

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

Collaboration and Transformation Committee

12 December 2022

1. SCRUTINY REVIEW OF SAFE AND WELL

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 THAT the Committee notes the learning and recommendations from the recent Scrutiny Review of Safe & Well (SAW).

2. PURPOSE OF REPORT

- 2.1 To highlight to the Committee four specific recommendations that are key to improving collaboration internally between teams and externally with partners and those which will contribute to the transformation of the delivery of SAW.

3. BACKGROUND

- 3.1. The review was included on the Scrutiny Committee workplan following the withdrawal from the Falls Response contracts in Coventry, Dudley, and Wolverhampton in 2018 over concerns about the impact that this might have had on referrals for SAW for those who receive Telecare support from the three local authorities.
- 3.2. However, due to the COVID-19 pandemic the review was delayed until February 2022, when a draft proposal was taken to Scrutiny Committee for the scope and purpose for the Scrutiny Review of SAW. The proposal was finalised, and the methodology agreed and signed off at Scrutiny Committee in May 2022.
- 3.3 Officers sought to provide assurance to Scrutiny Committee that the withdrawal from the Falls Response contracts had not excluded Telecare service users from accessing SAW.

- 3.4 Officers were able to confirm that the three Telecare providers for whom WMFS managed the Falls Response contracts, have referred 498 service users for SAW between November 2021 and November 2022, with an average risk score of between 9.37 and 10.36 confirming that Telecare customers are at high risk and vulnerability to fire.

Therefore, the scope and purpose of the review was widened so that it covered the effectiveness and efficiency of SAW more broadly, to include:

- risk stratification including referrals and relationships with partners
- record keeping
- delivery including training and development,
- performance management, quality assurance and evaluation

- 3.5 Stakeholders from across the organisation were invited to participate and contribute to the review, the learning from created 10 recommendations.

Detailed below are the four recommendations particularly relevant for Collaboration and Transformation Committee:

3.5.1 Recommendation 1 *Continue to develop and implement the Tymly system and supporting automated business processes*

This will innovate the efficiency of delivery of tasks within SAW, such as automation of administration, communication, feedback, and service user evaluation tasks, enabling personnel to focus on the delivery of SAW and engagement with those most at risk and vulnerable to fire. It will enable risk information to be collected and analysed for the first time at an individual, built environment and household level as currently we can only collect this at a household level. The implementation of Tymly will enable WMFS to clearly demonstrate the impact of SAW on reducing risk and vulnerability to fire and improving health, wellbeing, and quality of life. For this reason, this work is being managed through the CRMP Reducing Health Inequalities 3PT project.

3.5.2 Recommendation 5 *Continue with the implementation of Remote SAW (RSAW) as a means of providing SAW to those who are identified as low risk at the point of referral. Ensuring that there is*

a clear escalation process to SAW where risk identified at RSAW requires this.

Learning from business continuity arrangements during the COVID pandemic when the majority of SAW had to be delivered remotely by telephone, the review identified that WMFS should continue with the implementation of RSAW as a means of providing SAW to those who are identified as low risk at the point of referral as a 'business as usual' intervention. This means that the Service will have a suite of interventions for SAW that are proportionate to the risk referred and can prioritise face to face home visits for those whom the CRMP identifies as being most at risk and vulnerable to fire.

3.5.3 Recommendation 9 *To support the provision of a consistent and national approach to SAW and continue to implement the 8 core components of the NFCC Person Centred Framework for Home Fire Safety Visits including the:*

- *standardised data set*
- *training package*
- *evaluation framework*

The adoption of the National Fire Chiefs' Council (NFCC) Person Centred Framework for Home Fire Safety Visits is integral to the implementation and use of Tymly. It will support the development of a national body of evidence to demonstrate the impact of SAW on reducing risk and vulnerability to fire and improving health, wellbeing, and quality of life.

3.5.4 Recommendation 10 *Continue to develop the SAW Membership arrangements and onboard partners who work with service users that the CRMP identifies as being at risk and vulnerable to fire.*

In line with the Prevention objective in 'The Plan' 'to collaborate and work in partnership with other organisations to reduce risk and vulnerability to fires', the review recommended the strengthening of information sharing between WMFS and partner agencies whose service users are most at risk and vulnerable to fire to reach more of the community of the West Midlands for SAW through 'membership arrangements'.

Continuing to develop the arrangements and onboard partners will support the service to develop strong partnerships with colleagues in and partner organisations across all sectors to help us to identify and support people who are at higher risk from fires with SAW. This will be done through strengthening information governance arrangements, enabling the transformation of performance management of referrals and the creation of new approaches to data sharing between partners and to the management of risk of those referred for SAW between WMFS and referring partners.

- 3.6 The full report presented to Scrutiny Committee on 7th November which outlines all the learning and presents the 10 recommendations, can be found in paragraph 7 of this report.

4. **EQUALITY IMPACT ASSESSMENT**

In preparing this report an initial Equality Impact Assessment not required and has not been carried out. The matters contained in this report do not currently relate to a policy change. Initial Equality Impact Assessment(s) will be completed for changes to policy, process or practice resulting from the implementation of the recommendations from the review.

5. **LEGAL IMPLICATIONS**

There are no known legal implications arising from this report.

6. **FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

7. **ENVIRONMENTAL IMPLICATIONS**

The implementation of the OHFSV and RSAW will reduce the number of vehicle movements and will therefore contribute to the reduction of emissions.

8. **BACKGROUND PAPERS**

[Scrutiny Committee Report, Safe and Wells, 7 November 2022](#)

The contact for this report is Pete Wilson, Strategic Lead for Prevention, telephone number 07973 810262