

**M. Pearson
CLERK TO THE AUTHORITY**

**To: Members of the Community Safety
and Corporate Planning Committee
(see below)**

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Your ref :
Our ref : SS/SY/CSCPC/Sept 15
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COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
(Devon and Somerset Fire and Rescue Authority)

Wednesday 23 September 2015

A meeting of the Community Safety and Corporate Planning Committee will be held on the above date, **commencing at 10:00 hours in Conference Room B in Somerset House, Service Headquarters** to consider the following matters.

M. Pearson
Clerk to the Authority

AGENDA

PLEASE REFER TO THE NOTES AT THE END OF THE AGENDA LISTING SHEETS

1. **Election of Chair**
2. **Apologies**
3. **Minutes** of the meeting held on 17 September 2014 attached (Page 4).
4. **Items Requiring Urgent Attention**

Items which, in the opinion of the Chair, should be considered at the meeting as matters of urgency.

5. **Election of Vice Chair**

PART 1 – OPEN COMMITTEE

6. **Community Safety Work in Plymouth - Presentation**

Watch Manager Dave Evans will give a presentation at the meeting in respect of the work that he has been undertaking linked to community and workplace equalities.

Dave has been working in the Plymouth community supporting vulnerable and hard to reach communities. This work has included supporting people from Black and Minority Ethnic (BME) communities and funding has been secured recently through the Fire Service to support a community hub in Plymouth to support BME communities in the city to obtain help and advice. The presentation will cover the work that has been undertaken to date.

7. Strategic Plan: 'Our Plan 2016 to 2021'

Work is in hand in drawing up the next iteration of the Authority's Integrated Risk Management Plan and Strategic Plan – "Our Plan 2016 – 2021". A presentation will be delivered at the meeting by the Area Manager (Analysis and Development) to outline the main themes considered to date and to seek views of Members on the overall direction of travel and shaping the content of the plan. It is then intended that a draft Plan should be submitted to the Authority meeting in February 2016 for approval.

8. Lift Release Call Reduction

Report of the Director of Operations (CSCPC/15/1) attached (page 6).

9. Update on Community Safety Campaign and Key Messages

Presentation by the Corporate Communications Manager at the meeting.

10. Biker Down Initiative

The biker down initiative is a programme that the Devon and Somerset Fire and Rescue Service has started to deliver recently. This is a 3 hour programme covering scene assessment, basic first aid and the science behind being seen for motorcyclists.

The Director of Operations will give a presentation at the meeting on the work being undertaken on this initiative.

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:-

Councillors Bown, Colthorpe, Eastman, Ellery, Hill, Leaves and Redman.

NOTES	
1.	<p><u>Access to Information</u> Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact the person listed in the "Please ask for" section at the top of this agenda.</p>
2.	<p><u>Reporting of Meetings</u> Any person attending a meeting may report (film, photograph or make an audio recording) on any part of the meeting which is open to the public – unless there is good reason not to do so, as directed by the Chairman - and use any communication method, including the internet and social media (Facebook, Twitter etc.), to publish, post or otherwise share the report. The Authority accepts no liability for the content or accuracy of any such report, which should not be construed as representing the official, Authority record of the meeting. Similarly, any views expressed in such reports should not be interpreted as representing the views of the Authority. Flash photography is not permitted and any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.</p>
3.	<p><u>Disclosable Pecuniary Interests (Authority Members only)</u> If you have any disclosable pecuniary interests (as defined by Regulations) in any item(s) to be considered at this meeting then, unless you have previously obtained a dispensation from the Authority's Monitoring Officer, you must:</p> <ul style="list-style-type: none"> (a) disclose any such interest at the time of commencement of consideration of the item in which you have the interest or, if later, as soon as it becomes apparent to you that you have such an interest; (b) leave the meeting room during consideration of the item in which you have such an interest, taking no part in any discussion or decision thereon; and (c) not seek to influence improperly any decision on the matter in which you have such an interest. <p>If the interest is sensitive (as agreed with the Monitoring Officer), you need not disclose the nature of the interest but merely that you have a disclosable pecuniary interest of a sensitive nature. You must still follow (b) and (c) above.</p>
4.	<p><u>Part 2 Reports</u> Members are reminded that any Part 2 reports as circulated with the agenda for this meeting contain exempt information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Committee Secretary at the conclusion of the meeting for disposal.</p>
5.	<p><u>Substitute Members (Committee Meetings only)</u> Members are reminded that, in accordance with Standing Order 35, the Clerk (or his representative) must be advised of any substitution prior to the start of the meeting. Members are also reminded that substitutions are not permitted for full Authority meetings.</p>

COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE

(Devon and Somerset Fire and Rescue Authority)

17 September 2014

Present:-

Councillors Eastman (Chair), Bowyer, Colthorpe, , Ellery, Owen, Prior-Sankey and Woodman (vice Bown).

Apologies:-

Councillor Bown

***CSCPC/7. Minutes**

RESOLVED that the Minutes of the meeting held on 25 June 2014 be signed as a correct record.

***CSCPC/8. Planning Framework**

The Director of Operations gave a presentation at the meeting to update the Committee on the revised Corporate Planning Framework model which set out how the Service was aiming to work within its overall performance management cycle of “plan-do-review”.

The presentation demonstrated how the model for the Service’s direction in the future was set within the Corporate Strategy and how this aligned with activity through the organisation to deliver business as usual and improvement.

The Area Manager for Analysis and Data advised the Committee that the new Corporate Strategy was based on 3 key priorities for the Service, namely:

- Community safety;
- Firefighter safety and;
- Efficiency and effectiveness.

These 3 key priorities would be underpinned by 6 individual strategies in key areas, including:

- Response;
- Prevention and protection;
- Information technology;
- Assets;
- Finance, and;
- People.

In terms of performance, it was proposed that the measures would, in future, be split into strategic and operational measures and that these would be “leading” rather than “lagging” as at present.

The Director of Operations, in response to a question related to the recent Peer Assessment that had been undertaken with the Service, stated that the feedback from this process had been very well received. He added that this Committee had a key role to play in the corporate planning process, particularly in view of the continued financial restrictions and changes in practices that would be necessary in the future to meet this and other challenges. He added that more detailed proposals would be presented to Members in due course.

***CSCPC/9. Blue Light Innovation Group**

The Director of Operations gave a presentation at the meeting in respect of the Blue Light Innovations Group which had been established in conjunction with the Police and Ambulances Services and the Royal Devon and Exeter Hospital (RDE) recently to:

- Develop a strategic systems peer network;
- Scope areas for joint collaboration;
- Develop joint protocols for prevention & protection and;
- Scope further areas for joint response.

The presentation highlighted potential ways in which service delivery could be enhanced in the future based on a collaborative approach utilising shared data.

***CSCPC/10. Rapid Intervention Units - Pilot Study**

The Director of Operations gave a presentation at the meeting that set out how the Service's Response and Resilience Department would be running a new pilot of different types of Rapid Intervention Units (RIUs) to try to maximise the opportunities to utilise modern firefighting concepts and innovations.

***CSCPC/11. Community Capacity Building Project**

The Committee received for information a report of the Director of Operations (CSCPC/14/4) that gave an overview of the Service's Community Capacity Building Project which had been initiated between the Devon and Cornwall Police, the South West Ambulance Services Trust (SWAST) and the Devon and Somerset Fire and Rescue Service. The key theme of the Project was to work with and support communities to become more resilient, cohesive and encourage emergency preparedness.

The Committee noted that this was a 12 month pilot involving six communities, three in Devon and three in Cornwall. It was hoped that this model could be replicated in other areas of Devon and Somerset following the initial pilot.

