

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

SCRUTINY COMMITTEE

14 FEBRUARY 2022

1. **SCRUTINY REVIEW OF SAFE AND WELL 2022**

Report of the Chief Fire Officer

RECOMMENDED

1.1 THAT the Committee considers and approves the recommendations to proceed with the review of Safe and Well (SAW) as outlined in this report and the attached presentation (Appendix 1).

1.2 THAT subject to 1.1 above, the Committee nominates membership for and establishes a working group to take forward the review of SAW.

2. **PURPOSE OF REPORT**

2.1 To provide the Committee with a detailed outline of the proposal for the review of SAW to support the consideration for the approval of recommendations in this report.

3. **BACKGROUND**

3.1 The Committee raised concerns about the impact on relationships with partners and referrals for SAW as a result of the withdrawal from Falls Response contracts and the Back Home Safe and Well pilot in 2018.

3.2 Since this time there have been new developments in SAW that would benefit from consideration within the scope of the review:-

- Introduction of the Fire Standard for Prevention
- Introduction of the 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 Headquarters

3.3 There are also significant areas of work in progress or starting imminently linked to SAW. Providing opportunity and time for these to be concluded, learning and recommendations made before the commencement of this review would enable an evidence based approach for and priority to the scoping of this review that is reflective of the current situation.

3.4 These areas of work are:-

- HMICFRS Inspection March and April 2022
- Creation and commencement of project delivery for Reducing Health Inequalities 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

3.5 The proposal is to encompass the developments outlined in 3.2 into the scope of this review. It is proposed that the review commences in May 2022 as this provides opportunity to review the proposed scope against the outcomes, learning and recommendations resulting from the areas of work outlined in 3.4 of this report before it is finalised and approved by the Committee.

3.6 The proposed approach in 3.5 of this report would support Prevention to create a single co-ordinated action plan as an efficient and effective approach to implement the recommendations from each of these areas of work, alongside any made from this review. This would provide opportunity for optimal improvement whilst ensuring the monitoring, oversight, and assurance for progress against actions is maintained in the appropriate places.

3.7. The current proposal therefore is that the purpose of the review be to establish that the Prevention priorities within The Plan, specifically linked to SAW are being delivered because:-

- SAW is effective, reduces the numbers of emergency incidents that WMFS attends.
- It improves the safety, health and wellbeing of 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.
- WMFS can evidence that SAW reduces this risk and vulnerability.
- 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 remote SAW (RSAW) as an intervention during the pandemic
 - Is a role and if so, what that role is in SAW RSAW has as a business-as-usual Prevention activity.

3.8 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

3.9 The proposed methodology for the review is to for the working group to facilitate 2 / 3 themed, focused and interactive workshops aligned to the purpose:-

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 will be engaged in the workshops including partners who refer to and receive referrals from SAW.

3.10 Commencing in May 2022, the proposed timescale for the review is a maximum of 6 months with an update to Committee at 3 months and final report with findings and recommendations at the end of the 6 months.

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 (Appendix 1)

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