DEVON & SOMERSET FIRE & RESCUE AUTHORITY

S.J. Sharman
CLERK TO THE AUTHORITY

To: **The Chair and Members of the Community Safety Committee**

(see below)

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COMMUNITY SAFETY COMMITTEE
(Devon & Somerset Fire & Rescue Authority)

Friday, 26th April, 2024

A meeting of the Community Safety Committee will be held on the above date, **commencing at 10.00 am in Committee Room A, Somerset House, Devon & Somerset Fire & Rescue Service Headquarters** to consider the following matters.

S.J. Sharman
Clerk to the Authority

A G E N D A

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

1   Apologies

2   Minutes (Pages 1 - 4)

of the previous meeting held on 31 January 2024 attached.

3   Items Requiring Urgent Attention

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

PART 1 - OPEN COMMITTEE

4   Strategic Priority 1 and 2 Performance Measures: Quarter 4 - 2023-24 (Pages 5 - 24)

Report of the Director of Service Delivery (CSC/24/4) attached.

5   Home Fire Safety Visits - Backlog (Pages 25 - 30)

Report of the Director of Service Delivery (CSC/24/5) attached.

6   Charging for response to Unwanted Fire Signals (Pages 31 - 34)

Report of the Director of Service Delivery (CSC/24/6) attached.

7   Service Response to the Serious Violence Duty (Pages 35 - 38)

Report of the Director of Service Delivery (CSC/24/7) attached.

8   Community Safety Campaigns 2024-25 (Pages 39 - 46)

Report of the Director of Service Delivery (CSC/24/8) attached.

9   His Majesty's Inspectorate of Constabulary & Fire & Rescue Services (HMICFRS) Areas for Improvement Action Plan Update (Pages 47 - 50)

Report of the Chief Fire Officer (CSC/24/9) attached.

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:-

Councillors Hendy (Chair), Best, Brazil, Chesterton (Vice-Chair), Kerley, Patel and Radford

	NOTES
1.	**Access to Information** 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.
2.	**Reporting of Meetings** 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 Chair - 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 Chair or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.
3.	**Declarations of Interests at meetings (Authority Members only)** If you are present at a meeting and you are aware that you have either a disclosable pecuniary interest, personal interest or non-registerable interest in any matter being considered or to be considered at the meeting then, unless you have a current and relevant dispensation in relation to the matter, you must: (i) disclose at that meeting, by no later than commencement of consideration of the item in which you have the interest or, if later, the time at which the interest becomes apparent to you, the existence of and – for anything other than a "sensitive" interest – the nature of that interest; and then (ii) withdraw from the room or chamber during consideration of the item in which you have the relevant interest. 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 an interest of a sensitive nature. You must still follow (i) and (ii) above. Where a dispensation has been granted to you either by the Authority or its Monitoring Officer in relation to any relevant interest, then you must act in accordance with any terms and conditions associated with that dispensation. Where you declare at a meeting a disclosable pecuniary or personal interest that you have not previously included in your Register of Interests then you must, within 28 days of the date of the meeting at which the declaration was made, ensure that your Register is updated to include details of the interest so declared.

	NOTES (Continued)
4.	**Part 2 Reports** 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.
5.	**Substitute Members (Committee Meetings only)** Members are reminded that, in accordance with Standing Orders, 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.
6.	**Other Attendance at Committees)** Any Authority Member wishing to attend, in accordance with Standing Orders, a meeting of a Committee of which they are not a Member should contact the Democratic Services Officer (see "please ask for" on the front page of this agenda) in advance of the meeting.

COMMUNITY SAFETY COMMITTEE
(Devon & Somerset Fire & Rescue Authority)

31 January 2024

Present:

Councillors Hendy (Chair), Chesterton (Vice-Chair), Brazil, Coles (vice Kerley) and Power.

Apologies:

Councillors Kerley and Patel

In attendance (via Teams):

Councillors Biederman and Clayton

*   **CSC/23/10   Minutes**

RESOLVED that the Minutes of the meeting held on 10 November 2023 be signed as a correct record.

*   **CSC/23/11   Strategic Priority 1 and 2 Performance Measures: Quarter 3 - 2023-24**

The Committee considered a report of the Director of Service Delivery (CSC/24/1) to which was appended a performance monitoring report for the third quarter of the current (2023-24) financial year against those Key Performance Indicators (KPIs) falling within the remit of this Committee for scrutiny purposes and aligned to Authority-approved Strategic Priorities 1 and 2.

In summary, the KPI performance was:

	Succeeding (i.e. achieving target)	Near target (i.e. less than 10% away from achieving target)	Needs Improvement (i.e. at least 10% away from achieving target)
Priority 1	10	5	4
Priority 2	6	7	1

The five KPIs with a status of "needs improvement" were:

- KPI 1.1.2.2 - Fire-related deaths in dwellings;

- KPI 1.1.9.2 - Fire-related deaths in other locations;

- KPI 1.2.4.1 - Fire safety checks completed;

- KPI 1.2.5.4 - Non-domestic false alarms due to apparatus; and

- KPI 2.1.4.2 - Level 4 operational risk sites in date for revalidation.

The report provided a detailed exception report for the five KPIs requiring improvement, explaining the reasons for the exceptions and measures to remediate the performance.

In terms of the exception report on the number of fire safety checks completed, the Director of Service Delivery advised that better monitoring system were in place now to improve the efficiency of wholetime crews which should impact on the delivery of home fire safety checks. The Committee asked if non achievement of this target was a one-off position which the Director of Service Delivery confirmed. He added that this was an ambiguous target, however, and the Service may wish to revisit this in future.

In respect of the target on non-domestic alarms due to apparatus, the Director of Service Delivery advised that this pattern was being seen nationally. The Clerk added that a full review of the response to was underway on this matter in line with the projects identified under the Medium-Term Financial Plan to make savings and further report would come forward to the Committee in due course. The Committee drew attention to the need to ensure that the true costs of all responses to automatic fire alarm activations were recovered without increasing the risk and impact on the community. A report would be submitted to the Committee on this matter in due course as per the discussion at the previous meeting (Minute CSC/23/8 refers).

It was noted that performance on Level 4 operational risk sites in date had improved since publication of this report and was no longer in exception.

*   **CSC/23/12**   <u>**His Majesty's Inspectorate of Constabulary & Fire & Rescue Services (HMICFRS) Areas for Improvement Action Plan Update**</u>

The Committee received for information a report of the Chief Fire Officer (CSC/24/2) on progress against action plans to address Areas for Improvement within the remit of this Committee and stemming from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) 2022 inspection report of the Devon & Somerset Fire & Rescue Service (the Service).

Action plans had been developed to address the following two Areas for Improvement which were specifically related to the remit of this Committee:

- HMI-1.2-202203 - The Service should evaluate its prevention activity so it understands what works; and
- HMI-1.2-202204 - Safeguarding training should be provided to all staff.

It was noted that delivery of the Areas for Improvement action plan was on track now with Safeguarding training in progress. There were outstanding actions to mitigate the quality assurance process, however, which had impacted the timescale for completion slightly.

* **CSC/23/13**   <u>**Changes to Fire Protection Legislation**</u>

The Committee received for information a report of the Director of Service Delivery (CSC/24/3) setting out details of recent changes in fire safety legislation.

The main changes included:

- Fire Safety Act 2021 - Changes to clarify that, in buildings with two or more sets of domestic premises, the Regulatory Reform (Fire Safety) Order 2005 applied;

- The Fire Safety (England) Regulations 2022 (which came into force on 23 January 2023) - to change the definition of a high rise residential building to at least 18m above ground level with at least seven storeys; and

- The Building Safety Act 2022 (which came into force on 1 October 2023) which provided greater accountability and responsibility for fire and structural safety issues throughout the lifetime of a building with a stricter regulatory regime for high rise buildings (at least 18m above ground).

The Committee noted that these pieces of legislation had arisen primarily as a result of the Grenfell tragedy but represented a very positive way forward for fire safety in future.