*** DENOTES DELEGATED MATTER WITH POWER TO ACT**

The meeting started at 10.00hours and finished at 11.55hours

REPORT REFERENCE NO.	CSCPC/15/1
MEETING	COMMUNITY SAFETY AND CORPORATE PLANNING COMMITTEE
DATE OF MEETING	23 SEPTEMBER 2015
SUBJECT OF REPORT	LIFT RELEASE CALL REDUCTION
LEAD OFFICER	Director of Operations
RECOMMENDATIONS	<i>That the approach taken on Unwanted Lift Releases be endorsed and the report be noted.</i>
EXECUTIVE SUMMARY	<p>Unwanted lift release incidents (ULR) result in increased 'blue light' journeys that have a financial burden, increase risk to staff and the public and potentially cause occupiers of buildings to lose confidence in the equipment.</p> <p>This report sets out an overview of the approach that the Service has taken to mitigate against the risks and financial burden associated with ULR.</p>
RESOURCE IMPLICATIONS	<p>During three years (2011 to 2014), the Service attended over 420 lift release incidents per year, with 25% of these having two incidents in a four week period or three incidents in a twenty six week period.</p> <p>Using the mobilisation cost figure of £303.45 (this is the cost attributed to an appliance mobilisation which has been calculated and published via DSFRS finance department) per appliance this will an opportunity cost saving of $2640 \times £303.45^{(2)} = £0.801m$. Closer examination of the data revealed that not all incidents had 2 appliances attend (stood down or confirmed not required etc.), so if the figure is rounded to 2500, an opportunity cost saving of £0.758m is a more realistic reflection.</p>
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	The Lift Release Call Reduction draft policy document has undergone an initial Equality Risk and Benefits Assessment (ERBA) screening and it has been agreed that any potential negative impact identified is not sufficiently adverse to warrant a full impact assessment on this occasion.
APPENDICES	None.
LIST OF BACKGROUND PAPERS	Lift Release Call Reduction and Lift Release incident operational response draft policy document

1. **INTRODUCTION**

- 1.1 Unwanted lift release incidents (ULR) result in increased 'blue light' journeys that have a financial burden, increase risk to staff and the public and potentially cause occupiers of buildings to lose confidence in the equipment.
- 1.2 The Devon and Somerset Fire & Rescue Authority needs to maintain its obligation to attend emergency incidents as required by the Fire and Rescue Services Act 2004. This Act provides that "the Secretary of State may, by order, authorise fire and rescue authorities to charge a person of a specified description for any action of a specified description taken by the authority". Article 2 of, and the Schedule to, the Fire and Rescue Services (England) Order 2004 (S.I. 2004/2304) specifies the actions for which a fire and rescue authority may make a charge and specifies the person who may be subject to the charge. By virtue of section 19(6), charges may only be made on a cost recovery basis. The Service has a legal responsibility to meet these requirements as failure to ensure these duties are met would place the Authority at risk.
- 1.3 The Service previously attended lift release incidents (*which is defined as "where one or more members of the community are unable to exit a lift car due to malfunction of the mechanism"*) across both Devon and Somerset with two appliances. A six month pilot was undertaken in Central Command (East Group) which showed how proactive communication and early intervention can reduce these incident types and subsequently reduce cost, without impacting on service delivery and public safety. The pilot used the unwanted fire signals (UFS) poor performance trigger thresholds and a 28% reduction in repeat calls was seen in comparison to the previous year's incident data.
- 1.4 UFS call reduction thresholds are:
- 2 incidents in a rolling 4 week period
 - 3 incidents in a rolling 26 week period
- 1.5 Based on this evidence, an Improvement Framework (IF) suggestion was submitted to the Service Leadership Team (SLT) to consider. This was based on the development of a strategy to advance the pilot results and to realise further efficiency and cashable benefits without any impact on service delivery expectations or public safety.
- 1.6 The Service's mobilisation policy has been amended to take account of the introduction of the National Incident Types (NITs) and the alignment of our resources to the National Task Analysis outcomes with the Partnership Fire Control Project. The National Task Analysis outcomes for incident response levels of one appliance with 5 personnel to a lift release incident has been adopted within the draft policy and the call reduction and cost recovery strategy implemented.

