

## Report of the Assistant Director - Prevention

### Prevention Cause of Concern – Action Plan Update

#### Purpose of report

1. To provide an update on the action plan created to discharge the Cause of Concern issued by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in relation to Prevention Activity.
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#### Recommendation

***It is recommended that progress against the action plan created to discharge the cause of concern in relation to Prevention activity is noted.***

#### Introduction and Background

2. Following their inspection in 2021, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) issued the Service a Cause of Concern via a letter on 29 June 2021 from Wendy Williams (Lead Inspector). This states that –  
  
*'Prevention Activity is not a sufficiently high priority for the Service, and it is not adequately identifying those most at risk from fire.'*
3. The recommendations from the HMICFRS were that the Service should have plans in place for -
  - a) An effective system to define the levels of risk in the community.
  - b) The development and delivery of a prevention strategy that prioritises the people most at risk of fire and ensures that work to reduce risk is proportionate.
  - c) The review of systems and processes for dealing with referrals from partner agencies. This is to make sure they are managed effectively and the backlog of safe and well visits is reduced and resourced in accordance with risk.
4. The Service provided the inspectorate with an action plan setting out how the issues would be addressed. The Assistant Director of Prevention has regular update meetings with the Services' representative from the HMICFRS. The most recent meeting was held on 17 March. The inspectorate has confirmed that they would like to conduct a short revisit to triangulate evidence, talk with relevant people and look at the systems and processes now in place. The proposed dates for this revisit are 27/28 July 2022. A virtual meeting has been

arranged with the HMICFRS lead on 27 April, to discuss the revisit programme in more detail.

5. The Prevention Improvement Panel (PIP), a cross Service panel which was created to support and discharge the action plan, continue to meet on a monthly basis to review progress against the action plan and sign off items of evidence.
6. The Deputy Chief Fire Officer attends the PIP meetings on an ad hoc basis to sign off actions, act as a critical friend, to provide honest feedback on the evidence provided and to identify where there may be gaps with the actions.

### **Action Plan Progress**

7. Work has been progressing in line with the action plan to define and articulate levels of risk in the community and datasets have been reviewed and a summary document has been produced to set out a clear rationale for the areas the Service will be targeting its activities.
8. The Prevention team have been considering alternative ways to target Prevention activities and the NFCC Equality of Access guidance toolkits / documents have been reviewed to assess the most appropriate hard to reach groups to target.
9. Systems and processes for partnership referrals have been reviewed and a plan has been created to enable the Service to work with partners to plan, promote and support Prevention activities across the two counties. To improve access to Services, the NFCC Home Fire Safety Check Online Tool has been adopted, which is available on the Service website for members of the public and partner agencies to access information and make referrals for visits. This went live on the Service website as of 01 April 2022.
10. External and internal communications plans have been developed to share Prevention aims with the public and Service personnel and a training plan has been agreed to ensure that the Service has a competent and professional workforce to deliver Prevention activities, which includes a standard e-learning package on the Person-Centred Framework.
11. The Corporate Communications team have designed a template and logo for all Prevention documents which will be published internally and externally. This template allows for a consistent approach for all Prevention literature and this has now been adopted.
12. The NFCC Person-Centred Framework (PCF) was adopted from the beginning of April 2022 and over the coming year the Prevention team will be focusing on other core areas of the PCF to embed such as –
  - The process for standard data collection (from the Home Fire Safety Visit)
  - The process for obtaining evaluation and feedback following a visit
  - The process for quality assurance of Home Fire Safety Visits
  - A national definition of risk and reviewing of processes to ensure they are regularly reviewed in line with best practice

13. Each wholetime station has nominated a Prevention Station Champion who will be the main point of contact to communicate prevention aims, plans and information to teams at each operational location to embed and sustain a comprehensive prevention service to the local community.
14. To ensure core development and learning is harnessed, the focus will move onto embedding the processes and learning from the Cause of Concern and a toolkit with the newly created documents available on SharePoint.
15. Service personnel continue to be regularly updated on the progress of the action plan and the Service is on target to discharge actions by the specified completion dates.
16. Please see Appendix 1 for a copy of the most up to date action plan.

### Conclusion/Summary

17. This paper presents an update on the action plan to discharge the HMICFRS Cause of Concern in relation to Prevention and identifies the key work streams still to be completed to make the necessary improvements.

### Corporate Considerations

<b>Resource Implications</b> (identify any financial, legal, property or human resources issues)	Additional resources required to provide sustainable prevention services, as per SMB approval. Various departments to be included in this area of work.
<b>Strategic Policy Links</b> (identify how proposals link in with current priorities and policy framework and if they do not, identify any potential implications).	This directly links to the HMICFRS Improvement Plan, the Prevention Strategy and Response Strategy.
<b>Risk Management / Health &amp; Safety</b> (identify any risks, the proposed control measures and risk evaluation scores).	Risk assessments will be undertaken as required should recommendations to alter prevention service delivery be required.  The Prevention Cause of Concern has been added to the Prevention Department Risk Register and has also been escalated to sit on the Strategic Risk Register.
<b>Consultation</b> (identify any public or other consultation that has been carried out on this matter)	Employees and representative bodies will be kept apprised of developments as the action plan is created via JCC.

<b>Equalities</b> (has an Equalities Impact Assessment been completed? If not, why not?)	An impact assessment will be completed as required.
<b>Data Protection Impact Assessment</b> (where personal data is processed a DPIA must be completed to ensure compliant handling)	An impact assessment will be completed as required.

### **Supporting Information**

Appendix 1 – Prevention Cause of Concern Action Plan