*DENOTES DELEGATED MATTER WITH POWER TO ACT

The Meeting started at 2.03 pm and finished at 2.51 pm

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REPORT REFERENCE NO.	CSC/24/4
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	26 APRIL 2024
SUBJECT OF REPORT	STRATEGIC PRIORITY 1 AND 2 PERFORMANCE MEASURES: QUARTER 4 – 2023-24
LEAD OFFICER	ASSISTANT CHIEF FIRE OFFICER – SERVICE DELIVERY
RECOMMENDATIONS	*(a).* ***That the Committee requests reports on areas of performance in relation to agreed strategic objectives; and*** *(b).* ***That, subject to (a) above, the report be noted***
EXECUTIVE SUMMARY	Appendix A of this report presents the Quarter 4 of 2023-24 Key Performance Indicator (KPI) report for Strategic Priorities 1 and 2. Unless otherwise stated, the performance status of our KPIs is based on the following criteria: **Succeeding:** the KPI is achieving its target. **Near target:** the KPI is less than 10% away from achieving its target. **Needs improvement:** the KPI is at least 10% away from achieving its target. **Performance overview: top level** Table 1: performance status overview 2023/24 - Quarter 4 {TABLE1} The KPIs with a status of "needs improvement" are: • KPI 1.2.4.1 Fire safety checks completed • KPI 1.2.5.4 Non-domestic false alarms due to apparatus All have been subject to review, with exception reports included as appropriate. Where required, action plans have been developed to bring performance back on track.
RESOURCE IMPLICATIONS	Existing budget and staffing is sufficient to deliver the required improvements

Table 1 (referenced as {TABLE1} above):

	Succeeding	Near target	Needs improvement
Priority 1	13 (+3)	4 (-1)	2 (-2)
Priority 2	6 (-)	8 (+1)	0 (-1)

EQUALITY RISKS AND BENEFITS ANALYSIS	N/A
APPENDICES	A. Community Safety Committee 2023-24 quarter four performance report
BACKGROUND PAPERS	DSFRA/21/9 Strategic Policy Objectives 2021-22

Community Safety Committee Performance Report

April 2023 to March 2024 Performance

This report summarises performance of the Devon and Somerset Fire and Rescue Service corporate key performance indicators (KPIs) for corporate priorities one and two.

Where a KPI is assessed as requiring improvement, an exception report is provided. These provide additional information relating to the indicator and details of any actions that have been put in place to improve performance.

Alice Murray, Strategic Analyst

09/04/2024

Contents

Introduction

To make sure that we are delivering the best possible service to the communities of Devon and Somerset and its visitors, we need to regularly monitor our performance.

Our Key Performance Indicators are aligned to our **corporate objectives** and support us to deliver our **strategic priorities**. This report focuses on priority one and two:

 Priority one: our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.

 Priority two: our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan.

Our assessment method varies based on the type and nature of the data that a KPI uses.

If a KPI has a status of "requires improvement", an exception report will be provided which will contain further analysis and identify whether any action needs to be taken to drive improvement. Updates on progress against actions will be provided in future reports until they are closed.

KPIs that are "near target" will be monitored by the lead manager to assess whether performance is likely to improve and where appropriate implement tactical changes to influence the direction of travel. No further information will be provided within this report.

Performance summary

Table 1: performance status overview 2023/24 Q4 with change from previous report

	Succeeding (✔)	Near target (•)	Requires improvement (✗)
Priority 1	13 (+3)	4 (-1)	2 (-2)
Priority 2	6 (-)	8 (+1)	0 (-1)

KPIs requiring improvement		Exception report
1.2.4.1.	Number of fire safety checks completed	Page 9
1.2.5.	Rate of false alarms due to apparatus in non-domestic premises	Page 11

Priority one performance

Our targeted prevention and protection activities will reduce the risks in our communities, improving health, safety and wellbeing and supporting the local economy.

Objective one: we will work with partners to target our prevention activities where they have the greatest impact on the safety and wellbeing of our communities.

Key:	✓ Succeeding	• Near target	✗ Requires improvement

Table 2: KPIs requiring improvement - priority one, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 3: KPIs near target – priority one, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.1.14.2	Rate of people killed or seriously injured in road traffic collisions per 100,000 population	25.21	25.19	0.1%	Lower is better
1.1.9.2	Number of other fire fatalities in reporting quarter	0	0	NA	Lower is better
	Number of other fire fatalities in last 12 months vs five-year average	2	1	100.0%	Lower is better
	Other fires fatality performance status	Near target: no deaths in reporting quarter however 12-month figure is above average			

Table 4: KPIs succeeding - priority one, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.1.1.2	Rate of dwelling fires attended per 100,000 population	49.20	51.46	-4.4%	Lower is better
1.1.2.2	Number of dwelling fire fatalities in reporting quarter	0	0	NA	Lower is better
	Number of dwelling fire fatalities in last 12 months vs five-year average	2	6	-66.7%	Lower is better
	Dwelling fires fatality performance status	Succeeding: both reporting quarter and 12-month performance on target			
1.1.3.2	Rate of dwelling fire hospitalisations per 100,000 population	4.09	4.19	-2.4%	Lower is better
1.1.4.1	Number of home fire safety visits completed	18,886	18,000	4.9%	Higher is better
1.1.6.1	Percentage of targeted home safety visits meeting two or more risk criteria	62.8%	60.0%	2.8%	Higher is better
1.1.8.2	Rate of other primary fires per 100,000 population (excludes dwellings and non-domestic premises)	42.87	46.03	-6.9%	Lower is better
1.1.10.2	Rate of other primary fire hospitalisations per 100,000 population (excludes dwellings and non-domestic premises)	0.43	0.52	-18.6%	Lower is better
1.1.11.2	Rate of secondary fires per 100,000 population	88.75	90.62	-2.1%	Lower is better
1.1.12.2	Rate of deliberate fires per 100,000 population	71.50	80.29	-10.9%	Lower is better
1.1.13.2	Rate of road traffic collisions per 100,000 population	43.72	44.72	-2.2%	Lower is better

Objective two: we will protect people in the built environment through a proportionate, risk-based approach to the regulation of fire safety legislation.

Key:	✓ Succeeding	• Near target	✗ Requires improvement

Table 9: KPIs requiring improvement – priority one, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.4.1	Number of fire safety checks completed	2,591	3,000	-13.6%	Higher is better
1.2.5.4	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	283.38	246.03	15.2%	Lower is better

Table 10: KPIs near target – priority one, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.1.2	Rate of non-domestic premises fires per 10,000 rateable premises (hereditaments)	58.43	56.97	2.6%	Lower is better
1.2.6.1	Percentage of statutory consultations completed to required timescales	98.8%	100.0%	-1.2%	Higher is better

Table 11: KPIs succeeding – priority one, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.2.2	Number of non-domestic fire fatalities in reporting quarter	0	0	NA	Lower is better
	Number of non-domestic fire fatalities in last 12 months vs five-year average	1	1	0.0%	Lower is better
	Non-domestic fires fatality performance status	Succeeding: both reporting quarter and 12-month performance on target			
1.2.3.2	Rate of non-domestic premises fire hospitalisations per 10,000 rateable premises (hereditaments)	1.01	1.12	-10.1%	Lower is better
1.2.4.2	Number of fire safety audits completed (short and full)	648	425	52.5%	Higher is better

Exception report: KPI 1.2.4.1. number of fire safety checks completed

This KPI reports on the number of Fire Safety Checks (FSC) completed. FSCs provide a basic assessment of compliance with fire safety regulations in business premises and are primarily delivered by wholetime crews. If significant issues are identified, an FSC may be escalated to a full fire safety audit (FSA) which is delivered by specialist Fire Safety Officers.

Analysis

The KPI remains in exception due to the number of FSCs completed being more than 10% below target.

Table 12: KPI 1.2.4.1. number of fire safety checks completed, 2023/24 Q4 performance.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.4.1	Number of fire safety checks completed	2,591	3,000	-13.6%	Higher is better

Table 13: performance status – cumulative count of fire safety checks completed against target by month.
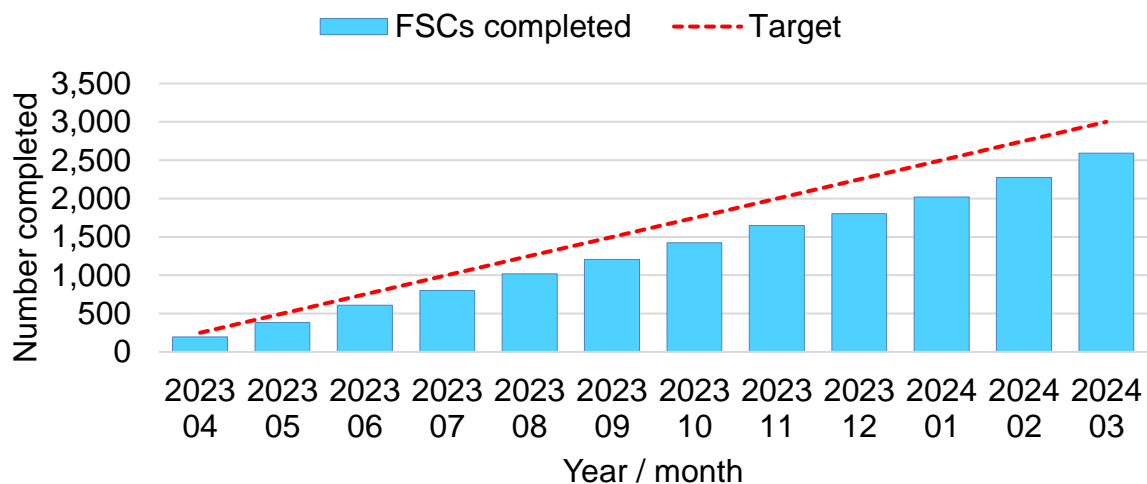
While the indicator remains in exception, the deficit has reduced from 17.3% (as at 31 December 2023) to 13.6% (as at 31 March 2024).

