



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

SAFE AND WELL PROJECT UPDATE

Report of the Chief Fire Officer

Date: 30 June 2017

Purpose of Report:

To update Members on the progress of the safe and well project.

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1. BACKGROUND

- 1.1 Nottinghamshire Fire and Rescue Service (NFRS) is working closely with colleagues in health and local authorities to explore how the Service can support them in improving the health and quality of life outcomes for those most at risk in their communities. This follows Members' endorsement for 'fire contribution to health' arising in a report to the Community Safety Committee in October 2015.
- 1.2 The access that the Service has to the homes of the most vulnerable in the community is seen as a vehicle to compliment these improvements; with firefighters facilitating direct contact with vulnerable people on behalf of other agencies. The collaboration work undertaken includes, but is not limited to, falls risk assessments, alcohol and mental health. This contributes to the health and social care communities approach of 'making every contact count'.
- 1.3 It is envisaged that, through their interactions with people in their homes and with the necessary additional awareness training, firefighters will be able to identify and act upon a wider range of risks, which predispose people to a number of health issues that can significantly reduce life expectancy and/or quality of life. These additional factors often result in the need for individuals to access significant levels of support from social care and the National Health Service (NHS). The outcome of this collaboration with health and social care partners has been the development of the 'safe and well check' which compliments and builds on NFRS's approach to making people safer from fire.

2. REPORT

- 2.1 In April 2016 NFRS hosted a health summit to introduce the principles of the fire and rescue service adding value to the health agenda as outlined in the 'Working Together' document by Public Health England and NHS England. This concluded with NFRS pledging to begin a transition of the home safety check to the safe and well visit and the establishment of a project team to facilitate this.
- 2.2 To further develop the principles of safe and well, internal and external stakeholder consultation events were undertaken in November 2016. The priorities for safe and well and the Fire Service as a health asset were discussed through the facilitation of workshops, culminating in recommendations for this future agenda.
- 2.3 The project team has also engaged with representative bodies to outline plans and address any concerns.
- 2.4 The key findings and suggested interventions for safe and well visits derived from the stakeholder events, that best aligned with the fire agenda, as well as local health and wellbeing priorities as outlined in the table below:

| Subject | Suggested intervention by NFRS as part of the Safe and Well Visit |
|------------------------------------|--|
| Falls | A two-tiered approach; Five questions to identify risk of falling. If required completion of a 'Guide to Action' toolkit aimed at identifying why the person might be at risk of falling. Delivery of low-level control measures. |
| Smoking Cessation | To ascertain if the individual would like assistance with stopping smoking and referring appropriately. |
| Support for Heavy Alcohol Drinkers | Three questions from the universal 'audit-c' questionnaire to identify inappropriate drinking behaviors. If required completion of the full 'audit-c' questionnaire to identify the correct referral pathway. |
| Warmer Homes | Six questions to identify an individual's ability to keep their home warm (this links to both the fire and falls agenda). If required a full assessment of the property to ascertain their needs for onwards referral. |
| Bowel Cancer Screening | Promote the use of the NHS screening kits for the over 60s to increase the return rate, in order to promote early diagnosis and in-turn increase survival rates. |

- 2.5 In order to support the effective delivery of safe and well, the stakeholder events indicated it would be beneficial to work in partnership with Occupational Therapists and Environmental Health Officers. Partner agencies have come forward and offered to work collaboratively to achieve this.
- 2.6 The project team is cognisant of the requirement regarding the secure controlling of sensitive information and case management. Taking this into consideration and to align with other current Service projects it is proposed that this project will be a paperless system using a mobile tablet device. This will enable data and referrals to be processed securely and efficiently.
- 2.7 The change from a paper-based system to a tablet with the addition of questions to support the safe and well agenda will require a significant amount of time and resources from ICT in order to update current systems. This transition will be easier following a recent move to a web based system. The integrated web and tablet based system will allow NFRS to case manage in a much safer way as well as store and share information from other services.

