

West Midlands Fire and Rescue Authority

Scrutiny Committee

You are summoned to attend the meeting of Scrutiny Committee to be held on

Monday, 14 February 2022 at 13:00

**At Fire Service Headquarters, 99 Vauxhall Road, Nechells, Birmingham B7 4HW
and digitally via Microsoft Teams**

for the purpose of transacting the following business:

Agenda – Public Session

- | | | |
|----------|---|----------------|
| 1 | To receive apologies for absence (if any) | |
| 2 | Declarations of interests | |
| 3 | Minutes of the Previous Scrutiny Committee held on 1 November 2021 | 3 - 10 |
| 4 | Fire Control Performance Report - Quarter 3 and 4 2019-20, and Quarters 1 to 4 2020-21 | 11 - 20 |
| 5 | Scrutiny Review of Safe and Well 2022 | 21 - 36 |
| 6 | Scrutiny Committee Work Programme 2021-22 | 37 - 40 |

Distribution:

Nicolas Barlow - Member, David Barrie - Member, Jasbinder Dehar - Member, Mary Locke - Vice Chair of the Scrutiny Committee, Kirat Singh - Member, Sybil Spence - Chair of The Scrutiny Committee, Patricia Young - Member

This meeting of the West Midlands Fire and Rescue Authority will be held at Fire Service Headquarters. However, please note that although the meeting will be open to the public, there will be limited capacity due to ongoing social distancing measures.

The meeting will also be held digitally via Microsoft Teams allowing observers to access remotely. To access the meeting, please contact a member of the Strategic Hub, West Midlands Fire Service, who will be able to provide login details (please note that Microsoft Teams is not required to join a meeting) or provide guidance if you wish to attend in person at HQ.

Clerk Name:	Karen Gowreesunker
Clerk Telephone:	0121 380 6678
Clerk Email:	Karen.Gowreesunker@wmfs.net

Agenda prepared by Kirsty Tuffin
Strategic Hub, West Midlands Fire Service
Tel: 0121 380 6906 email: kirsty.tuffin@wmfs.net
This agenda and supporting documents are also available
electronically on the
[West Midlands Fire Service Committee Management Information](#)
[System](#)

Minutes of the Scrutiny Committee

01 November 2021

Conducted as a public meeting at Headquarters and digitally via
Microsoft Teams

Present: Councillor Spence (Chair), Councillor Locke (Vice-Chair),
and Councillor Barrie.

Virtual: Councillor Barlow, Councillor Dehar, Councillor Young

Officers: Joanne Simmons, Kamla Devi-Ahir, Karen Gowreesunker,
Kirsty Tuffin, Michael Wood, Phil Fellows, Sarah Warnes,
Satinder Sahota, Stephen Timmington and Wendy Browning-
Sampson.

01/21 **Apologies**

There were no apologies received.

02/21 **Declarations of Interest**

There were no declarations of interest received.

03/21 **Minutes of the Scrutiny Committee held on 24 February
2020**

Resolved: That the minutes of the Scrutiny Committee held
on 24 February 2020 were agreed as a correct record of
proceedings.

04/21 **Scrutiny Committee –Terms of Reference 2021-2022**

Karen Gowreesunker, Clerk to the Authority, presented the
Scrutiny Committee – Terms of Reference 2021-2022 report,
that outlined the Committee's Terms of Reference, as per
appendix 1 of the report.

The Committee were advised that the Committee's' terms of
reference were submitted to Fire Authority on 21 June 2021
whereby, the addition of pre-scrutiny and post-scrutiny was
approved. Pre-scrutiny would enable proposed changes to
strategic policy decisions to be scrutinised. Post-scrutiny

would enable the Authority to seek assurance on operational decisions already made by the Chief Fire Officer/Officers.

No changes were requested, and it was agreed that the Terms of Reference for the Scrutiny Committee be noted.

Resolved:

1. That it be agreed that the terms of reference for the Scrutiny Committee, as per appendix 1, be noted.

05/21

Diversity Inclusion Cohesion & Equality Update

Joanne Simmons, People Support Manager, presented the Diversity Inclusion Cohesion and equality update report that outlined the ongoing progress made by the service in relation to Diversity, Inclusion, Cohesion and Equality (DICE) since January 2020 to date.

