

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

23 MAY 2022

1. **Scrutiny Review of Safe & Well**

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 THAT the Committee considers and approves the recommendations to proceed with the review of Safe & Well (SAW) as outlined in this report.

2. **PURPOSE OF REPORT**

- 2.1 To provide the Committee with the details of the final scoping proposal for the Scrutiny Review of (SAW) which is attached as appendix 1.

3. **BACKGROUND**

- 3.1 The Committee has previously raised concerns about the impact on relationships with partners and referrals for SAW because of the withdrawal from Falls Response contracts and the Back Home Safe & Well pilot in 2018.
- 3.2 At Scrutiny Committee in February 2022, members were updated about new developments in SAW that would benefit from consideration within the scope of the review. These are the:
- introduction of the Fire Standard for Prevention.
 - introduction of the National Fire Chiefs Council (NFCC) Person Centred Framework for Home Fire Safety Visits.
 - the COVID-19 pandemic.

- introduction of new systems and processes to support the delivery of SAW.
- restructure of the Prevention Team in WMFS Headquarters – combining the Business Partner Adults and Partnerships Teams in 2020.

These remain in the scope presented today.

3.3 In February 2022 members were updated about significant areas of work in progress or starting imminently linked to SAW.

It was agreed that concluding this work, establishing the learning and recommendations from it, would support evidence-based approach prioritisation for the scoping that is reflective of the current situation.

3.4 These areas of work were:

- Her Majesty's Inspectorate for Constabulary and Fire and Rescue Services (HMICFRS) inspection March and May 2022.
- Creation and commencement of project delivery for Reducing Health Inequalities Community Risk Management Plan (CRMP) objective.
- Internal customer satisfaction survey.
- External customer satisfaction and impact evaluation survey number 3.
- Introduction of SAW delivery PowerBi dashboard - SAW and Remote SAW (RSAW).
- Introduction of SAW evaluation and a PowerBi dashboard.
- Evidence from Station Prevention Evaluation.
- Evidence from Service Peer Assessments.
- Fire Standard for Prevention self-assessment.

All are concluded except for the outcome of the HMICFRS inspection which is expected to conclude with early feedback at the end of May 2022.

3.5 It was agreed at Scrutiny Committee in February 2022 that the review will commence in May 2022.

OFFICIAL

Ref. AU/SC/2022/May/20605221

- 3.6. The purpose of the review is to establish that the Prevention priorities within The Plan, specifically linked to SAW are being delivered because:
- it changes behaviours and enables service users to access wider support that reduces risk and vulnerability to fire.
 - it improves the safety, health, wellbeing, and quality of life for those most vulnerable to fire within our communities.
 - risk is stratified and SAW is targeted based on local, regional, and national data.
 - there are established relationships with, and referrals received from, partners who work with those identified as being at risk and vulnerable to fire.
 - SAW is aligned to national frameworks.
 - SAW is targeted and delivered to those identified as being at risk from accidental dwelling fires or of being a serious or fatal casualty in line with the current Prevention Policy.
 - the workforce understands the links between health inequalities and risk and vulnerability to fire.
 - the service is aligning and developing activities relating to SAW to meet the requirements of the:
 - Outcomes and recommendations from the HMICFRS inspection.
 - Fire Standard for Prevention.
 - The NFCC Person-Centred Framework.
 - The Reducing Health Inequalities CRMP objective.
 - Remote SAW (RSAW) delivery during the COVID-19 pandemic is reviewed to establish whether there:
 - has been value and benefit from (RSAW) as an intervention during the pandemic.
 - is a role and if so, what that role RSAW has as a business-as-usual Prevention activity.

3.7 The proposed outcomes of the review are to evidence that the Prevention objectives in The Plan are being met because:

- The service provides the right resources at the right time and in the right place.
- The service is using an evidence-based approach to the delivery of Safe and Well.
- There are appropriate resources and support available for those delivering prevention activities.
- The service is targeting its work with partners to keep the most vulnerable people in our communities safe from the emergencies to which we respond.

To determine and identify:

- What additional support and resources the workforce would benefit from to enable them to deliver SAW effectively and efficiently.
- How the delivery of Safe and Well has been affected by the pandemic (working with partners) and the plan for recovery.
- The difference Safe and Well visits make to the safety of our communities.

3.8 The proposed methodology for the review is to for the working group to facilitate 4 themed, focused and interactive workshops aligned to the purpose:

- i) risk stratification including referrals and relationships with partners.
- ii) record keeping.
- iii) delivery including training and development,
- iv) performance management, quality assurance and evaluation

Stakeholders from across all areas and levels of responsibility for SAW will be engaged in the workshops including partners who refer to and receive referrals from SAW.

The outcomes of the work in 3.4 will be used in conjunction with the information and evidence established in the workshops to provide a robust plan of action which will

OFFICIAL

include deliver the outcomes from the scrutiny review. This will ensure that maximum benefit is obtained.

- 3.9 The working group met on 25 April 2022 to consider the final draft of the scoping document, the proposed timescale of 6 months and the review process proposed in 3.8.

It was agreed that the working group would be updated with details of the evidence gathered after each workshop, with invites to attend as diaries permitted.

It is also proposed that Officers meet with the Members of the working group midway through the review to update on progress and again with the draft report and recommendations when they have been written before presenting to Scrutiny Committee.

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. Any changes to policy, process or practice resulting from the review the report proposes will be subject to an initial Equality Impact Assessment.

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**

There are no environmental implications arising from this report.

BACKGROUND PAPERS

PowerPoint presentation presented on 14 February 2022

Report presented on 14 February 2022

The contact name for this report is Strategic Enabler, Prevention –
Pete Wilson telephone number 07973 810 262.

PHIL LOACH
CHIEF FIRE OFFICER

Glossary of Terms

SAW - Safe and Well

RSAW - Remote Safe and Well

NFCC - National Fire Chiefs Council

HMICFRS - Her Majesty's Inspectorate for Constabulary and Fire
and Rescue Services

CRMP – Community Risk Management Plan

OFFICIAL

Ref. AU/SC/2022/May/20605221