During the 2022/23 financial year, delivery of fire safety checks was supplemented by non-station-based personnel (trainee Fire Safety Inspection Officers). As these personnel have become competent to deliver more complex activity, their time has been utilised to deliver FSAs rather than FSCs.

Delivery of FSCs undertaken by watches is also below target levels. A number of process issues have been identified and steps are being taken to address these.

- Tablet devices provided to record FSC activity are not always being used, with some watches recording information on paper forms and then entering data when back at station. This increases the time taken for the activity and reduces productivity.
- Lists of properties to visit have not been consistently provided to stations.
- Self-generation of visits by watches has not been as successful as anticipated.

Table 14: 1.2.4.1. number of fire safety checks completed, 2023/24 Q4 actions

Action Reference	Action description	Lead officer
2324.Q3.1.2.4.1.A	Continue to communicate to watches to ensure self-generation process is fully embedded.	Area Manager Prevention and Protection
2324.Q3.1.2.4.1.B	Provide additional training to crews on how to operate and maintain tablet devices to ensure that they are working efficiently.	Area Manager Prevention and Protection
2324.Q3.1.2.4.1.C	Ensure processes are in place within admin teams to continue provision of lists of premises in line with the Risk Based Inspection Programme.	Area Manager Prevention and Protection
2324.Q3.1.2.4.1.D	Review delivery requirements for the 2024/25 year to determine appropriate targets for the new financial year.	Area Manager Prevention and Protection

Exception report: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises

This KPI reports on the number of false alarms due to fire or smoke detections apparatus in non-domestic premises located within the Devon and Somerset Fire and Rescue Service area. False alarms can occur for a number of reasons but are most commonly related to system faults, dust or insects entering the equipment or human error.

Analysis

The KPI is in exception due to the rate of incidents being more than 10% above target.

Table 15: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises, 2023/24 Q4 performance

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
1.2.5	Rate of non-domestic false alarms per 10,000 rateable premises (hereditaments)	283.38	246.03	15.2%	Lower is better

There has been an upward trend in number of false alarms in non-domestic premises over the past five-years, with the KPI being in exception since August 2023.

Table 16: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises, 2023/24, 12-month average of rolling five-year period.
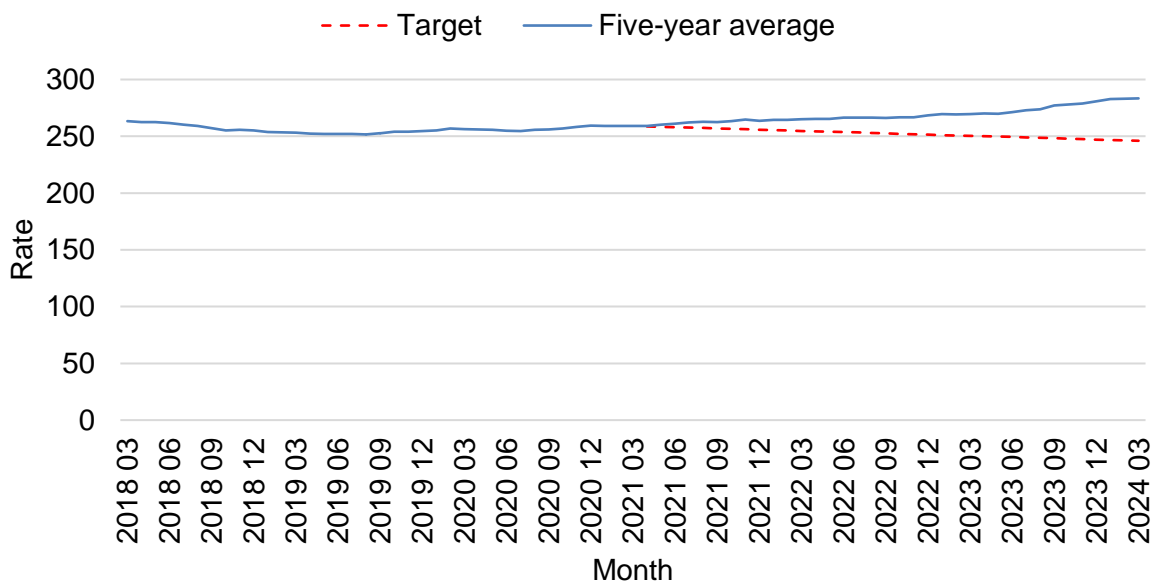
While the duration of these incidents is generally short, there is still a cost implication to the service, particularly where on-call resources are utilised. Additionally, wholetime crews can be drawn away from delivery of essential community safety activities and attendance at genuine emergencies.

The increase is most evident during the past three years; however, it is likely that the COVID-19 pandemic influenced a decrease in the number of incidents during the first lockdown (26th March 2020 to 15th June 2020 - the date at which non-essential shops were allowed to reopen).

Table 17 shows the annual number and rate of false alarm incidents that were attended for years ending March. There has been an 20% increase in incidents between March 2020 and March 2024.

Table 17: Number and rate of false alarms due to apparatus in non-domestic premises by year-ending March
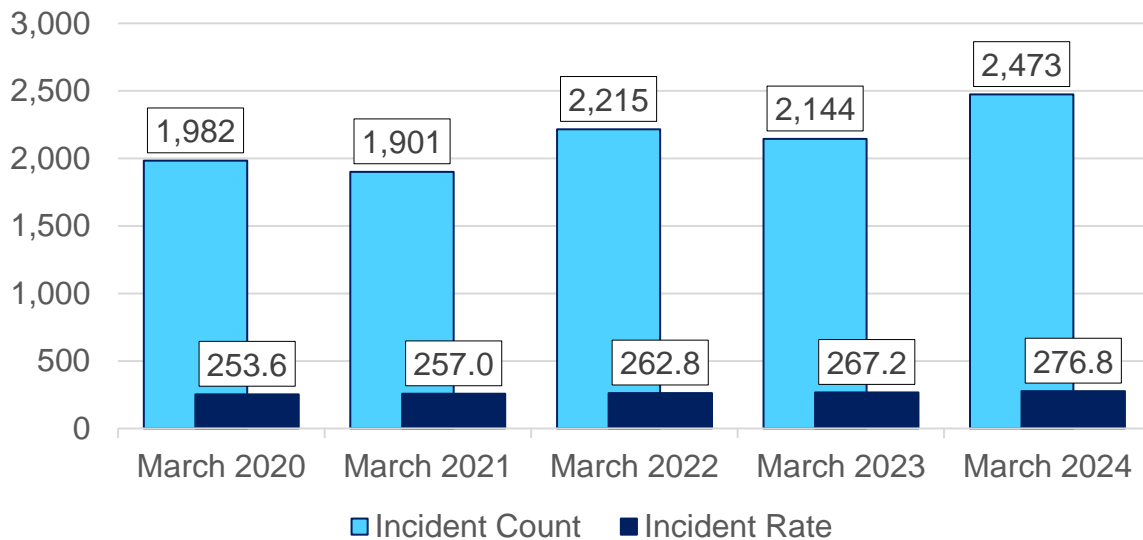
The cause of the increase is being investigated. Earlier in the year, it was identified that processes that were in place to engage with premises that had repeat false alarms had not been followed. This was partially due to a breakdown in the provision of data to support the identification of these premises.

While this may have had some impact, it is likely that there are other factors at play. Nationally, when considering all false alarms due to apparatus, the pattern has been similar to that of DSFRS. This supports the notion that failure to follow policy is not the sole cause of the increase.

Actions

Work is being undertaken to review our approach to repeat actuations with a focus on educating responsible parties. Where appropriate, the Service may charge for

attendance at premises that have repeat false alarms. Data provision to support call reduction work has been improved which will support more effective engagement.

Work to review our attendance policy with a view to extending the non-attendance periods at non-residential premises is continuing.

Table 18: KPI 1.2.5. Rate of false alarms due to apparatus in non-domestic premises, 2023/24 Q3 actions

Action Reference	Action description	Lead officer
2324.Q4.1.2.5.A	Complete review of AFA attendance policy	Area Manager Prevention and Protection
2324.Q4.1.2.5.B	Complete review of process for premises having repeat false alarms due to apparatus	Area Manager Prevention and Protection

Priority two performance

Our operational resources will provide an effective emergency response to meet the local and national risks identified in our Community Risk Management Plan.

