



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

SAFE AND WELL VISITS

Report of the Chief Fire Officer

Date: 14 January 2022

Purpose of Report:

To provide Members with an update on the Service's safe and well visit delivery programme.

Recommendations:

That Members note the contents of this report.

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1. BACKGROUND

- 1.1 The Fire and Rescue Service Act 2004 places a responsibility on a Fire Authority to make provision for the purpose of promoting fire safety in its area.
- 1.2 The National Fire Chiefs Council (NFCC) recognises the importance of safe and well visits (SWVs) in promoting fire safety and the part they have played in reducing the number of accidental fires in the home and consequent reductions in the number of deaths and injuries.
- 1.3 The Service's HMICFRS Inspection in 2019 highlighted that, in completing less than 4,000 visits, NFRS's performance fell some way short of the national average. HMICFRS also highlighted the need for NFRS to ensure its prevention activity is targeted at those most at risk.
- 1.4 Within its current Safer Communities Strategy, the Service has committed to the completion of 12,000 SWVs per year by the end of 2021/22 and that these will be targeted at those most at risk.

2. REPORT

- 2.1 An effective SWV 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;
 - 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.

QUANTITY

- 2.2 In 2021/22 NFRS is on track to deliver 13,250 SWVs. This exceeds the commitment made in the Safer Communities Strategy, represents a 200% increase in productivity since 2018/19 and, at 11.32 visits per 1,000 population, is above the current national average (10.3 visits per 1,000).
- 2.3 A number of measures and initiatives have led to the increase in productivity over the last few years, but the most important has been the setting of targets for Delivery Teams and an increased focus on performance management.

- 2.4 All Response Crews and specialist members of the Prevention Department are responsible for the delivery of SWVs. Monthly targets for each Delivery Team are as follows:

Delivery Team	Monthly Target
Prevention	209
2x Appliance Stations	20
1x Appliance Stations	15
Technical Rescue Stations	12
Day Crewed Stations	12
On-Call	8

- 2.5 Due to the various Delivery Team types, and numerous delivery mechanisms, SWVs can be completed throughout the City and County, 24 hours a day, 7 days a week.
- 2.6 SWV delivery is either proactive or reactive. Proactive delivery is targeted at persons who are known to be vulnerable. Reactive delivery aims to take advantage of a community's heightened interest in fire prevention following an incident.
- 2.7 Proactive activity accounts for approximately 75% of SWVs which are delivered. Proactive delivery includes Partner Referral, Public Referral, Data-led SWVs, Data Intelligence Community Engagement (DICE) and high-risk follow-ups.
- 2.8 At approximately 51% of all SWVs, Partner Referral contributes the largest proportion. Partner organisations are trained to recognise fire risks associated with the Service's vulnerable person (CHARLIE) profile (see Paragraph 2.15) and utilise an electronic system to make a referral to NFRS. So far in 2021/22 partner referrals per District are as follows:

District	No. of Referrals in 21/22
Ashfield	467
Bassetlaw	395
Broxtowe	367
Gedling	340
Mansfield	469
Newark & Sherwood	416
Nottingham City	1245
Rushcliffe	256

- 2.9 Approximately 13% of SWVs come through Public Referral. The public are encouraged to self-refer or refer on behalf of friends or family via the Service's on-line or telephone system.
- 2.10 Data-led SWVs and DICE activity, which together constitute approximately 10% of all completed SWVs, target at-risk individuals, areas, and communities for direct engagement. Recipients are identified through the Service's Risk Stratification Index, which utilises a number of datasets aligned to the CHARLIE profile (eg: Exeter Data, Mosaic profiling data and Indices of Multiple Deprivation), and local knowledge.
- 2.11 The 1% of SWVs attributed to high-risk follow-ups is where households at greatest risk are revisited after a period of time to determine if their situation

has changed and if there is anything more the Service can now do to lower their risk.

- 2.12 Reactive delivery accounts for approximately 25% of all SWVs. Reactive delivery includes post-incident SWVs and Community Reassurance and Engagement (CRaE) Activity.
- 2.13 Approximately 21% of all SWVs are delivered immediately following an incident by the attending Response Crews. These are delivered at the premise involved, and in the very local vicinity, prior to the crew leaving the scene.
- 2.14 Following a serious incident, a larger scale CRaE may be arranged to target a wider area around the scene of the incident a few days after it has occurred. CRaE activity accounts for approximately 4% of all SWVs delivered.

QUALITY

- 2.15 All proactive SWVs are targeted at vulnerable persons as defined by the Service's CHARLIE profile (see Appendix A). This year, the CHARLIE profile, which was fully embedded in the Service in 2018, was subject to a suitability assessment by Nottingham Trent University (NTU) which concluded that:

'The conceptualisation and use of the CHARLIE profile in identifying those who are vulnerable and those most at risk of death or serious injury from fire is both generally valid and robust'.
- 2.16 The National Fire Chiefs Council has recently published its Person-Centred Framework. The Service's CHARLIE profile and SWV aligns to this. Because of this, and the NTU analysis, the Service is confident its SWVs are targeted at the right people.
- 2.17 A target set in the current Community Safety Strategy is for 80% of SWVs to be medium risk or above. There is no way to measure risk levels of SWVs generated through direct engagement activities prior to NFRS intervention, so the Service only considers Public and Partner Referrals in this target. Both Public and Partner Referrals are subject to triage and NFRS will only conduct a SWV at those which score 20 or above (medium risk) on the CHARLIE Risk Assessment Matrix (see Appendix B). What is encouraging is that so far in 2021/22, 84% of Partner Referrals have been medium risk or above.
- 2.18 SWV quality measures used by the Home Office and HMICFRS consider the percentage of SWVs delivered to over 65s and those who consider themselves to have a disability. Nationally, in 2020/21, 48.8% of SWVs were delivered to over 65s and 35.6% to those with a disability. In 2021/22 NFRS is outperforming both measures at 49.59% and 50.54% respectively.
- 2.19 A further quality measure relates to the number of onward referrals which are made to partner organisations following an SWV. So far in 2021/22 the following referrals have been made by NFRS:

Outward Referral	No. of Referrals in 21/22
Smoking Cessation	68
Falls Prevention	158
Warmer Homes	77
Alcohol/Drug Dependency	18
Telecare	683
General Support	388

RECIPIENTS

- 2.20 Appendix C shows a heat map of where SWVs have been delivered across the City and County in 2021/22.
- 2.21 The Equality Impact Assessment (EIA) for SWVs was reviewed in March 2021 to consider delivery against the nine protected characteristics.
- 2.22 The EIA found SWVs to have a positive impact against Age. Since SWVs were introduced in 2018, 53.8% have been delivered to over 65s. The over 65 population across the City and County is 18.3% (*source – nottinghaminsight.org.uk and nottinghamshireinsight.org.uk*).
- 2.23 The EIA also found a positive impact against Disability. Between 2018 and March 2021, 37.6% of SWVs were delivered to people who considered themselves to have a disability. In the County 12.6% of adults identify as having a moderate to severe physical or learning disability (*source: Nottinghamshire JSNA: The People of Nottinghamshire 2017*) and in the City 18.2% of people have a long-term health problem or disability that limit their daily activity (*source: Nottingham City Council, Census 2011 – Disability, Health and Carers*).
- 2.24 The EIA highlighted a mixed impact against Race. However, it also highlighted incompatibility of SWV profiling questions to those captured in Census data. Additionally, the Census Data used for comparison was from 2011 and so at the time of the analysis was 10 years out of date. The issue around profiling questions has now been addressed and the analysis will again be undertaken once 2021 Census Data is released to provide a more accurate indication of impact.
- 2.25 Notwithstanding 2.24, in the County the EIA analysis hinted at largely representative delivery of SWVs for the Broad Ethnic Groups of White, and Black African and Caribbean/Black British. However, it also hinted at a slight under-representation for Mixed/Multiple Ethnic and Asian/Asian British.
- 2.26 Due to the increased ethnic diversity in the City, more detailed ethnic groups were considered. The EIA analysis hinted at a positive representation of SWVs for White British, White Irish, Bangladeshi, Black African and Black Caribbean communities. However, it also hinted at an under-representation for all Mixed/Multiple Ethnic groups and Indian, Pakistani and Chinese communities.
- 2.27 The Service has begun to address the communities where an under-representation has been hinted at through proactive SWV targeting. This

activity will be accelerated in 2022 if the re-analysis post the release of 2021 Census Data confirms the mixed impact.

- 2.28 Between 2018 and March 2021, profiling questions regarding Marriage and Civil Partnership, Gender Reassignment, Sexual Orientation, Religion and Belief and Pregnancy and Maternity were not asked during a SWV. These are now included. Similarly, it is currently not possible to analyse the recipients of SWVs by Sex as a SWV is completed by household rather than individual. This will change in April 2022 when the Service moves to Civica's Vulnerable Person Module meaning SWVs will be recorded by individual rather than household.
- 2.29 Annually the Service commissions a customer satisfaction survey regarding SWV delivery. This was not undertaken for 2020/21 due to COVID restrictions resulting in the majority of SWVs being delivered virtually. For 2019/20 the survey found that 100% of SWV recipients were satisfied with the service they received, 99% found advice they had received to be useful and 96% agreed that advice they had received had made them feel safer in their home. The survey will again be commissioned at the end of 2021/22.

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

The Fire and Rescue Services Act 2004 places a duty on NFRS in respect of the delivery of its services to communities.

8. RISK MANAGEMENT IMPLICATIONS

The targeting and completion of SWVs contributes to the management of fire risk across the City and County.

9. COLLABORATION IMPLICATIONS

The Service continually seeks opportunities to work closely with partner organisations to maximise the effectiveness of SWV delivery and ensure they are targeted to those most at-risk.

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



The illustration shows an elderly man with glasses and a white t-shirt sitting in a large, dark brown armchair. He is surrounded by clutter, including books, papers, and various household items on the floor and coffee table. A fire is burning brightly in the fireplace to his right. The room has a clock on the wall and a window with patterned curtains. The overall scene suggests a person who may be at risk of fire due to clutter and other factors.

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Do you know a
CHARLIE?

Care and support needs
Hoarding and mental health issues
Alcohol and medication
Reduced mobility
Lives alone
Inappropriate smoking
Elderly – 65+

Recognise anyone?

If you know someone who displays one or more of these characteristics, get in touch, as statistics show they may be at more risk of fire. Visit www.notts-fire.gov.uk or call **0800 022 3235** today!

NFRS CHARLIE RISK ASSESSMENT MATRIX

APPENDIX B

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:
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Safe and Well Visits in Nottinghamshire: 03/2020 - 03/2021



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