

Fire Scrutiny Committee Performance

The performance around Safe and Well visits has been mixed during 2022. Regrettably, performance remains below target and several strands of work are underway to resolve this.

Improvement Plans

The staff in the Community safety Team who lead this area of the business have been delivering both virtual and in person refresher training to all on-call and wholetime stations to continue to explain the rationale for the Safe and Well visit and to provide continuing professional development about quality and standards for the work.

The Service has also begun quality assurance of the Safe and Well visit reports and is using the information from this to identify the Watches that need to improve, the Station Manager Prevention is then arranging performance meetings with the supervisory staff to action improvements.

There has seen some improvement in the number of Safe and Well visits being carried out and completed in a timely way but this has been impacted by capacity issues and pressures across the operational workforce, that are being explored in a time in motion study to be completed in January 2023.

The recruitment of two full-time Community Safety Advisors (CSA's) is almost complete, with interviews due to take place in late January. The two existing full-time staff have completed over 600 complex safe and well visits this year, they tend to see the most vulnerable residents and carry out joint visits with housing officers, social workers and care providers. The new staff will enable the Service to continue this work for people at highest risk of fire injury. Over 80% of our Safe and Well visits are for people with one or more high risk factors and identified as vulnerable to fire and we have made onward referrals for additional support for 387 people this year.

Improving Standards

The backlog of Safe and Well visits has reduced following intensive focus on closing visits. This means that the issues seen in Q2 have significantly reduced, with only 36 visits outstanding for more than 28 days and only 5 waiting more than 90 days.

We have begun the introduction of the Person-centred Framework, which will drive up standardisation of approach for Safe and Well with the focus now on addressing the personal behavioural and environmental risk factors for people, rather than their home.

The Service has introduced the Online Home Fire Safety Self-Assessment, which is increasing the number of requests for a visit from people that were not known to other agencies. This is a significant improvement in our offer to local residents. People who are at low risk from fire, can access targeted, specific advice online but if their answers highlight medium to high risk, they are asked to consent to a referral to GFRS. This is enabling us to increase the rate of Safe and Well for our population and reach people who might never have come to the attention of statutory services. We plan to promote the online service in the start of 2023 as this is new to all Fire Services and we need to ensure that our approach is in line with National guidelines.

At the close of play in December 2022 we had completed in the region of 2,447 which is down on our target, we must take into account some areas that have reduced our delivery in 2022. We had an above average operational summer due to the heatwave, reducing the amount of visits undertaken by crews, we also had some core staff sickness, coupled with the delay in the recruitment of two new CSA's has reduced our output. There is also a learnt awareness of target setting against time, as a Safe and Well visit completed fully can take 90 minutes where as a standard Home Fire Safety visit was completed in under 30 minutes, therefore we are now in a position that we have reduce the time available by two thirds

which will be considered for 2023/24 when we set achievable targets with this new information and knowledge.

The Online Home Fire Safety check link is attached (below) for you to view and if not had a Safe and Well to complete, this will give you advice and if needed refer you for a safe and well if you are within our most vulnerable category.

[HFSC \(safelincs.co.uk\)](http://HFSC (safelincs.co.uk))

The screenshot shows the 'Welcome to the online home fire safety check' page. On the left, there is a 'Your Progress' sidebar with a list of steps: Property Location, Assessment Type, Property Ownership, Property Type, Number of Floors, Smoke Alarms, Room Details, Tidiness / Clutter, Heating, Occupants, Health Conditions, Behaviours, and Previous Fires. Below this is an 'Additional Steps' section. The main content area features the NFCC and Safelincs logos, a welcome message, and three 'Top tip' cards: 'Fit smoke alarms', 'Plan your escape route', and 'Get out, stay out and call 999'. There is a form for 'Property Address and Postcode' and a 'START YOUR HOME FIRE SAFETY CHECK' button. On the right, there are four informational boxes: 'How to complete your home fire safety check' (with a checkmark icon), 'How long will it take?' (with a stopwatch icon), 'Did you know?' (with a question mark icon), and 'Please note!' (with an exclamation mark icon).

Fire Safety Protection Performance

Our Fire Safety KPI performance has continued to be steady but dropped in Q2, this can be equated to internal moves where experienced Officers were promoted to new roles leaving gaps in the Protection team, these roles have now been recruited to, and we will see a marked improvement in the delivery of our Risk Based Inspection Programme (RBIP). As a side note the RBIP is our overall visits and workload undertaken by the Protection team, but until Q2 the performance was attributed to only High Risk Premises, this has now been adjusted to show a percentage of audits/visits against our overall target and not just the High Risk Premises, Q3 and 4 should start to deliver against this adjusted target.

For any further information please do not hesitate to contact Donna Potts Prevention or Nick Ashcroft the Protection manager for Gloucestershire Fire and Rescue Service.

Cost of Living - Update

GFS have asked for a section on the GCC Support Hub page to include the link to the 0800 number and the online home fire safety check (OHFSC), to include the cost of living advice from the NFCC. This is not yet on the site GCC Communications are looking into this.

GFRS have ordered 100 slow cookers to be issued to families and Station manager Prevention is looking into the best way of having these issued. We have already arranged to deliver them to Barnardo's for families taking part in their cooking sessions and we are providing some to local food banks. We have alerted Safeguarding Leads in Health and Social Care who intend to ask community health teams for referrals. Gillman's offered an excellent price, (*Financed within the Prevention budget*)

We have asked the team to expand our Safe and Well offer to families with children under 12, in line with NFCC guidance in the Person-centred Framework and because we expect the cost of living crisis to draw more people into fuel poverty.

We have informed our partners at the Fire safety Sub Group about the expected fire risks and they are sharing this with staff who work in the community, who will send requests for a safe and well to us.

We have shared the link to the OHFSC on GFRS and GCC Facebook to reach more people.

The NFCC Cost of Living leaflets have arrived (4500) and these will be given out at any community events, provided to people in the warm spaces such as libraries and left in Council offices and any community spaces wherever people go for advice and support. A copy is attached.

Finally, we have increased our supply of CO alarms because more people will be using open fires this will give an early alert if there is a rise in Carbon Monoxide.

We have discussed the risk of black mould in our most recent meetings. More likely as homes become colder and damper. We will add this as a safeguarding concern and flag to housing and to health if found during a Safe and Well visit.