Objective one: we will maintain accurate, timely and relevant risk information, enabling our operational crews to understand and be prepared to respond to the demand and risks present in their local communities.

Key:	✓ Succeeding	• Near target	✗ Requires improvement

Table 19: KPIs requiring improvement – priority two, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 20: KPIs near target – priority two, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.1.4.1	Percentage of operational risk information in date - level 3 SSRI	91.7%	94.0%	-2.3%	Higher is better
2.1.4.2	Percentage of operational risk information in date - level 4 tactical plans	89.2%	98.0%	-8.8%	Higher is better

Table 21: KPIs succeeding – priority two, objective one.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.1.1.1	Number of local exercises completed	121	36	236.1%	Higher is better
2.1.1.2	Number of cross-border exercises completed	22	12	83.3%	Higher is better
2.1.1.3	Number of national exercises completed	12	1	1100.0%	Higher is better

Objective two: We will monitor changes in risk to ensure that our resources are most available in the locations necessary to mitigate them.

Key:	✓ Succeeding	• Near target	✗ Requires improvement

Table 22: KPIs requiring improvement – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 23: KPIs near target – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.2.3.1	Percentage of dwelling fires attended within 10 minutes of call answer	67.5%	75.0%	-7.5%	Higher is better
2.2.3.2	Percentage of road traffic collisions attended within 15 minutes of call answer	72.8%	75.0%	-2.2%	Higher is better

Table 24: KPIs succeeding – priority two, objective two.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as succeeding.					

Objective four: we will support the effective delivery of our frontline services by seeking improvements to our operational resourcing, mobilising and communications functions.

Key:	✓ Succeeding	• Near target	✗ Requires improvement

Table 25: KPIs requiring improvement – priority two, objective four.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
Currently, no KPIs assessed as requiring improvement.					

Table 26: KPIs near target – priority two, objective four.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.4.1.1	Risk prioritised pump availability (percentage)	96.2%	98.0%	-1.8%	Higher is better
2.4.1.2	Standard pump availability (percentage)	77.9%	85.0%	-7.1%	Higher is better
2.4.3.1	Percentage of calls handled within target time (call answer to resource mobilisation)	87.0%	90.0%	-3.0%	Lower is better
2.4.3.3	Average turnout time for emergency incidents - on-call duty system (median)	316	300	5.3%	Lower is better

Table 27: KPIs succeeding – priority two, objective four.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.4.3.2	Average turnout time for emergency incidents - wholetime duty system (median)	84	90	-6.7%	Lower is better

Objective eight: we will be prepared to respond to major incidents and support partner agencies.

Table 28: KPIs requiring improvement – priority two, objective eight.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently require improvement.					

Table 29: KPIs near target – priority two, objective eight.

KPI	Period	Actual	Target	% Diff.	Aim
No KPIs currently near target.					

Table 30: KPIs succeeding – priority two, objective eight.

KPI Ref	KPI Description	Current	Target	% Diff.	Aim
2.8.1.1	Availability of national resilience assets (percentage)	100.0%	100.0%	0.0%	Higher is better
2.8.1.2	National resilience competencies in date	100.0%	100.0%	0.0%	Higher is better

Appendix A: glossary

Most terms and definitions can be found within the Home Office Fire Statistics Definitions document: https://www.gov.uk/government/publications/fire-statistics-guidance/fire-statistics-definitions

Some other terms are listed below:

Operational risk information: this information is focused on location specific risks posed to firefighters.

Site specific risk information (SSRI): this information is captured for locations that are particularly complex and pose greater levels of risk to our fire-fighters. Visits are made to these locations, hazards identified and plans made on how to respond if an incident occurs.

Risk prioritised pump: there are 33 priority fire engines in areas that present higher levels risk or demand which are essential to enabling us to effectively manage risk levels. There is an expectation that each of these appliances will be available to respond a minimum of 98% of the time.

Standard pump: there are 89 fire engines located in areas of lower risk or lesser demand, but which are still key to ensuring that we are keeping our communities safe. These are all crewed by on-call or volunteer firefighters and there is an expectation that each fire engine will be available at least 85% of the time.

Home fire safety visits: these are visits that are carried out at people's homes by our home safety technicians and wholetime firefighters.

Fire safety checks: FSCs are delivered by our operational crews and provide a basic assessment of fire safety standards within businesses. Where potential issues are identified premises will be referred for a fire safety audit that is conducted by one of our professional fire safety officers.

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REPORT REFERENCE NO.	CSC/24/5
MEETING	**COMMUNITY SAFETY COMMITTEE**
DATE OF MEETING	**26 APRIL 2024**
SUBJECT OF REPORT	**HOME FIRE SAFETY VISITs - BACKLOG**
LEAD OFFICER	**ACFO Gerald Taylor, Director of Service delivery**
RECOMMENDATIONS	***That the report be noted.***
EXECUTIVE SUMMARY	This report explains actions being taken to address the current backlog of home fire safety visits, including a temporary pause of incoming referrals and additional resources to help mitigate risk until a new IT solution is in place.
RESOURCE IMPLICATIONS	As referred to in paragraph 6.3 of this report.
BACKGROUND PAPERS	None.

1. INTRODUCTION

1.1. The Devon & Somerset Fire & Rescue Service ("the Service") prevention activity is designed to help mitigate risk to communities and to operational crews by reducing the number of emergency incidents and the severity of these incidents through various interventions.

1.2. One such intervention is the Home Fire Safety Visit programme (HFSV). This is where the Service is invited into people's homes to help identify fire risk and educate the occupant on actions they can take to reduce the risk of a fire or actions to take if a fire occurs. The Service also supply equipment such as smoke detection.

1.3. Performance against the HFSV Programme is measured through a key Performance Indicator and, where a KPI has a target of "requiring improvement", this triggers an exception report that provides an analysis of what further action might be required to address any issues identified.

1.4. Performance as of Quarter 3 of the 2023-24 financial year (to December 2023), against the appropriate KPIs for this area is set out in the table below:

KPI	Period	Actual	Target	% Diff.	Aim
1.1.4. Number of home fire safety visits completed	Annual (√)	15081	13500	11.7%	Higher is better
1.1.6. Percentage of targeted home fire safety visits completed to households with two or more risk factors	Annual (√)	62.4%	60%	4% Diff.	Higher is better

1.5. Whilst performance against the KPI is on target, the Service had a backlog of 7388 cases that required a Home Fire Safety visit. Whilst plans are in place to mitigate against further backlogs happening in future such as issuing of work to Wholetime Crews and the procurement of a new IT system, these will take time to embed and the Service will not see a significant improvement until the latter part of 2024. This should not impact on the target number of visits delivered at the year end, however.

1.6. This paper explains the current actions being undertaken to reduce the backlog and to enable us to mitigate the risk of a further build-up of cases. The paper also provides information on a request for additional resourcing, supported by underspend within the department.

2. FACTORS IMPACTING THE BACKLOG ON HFSV

2.1.   Several challenges during and since the Covid 19 pandemic in 2020 have resulted in a build-up and backlog of Home Fire Safety Visits. These include:

- not being able to undertake visits during Covid 19 pandemic;

- performance issues with Information Technology (IT) systems;

- IT systems that are unable to provide adequate management information and reporting;

- an increase in the number of referrals being received; and

- recruitment challenges and high levels of staff turnover.

2.2.   Each of these areas is addressed in the following sections of this report.

3. COVID 19 PANDEMIC

3.1.   The inability of the Service to gain access to domestic premises in the community for the purpose of conducting Home Fire Safety Visits during the Covid 19 pandemic has already been reported to the Authority and is well documented.

4. IT CONSIDERATIONS

4.1.   Recommendations for changes to the IT system were identified as part of an external review undertaken by DELT in 2022. These recommendations are being progressed currently. The procurement of a new IT system, Civica Community Fire Risk Management Information System (CFRMIS), is currently in progress (planned for delivery in the latter part of 2024) which will help to address the backlog of HFSV and improved functionality to manage risk.

4.2.   CFRMIS is widely used by other Fire and Rescue Services and, whilst the requirements of the Service are yet to be scoped out, early system demonstrations and feedback has shown that reporting information is more readily available and fit for purpose which will enable efficiencies in work output and better prioritisation of cases to be assigned.

4.3.   As it will take time to fully implement, perform user acceptance testing and train staff in the use of CFRMIS, we have agreed to some interim measures to help reduce the current risk of a further backlog of cases building up.