2. **UNWANTED LIFT RELEASE (ULR) POLICY**

- 2.1 The ULR policy is aimed at improving the efficiency and effectiveness of the Service by reducing unnecessary mobilisations. It is evidence based and ensures service delivery is effective and efficient so there is no negative impact on the reputation/perception of the Service.
- 2.2 Owners/Occupiers have a duty of care to people attending their premises under the Occupiers' Liability Act 1957 and Occupiers' Liability Act 1984, as well as the Health and Safety at Work Act etc. 1974 and the Workplace (Health Safety and Welfare) Regulations 1992 to keep property and equipment safe and properly maintained.

- 2.3 The policy seeks to reduce ULR incidents within domestic and non-domestic premises. It sets out the protocols and triggers for intervention and communication to facilitate working with identified locations and only employing cost recovery as a final resort if suitable engagement, progression and resolution are not evident.
- 2.4 This Policy is supported by Guidance Notes to give additional information and explanation to assist DSFRS personnel in their respective roles with the delivery of the policy. All outcomes will be monitored and reported against on a regular basis. The results will be observed through the Service's performance management data platforms and measured against the Corporate Plan.
- 2.5 A phased approach will be implemented from the previous position (no call reduction follow up or monitoring) to being 'proactive' with intervention and the potential for cost recovery. This will involve progressing to the issue of a letter following **any** lift release incident, clearly stating that any future attendances (following investigation) to the same location/installation for the same reason in a rolling twelve month period that cost recovery will be pursued. The agreed changes to policy will be explicitly communicated (in all correspondence) ensuring responsible persons/lift owners are in no doubt that they have a limited period in which to embed any procedural and/or maintenance arrangements before being charged for this service.
- 2.6 This paper is in relation to lift release incidents only. Any entrapment in lift machinery/mechanisms will attract the requisite resource asset allocation and appliance mobilisation for that specific incident.

3. **RESOURCE IMPLICATIONS**

- 3.1 ULR incidents cause a significant drain on our resources. The Service is committed to minimising false/unwanted calls and thus reducing the number of unnecessary mobilisations and their consequential impact on service delivery, business and commerce. A reduction in ULR incidents will allow operational assets to be available for genuine emergencies; also releasing resources to allow additional training, prevention and protection activities to take place.
- 3.2 During three years (2011 to 2014), the Service attended over 420 lift release incidents per year, with 25% of these having two incidents in a four week period or three incidents in a twenty six week period.
- 3.3 Using the mobilisation cost figure of £303.45 (which is the cost attributed to an appliance mobilisation which has been calculated and published via DSFRS finance department) per appliance this will give an opportunity cost saving of $2640 \times £303.45^{(2)} = £0.801m$. Closer examination of the data revealed that not all incidents had 2 appliances attend (stood down or confirmed not required etc.), so if the figure is rounded to 2500, a total figure of £0.758m is a more realistic reflection.

4. **CONCLUSIONS**

- 4.1 Incidents that are unwanted have a major impact on the Service and cause concern for the following reasons:
- Impact our ability to respond to real emergencies;
 - Increase the risk of vehicle accidents;
 - Increase our carbon footprint

- Reduce the time available for community safety and risk reduction activities;
- Impact on training for operational officers;
- Cost associated per appliance for each incident attended;
- They adversely impact upon the employers/businesses who release staff as on-call fire-fighters for operational duties.

4.2 This policy is underpinned by the requirement for owner/occupiers to maintain robust arrangements for releasing persons stuck in lifts in non-emergency situations using appropriately trained and qualified lift technicians.

4.3 The Committee is asked to endorse the approach taken and to note this report.

TREVOR STRATFORD
Director of Operations