

# Scrutiny Review of Safe and Well (SAW)

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Appendix 1

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# Understanding of Rationale for Scrutiny Review of SAW

- Initially about concerns for impact of relationships with and referrals from partners following the withdrawal from Falls Response services and Back Home Safe & Well in 2018

Additional context since this time:-

- Introduction of the Fire Standard for Prevention
- Introduction of the NFCC Person Centred Framework for Home Fire Safety Visits
- COVID-19 pandemic – what did we learn about our services and delivery during this time and what does this tell us about delivery moving forward?
- Introduction of new systems and processes to support the delivery of SAW – have they made a difference?
- Restructure of the Prevention Team in HQ – aim to provide better business partner support to Operations



# Draft Purpose

Establish that SAW is effective, reduces the numbers of emergency incidents that WMFS attends, improves the safety (and health) of those most vulnerable to fire with our communities, is targeted based on local, regional and national data and is aligned to national frameworks.

In line with the current Prevention Policy, SAW activity is targeted and delivered to those identified as being at risk from accidental dwelling fires or of being a serious or fatal casualty, WMFS can evidence that SAW reduces this risk and vulnerability through its:-

- Stratification of risk including peoples understanding of the links between health inequalities and risk and vulnerability to fire
- Record keeping,
- Training and development,
- Performance management,
- Quality assurance and Evaluation
- Established relationships with and the referrals received from partners who work with those identified as being at risk and vulnerable to fire

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

Review Remote SAW (RSAW) delivery during the COVID-19 pandemic establishing its:-

- Value and benefit it has made as a SAW intervention
- Place in SAW as a business-as-usual Prevention activity,

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# Draft Outcomes

To ensure that: -

- The service provides the right resources at the right time and in the right place
- That 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
- 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.



# Current Areas of Work Imminent / in Progress

Potential for outcomes, learning and recommendations to provide an improved evidence based approach to and priority for the scope of the review:-

- HMICFRS Inspection March and April 2022
- Reducing Health Inequalities Project – links to people, digital and partnerships & collaboration outcomes
- 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



# Proposal for Scrutiny Review of SAW

Bring the formal and final scoping document to May 2022 Committee for approval

This will enable:-

- Context and current position to provide an evidence based approach to the priority and focus of scrutiny that takes into account and acknowledges the learning and actions from the work related to current position and context
  - (e.g.HMICFRS, Station Prevention Evaluation, SPA and Prevention survey)
- Increased opportunity for safe face to face engagement all stakeholders

Which will provide:-

- Insight to prioritise and refine the scope of the Scrutiny review based on the findings and on what insights these provide for the scope
- Efficient and effective monitoring and implementation for Prevention of all the learning to deliver optimal improvement
- Improved interaction with and insight from all stakeholders

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# Proposed Methodology and Timescales

- The use of 2 / 3 focused and interactive workshops:-
  1. risk stratification, referrals and relationships with partners
  2. delivery, training and development,
  3. performance management, quality assurance and evaluation
- Stakeholders from across all areas and levels of responsibility for SAW are engaged in the workshops including partner representation
- 6 month maximum timescale with interim progress update at nearest Committee meeting to mid point



# Proposed Next Steps

- Nominations from Scrutiny Committee for membership of working group
- Agree proposed overview of methodology and timescales for review
- Creation of terms of reference for working group / review, methodology timescales for updates and final report to Committee





# Questions

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