5. REFERRALS

5.1.   The Home Safety and Partnerships team generate home safety referrals within local communities and work with various partner agencies and community groups and initiatives to ensure we will reach the most vulnerable communities to provide support and advice. The team have been trained to exercise professional judgement when assessing and providing home safety advice and booking a home safety visit.

5.2.   In addition to the backlog referred to at paragraph 1.4 above, the team's business as usual activity includes an average of 1200 referrals a month.   Data shows that approximately 75% of our referrals come from Partnership Agencies such as South West Ambulance Trust, the Police, Age Concern, Demetia UK and Housing Associations whilst the remainder come from public self-referral.

5.3.   To help enable the backlog to be tackled and focus resource on the oldest cases contained within, a decision has been made to temporarily 'pause' incoming referrals for a maximum period of six months.

5.4.   This excludes any referrals that come in from blue light services such as the Police, Fire and Ambulance Service, and also excludes any cases where Safeguarding concerns are identified, and these will continue to be supported as usual.

5.5.   The rationale behind the temporary pause was well considered and thought through – we are confident that current resourcing levels can meet our Business as usual activity, but as this means the team working at maximum capacity, it does not allow any time to focus on decreasing our backlog of cases, many of which are old and high risk.

5.6.   The temporary pause on incoming referrals came into effect on Friday 12 January 2024 and an explanation on the rationale of this has been communicated to all referring agencies via a central email communication, and followed up by Partnership Leads in the respective command areas. This communication included a central point of contact should any of our referring Partners wish to speak to us or discuss any cases of concern. This has worked well, and our Partnerships team continue to triage any urgent or concerning cases that may arise.

5.7.   As at December 2023, the number of cases within the backlog was 7388. Approximately 2000 cases were identified as being suitable for a Home Fire Safety Visit from Wholetime Crews, meaning at the time of the temporary pause on Friday 12 January 2024, the number of cases awaiting a Home Fire Safety Visit from a Home Fire Safety Technicians was 5295.

5.8.   As of Monday 18 March 2024, the number of cases awaiting a Home Fire Safety visit is 2935. Whilst the forthcoming month brings further challenges due to further staff turnover, we have recently completed a successful recruitment process and have new colleagues starting with us from mid-April.

6.   <u>CAPACITY ISSUES</u>

6.1.   The Home Safety team is made up of c.25 Full Time Equivalent (FTE) Home Safety Technicians and an administration team of 6 FTE's supported by a Team Lead and a Team Manager. The administration team are primarily responsible for triaging multiple enquiries and queries that come into the team via various channels and responding to telephone calls, emails and booking Home Fire Safety visits.

6.2. An annual target of 18,000 visits has been set and agreed as set out at paragraph 1.4 above. This was calculated on the delivery capacity of Home Safety Technicians and our Wholetime (WT) crews.

6.3. To further support reducing the backlog, the following additional resource has been agreed utilising current department underspend and via an Earmarked Reserve for six months into the 2024/25 financial year to expediate working through the backlog of cases.

1. **Fixed term contracts for six months for Home Safety Technicians**

   An additional 2 x Home Safety Technicians. This will allow further capacity for Home Fire Safety Visits to be conducted.

2. **Additional admin support for six months**

   Addition of 2 x administrative members of staff on a fixed term contract to focus on backlog cases.

3. **£30,000 overtime budget for technicians to potentially increase visits by up to 800.**

6.4. Whilst the Service has been able to recruit initially to the Fixed Term Technician roles, successful colleagues have since obtained permanent roles backfilling vacancies within the Technician team. The Service has unfortunately been unable to recruit to the administrative posts and the appetite for overtime has remained low given the current financial position.

7. <u>CONCLUSION</u>

7.1. Whilst ongoing resourcing provides challenges, the Service has seen a reduction in the backlog of over 2000 cases. The Service is confident that the temporary pause in referrals to all but the most vulnerable individuals identified by key partners will continue to support us in being able to reduce the backlog. Business as usual should be recommenced by the Summer of 2024. The approach to reopening referrals will be on a staggered approach, with partners taking priority subsequently followed by public self-referral, and volumes will be closely monitored to ensure we can meet demand.

7.2. The introduction of a new IT system in late 2024 will further enhance our ability to manage risk and provide a good service to our communities with regards to identifying the most at risk people in the community and providing appropriate interventions.

ACFO GERALD TAYLOR
Director of Service Delivery

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REPORT REFERENCE NO.	CSC/24/6
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	26 APRIL 2024
SUBJECT OF REPORT	CHARGING FOR RESPONSE TO UNWANTED FIRE SIGNALS
LEAD OFFICER	ACFO GERALD TAYLOR, DIRECTOR OF SERVICE DELIVERY
RECOMMENDATIONS	*That this paper is noted*
EXECUTIVE SUMMARY	Devon and Somerset Fire and Rescue Service can recover costs for responding to unwanted fire signals under the Fire and Rescue Services Act 2004 (Section 18c), which was later substantiated by the Department for Communities and Local Government Localism Act 2011 Section 10 (section 10 includes section 18c of the FRS Act 2004). The Service sets a four-stage process ahead of commencing cost recovery action and any charges are readily available to the public as detailed on the Services website.
RESOURCE IMPLICATIONS	As indicated in the paper.
APPENDICES	None.
BACKGROUND PAPERS	Management Guidance Note No.25 Standard Charges DSFRS Policy

1.   INTRODUCTION

1.1   This paper will look at the Service's charging processes for reducing unwanted fire signals ("UWFS") and how the process can be further improved and standardised across the Service.

2.   THE LAW AND SERVICE POLICY

2.1   Unwanted Fire Signal costs can be recovered under the Fire and Rescue Services Act 2004 (Section 18c). This was substantiated by the Department for Communities and Local Government Localism Act 2011 Section 10 (section 10 includes section 18c of the FRS Act 2004).

2.2   Devon and Somerset Fire & Rescue Service ("The Service") Management Guidance Note No. 25 states that once stage four of the guidance has been reached "recovering costs" activity commences. The trigger points are either 2 or more actuations within 4 weeks, or 3 or more actuations within 26 weeks. These are identified through a UWFS monthly report. (The trigger points are discussed more in the next section).

3.   TOTAL UNWANTED FIRE SIGNAL INCIDENTS PER YEAR

Year	Total
2021	4494
2022	4868
2023	5463
2024	1385 *(As of 08 April 2024)*

4.   CHARGING TRIGGERS (POLICY, REPEAT OFFENDERS Etc)

4.1   The Service adopts the following four-stage approach. UWFS become an issue when the following trigger points are met; either two or more actuations within four weeks or three or more actuations within 26 weeks. These are identified through a UWFS monthly report.

4.2   Once a trigger is met, the four stages are as follows:

- (Stage 1) Leaflet left at premises;
- (Stage 2) Letter sent to premises;
- (Stage 3) Officer contacts/meets Responsible Person and advises on cost recovery;
- (Stage 4) Cost recovery commences.

4.3   At Stage 2, a Fire Safety Officer will be allocated to the premises for further liaison.

5. CHARGING OVERVIEW

5.1   The charge per hour is £440.68 (as of April 2024) plus £28 for a major appliance (this is indicated on the Services website under 'Standard Charges') with a £28 admin charge.

How is the above cost figure calculated or arrived at?

5.2   The hourly rate is calculated based upon the total cost of;

- the total salary cost of each firefighter rank including Pension and National Insurance ("NI");
- a proportion of the support department charges (e.g. ICT/HR/Estates);
- the average cost of a vehicle which is set as the Medium Rescue Pump hourly rate.

What does the figure include? (e.g. staff wages, vehicle fuel, vehicle wear and tear)

5.3   Total salary cost (including on costs which is made up of Employers Pension, National Insurance and allowances), vehicle costs (depreciation, maintenance, fuel and insurance). The cost of an appliance also includes all the standard equipment that is carried on it, including the cost of the vehicle itself.

What is the process to change the amount?

5.4   The Finance department updates the figure as part of an annual review, this review includes predictions for pay awards and inflation. This information is not always formally communicated to staff. A review of this process could therefore be undertaken to establish a formal communication to ensure charge updates are shared.

6. MOVING FORWARD

6.1   A communication plan will be implemented to the wider community about Service UWFS Policy charges. Presently, regular communications are maintained with the building owners that are repeat offenders. Reaction is varied, from listening and implementing the positive advice given, to other building owners comfortable for us to attend their premises and subsequently pay the respective charges.

7. FUTURE IMPROVEMENTS

7.1   The existing approach is predominantly driven by Administrative Support within the office, monitoring the CFRMIS ("Community Fire Risk Management Information System") report and implement the various stages of repeat attendances, through working with the allocated officer to each premise. The process is then actioned via the relevant paperwork with the finance department (i.e. invoicing) generating the cost recovery letters and logging a record of cost

recovery totals. This is an approach the Service aims to apply across all commands, to enable this to become a standardised approach.

