts are currently unknown. However, historically, the Service has found it challenging to engage with certain religious and faith groups due to their lack of understanding of the fire service's proactive prevention role.

Sex (Unknown Impacts):

Currently SWVs are delivered per 'household' rather than 'individual'. We do not therefore have an accurate picture of where the service has been accessed by a male or female.

Pregnancy & Maternity (Unknown Impacts):

Profiling data relating to this area is not collected but there is no indication that there would be a significant impact on access to, and delivery of, SWVs for any persons within this group.

3a) Please explain any steps you have taken or may take to address the impact you have identified.

Age (Positive Impact):

We will continue to work with partner organisations to educate them about CHARLIE characteristics and the fire risks associated with being elderly. We will continue to utilise the Exeter System (NHS database of all over 65s registered with a GP) as a primary data source for our risk stratification index and intelligence-led SWVs. We will continue to monitor performance in this area against local and national statistics.

Disability (Positive Impact):

Whilst we perform well in reaching members of the public with a disability, improvements can be made to ensure effective SWV delivery for all service-users. We will ensure the safety booklet that is provided during a SWV is accessible to all (large print, audio format, pictorial etc.); pre-visit we will seek to identify where a service-user has reduced cognitive capacity to enable joint visits to take place (e.g. SWV Delivery Team + NFRS's Occupational Therapist + Carer/Support worker); we will research alternative safety equipment that could be provided to reduce risk (e.g. accessible alarms); we will help to develop Delivery Teams that are competent in understanding the needs of people within this group; we will train members of the Prevention Team to become specialists in delivery to those within this group (e.g. British Sign Language qualification); and we will ensure that on-line self-referral pathways are compatible with the various website readers used by those within this group. In addition, we will continue to monitor performance in this area against local and national statistics.

Marriage & Civil Partnership (Unknown Impact):

No impacts identified to address.

Gender Reassignment and Sexual Orientation (Unknown Impacts):

Through the PFI Inclusion Group, and with support from the Service's OD & Inclusion Team, we will seek to further develop links with LGBTQ+ community groups and seek additional referral partners who engage regularly with this community. We will again consider the arguments for and against the collection of profiling data relating to these groups.

Race (Neutral Impacts):

To ensure that future comparison of population statistics and SWV delivery data is accurate we will align the SWV ethnicity profiling categories to those of Census data. Through the PFFI Inclusion Group, and with support from the Service's OD & Inclusion Team, we will seek to further develop links with the Detailed Ethnic Groups that are currently under-represented in terms of SWV delivery and seek additional referral partners who engage regularly with these communities. To remove any potential barriers that exist we will redesign the CHARLIE promotional material to remove the depiction of only a white male; we will ensure the safety information that is left post SWV is accessible to those where English may not be their first-language by producing it in a pictorial format option; we will increase efforts to promote SWVs directly to under-represented BAME communities (e.g. via a regular slot on Radio Dawn) and ensure that the online self-referral pathway is available in multiple languages; we will train Delivery Teams in the use of the telephone interpretation service and will develop a register of 'in-house' volunteers whose language skills could be utilised for SWV delivery. In addition, we will refresh the data for this area once 2021 Census data becomes available.

Religion & Beliefs (Unknown Impact):

Through the PFFI Inclusion Group, and with support from the Service's OD & Inclusion Team, we will seek to further develop links with places of faith and religious leaders to uncover additional referral partners. We will help to develop culturally competent SWV Delivery Teams who understand the needs of service-users from different faiths and any additional fire risks that their associated traditions create (e.g. cooking, candles, celebrations etc.).

Sex (Unknown Impact):

Whilst no significant impact regarding access and delivery has been identified, one potential barrier is that the CHARLIE profile promotional material that is used to educate referral partners, depicts an elderly male within his home. We will have the promotional material re-designed so that neither a male or female character is identifiable. From April 2021 we will introduce the 'Vulnerable Person's Module' which will move SWV delivery to being person-centred rather than household. This will enable us to develop an accurate picture of when the service has been accessed by males or females in 2021/22, and uncover any barriers there may be.

Pregnancy & Maternity (Unknown Impact):

No impacts identified to address.

4. Identify the individuals and organisations that are likely to have an interest in, or be affected by the policy, function, theme or service. *This should identify the persons/organisations who may need to be consulted about the policy or service and its impact.*

Internal and External stakeholder events were undertaken during the development of the SWV process in 2016/17. Regular liaison with internal stakeholders (Trade Unions, ICT, Information & Governance Officer, Performance & Systems administrators, etc.) and key external stakeholders (providers of referral pathways to falls prevention, warmer homes, drug & alcohol services, and smoking cessation) take place on a regular basis.

Other organisations that retain an interest in the Service's SWV process include Local Authorities, Social Care providers, Health Care providers, Disability Support Groups, Health Support Groups, Community Centres/Groups, Places of Faith/support groups, NHS bodies, Clinical Commissioning Groups, GP surgeries, Asylum seeker centres and Women's Aid.

5. Has consultation (with the public, managers, employees, TUs etc) on the policy, function, theme or service been undertaken?