The Committee were advised that as part of the Leadership, Partnership and Organisational commitments of the service, a series of 'Brave Space' talks had periodically taken place and had been open any member of staff voluntarily, with an average attendance of 50 people. Each session covered subjects in relation to DICE such as women's safety, Religion and Belief, Neurodiversity and Positive Action. To ensure the continuation of training opportunities, the following training sessions had been adapted to be delivered virtually:

- Recruitment & Selection (25 virtual training sessions completed within the last 12 months)
- Unconscious Bias Training (scheduled to take place between February - May 2022)
- Neurodevelopmental Disorder workshop (scheduled to take place in February 2022)

A toolkit for Managers had also been in development, with the support of the Staff Engagement Groups, to support managers and their development. The toolkit would provide a 'one-stop shop' for DICE information.

The Committee were advised that the nationally recognised league table for the 'Top 50 UK Inclusive Employers' was published in December 2020 whereby, the service had been

ranked 6th place, up by 28 places from the previous year. In November 2019, the service attended the Asian Fire Service Association (AFSA) Conference, whereby the service employees were among the award winners for, Outstanding Endeavour, Outstanding Charitable Award and Outstanding Charity Innovation. Fire Authority Members were also recognised in the Shining Light Executive Team award. The service was also announced the winners in the Guardian Public Service Awards for the 'Workplace Diversity Category', with a member of staff also being recognised in the category of 'Unsung Hero' in the Excellence Fore Awards.

The Committee were advised that the welfare review, that sought to review the current welfare and training provisions for managers, in line with health safety and wellbeing provisions, had commenced in May 2021. An update would be provided to the Committee at a future meeting. Data on the service's employees, as per the report, were also highlighted.

Following questions around the services employees and their religious commitments, Sarah Warnes, Assistant Chief Fire Officer, confirmed that the national discussion on Fire Fighters and their capacity to wear turbans had been on-going and the service would continue to contribute to this discussion moving forward.

The Chair of the Committee, Members and Sarah Warnes thanked the DICE team for all their hard work and commended them for being at the forefront of change.

Resolved:

1. That it be agreed that the ongoing progress made by the service in relation to Diversity, Inclusion, Cohesion and Equality (DICE), be noted.

06/21

Dispute Resolution Report – July 2019 to March 2020

Wendy Browning-Sampson, People Support Manager, presented the Dispute Resolution Report, that outlined the number, type and outcome of disciplines, grievance hearings

and other dispute resolutions for the period July 2019 to March 2020.

The Committee were advised that the dispute resolution report had been taken to the Joint Consultative Panel meeting held on 27 September 2021 and had been submitted to Committee to ensure they were brought up to date with the key data that could not be presented to the Committee as a result of the pandemic preventing meetings taking place.

The Committee were advised that for the period July 2019 to March 2020, the service had a total of 11 grievances that went to a formal hearing. The reason for these grievances were outlined as per the report. For the same period, the service had a total of 14 disciplinary cases, 8 of these being gross misconduct, 6 being misconduct.

Resolved:

1. That it be agreed that the contents of the Dispute Resolution Report for the period 1 July 2019 to 31 March 2020, be noted.

07/21

Dispute Resolution Report – April 2020 to September 2021

Wendy Browning-Sampson, People Support Manager, presented the Dispute Resolution Report, that outlined the number, type and outcome of disciplines, grievance hearings and other dispute resolutions for the periods April 2020 – March 2021 (period 1) and April 2021 - September 2021 (period 2).

The Committee were advised of the key figures for grievances and disciplinaries within the Service, for periods 1 and 2, as per the report. The reason for these grievances were also outlined.

The Committee were advised that significant changes, outlined within the report, had been made to the Disciplinary and Grievance policies, whereby a stakeholder group consisting of managers, trade union representatives, people support services and HR, were consulted and engaged with.

Following feedback from the stakeholder group, the following external training was provided by ASCAS and Achievement by Design Coaching Consulting Training (ABDCCT):

- Disciplinary Investigations
- Disciplinary Commissioning and Appeals
- Crucial Conversations.

It was confirmed that these training sessions had been open to managers and trade union representatives to attend.

The Committee were advised that the Grievance Policy and toolkit had been in draft stages and would be finalised in January 2022. Mediated training would be provided to managers and all new managers joining the service thereafter.

Resolved:

1. That it be agreed that the contents of the Dispute Resolution Report for the following two periods be noted:
 - 1 April 2020 to 31 March 2021
 - 1 April 2021 to 30 September 2021
2. That it be agreed that the Dispute Resolution Report, noted by the Scrutiny Committee, be submitted to the Joint Consultative Panel.