- 2.8 An 'app' designed for individuals to conduct their own safe and well visit has been developed and utilised successfully by Cheshire Fire and Rescue Service. As part of the project plan with ICT, it is envisaged that this 'app' could be used by NFRS with minimal changes required.
- 2.9 As well as the safe and well visits, it became clear through the consultation exercises that there is value to NFRS playing a role in promoting the wider health agenda; utilising fire stations and staff through its education programmes and community engagement activities – eg: pre-arranged fitness activities on station – utilising stations for use by the blood donor service and local events to engage the elderly.
- 2.10 This work will support the Authority's commitment of 'fire as a health asset' by ensuring health priorities are firmly integrated into community safety business plans by the year 2020.
- 2.11 These outcomes also support many other developing collaborative agendas; the NHS Five Year Forward View, the Sustainability and Transformation Plans (STP) and Health and Wellbeing Boards' strategies aimed at building resilience in communities and helping people to live more independent lives within their own homes.
- 2.12 To develop this initiative further, Officers are currently considering reports which propose the joint provision, with partners, of an Occupational Therapist and an Environmental Health Officer. This will enhance NFRS's ability to carry out preventative measures to reduce referrals to acute services and will be the subject of future reports as appropriate.

3. FINANCIAL IMPLICATIONS

The costs identified as part of the project will be funded through the Community Safety Innovation Fund earmarked reserves, at present these costs will be in the region of £65,000. Ongoing revenue budget requirements will be contained within existing budgets.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

To ensure the success of this project, face to face training is essential. Training modules will be completed on Watch supported by the Persons at Risk Team and District Prevention Officers supported by partner agencies with no financial implications. The training for the Prevention Team was completed in the first week of April 2017.

5. EQUALITIES IMPLICATIONS

The project management team and Equalities Department are currently carrying out a full equality impact assessment on the safe and well process.

6. CRIME AND DISORDER IMPLICATIONS

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

7. LEGAL IMPLICATIONS

- 7.1 The responsibilities and duties of the Fire and Rescue Services in England and Wales are governed by the Fire and Rescue Services Act 2004. This Act requires all fire authorities to make provision for firefighting purposes, which not only means extinguishing fires, but also includes protecting life and property from fire. It also makes provision for attending road traffic collisions and other emergencies as well as providing a statutory basis for promoting fire safety in its area and to make arrangements for obtaining information needed for the purpose of extinguishing fires and protecting life and property in their area.
- 7.2 Information and governance for each partnership and data exchange is being managed as part of the project by the Information and Governance Manager for NFRS.

8. RISK MANAGEMENT IMPLICATIONS

- 8.1 A policy and procedure are being developed as part of the project and suitable training and guidance will be provided for staff.
- 8.2 A full business case and project initiation document has been completed for the safe and well project including a risk management strategy. A risk and decision log is being updated as part of the project.

9. COLLABORATION IMPLICATIONS

- 9.1 The Consensus Statement on Improving Health and Wellbeing between NHS England, Public Health England, Local Government Association, Chief Fire Officers Association and Age UK describes the intent to work together to encourage joint strategies for intelligence-led early intervention and prevention. To ensure people with complex needs get the personalised, integrated care and support they need to live full lives, sustain their independence for longer and in doing so reduce preventable hospital admissions and avoidable winter pressures/deaths. The safe and well project starts this process for NFRS in collaboration with partners, the benefits identified include the following:
- Meeting the objectives of the Nottinghamshire Sustainability and Transformation Plan of promote wellbeing, prevention, independence and self-care in a more collaborative way;

- Agreeing a joint approach to engagement in fire safety by Occupational Therapists and Mental Health Services for Older People (MHSOP) whilst they deliver their services.
- Establishing an agreed information sharing protocol between the two services ensuring faster access to vulnerable people.
- A joined-up evaluation and development of the safe and well programme with key external stakeholders and health partners.
- The development of mental health awareness training for NFRS employees to support the prevention agenda and the development of health and wellbeing in communities.

10. RECOMMENDATIONS

That Members note the contents of this report and continue to endorse the development of 'fire as a health asset' and specifically the safe and well project.

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

None.

John Buckley
CHIEF FIRE OFFICER