

<b>Meeting</b>	ECFRS Performance and Resources Board	Agenda Item	16
<b>Meeting Date</b>	July 2022	Report Number	
<b>Report Author:</b>	Jo Thornicroft, Head of Performance and Scrutiny (fire) - PFCC		
<b>Presented By</b>	Jo Thornicroft, Head of Performance and Scrutiny (fire) - PFCC		
<b>Subject</b>	Performance Deep Dives: 2021/22		
<b>Type of Report:</b>	Information		

## **RECOMMENDATIONS**

1. Members of the Board are asked to note the deep dive on Home Fire Safety Visits by Operational Crews, and the Action Log.

## **BACKGROUND**

2. A programme of Deep Dives was agreed at Performance and Resources Board on 28<sup>th</sup> June 2021. These commenced in November 2021 due to rescheduling for the HMICFRS inspection.
3. It was agreed that feedback would be provided to the Performance and Resources Board following each deep dive and the action log would be presented.

## **OPTIONS AND ANALYSIS**

4. On the 30<sup>th</sup> June we held a deep dive on Home Fire Safety Visits by Operational Crews. The summary notes are provided in Appendix 1
5. The deep dive generated one actions which is detailed in Appendix 2.

## **BENEFITS AND RISK IMPLICATIONS**

6. The Deep Dive process supports the Commissioner's scrutiny function. By aligning the deep dives to the Annual Plan, the process enables assurance of the translation of the Fire and Rescue Plan, through the IMRP to the Annual Plan.

## **FINANCIAL IMPLICATIONS**

7. None.

## **EQUALITY AND DIVERSITY IMPLICATIONS**

8. None

## **WORKFORCE ENGAGEMENT**

9. The workforce was engaged in the preparation of the Annual Plan.

## **LEGAL IMPLICATIONS**

10. None.

## **HEALTH & SAFETY IMPLICATIONS**

11. None

## Appendix 1 – Home Fire Safety Visits by Operational Crews

### Notes on Deep Dive

#### Home Fire Safety Visits by Operational Crews.

30<sup>th</sup> June 2022

#### Present

Jane Gardner	Kieron Moir
Jo Thornicroft	James Taylor
	Lucy Clayton

#### Introduction

This activity links into the PFCC's Fire and Rescue Plan through:

- Help the vulnerable stay safe
- Develop and broaden the roles and range of activities undertaken by the service
- Make the best use of our resources

#### Performance

A whole systems approach is being used to manage Home Fire Safety and Safe and Well visits. This was demonstrated to the PFCC by visiting the HFSV room and talking through the visuals.

Agreed HFSV Generation Methods	
Tools:	<ul style="list-style-type: none"><li>• ECDA ADF Model – Primary Risk Modelling Tool (NEW)<ul style="list-style-type: none"><li>○ Focusing on Cluster 1 and 2</li><li>○ Cluster 4 to reflect Rural Communities.</li></ul></li><li>• ECFRS Rate of Incidents Dashboard (NEW)</li></ul>
New Online Referrals:	<ul style="list-style-type: none"><li>• NFCC SafeLink's Online Home Fire Safety Check (NEW)</li></ul>
Data:	<ul style="list-style-type: none"><li>• After Incident Response – TAIR &amp; SAIR (Revised processes)</li><li>• Maximising Incident Data</li><li>• Enhancing and Developing Partnerships</li></ul>
Partnerships	<ul style="list-style-type: none"><li>• CSP Engagement – ensuring ECFRS attendees are equipped with intelligence and data to drive conversation</li><li>• Partnership Register- including key external stakeholders</li></ul>
Community Engagements	<ul style="list-style-type: none"><li>• Events / Open Days</li></ul>

**Action: The ECDA model only has information from Essex and not Southend or Thurrock. The flow of information needs to be unblocked to allow ECFRS to better risk model and make our communities safer**

There are nine key activities to:

- Increase number of HFSC into the systems
- Increase the number of resources able to deliver HFSC
- Support a whole systems approach
- Local ownership of risk
- Visit generation
- Targeted intervention
- Increasing messaging to at risk groups and creating partnerships
- Sharing intelligence and risk information, partnership engagement and delivery

All HFSCs are triaged into gold, silver or bronze category by the Home Safety Information Team (HSIT). Operational Crews only complete bronze visits due to the specialised skill required for silver and gold visits

Increasing the number of HFSCs completed by operational crews relies on the generation of sufficient bronze visits. There is a variance between generating HFSCs for those at a relatively low risk of harm from accidental dwelling fires and targeting those most at risk from harm, but who will then require a silver or gold visit where the visit will not be able to be completed by operational personnel.