08/21

Scrutiny Committee Progress Report on Review of Safeguarding in WMFS

Michael Wood, Safeguarding Manager, presented the Scrutiny Committee Progress Report on the Review of Safeguarding in the West Midlands Fire Service (WMFS). The report outlined the work to improve safeguarding arrangements and practice in WMFS.

The Committee were advised that Michael Wood had been appointed as the Safeguarding Manager in December 2020, following the safeguarding review conducted by Alan Lotinga, to assist with the implementation of its recommendations for improvement, as outlined within the report.

Since the review, a Safeguarding Oversight and Assurance Group had been established whereby terms of reference and an action plan had been created, as per appendix 1 of the report. Significant changes had been made to the Ecademy safeguarding awareness eLearning as part of the services supervision framework and safeguarding competency.

The Committee were advised that the 7 Safeguarding Adult Boards within the West Midlands Metropolitan region would receive a single self-assessment and annual report from WMFS starting from April 2022. The Committee were reassured that a good level of engagement with staff with the development of the Safeguarding Policy and procedures had taken place, with 3 focus groups taking place throughout March and April 2021. Each focus group covered the following 4 areas:

- Recognising and Responding to Abuse and Neglect
- Reporting, Recording and Referring
- People in a Position of Trust Policy
- Staff Competency and Supervision Framework

The Committee were advised that a safeguarding toolkit would be developed and implemented to assist with the implementation of good practice. A full equality impact assessment had been conducted for these changes, outlined in appendix 2 of the report.

Resolved:

1. That it be agreed that the progress made to date on the implementation of the recommendations made as part of the review of safeguarding, be noted.

09/21

Scrutiny Reviews for Consideration

Karen Gowreesunker presented the Scrutiny Review report that outlined the proposed scrutiny reviews for the Committees consideration.

The Committee were advised that as a result of the pandemic and the service operating under business continuity arrangements, some of the themes from the 24 March 2020 committee meeting had been included within the

proposed work for consideration including the Prevention - Safe and Well. Members were re-assured that, if approved, the review on Safe and Well would consider their involvement throughout/post the pandemic and its future development to ensure that the needs of the vulnerable continued to be met.

It was agreed that virtual workshops for Members of the Committee be arranged to assist with the Prevention – Safe and Well review.

Resolved:

1. That it be agreed that the Scrutiny Committee next themes be considered.
2. That it be agreed that the Scrutiny Committee considered and approved prevention – Safe and Well as the next theme for review, in light of discussions and resolutions at previous meetings of the Committee. That it be agreed that the review be added within the Committees work programme.
3. That it be agreed that the Scrutiny Committee considered the approach to engaging with Members to refresh themes for future scrutiny reviews.
4. That it be agreed that virtual workshops for Members of the Committee be arranged to assist with the Prevention – Safe and Well review.

10/21

Scrutiny Committee Work Programme 2021-2022

Karen Gowreesunker presented the Scrutiny Committee Work Plan for 2021-2022. It was agreed that the Safe and Well Report and the additional workshops be added to the work programme.

The Chair of the Committee commended Officers for the work they had provided within the work programme.

Resolved:

1. That it be agreed that the Scrutiny Committee Work Programme 2021-2022 be approved.
2. That it be agreed that the Safe and Well Report be added to the work programme.

The meeting finished at 11:30 hours.

Kirsty Tuffin Strategic Hub 0121 380 6906

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

Item 4

SCRUTINY COMMITTEE

14 FEBRUARY 2022

1. **FIRE CONTROL PERFORMANCE REPORT – QUARTER 3
AND 4 2019/20, AND QUARTERS 1 TO 4 2020/21**

Report of the Chief Fire Officer

RECOMMENDED

1.1 THAT the Committee note the Fire Control performance update for the following two periods:

- 01/10/19 to 31/03/20 (quarters 3 and 4, 2019/20)
- 01/04/20 to 31/03/21 (quarters 1 to 4, 2020/21)

2. **PURPOSE OF REPORT**

- 2.1 This report is submitted to provide the Committee with an update of the operational performance of Fire Control. The report covers an 18-month period to bring the reporting schedule up to date following the reconvening of the Committee in November 2021. Performance information covering 2021/22 will be submitted to the Committee at its meeting on 23 May 2022.

