



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*

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

# **NEW CROSS AND BROOMHILL PROJECT**

Report of the Chief Fire Officer

**Date:** 11 January 2019

**Purpose of Report:**

To update Members of the on the New Cross and Broomhill Projects that the Service has supported since 2015.

## **CONTACT OFFICER**

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## 1. BACKGROUND

- 1.1 In September 2014 Ashfield District Council (ADC) set up the New Cross Project and created a multi-agency team to work together to support 'troubled families' and 'complex persons' that were causing high demand on a range of services.
- 1.2 In 2015 Nottinghamshire Fire and Rescue Service (NFRS) seconded a District Prevention Officer (DPO) into the multi-agency team to support the project.
- 1.3 In 2016 the New Cross Project was subject to an independent evaluation. The outcome of this saw a change to the delivery model with secondees returning to their parent organisations and the ongoing support for 'troubled families' and 'complex persons' being undertaken by case workers employed directly by ADC. NFRS agreed to provide £40k per annum for three years (subject to an annual review) from the Local Public Service Agreement reward grant to support the funding of a case workers post.
- 1.4 Following the 2016 independent evaluation of the New Cross Project, ADC decided to extend the concept to the Broomhill area, due to its similar community profile. NFRS agreed to second a DPO to the Broomhill Project for a three- year period, subject to an annual review.
- 1.5 In January 2018, following annual reviews, Members took the decision to withdraw the seconded DPO from the Broomhill Project but to continue with the £40k funding for the case worker post for the final year.
- 1.6 In April 2018 ADC took the decision to adapt the New Cross and Broomhill Project's locality model and assimilate the case workers into their wider Complex Case Team operating from their Integrated Services Hub (ISH). This has meant that the support of the case workers could be offered on a wider scale throughout the district.

## 2. REPORT

- 2.1 Case workers for the New Cross and Broomhill Projects utilised a 'life outcome star assessment (LOSA)' to consider, and attempt to improve, the five key areas of housing, health, finances, community and employment for residents.
- 2.2 The projects were subjected to periodic review and academic evaluations from Nottingham Trent University (NTU).
- 2.3 The last academic evaluation (published in August 2017) found that The New Cross and Broomhill Project Support Teams *"worked with over 300 residents providing early intervention and crisis support. As a result, lives have been transformed and significant public savings have been unlocked."*

- 2.4 The August 2017 evaluation highlighted that 80% of residents 'stabilised' or 'improved' after contact with a support team and of these, 19% highlighted an increase in their 'life satisfaction'.
- 2.5 In August 2017, NTU concluded that for every £1 that was spent on the New Cross and Broomhill Projects, £12 was collectively saved across the partner organisations and total savings could be £3.4million for the combined public purse by 2019. For NFRS the financial savings from the Projects would not be 'significant' with almost £1 being spent to realise a saving of £1.
- 2.6 Since April 2018, when the projects were mainstreamed into the ISH, performance indicators have mirrored or slightly improved on those of NTU's 2017 evaluation.
- 2.7 ADC's Complex Case Team's latest quarterly performance and monitoring report (July – September 2018) indicates that 96% of residents who received a LOSA assessment showed improvement across the five key areas.
- 2.8 An annual evaluation of the Complex Case Team's performance for 2018/19 will be available from April 2019.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 NFRS's financial contribution to the New Cross and Broomhill Projects has been £120k over the last three years.
- 3.2 The cost of seconding a DPO to the New Cross Project for an 18-month period from 2015 was £53k. Whilst the cost of seconding a DPO to the Broomhill Project for a two-year period from 2016 was £71k.
- 3.3 Total cost of NFRS's support for the New Cross and Broomhill Project was £244k and no further funding or DPO secondments will take place in 2019/20.

### **4. HUMAN RESOURCES AND LEARNING & DEVELOPMENT IMPLICATIONS**

DPOs seconded to the New Cross or Broomhill Projects have reported many benefits to their personal development and the ongoing networks and relationships that have been forged. NFRS continues to support the ISH in Ashfield by having a DPO working from the Hub once a week.

### **5. EQUALITIES IMPLICATIONS**

An equality impact assessment has not been undertaken as the report provides a summary update of work that has already concluded.

## **6. CRIME AND DISORDER IMPLICATIONS**

Working in partnership with ADC supported the Authority's statutory duties under Section 17 of the Crime and Disorder Act 1998.

## **7. LEGAL IMPLICATIONS**

There are no legal implications arising from this report.

## **8. RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications arising from this report.

## **9. COLLABORATION IMPLICATIONS**

NFRS's support of the New Cross and Broomhill Projects contributed to a collaborative approach to working with key partners in the delivery of community safety.

## **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**