To effectively generate sufficient HFSC referrals for operational crews to achieve the target requires the full engagement and commitment of multiple departments, including operational crews. It will require commitment from operational crews of more than 1-2 hours per day shift.

Targets are set monthly and tracked weekly, looking at the whole system and where there may be challenges

### **Future Work/Development**

A process is being piloted to enable On Call stations to identify their own risk areas through mapping (based on response time), and then enable them to carry out targeted interventions.

Continuing to build partner relationships to improve fire safety knowledge of those entering the homes of our communities, enabling these staff members to understand the risk and refer their “clients” to us where appropriate. A ‘Fire Safety in the Home’ module has been delivered to carers

Discussions are underway to involve Staff Officers in the allocation of HFSC to Operational Groups and then on to stations. This should reduce the time taken to get bronze visits allocated to stations and therefore completed.

Discussions have been had to create a single point of contact (Community Risk Advocate) for prevention / community safety on On-Call stations. This person would be paid at their normal rate to carry out the planning of how the station would complete the activity allocated to the station.

Improved attendance and briefing of personnel attending CSP meetings – including the ability of partners to refer others to ECFRS for a HFSC should lead to a gradual increase in HFSC referrals from CSP partner agencies.

The fatal fire report 1/1/21-31/12/21 identifies some conflicting statistics in risk areas. ECDA suggests that Cluster one areas are the highest risk of ADF. Whereas the fatal fire report (albeit a smaller data set) suggests that the risk of death sits in cluster three and cluster four). Cluster one and two areas (the highest risk) in ECDA data have high prevalence of social housing. The fatal fire report suggests that those killed in ADF were most often living in their own home. Further development of a risk model through the CRMP process may give more clarity to these findings

## Appendix 2 – Action Log

### Active

No	Deep Dive	Action	Due
2/22	Community Safety Plans	Review commissioning work to calculate economic impact of Prevention and Protection activities (presented at May P&R) <a href="#">This will be an objective for the new Area Manager Prevention and Protection</a>	30.06.22
5/22	HFSV by Operational Crews	PFF to assist ECFRS in accessing social care data from Thurrock and Southend for risk mapping and analysis <a href="#">JT working with CP on a letter to chief execs and leaders, and directors of social care</a>	30.08.22

### Closed

No	Deep Dive	Action	Due
1/21	Flexible Benefits and Wellbeing	Better links to staff benefits on vacancies page to promote ECFRS as Employer of Choice <a href="#">Link now on website</a>	30.11.21
2/21	Flexible Benefits and Wellbeing	Review possible collaboration opportunities with Essex Police to align offer <a href="#">Work ongoing with Vince Lungley and EP on shared learning and possible joint delivery</a>	31.01.22
3/21	Operational Debriefs	Review Ops Assurance Report in May 2022 to look for evidence that learning is evaluated and that improvements have been adopted and embedded <a href="#">The Q4 Operational Assurance Report was reviewed. A Dashboard in under development with the performance and data team using PowerBI to identify learning and carry out trend analysis. All learning points were listed in appendix 1 from the debrief process, with detailed updates</a>	31.05.22

<b>1/22</b>	Community Safety Plans	PFCC can be utilised where they can help with access to partner data <a href="#">Superseded by more specific requirements to be logged separately (see 5/22)</a>	Ongoing
<b>3/22</b>	Productive Workforce	Provide timeline for 70% availability at Dovercourt P2 <a href="#">Timeline is set to meet the national average by December 2022, then to build on that going forward. There is a deep Dive on HSV by operational crews on 30.06.22 to look more in depth at this</a>	31.05.22
<b>4/22</b>	Productive Workforce	Reasons for On-call station declining to carry out HFSVs to be shared <a href="#">There is only a handful of on-call stations that have declined to do HFSV. The reason for all those stations is capacity and the commitment of hours required. Local Station Managers are proactive in this space and have been tasked to keep revisiting and working with their stations to turn HFSV on for more stations</a>	31.05.22