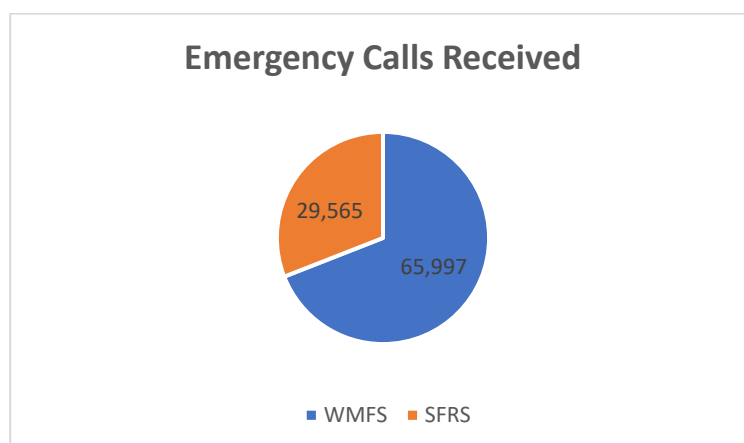
3. **BACKGROUND**

3.1 **EMERGENCY CALLS RECEIVED AND CALL HANDLING**

Fire Control receives the emergency calls and effectively manages the resources for both Staffordshire and West Midlands Fire and Rescue Services.

Staffordshire and West Midlands Fire Control received 95,562 emergency calls between 1 October 2019 and 31 March 2021 across both brigade areas.

This was split 65,997 calls for the West Midlands (69%) and 29,565 calls for Staffordshire (31%).



The table below show the breakdown of calls received for West Midlands Fire Service (WMFS) and Staffordshire FRS across a 3-year period and shows a continued reduction in calls received across the same reporting periods.

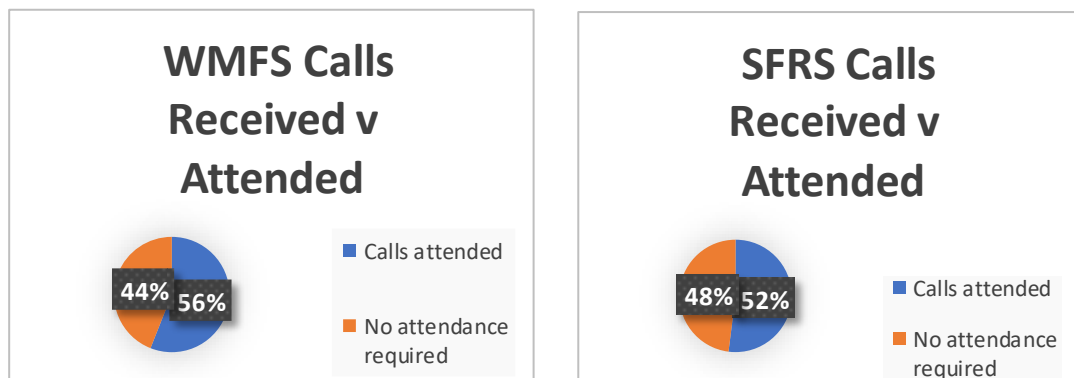
Period	WMFS			Staffordshire FRS		
	2018/19	2019/20	2020/21	2018/19	2019/20	2020/21
Q1 Apr - Jun	14,204	13,135	12,514	6,444	5,437	5,569
Q2 Jul – Sept	18,869	13,353	13,168	9,482	5,288	5,330
Q3 Oct – Dec	10,968	10,588	9,996	4,939	4,749	4,578
Q4 Jan - Mar	10,796	10,382	9,349	4,467	4,746	4,593

Of the 65,997 emergency calls received for WMFS across the reporting period; Fire Control mobilised to 37,189 (56%) incidents.

Of the 29,565 emergency calls received for Staffordshire FRS across the reporting period, Fire Control mobilised to 15,454 (52%) incidents.