8. **<u>CHARGES TO DATE</u>**

8.1   The Finance department advised that the total cost recovery for the year 2023-24 was just under £9,500.

ACFO GERALD TAYLOR
DIRECTOR OF SERVICE DELIVERY

REPORT REFERENCE NO.	CSC/24/7
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	26 APRIL 2024
SUBJECT OF REPORT	SERVICE RESPONSE OT THE SERIOUS VIOLENCE DUTY
LEAD OFFICER	ACFO GERALD TAYLOR, DIRECTOR OF SERVICE DELIVERY
RECOMMENDATIONS	*That this paper is noted*
EXECUTIVE SUMMARY	The Police Act (2022) introduced a legal duty on "specified authorities" to collaborate in reducing serious violence crime. Fire and Rescue Services are "specified authorities" for this duty which became law on 31st January 2023.
	This paper explains this legal duty in further detail, and the Service's response thus far both in the Avon and Somerset, and Devon and Cornwall local authority areas.
	The Home Office set out three initial priorities to be considered; reduce knife crime; reduce serious violent crime involving young men; and reduce murder. Both Avon and Somerset and Devon and Cornwall have added reducing violence against women and girls (VAWG) to these priorities.
RESOURCE IMPLICATIONS	As indicated in the paper.
EQUALITY RISKS AND BENEFITS ANALYSIS	An initial assessment has not identified any equality issues emanating from this report.
APPENDICES	None.
BACKGROUND PAPERS	None.

1.   INTRODUCTION

1.1.   The Serious Violence Duty (SV Duty) is a legal requirement (as of 31st January 2023) for partners to collaborate on the Public Health agenda to tackling serious violence (with a focus on Youth Violence).

1.2.   The SV Duty places a duty on police, justice, fire and rescue, health, and local authorities (known as the "specified authorities") to work together to prevent and reduce serious violence. They must work together in a local government area (section 8 of the Police, Crime, Sentencing and Police Act 2022 ("the 2022 Act") and may collaborate more widely (i.e. across local government areas, section 9 of the 2022 Act).

1.3.   Relevant authorities (educational, prison and youth custody authorities), who are not legally bound to this agenda, should be consulted by specified authorities in their preparation of a serious violence strategy, and may be required to carry out actions.

1.4.   The Service was consulted separately via the respective Police and Crime Commissioner areas on behalf of all authorities as to the governance structures to enable this duty to be met. The Service's view, based on its experience of working across differing governance structures in Devon and Somerset, was a commitment to ensure whatever governance model was chosen, to ensure that they were effective.

1.5.   There was a requirement to produce a serious violence duty strategic needs assessment and produce a serious violence strategy.

1.6.   The Avon and Somerset, and Devon and Cornwall areas are structured differently. This is not unusual, and as indicated previously, the Service is able to manage collaboratively and successfully with these variations.

1.7.   The Home Office supported the governance consultation process using consultants.

2.   NATIONAL FIRE CHIEF COUNCIL (NFCC) GUIDANCE

2.1   The NFCC has issued guidance to Fire and Rescue Services on the SV Duty. Their guidance explains:-

- *The Duty aligns with existing FRS legislative duties, including the current Fire and Rescue Services Act (2004) and the Duty to Collaborate as contained within The Policing and Crime Act (2017). Enhancing policies, training, data sharing and collaboration will empower FRSs to tackle serious violence while delivering core prevention, protection, and emergency response functions.*

- *FRSs occupy positions of trust in many local communities and are well established to play a vital role within local partnerships to reduce serious violence. The fire sector already does much to support the aims of the Duty.*

- *However, much more can be done, particularly locally, to further this work, whilst fulfilling statutory obligations relating to fire response, prevention and protection responsibilities. Although the Duty places strong essential emphasis on early interventions with young people, FRS will also need to work with at risk adults to deliver the Duty.*

3. THE AVON AND SOMERSET MODEL

3.1 The specified authorities within the Avon and Somerset area chose a structure that built upon Violence Reduction Partnerships (VRPs) that had already been established. However, to give greater oversight, and collaborative strategic governance, a Serious Violence Executive Board was created. This is chaired by the Deputy Police and Crime Commissioner for Avon and Somerset.

3.2 Funding to support the SV Duty has been made available by the Home Office, and part of this has been used to employ a full-time director, through the PCC office, to lead the initiative. The director is Natalie Lavis, who was previously the strategy lead for the Avon and Somerset Local Resilience Forum (LRF).

3.3 It is interesting to note that in addition to the planned Executive Board meetings, an exceptional meeting was held to specifically respond to the recent spate of knife incidents in Bristol.

4. THE DEVON AND CORNWALL MODEL

4.1 The Devon and Cornwall model is, in our case, a Devon model. The chosen mode was to use the established Community Safety Partnership (CSPs) structures with overall governance provided through reporting through the OPCC as the local policing body.

4.2 Local CSPs within the Plymouth, Torbay and Devon local authority areas now have the SV Duty as a key objective. The Home Office funding to support the Duty is shared amongst the CSPs.

5. THE SERVICE'S RESPONSE TO THE SERIOUS VIOLENCE DUTY

5.1 The Service, through previous collaborative initiatives, has already established support to reduce serious violence. A good example of this, with support funding from our Safe Southwest charity, is the provision of anti-arson letter boxes for those at risk of domestic violence.

5.2 The Service has a long-established community youth programme (CYP) which has included school engagement, fire setter support and cadet groups. The Community Safety team are reviewing our CYP work to see how we can embrace the SV Duty further.

5.3 Our Data Analysts have already met with their counterparts to consider how the data we hold can be better used to enhance collaborative intelligence and support SV Duty reduction.

5.4   It is early days in developing our response to SV Duty, but this paper is designed to give reassurance to the Fire Authority that our obligation is being positively met.

ACFO GERALD TAYLOR
Director of Service Delivery

REPORT REFERENCE NO.	CSC/24/8
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	26 APRIL 2024
SUBJECT OF REPORT	COMMUNITY SAFETY CAMPAIGNS
LEAD OFFICER	ACFO GERALD TAYLOR, DIRECTOR OF SERVICE DELIVERY
RECOMMENDATIONS	*That the report be noted.*
EXECUTIVE SUMMARY	This report gives an overview of the Service's approach to communication campaigning and the community safety campaigns that will be running during this year (2024). A more detailed presentation will be given at the Committee on the campaigns being undertaken.
RESOURCE IMPLICATIONS	As indicated in the paper (or something similar).
EQUALITY RISKS AND BENEFITS ANALYSIS	An initial assessment has not identified any equality issues emanating from this report.
APPENDICES	A. Campaign Calendar 2024
BACKGROUND PAPERS	Report

1. INTRODUCTION

1.1. This paper sets out the Service's approach to community safety campaigns. Communication campaign work forms an essential part of our vision to prevent fire and rescue emergencies.

1.2. A campaign is defined as: a planned sequence of communications and interactions that uses a compelling narrative over time to deliver a defined and measurable outcome.

1.3. We aim to influence people's behaviours so that they can take vital steps or make changes that reduce risks. We use data and insight to define risk areas and the audiences most at risk to target communications. This forms the campaign calendar, which is used by our Communications and Engagement and Community Safety teams to focus efforts and resources on key campaign areas throughout the year.

1.4. Approaches to communications campaigns in fire and rescue are covered in both the communication and engagement and prevention fire standards.

2. DEFINING COMMUNICATIONS CAMPAIGNS

2.1 Our approach to defining which communications campaigns to focus upon involves partnership work between the Communications and Engagement, Community Safety, and Strategic Analyst teams.

2.2 Data and intelligence is examined to define main risk areas to focus upon. This includes incident-related data, mapping of seasonal trends, learning from previous campaign, and community feedback.

2.3. We use the Government's OASIS communications framework to plan all campaigns, this covers:

- Objectives – what does the campaign aim to achieve?

- Audience and insight – who are our audiences and what do we know about them? What do we know about the subject?

- Strategy – defining our overall campaign approach – proposition, narrative, channels, who to partner with.

- Implementation – delivery of campaign, tactics to be used, and timeline.

- Scoring/evaluation – monitoring how the campaign has performed against the objectives.

2.4 Alongside our own defined campaigns, we also promote other campaigns where they align with our aims. These include national campaigns ran by the Home Office,

National Fire Chiefs Council, or organisations such as RNLI, HM Coastguard, and The Royal Lifesaving Society, among others.

2.5 We also use awareness days, weeks, and months where the subject aligns with our aims.

2.6 As well as our planned campaigns, we are also live and ready to respond to emerging risks and timely opportunities to use our messaging, such as the lead up to a weather event, a media story, or incidents.

