



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Human Resources Committee

REVIEW OF COMMISSIONED SERVICES FOR SAFE AND WELL VISITS

Report of the Chief Fire Officer

Date: 24 January 2020

Purpose of Report:

To present to Members proposed changes to the Service's safe and well visit delivery model.

Recommendations:

It is recommended that Members:

- Support the in-house delivery of safe and well visits currently supplied via commissioned services.
- Recommend permanent changes to the Fire Authority for the additional 1.5 FTE SHSO posts within the establishment.

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1. BACKGROUND

- 1.1 The recent inspection by Her Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) highlighted that, at 3.3 per 1,000 population, the number of safe and well visits (SWVs) being completed by Nottinghamshire Fire and Rescue Service (NFRS) is lower than the England fire and rescue service average of ten visits per 1,000 population. A conclusion of the report was that "the Service should ensure it targets its prevention activity at the people most at risk".
- 1.2 A priority for the Service is to increase the number of SWVs by 2022, whilst retaining the high proportion which are delivered to those at high or very high (H/VH) risk, as identified through the Service's CHARLIE profile.
- 1.3 H/VH risk SWVs are referred to members of the Persons at Risk Team (PART) to ensure that their needs are addressed effectively.
- 1.4 NFRS is on track to achieve its priority, as set out in the Service Delivery Business Plan, of completing over 6,000 SWVs in 2019/20. This will represent an increase of 50% on what was achieved in 2018/19 and a proportionate increase of H/VH risk referrals.
- 1.5 Consideration is now being given as to how the Service can continue to improve its productivity regarding SWVs by completing 9,000 visits in 2020/21 and 12,000 in 2021/22.
- 1.6 Currently, the PART has three Specialist Home Safety Operatives (SHSOs) and one 12-month fixed term SHSO dedicated to the Child Home Equipment Scheme.

2. REPORT

- 2.1 The Service's current SWV delivery model is centred around Response Crews, specialists within the PART and commissioned services delivered by external providers.
- 2.2 Response crews and external providers refer SWVs that have involved high risk persons to specialists within PART, who are responsible for taking follow up measures to manage the identified risk.
- 2.3 It should be noted that SWVs completed by external providers do not count towards the Service's completion statistics as recorded by HMICFRS. Therefore, they do not support the Service's ambition to increase the number of SWVs by 200% in three years.

PROPOSED DELIVERY MODEL

- 2.4 The £45,000 that is currently used to commission external providers is proposed to be used to increase the Service's establishment of Grade 3 SHSOs by 1.5 posts (£40,692 including on costs).
- 2.5 The additional 1.5 posts would primarily be used to conduct high risk SWVs, and manage follow-up activities, to persons most at risk as identified through referrals or via the Service's data-led SWV initiative.
- 2.6 The additional 1.5 SHSOs would complete approximately 500 SWVs per year. Each of these visits would count towards HMICFRS statistics and the Service's ambition to increase SWVs to 12,000 in 2021/22.
- 2.7 In addition, the new roles would provide additional capacity within PART to assist with the increased follow-up activities that are an inevitable consequence of increased SWV productivity across the wider Service.
- 2.8 This model would also assure the consistency in delivery, placing the function under direct Service performance management control, driving the ambition to increase Service productivity to address community risk identified by NFRS.
- 2.9 NFRS would continue to work with external providers as referring partners. Direct referrals would not be lost to NFRS as they are primarily from organisations that the Service already works with (eg: Nottingham City Signposting and NCHA Homeless Prevention Service) or via the Service itself.
- 2.10 Training opportunities (eg: around dealing with persons suffering alcohol issues and threats of homelessness) would be sought for SHSOs to compensate for any loss of. Suitable training is already in place for SHSOs regarding age-related issues.

3. FINANCIAL IMPLICATIONS

- 3.1 The Service currently pays a combined £45,000 a year for external providers to deliver SWVs on its behalf.
- 3.2 The cost of employing 1.5 SHSOs is £40,692 and would require access to Service vehicles to conduct their activities. The cost of a further addition to the fleet would be in the region of £3- 4000 per annum, bringing overall costs to approximately £45000.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

- 4.1 Legal advice has been sought in relation to the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) regarding external provider employees. The advice highlights that there is not perceived to be any TUPE issues relating to the termination of these agreements.
- 4.2 Any learning and development implications (eg: the possible need to upskill SHSOs in awareness of alcohol issues and threats of homelessness) will be addressed through the department training budget.
- 4.3 Subject to Fire Authority approval, notice would be served to the external providers and recruitment would commence to the newly approved 1.5FTE posts.

5. EQUALITIES IMPLICATIONS

As referral pathways and service delivery would be maintained, and enhanced, by the proposals in this paper, there are no negative equality implications arising from this report.

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

As highlighted in the main body of this report, the recommendations alleviate the risks associated with commissioning the delivery of SWVs to outside organisations.

9. COLLABORATION IMPLICATIONS

NFRS will continue to work pro-actively with its external partners to identify those most at risk within the community and forms a key element within the Service's community safety and collaboration strategies.

10. RECOMMENDATIONS

It is recommended that Members:

- 10.1 Support the in-house delivery of the SWVs currently supplied via commissioned services.
- 10.2 Recommend permanent changes to the Fire Authority for the additional 1.5 FTE SHSO posts within the establishment.

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

None.

John Buckley
CHIEF FIRE OFFICER