This mobilisation to calls received ratio is because of several factors including –

- call challenging automated fire alarms (AFAs)
- call challenging special service calls which were deemed non-emergency
- repeat 999 calls
- use of 999eye footage and imagery



3.2 CALL HANDLING

A key performance indicator for Fire Control is the length of time from answering a 999 call to mobilising appliances to category 1 (life and property) incidents. For these critical incident types, we aim to mobilise in under 80 seconds. The data below shows the median average call handling times for life and property incident types broken down for both Staffordshire and West Midlands:

Q1 – Q4 2020/21

brigade	SFRS		WMFS		Total	
Incident Type	Call Handling	Count	Call Handling	Count	Call Handling	Count
FIRE	80	452	79	1470	79	1922
FIRE PR	92	26	75	72	80	98
HOUSE FIRE	62	315	58	1077	59	1392
HOUSE FIRE PR	64	48	63	148	63	196
RTC PR	90	230	69	603	74	833

Q3 – Q4 2019/20

brigade	SFRS		WMFS		Total	
Incident Type	Call Handling	Count	Call Handling	Count	Call Handling	Count
FIRE	80	246	77	763	77	1009
FIRE PR	76	14	68	35	70	49
HOUSE FIRE	62	153	55	524	56	677
HOUSE FIRE PR	63	22	61	77	61	99
RTC PR	90	157	73	445	76	602

For the above reporting periods captured in the table, Fire Control have maintained an average mobilisation time below 80 seconds. Fire Control's continued focus on mobilising with the required urgency is a key factor in survivability and limiting damage to property.

3.3 **DYNAMIC MOBILISING**

Dynamic mobilising involves using resources flexibly and efficiently in our approach to emergency call management and mobilising, resulting in a proportionate and appropriate initial incident response. The approach enables Fire Control to reduce and increase an incident response to achieve the best match for the incident needs, which includes selecting the most appropriate number and type of resource. Fire Control continue to utilise several tools to support decision making including –

- Dynamic emergency call handling
- Information gathered at the time of call
- Location of the incident, both geographically and demographically
- Repeat calls
- Footage and images from 999eye
- Number and type of incidents in progress
- Weather
- Time of day

The following charts show dynamic mobilising data captured for two periods, 2019/2020 and 2020/2021 for both organisations.

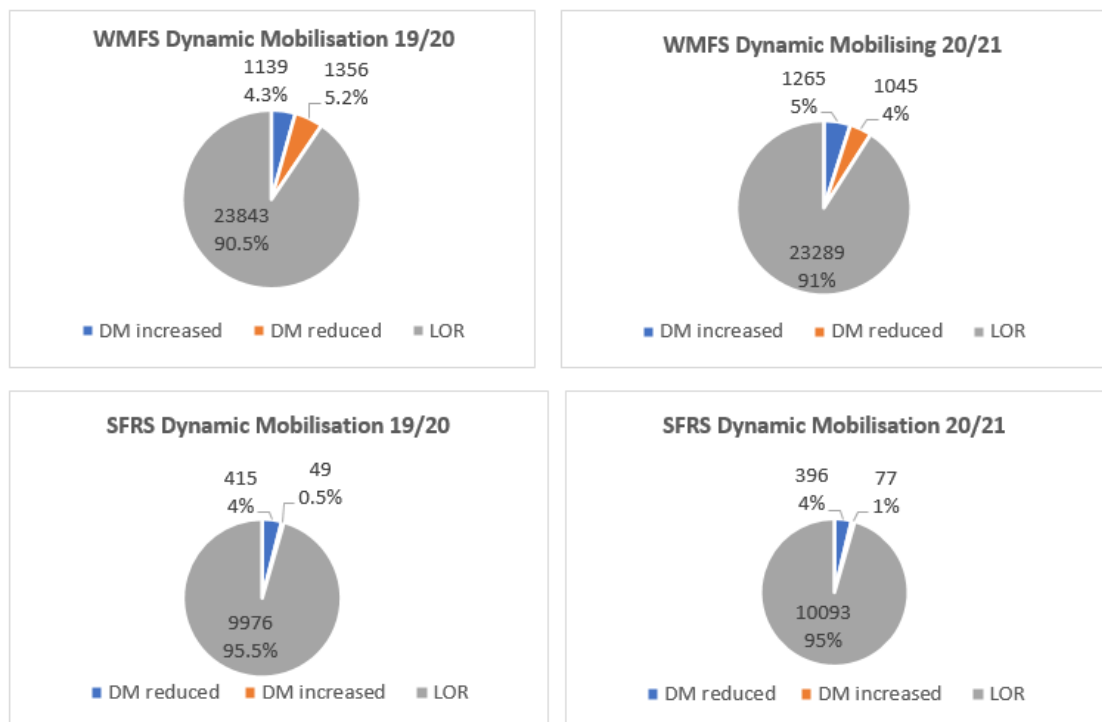
Fire Control dynamically amended the initial level of response 2,495 times throughout 2019/20 and 2310 times in 2020/21 for incidents in West Midlands area.

