



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

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

# SAFE AND WELL UPDATE

Report of the Chief Fire Officer

**Date:** 22 March 2019

**Purpose of Report:**

To update members on Safe and Well Visit performance.

## CONTACT OFFICER

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## 1. BACKGROUND

- 1.1 For over ten years Nottinghamshire Fire and Rescue Service (NFRS) has carried out interventions in people's homes to lower the risk of fire and to provide advice on action to take in the event of a fire. In August 2018 NFRS commenced the delivery of Safe and Well Visits (SWVs) in place of Home Safety Checks (HSCs).
- 1.2 In 2015, the Chief Fire Officers Association (CFOA), Age UK and NHS England put out a joint statement in which they agreed to work together to use their collective capabilities and resources more effectively to enhance the lives of the people they work with. This led to the introduction of the SWV concept within Fire and Rescue Services (FRS). A SWV is a holistic, person centred approach that aims to get the most possible value from each contact the Service has with members of our communities within their homes.
- 1.3 A SWV recognises that there are common underlying factors which increase demand on both FRS and the Health Service. Alongside fire safety, the SWV is concerned with alcohol misuse, smoking cessation, falls and fuel poverty. By identifying such factors during home visits, NFRS personnel play a key role in referring vulnerable persons to other partner organisations for support and timely interventions.
- 1.4 In October 2018 members received an update on the introduction of SWVs to our whole-time (WDS) crews and an early indication of performance.

## 2. REPORT

- 2.1 The Persons at Risk Team (PART) and WDS crews in the north of the county began the delivery of SWVs on 6<sup>th</sup> August 2018. WDS crews in the south of the county commenced SWVs on 13<sup>th</sup> August and on-call crews (RDS) on 22<sup>nd</sup> October.
- 2.2 As of 28<sup>th</sup> February 2019 NFRS has carried out 1909 SWVs. This compares favourably with the 1510 HSCs that were conducted during the same period of 2017/18 and 20% of the households where SWVs have been conducted were rated as high-risk or very high-risk, 16% as medium risk and 63% as low risk.
- 2.3 On average WDS and RDS crews are undertaking 5.1 and 3.6 SWVs per month respectively. With PART, whose members concentrate on high-risk referrals and follow-up interventions, averaging 42.7 per month.
- 2.4 The breakdown of completed SWVs per District is as follows:

Ashfield	203
Bassetlaw	260
Broxtowe	198
Gedling	153
Mansfield	183

Newark & Sherwood	389
Nottingham	400
Rushcliffe	124

- 2.5 Following SWVs NFRS has made 334 referrals to partner organisations including Framework, CGL Journey, Nottingham City Falls and Bone Health Service, Nottinghamshire Healthcare Falls Prevention, Solutions 4 Health, Nottinghamshire Warm Homes on Prescription and the Nottingham Energy Partnership.
- 2.6 During the recent Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service (HMICFRS) inspection the Service was praised for the high proportion of SWVs that are delivered to over 65s (49%) and those with a registered disability (23%). This is a result of the efforts that have been taken to educate referring organisations of the Service's fatal fire CHARLIE profile.

### Next Steps

- 2.7 Currently NFRS commissions Age UK and Framework to carry out HSCs on its behalf. In 2017/18 1045 HSCs were completed by these two organisations and 865 have so far been conducted in 2018/19. From April 2019 both Age UK and Framework will switch to the completion of SWVs. This will result in an end to HSCs in Nottinghamshire with all NFRS personnel and external representatives conducting SWVs when they engage with members of the community in their homes.
- 2.8 Whilst the targeted approach of SWVs was praised by the HMICFRS the inspection did highlight that NFRS is ranked only 34<sup>th</sup> out of the 45 fire and rescue services in England in terms of productivity. A focus of the new Service Delivery Strategic Plan will be to improve productivity with the aim of increasing SWVs by 50% to 6000 in 2019/20. This will be achieved through improved internal identification of vulnerable persons and direct targeting; greater performance management of the capacity within WDS crews and the creation of flexible SWV delivery teams using on-call employees.
- 2.9 2019/20 will also see increased evaluation of the suitability of the prevention activities that take place. For SWVs the increased evaluation will include analysis of the quality of referrals that are received, a 'customer satisfaction' survey and the short-term placement of a university Masters student to evaluate the value of the SWV programme to the public purse.

## 3. FINANCIAL IMPLICATIONS

- 3.1 The cost of commissioning Age UK and Framework to conduct SWVs on behalf of the Service is £48k per year. The value for money received by NFRS for this will be monitored closely throughout 2019/20.
- 3.2 The increased productivity in 2019/20 will impact on some costs, for example, the costs associated with the provision of smoke detectors and safety equipment and on-call staffing. There have been budget underspends in these areas in 2018/19 but any additional costs will be monitored closely.

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

- 4.1 Improving productivity in 2019/20 will increase the number of high-risk households that the Service encounters and the subsequent specialist interventions that will be necessary. Resources within PART will have to be closely monitored to ensure that there is capacity to continue to provide a good level of service to the most vulnerable within our communities.
- 4.2 The Prevention Department will continue to offer support and training for all those tasked with conducting SWVs.

#### **5. EQUALITIES IMPLICATIONS**

The Equalities and Inclusion Team were consulted throughout the development of the NFRS SWV. An Equalities review of the final product will take place in 2019/20.

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

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

#### **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**

The SWV project lead will retain the responsibility for ensuring that referral pathways are maintained and if necessary, new partner organisations are identified in the future.

#### **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**