Yes

5a. Please provide details for your answer including information regarding when consultation will take place if you have ticked yes.

Consultation took place in 2016/17 through internal and external stakeholder events.

6. Has the OD and Inclusion Team been contacted?

Yes

If Yes please outline below the outcomes/concerns highlighted in the discussion.

OD and Inclusion Team have supported the creation of this revised EIA.

If No please ensure that the Equality and Diversity Officer is contacted. Please record here the date the OD and Inclusion Officer was contacted regarding this revised EIA.

Date: Various dates between Nov 2020 and Feb 2021.

7. Has monitoring been undertaken?

Yes

8. What does this monitoring show?

Monitoring has been undertaken through analysis of SWV data collected between October 2018 and February 2021. This has been compared to local population demographic data and national fire and rescue service SWV statistics. What monitoring shows is captured in Section 3.

<p>9. If you have answered no to question 7 can a monitoring system be established to check for impact on the protected characteristics?</p>	n/a	
<p>10. Please describe how monitoring can be undertaken and identify this monitoring system as an objective when completing the action plan below.</p> <p>Statistics relating to SWVs are monitored as part of the SDEAG framework.</p>		
<p>11. If a monitoring system cannot be established please explain why this is.</p> <p>n/a</p>		
<p>12. Did the Equality and Diversity Officer advise to proceed with a full EIA? Please provide full details of the decision.</p> <p>This is a revision to the initial EIA that was conducted during the development of the Service's SWV in 2016/17. It has been used to identify improvements that will be made to the process over the coming months. These are detailed in Section 3a and the following Action Plan.</p>		
<p>13. Proceed to full Equality Impact Assessment?</p>	No	

Safe & Well Visit Revised Initial Equality Impact Assessment Action Plan (Feb 21–April 22)

Equality Objective Reference	Protected Characteristic	Action	Person Responsible	Deadline	Interdependencies
1	AGE	Provide refresher training and CPD to existing Referral Partners to ensure CHARLIE Profile is understood. Monitor the performance of Referral Partners to target training where required.	WM PART	31 March 2022	Corporate Support (Power-Bi team)
2	AGE	Ensure latest Exeter System is utilised in risk stratification index for intelligence led SWVs.	SM DISTRICT PREVENTION	01 April 2021	Corporate Support (GIS Team)
3	AGE DISABILITY RACE	Monitor performance against national statistics on a Quarterly basis (Age and Disability). Monitor performance against updated local statistics once 2021 Census data is available.	GM PREVENTION	31 March 2022	n/a
4	DISABILITY RACE	Ensure SWV Guide is accessible (large print, audio format, pictorial version etc.).	CHAIR - PPFI RESOURCE GROUP	01 June 2021	External Designers Procurement Comms Team (print budget holder)
5	DISABILITY	Refresh process for gathering profiling information pre-visit.	WM PART	01 April 2021	CFRMIS Support
6	DISABILITY	Review suitability of current safety equipment that is provided and research alternative items.	CHAIR – PPFI RESOURCE GROUP	01 June 2021	Procurement
7	DISABILITY RELIGION & BELIEF	Develop Delivery Teams knowledge and competence in understanding associated risks and delivering to these groups.	CHAIR – PPFI INCLUSION GROUP	31 March 2022	L&D (E-learning Team) Occupational Therapist

8	DISABILITY	Develop Specialist Skills within the Prevention Team to inform / support delivery to this group.	GM PREVENTION	31 March 2022	External training providers
9	DISABILITY RACE	Ensure on-line self-referral pathways are compatible with various website readers and available in multiple language formats.	CHAIR – PPFI WEBSITE GROUP	tbc.	ICT
10	GENDER REASSIGNMENT SEXUAL ORIENTATION RACE RELIGION & BELIEF	Develop further links with these communities and recruit additional targeted Referral Partners.	CHAIR – PPFI INCLUSION GROUP	31 March 2022	OD & Inclusion Team
11	GENDER REASSIGNMENT SEXUAL ORIENTATION	Look again at the decision not to include profiling information relating to these groups	GM PREVENTION	30 Sep 2021	OD & Inclusion Team CFRMIS Team FBU
12	RACE	Align SWV Profiling categories with those of the Census data.	WM PART	01 April 2021	CFRMIS Team
13	RACE SEX	Remove depiction of White Elderly Male from CHARLIE promotional material.	CHAIR – PPFI RESOURCE GROUP	01 June 2021	External Designers
14	RACE	Increase efforts to promote SWVs directly to under-represented communities.	CHAIR – PPFI INCLUSION GROUP	31 March 2022	Corporate Comms OD & Inclusion Team
15	RACE DISABILITY	Train Delivery Teams in the use of the Telephone Interpretation Service and develop a register of in-house volunteers with language skills that could be utilised during SWV delivery (to include BSL).	CHAIR – PPFI INCLUSION GROUP	01 June 2021	OD & Inclusion Team L&D (E-learning Team)
16	SEX	Introduce Vulnerable Persons Module to make SWVs person-centric	GM PREVENTION	01 April 2021	ICT CFRMIS Team