They dynamically amended the initial level of response 464 times throughout 2019/20 and 473 times in 2020/21 for incidents in Staffordshire area.

These totals are either an increased or decreased attendance from the standard pre-determined levels of response.

On the occasions Fire Control reduce the attendance, this results in an increased number of appliances being available for category 1 incidents and to support prevention and protection activities.

On the occasions Fire Control increased the attendance, this supported the speed and weight of attack allowing for safe systems of work to be implemented leading to effective and efficient resolution of incidents.



3.4 **999Eye**

Intelligence led mobilisation and resource management enables Fire Control to send the most appropriate number and type of resource based on the level of risk, this directly contributes to the achievement of our risk-based attendance standards.

999eye is enhancing the quality of intelligence and information that is received within Fire Control, thereby enabling Fire Control personnel to make more informed dynamic mobilisations through the use of this technology; further supporting our key aim of sending the right level of

resource to the right incident type.

The table below shows the recorded use of 999eye across the reporting periods.

The data indicates that in Q1 and Q2 there were a higher number of 999eye proposals and successful images being received. In Q3 and Q4 there is a drop in proposals, which is linked to a reduction in the number of emergency calls received into Fire Control.

	Q3 – Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21
WMFS	1825	2891	3160	1478	1716
SFRS	459	820	837	419	569
Totals	2,284	3,711	3,997	1,897	2,285

3.5 **RECRUITMENT AND SELECTION**

To realise the full effectiveness of the staffing model within Fire Control the staff number needs to be maintained with 13 members of staff per watch, 52 in total, which excludes the Fire Control support team and Management team.

In Q3 of 2019/20 we saw the staff numbers in Fire Control drop below 52 to 44, rising to 54 in Q4 following successful recruitment, selection and training.

Fire Control staff numbers remained above 50 personnel across Q1 to Q4 2020/21.

Fire Control recruited and selected Firefighters (Control) to join two training courses during the reporting period. To enable Fire Control to maintain social distancing due to the Covid pandemic, the number of individuals on each course was reduced from 8 to 4 per course.

A total of 215 applications were received with 28 individuals invited to a selection day for shortlisting. Out of these, 8 individuals were successful with the top 4 invited joining course 1 and the next 4 joining a second course.

Of the 215 applicants 42% were male and 13% BAME.

From the 28 applicants who progressed through to the assessment day, 20 were female (71%) and 8 were male (29%) with 5 of the 28 indicating that they were BAME (18%).

Of the successful 8 applicants, 1 was male and 1 was BAME.

3.6 **VISION 4 COMMAND AND CONTROL SYSTEM**

During this reporting period this was the report for progress against the upgrade of the mobilizing system, Vision 4.

The Vision Command and Control (C&C) system is used for integrated call, incident and resource management across WMFS and SFRS. During this reporting period work was ongoing with our Command and Control supplier – Capita, to upgrade the current Vision 3 (in use since 2008) system to Vision 4.

To achieve Go Live we were testing individually the remaining 3 key component parts -

1. Change to use the Corporate Gazetteer on Vision 4 – good progress made
2. Improved access of the data coming from Vision 4 activity into back-office systems for required reporting requirements
3. Comms/message network infrastructure in both brigades
4. Vision 4 Command & Control System – complete
5. Improved Mapping - this product will also be used to update MDT mapping layers - complete

There had been some progress on the above whilst resources focused on the impact of Covid-19 on Business Continuity arrangements and work carried out to support the change to the Corporate Gazetteer.

This element, containing some 4 location million records, along with the associated risk information, was extensive to accurately map across, however, remained a priority for all key stakeholders.

3.7 **EMERGENCY SERVICES MOBILE COMMUNICATIONS PROGRAMME**

Despite Covid-19, work continued whenever possible, at all levels, across all workstreams and their associated planning requirements, to enable optimum transition from Airwave onto the broadband based Emergency Services Network (ESN) - nationally, regionally, locally and across Fire, Police and Ambulance (3ES), in England, Scotland and Wales, as previously reported.

The programme held a board meeting with Motorola and took the decision to move to an alternative approach which will deliver an enhanced package of capability in the next ESN release. This means this will be a product that is closer to what is needed for mass transition (ESN Version 1.0), and thus reduces the delivery risk by simplifying the number of upgrades required and could accelerate the journey to ESN Version 1.0. This product will be known as ESN Beta and will be released in early 2022.