3. OUR CAMPAIGN STRATEGIES

3.1 We predominately employ behaviour change strategies to support our campaign work. Over the past decade, the understanding of human behaviour and how people can be influenced to change their behaviour has advanced considerably and there are numerous models that can support this through either large-scale interventions or everyday communications messaging.

3.2 We use two main behaviour change models:

- COM-B: this is used for larger interventions and stands for Capability, Opportunity, Motivation, and Behaviour. The model is focused on exploring each of those areas to find opportunities to improve the likelihood of someone adopting the behaviour you're encouraging.

- EAST: this stands for Easy, Attractive, Social, Timely and is our main communications campaign behaviour change model. We use this to look at ways of making the behaviour easier for people to adopt, more attractive, show that others are doing the desired behaviour, and look for timely moments for people to do the behaviour so that it's part of a routine or habit.

3.3 We also use partnering and influencing as a strategy. We have built up partnerships with many local organisations, community groups and influences to support our messaging and engagement with audiences. For specific campaigns, we partner with key organisation related to the subject matter, such as the national parks for wildfire prevention or HM Coastguard for water safety. In our audience analysis, we look at who the main demographic is influenced by and attempt to use these influencers to spread our messages. This can be local bloggers or social media personalities, or well-known people within communities.

3.4 We also benefit from having our workforce spread across our geography and well connected and trusted within our communities and make sure our stations are aware of our main campaigns and have assets available to support messaging within their local areas.

3.5 We use multiple channels and methods to target our communities from traditional media and physical marketing materials to use of social media and video-based content.

3.6   Our community safety teams do direct engagement with communities at events, and we are enabling our crews to give community safety advice at events within their local area.

4.   RECENT CAMPAIGNS

4.1   Some examples of recent campaigns will be given in more detail in the presentation. For the purpose of this paper, we'll show an example of our latest campaign

4.2   The *Treasured People* campaign, used behavioural science to encourage people who are in the high-risk category to check that they had working smoke alarms and safety plans in place. We also targeted relatives, friends, and neighbours to check in those people and have conversations themselves. This aimed to improve their safety and reduce unnecessary calls outs from false alarms, which account for 40% of the total incidents we attend.
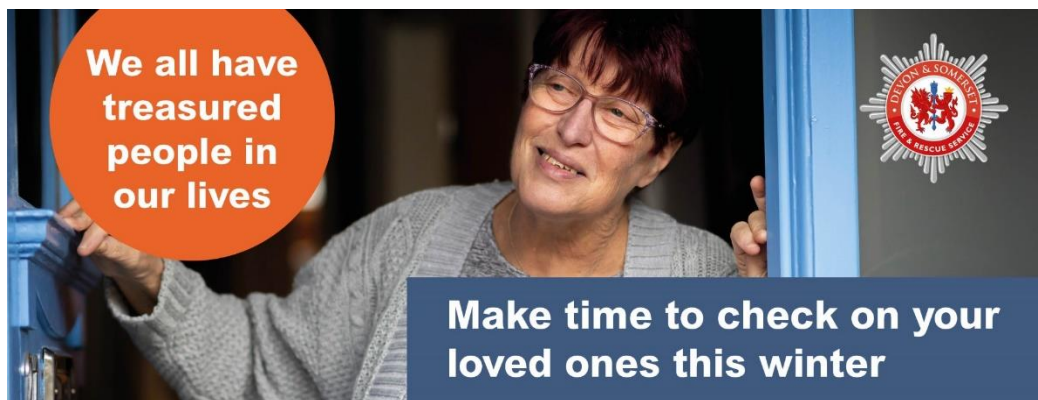
4.3   The key audience for the campaign was people aged over 65 on low-moderate incomes across the two counties. We also targeted our own operational crews to encourage them to check and clean alarms when visiting properties and talk through false alarm activation with residents, as well as our partners responsible for housing schemes and sheltered accommodation.

4.4   The campaign ran throughout the autumn and winter months using a mix of methods, both digitally and offline.

4.5   Community Risk Team and the Home Safety Partnerships Team delivered 17events during the campaign period – directly engaging with more than 600 people.

4.6   We gave out 400 cooking timers vulnerable people during our engagement events as an aid to reduce distraction from cooking which is known to cause false alarms and cooking fires.

4.6   The results showed good engagement with target audiences through social media, drawing people to specific webpages on smoke alarms, kitchen safety and tips of heating safety. Our engagement with audiences through partnerships received

positive feedback and showed improvements in understanding and increased engagement in the subject.

Westward Housing Group · Follow
The visual impact on the customers was amazing and got them all talking. It's a very effective #firesafety campaign and will make everyone very aware of what could happen and how to prevent that. Thanks for a great day! Thanks for launching with Westward customers at Marlborough Court in Bideford. Let's all stay safe this winter 👏

13 w   Like   Reply   5 👍❤️

4.7   Our learning from the campaign is that it helped increase understanding of the issue and the steps that people can take to be safer. The use of data and insight improved the campaign planning, and we now have mechanisms in place to identify false alarm properties and frequent addresses. The feedback from those engaged in the campaign was positive. Sustained effort over time and more targeting of high-risk people and properties will see reductions in incidents and false alarms. Wider Service involvement and use of influencers to amplify campaigns will also improve outcomes.

5.   SAFETY CALENDAR 2024

5.1   The 2024 safety calendar has been produced and is to be published across the organisation. It sets out the campaigns that we'll be focusing on in the coming year.

        The larger campaigns include:

- Get summer safe, which aims to prevent fires in open spaces over the warmer months, safer camping, safe use of water ways and lakes, and encouraging people to take steps to reduce their likelihood of having a vehicle fire or road traffic collision.

- Road safety: we will have a particular focus on road safety in September, targeting the 17-24 age group as they return to college or university.

- Are you winter ready: this will focus on areas of risk in the autumn winter months, such as chimney safety, boiler servicing, how to heat homes safely and safe practices around festivals such as Halloween and bonfire night.

- Electric vehicles/lithium-ion batteries: this is an increasing area of risk for us, and we will be continuing our campaign to encourage safe use, storage and charging of lithium-ion powered devices and batteries in the autumn and winter.

- The full campaign calendar can be found in Appendix A

6.   <u>**CONCLUSION**</u>

6.1   We are continuing to evolve our campaign approach so that we are data driven, targeting areas of risk and those who are most at risk. As our knowledge grows, so will the effectiveness of our campaigns in reducing risks within our communities.

6.2   We have now published our calendar of campaigns for 2024. We are looking for opportunities to amplify these messages across our communities as campaigns are rolled out. We would welcome views and advice from Fire Authority members about how we can support you in promoting these campaigns in your constituent authorities and communities.

ACFO GERALD TAYLOR
Director of Service Delivery

Safety Calendar 2024

DEVON & SOMERSET FIRE & RESCUE SERVICE

Legend

Service campaign →

Extreme weather →
NFCC monthly theme →
Business Safety →

☀ **External event**
🌐 **Online event**
❗ **Safety week**

We have used a data-led approach to identify and prioritise safety campaigns that are most relevant to our Service area. We will also support safety campaigns led by our partner agencies although these are not listed here.

Find out more

To access campaign resources search 'safety campaigns' on the intranet or go to

Departments and Sections > Communications and Engagement > Safety campaign resources

Help us to promote our online Community Conversations events. Visit: **dsfire.gov.uk/ conversations**

January | February | March

Service campaign: Treasured People — 1 Nov 2023 - 31 Jan 2024 — Winter campaign aimed at reducing false alarms in the over 65's

Planning and evaluation (February–March)

Extreme weather: Wet - flooding/driving into flood water

NFCC monthly theme:
- January: Smoke alarm testing
- February: Cooking
- March: Smoke alarm purchasing

Business Safety (March): Swaling comms

January
- Register my appliance week (Dwelling fires - electrical fires) — Mon ❗ [GAS SAFE REGISTER]

February
- Valentine's Day (Dwelling fires - cooking/false alarms) — Wed 14 ❤
- Pancake Day (False alarms/candle safety) — Tues 20

March
- Global Recycling Day (Secondary fires - lithium ion batteries) — Sun 18 ♻
- Community Conversations — Wildfires and outdoor safety — Fri 22 (12 - 1pm) 🌐
- Clocks go forward — Sun 31 🕐

April | May | June

Service campaign: Get summer safe — Dates: 1 April – 31 August Focus: Aim to prevent fires in the open, wildfires (human causes) and reduce common outdoor incidents. This will include: camping safety, disposable BBQs, bin fires and road safety. We will also focus on outdoor water safety.

