MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	**AUTHORITY**		
DATE:	**25TH MAY 2017**	**REPORT NO:**	**CFO/025/17**
PRESENTING OFFICER	**DCFO GARRIGAN**		
RESPONSIBLE OFFICER:	**AM KEEN**	**REPORT AUTHOR:**	**GM OAKFORD**
OFFICERS CONSULTED:	**DEB APPLETON, PHIL BYRNE, JOHN FIELDING AND KEVIN JOHNSON.**		
TITLE OF REPORT:	**HOME SAFETY STRATEGY UPDATE 2016/17**		

APPENDICES:	

Purpose of Report

1. To inform Members of progress made against the Home Safety Strategy 2015 – 2018 which was approved in November 2015.

Recommendation

2. That Members note the content of this report.

Introduction and Background

3. As Members will recall the Home Safety Strategy was refreshed in 2015 following the adoption of a more targeted approach to risk and vulnerability.

4. Within the strategy there were three primary aims designed to continuously improve service delivery.

5. These aims were set against a backdrop of increasing fire deaths and heightened social care challenges. The aims were to:~

- Define clear outcomes for community prevention teams and operational crews to ensure that appropriate interventions are delivered to those people identified as vulnerable to fire in the home.

- Evaluate and Quality Assure our service delivery to ensure that it continues to meet the needs of a continually changing landscape of the communities within Merseyside.

- Transform and Implement successful practices whilst adhering to internal policies and procedures.

6. These revised ways of working have simplified administrative processes in the Community Risk Management (CRM) function and there is now a single platform for recording information. This change resulted in a year on year technical saving of £25k that has been reinvested to enable the creation of applications that will streamline prevention processes in the future. This has also had the benefit of eliminating the need for duplicate recording of information onto two Management Information Systems which has helped reduce the risk of loss of personal data.

7. CRM have also reduced administration time by introducing the Vulnerable Persons Team in conjunction with Fire Service Direct. This has improved service delivery through the management of all inbound calls (operational crews, oxygen, domiciliary carers, other partners and SAFE – fire setting). These referrals have been appropriately prioritised with advocates being given pre-populated appointments that minimise travel time, reduce the impact of lone working and facilitate individual case management. Following evaluation much of this work will be mainstreamed to other advocates during 2017/18.

8. Through use of the Home Safety Strategy, the CRM function has ensured meaningful dialogue with station-based Station Managers to achieve two clear outcomes:

   a) Completion of the HFSC against the status report (which lists prioritised addresses) and

   b) Improved Incident Recording System (IRS) reporting to achieve an advance in the reporting of smoke alarm ownership in relation to accidental dwelling fires.

   This has seen improvement in both areas.

9. Operational Crews have delivered in excess of 49,000 HFSC's for the reporting year 2016/17 including reaching the over 65's on 60% of occasions.

10. Advocates have delivered over 8000 High Risk HFSCs during the same period (a 46% increase in outputs from 2015/16).

11. Station staff and CRM have delivered over 40 campaigns during 2016/17.
    These include thematic campaigns such as Older Persons Day; responsive campaigns due to a fatal or serious fire and targeted area campaigns due to housing standards and deprivation linked to local authority selective licensing areas (Selective Licensing is a DCLG led initiative to improve standards and regulation of Private Landlords).

12. To further support the reach of the service our prevention teams have utilised social media more widely. This has resulted in widespread support of the National Fire Kills campaigns.
    This social media strategy has been delivered in partnership with Corporate Communications, Elected Members, Registered providers and Community Safety teams to achieve this objective. This engagement has seen an increase in activity via a number of social media platforms including Twitter and Facebook.

13. The service have also delivered over 1500 free carbon monoxide detectors to the most vulnerable. These units were provided by DCLG and with support of energy suppliers.

14. Additionally we have been able to offer opportunities for young people to develop through the Community Safety Advisory apprenticeship programme and through the newly created Grade 3 Advisor roles (the three roles were filled by previous apprentices), created in response to the in year loss of Community Risk Management Services (CRIS). These posts alongside the introduction of a small number of volunteers has assisted in mitigating the anticipated loss of performance.

15. It is highly pleasing to report that during 2016/17 period the Service attended the lowest number of Accidental Dwelling Fires in the Home at 991 (the first time this has been under 1000). This figure was nearer 3000 in 2000/01 at the start of our prevention work and it reinforces the importance of maintaining prevention as a key tenant of the work we undertake.

16. In addition, the Service has disrupted a rising trend in Accidental Fire Fatalities. Although sadly there were 7 fatalities last year, this is a 4 year low that represents over 50% fewer deaths than in 2015/16, when 16 fire death occurred.

Future planning – next steps

17. Officers continue to monitor changing risks in the delivery of the Home Safety Strategy and in doing so we will ensure we are best placed to meet the needs of our communities. As part of this approach we will

- Oversee the implementation of Safe & Well visits, with the first phase being undertaken by advocates prior to considering a more wide-reaching approach The Safe and Well visit is an extension to a traditional Home Fire Safety Check. This more holistic approach to safety and wellbeing tackles a number of Health inequalities experienced across Merseyside.

- Further engage with our Local Authority partners in Adult Social Care to develop a Multi – Agency Hoarding Protocol following lessons learned and identified at the Mather Avenue fatal fire.

- Continue to engage with housing providers (registered and private sector), domiciliary carers and third sector organisations who engage directly with vulnerable people to ensure they are able to fully access the services provided by MFRA.

- Explore and test innovative pathways for referrals of vulnerable people via General Practitioners through social prescribing – particularly with regards to the Safe and Well visit.

- Extend our use of social media to actively engage communities with regard to fire, road and water safety initiatives.

- Increase performance through technological innovation for example the introduction of tablets, intuitive management information systems and applications.

Equality and Diversity Implications

18. An Equality Impact Assessment was completed for the Home Safety Strategy 2015/18.

19. The primary HFSC form remains unchanged and will still capture key E&D profiling that is reported to the Strategic Equality Group.

20. Following this report the EIA will be reviewed to ensure it remains fit for purpose in targeting vulnerable groups.

Staff Implications

21. As part of our MFRA Engagement Commitments and "think people" approach we carried out a survey with advocates that focused on their role and what could improve it. The service covered key areas such as technology, administration, lone working, equipment and skills. The survey received a large number of responses and was formulated into a report by Strategy and Performance. Staff were keen to reduce administration time, spent more time delivering in communities and helping vulnerable people. This feedback directly informed the approach adopted over the performance period.

22. We continue to engage with staff in many ways and have also created opportunities for staff to learn new skills and diversify in role with the introduction of CPD days in addition to the opportunities created for young people through our apprenticeship programme.

Legal Implications

23. There has been and continues to be periodic consultation with Legal and Procurement Teams in the delivery of the Strategy.

Financial Implications & Value for Money

24. There are no financial implications in this report, other than technical savings that have been referenced earlier and reported to Authority.

Risk Management, Health & Safety, and Environmental Implications

25. Extensive internal consultation has taken place to ensure compliance with Information Governance.

26. More effective utilisation of Fire Service Direct will see advocates operating

more effectively and efficiently, reduce driving time and associated road risk.

27. Staff have regular training and understand key issues relating to vulnerability and reporting thresholds for Safeguarding.

Contribution to Our Mission: *Safer Stronger Communities – Safe Effective Firefighters*

28. Our approach is to ensure we continue to have a flexible, agile and engaged Prevention Team that supports the Mission and Values of MFRS.

BACKGROUND PAPERS

GLOSSARY OF TERMS