Full Business Case

During the reporting period this remained in progress due to changes detailed above.

Funding

Local Resource funding (LTR) for 21/22 - it is expected that, as we will remain in the prepare phase at this time, this will be the same as 20/21.

Airwave Grant 21/22 – the Section 31 Grant should continue however we have not yet received this confirmation formally.

Identifying Minimum Levels of ESN Capability for Transition

This work is continuing nationally and the 3 Emergency Services are focusing on the anticipated key decision points to be made throughout the ESN journey to mass transition, detailing -

- ‘Musts’ - absolute red line for the phase to progress.
- ‘Shoulds’ - the Programme should make every endeavour to deliver

Coverage Assurance

Good progress being made with the amount of local road coverage data available via the national portal* from the 'fit and forget' automotive devices allocated and fitted into vehicles within this region.

The Fire and Rescue Services in this region were also part of the coverage assurance pilots and work is now escalating across the region to build upon this and focus on Fire and Rescue Service critical operations locations (COL) including Fire Service premises and high-risk incident locations.

This workstream is being proactively supported through a collaborative approach across the 3 Emergency Services and the national portal view for project managers, etc. includes data collected from all sources.

4. EQUALITY IMPACT ASSESSMENT

In preparing this report an initial Equality Impact Assessment is not required and has not been carried out.

5. LEGAL IMPLICATIONS

The course of action recommended in this report does not raise issues which should be drawn to the attention of the Authority's Monitoring Officer.

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

Scrutiny Committee Terms of Reference

Fire Control Performance Report Q1 & Q2 2019/20

OFFICIAL

The contact name for this report is Karen Gowreesunker Strategic
Enabler Fire Control and Operations South, telephone number 0121
380 3388

PHIL LOACH
CHIEF FIRE OFFICER

OFFICIAL

Ref. AU/SC/2022/Feb/10102221

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

Item 5

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)

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

PHIL LOACH
CHIEF FIRE OFFICER

Scrutiny Review of Safe and Well (SAW)

Kate Alliss/Andrea Simmonds
Appendix 1



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.



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

WEST MIDLANDS FIRE SERVICE

Making the West Midlands Safer, Stronger and Healthier

www.wmfs.net

@WestMidsFire



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



Recommendations for Scrutiny of Safe and Well

That scrutiny approves the:-

- the draft proposal for the scope of the review
- the proposed start date of May 2022
- the membership of the working group
- the proposal to present a final scoping document at Committee May 2022



Questions

WEST MIDLANDS FIRE SERVICE

Making the West Midlands Safer, Stronger and Healthier

www.wmfs.net

@WestMidsFire



OFFICIAL

**WEST MIDLANDS FIRE AND RESCUE AUTHORITY
SCRUTINY COMMITTEE WORK PROGRAMME 2021/22**

Date of Meeting	Item	Responsible Officer	Completed
2021			
1 November 2021	Dispute Resolution Report – July 19 to March 20	ACFO Strategic Enabler - People	1 November 2021
	Dispute Resolution Report – April 20 to September 21	ACFO Strategic Enabler – People	1 November 2021
	Diversity, Inclusion, Cohesion and Equality Update	ACFO Strategic Enabler - People	1 November 2021
	Review of Safeguarding – Update	ACFO Strategic Enabler - People	1 November 2021
	Scrutiny Committee – Reviews	Clerk to the Authority	1 November 2021
	Consideration of Scrutiny Committee Work Programme	Clerk to the Authority / Chair of Scrutiny Committee	1 November 2021

OFFICIAL

OFFICIAL

2022			
Date of Meeting	Item	Responsible Officer	Completed
14 February 2022	Fire Control Performance Report Safe and Well Report Scrutiny Committee Work Plan 2022-23	ACFO Strategic Enabler - People Strategic Lead – Prevention Democratic Services Officer	
23 May 2022	Safe and Well Report Dispute Resolution Report Diversity, Inclusion, Cohesion and Equality Update Fire Control Performance Report Annual Report of the Scrutiny Committee Scrutiny Committee Work Plan 2022-23	Strategic Lead – Prevention ACFO Strategic Enabler - People ACFO Strategic Enabler - People ACFO Strategic Enabler – People Chair of Scrutiny Committee Democratic Services Officer	

OFFICIAL

November 2021

OFFICIAL

To report as appropriate:

- Updates on reviews

Note: separate meetings of any review working group are to be scheduled if and when required

OFFICIAL