Extreme weather:
- April: Wet - flooding
- May–June: Wild fires

NFCC monthly theme:
- April: Smoking
- May: Escape routes
- June: Outdoor fire safety

Business Safety (April): South West Expo (Thur 18)

April
- NFCC Be Water Aware (Accidental drowning) — Mon 24 - Sun 30 [BE WATER AWARE — Drowning prevention and water safety #BeWaterAware] ❗

May
- Media launch event for wildfire safety
- Deaf awareness week (Dwelling fires - alarms) — Mon 6 - Sun 12 ❗
- Devon County Show (Partnership working) — Thur 16 - Sat 18 ❗

June
- Bath and West Show (Rural safety) — Thur 30 May - Sat 1 June ☀
- Child safety week (home safety) — Mon 3 - Sun 9 ❗
- Project EDWARD (Road safety) — Fri 10 - Tues 14 ❗
- Carer's week (Dwelling fires) — Mon ❗
- NFCC motorcycle safety week — Mon ❗
- CC/Road safety — Wed 11 (12 - 1pm)
- Drowning prevention week (Accidental drowning) — Tues 18 - Tues 25 ❗
- Glastonbury Festival (secondary fires/camping safety) — Wed 26 - Sun 30 ☀

July | August | September

Service campaign:
- July–August: Get summer safe — Dates: 1 April – 31 August Focus: Aim to prevent fires in the open, wildfires (human causes) and reduce common outdoor incidents. This will include: camping safety, disposable BBQs, bin fires and road safety. We will also focus on outdoor water safety.
- September: Road safety — Dates: 1 Sept - 30 Sept Focus: reducing road traffic accidents in the 17-24 age group (returning to college/uni)

Extreme weather:
- July–August: Hot - water safety
- September: Cold - dwelling fires

NFCC monthly theme:
- July: Cooking
- August: Smoke alarm purchasing
- September: Home fire safety

Business Safety (July): Landlord events
Business Safety (September): Fire door safety

July–August
- (Summer) school holiday period

September
- Community Conversations — Winter safety campaign — Wed 11 (12 - 1pm) 🌐
- Chimney fire safety week (Dwelling fires - chimneys) — Mon ❗
- Recycle week (Dwelling fires/secondary fires - lithium ion battery fires) — Wed 25 - Tues 1 Oct ❗

October | November | December

Service campaign: Are you winter ready? — Dates: 16 October - 31 January Focus: chimney sweeps, boiler servicing, heating homes safely. A seasonal focus on fireworks, bonfire safety, smoke alarms, and safe practices around Halloween.

Extreme weather:
- October: Cold - dwelling fires
- November–December: Ice/snow - road safety

NFCC monthly theme:
- October: Smoke alarm testing
- November: Electrical
- December: Christmas

Business Safety: EV/lithium-ion campaign

October
- National burns awareness day (Dwelling fires - emollients) — Wed 16
- Clocks go back (RTCs/be safe be seen) — Sun 27 🕐
- Halloween (Dwelling fires) — Thurs 31 🎃

November
- Bonfire night (fire safety around sparklers, candles and costumes) — Sun 5
- Community Conversations — Lithium-ion batteries/EV — Fri 8 (12 - 1pm) 🌐
- Electrical fire safety week (Dwelling fires - electrical) — Mon ❗
- National road safety week (RTCs) — Mon 18 - Sun 24

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REPORT REFERENCE NO.	CSC/24/9
MEETING	COMMUNITY SAFETY COMMITTEE
DATE OF MEETING	26 APRIL 2024
SUBJECT OF REPORT	HIS MAJESTY'S INSPECTORATE OF CONSTABULARY & FIRE & RESCUE SERVICES (HMICFRS) AREAS FOR IMPROVEMENT ACTION PLAN UPDATE
LEAD OFFICER	Chief Fire Officer
RECOMMENDATIONS	*That the Committee reviews progress in delivery of the action plan.*
EXECUTIVE SUMMARY	On Wednesday 27th July 2022 HMICFRS published the DSFRS 2022 inspection report. The inspection report identified one Cause of Concern and 14 Areas for Improvement (AFIs). Of these AFIs, three have been linked to the Community Safety Committee. As a result of discussions at Audit and Governance Committee in January 2024, HMI-1.3-202205 (Quality Assurance of Audits and Fire Safety Checks) will now be reported to the Community Safety Committee. The paper appended to this report outlines the progress that has been made against the HMICFRS Areas for Improvement action plan since the last update in January 2024. The key highlights are that: One area for improvement is currently recorded as 'In Progress – Off Track'. This is due to the following factors: - Although evaluation is completed for prevention processes, and decisions are informed by risk data, there is still a requirement to evaluate the effectiveness of prevention activities on delivery of improved community outcomes. (HMI-1.2-202203: Prevention Activity).
RESOURCE IMPLICATIONS	Considered within the Action Plan where appropriate.
EQUALITY RISKS AND BENEFITS ANALYSIS	Considered within the Action Plan where appropriate.
APPENDICES	None.
BACKGROUND PAPERS	None.

1. INTRODUCTION

1.1. On Wednesday 27th July 2022 HMICFRS published the DSFRS 2022 inspection report. The inspection report identified one Cause of Concern and 14 Areas for Improvement (AFIs).

1.2. This report provides an update on the Areas For Improvement action plan that has been produced following the inspection, which concluded in October 2021.

2. AREAS FOR IMPROVEMENT ACTION PLAN COMPLETION STATUS

2.1 As a result of discussions at Audit and Governance Committee in January 2024, HMI-1.3-202205 (Quality Assurance of Audits and Fire Safety Checks) will now be reported to the Community Safety Committee.

2.2 Table 1 lists the Areas For Improvement linked to the Community Safety Committee and their individual implementation status.
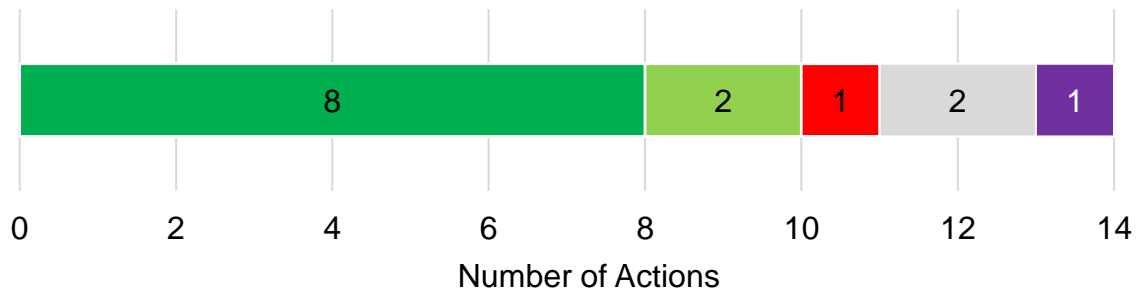
Table 1:

Reference	Description	Target Completion	Status
HMI-1.2-202203	The service should evaluate its prevention activity so it understands what works.	29/02/2024	In Progress (Off Track)
HMI-1.2-202204	Safeguarding training should be provided to all staff.	~~30/04/2024~~ 30/06/2024	In Progress (On Track)
HMI-1.3-202205	The service should make sure it has an effective quality assurance process, so staff carry out audits and fire safety checks to an appropriate standard.	~~30/09/2023~~ ~~30/11/2023~~ 31/08/2024	In Progress – On Track

2.3 Figure 1 below outlines the completion status of all actions designed to address the Areas For Improvement linked to the Community Safety Committee, as outlined above.

2.4 Table 2 below outlines the completion status of these actions in table view.

Table 2: Summary of progress against the individual actions					
Areas For Improvement (Community Safety Committee)					
Not started (on track)	Not started (off track)	In progress (on track)	In progress (off track)	Completed	No Longer Required

Figure 1: Community Safety Committee Action Status - April 2024

2	0	2	1	8	1

∗ Please note that the two actions which have not yet started are the evidence and assurance required once all other actions have been completed.

3. AREAS FOR IMPROVEMENT WHICH ARE 'OFF TRACK'

3.1. Table 3 below outlines the areas for improvement which are currently marked as 'In Progress – Off Track'.

Improvement Area	Status
HMI-1.2-202203 – Prevention Activity	In Progress – Off Track
Factors impacting delivery	
Although evaluation is completed for prevention processes, and decisions are informed by risk data, there is still a requirement to evaluate the effectiveness of prevention activities on delivery of improved community outcomes. A prevention, protection and operational risk strategy is currently in development. A plan will be in place by 31/05/2024 for next steps on undertaking the full evaluation plan of prevention activity linked to the new strategy.	

4. AREAS FOR IMPROVEMENT DEADLINE EXTENSIONS

4.1. There have been no additional deadline extensions since the last report to the committee in January 2024.

GAVIN ELLIS
Chief Fire Officer

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