

## Partnership Working

### Report of the Chief Fire Officer

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### 1 Purpose of Report

This report provides an overview of the partnership working being undertaken by the Fire Authority and Shropshire Fire and Rescue Service (SFRS or the Service).

### 2 Recommendation

The Fire Authority is asked to note this report.

### 3 Background

Partnership working is a key element in the Service strategy to meet its vision of “Putting Shropshire’s Safety First” this is also reflected in the Fire Service National Framework. The Fire Authority and the Service are actively involved in a number of partnerships, which are risk assessed for liability and reputation by the Service’s Risk Management Group. The Service maintains a partnership register, which is reviewed by the Service Management Team in order to monitor the outcome and productivity of each of the partnerships.

The Service is constantly developing partnerships especially those which support its prevention activities. A particular focus is the methodology to identify and access some of the most vulnerable people in the community. The Safe and Well agenda has allowed the Service to develop its position as a trusted professional partner. This is helping SFRS to develop future partnerships.

#### Duty to collaborate

The Government has introduced a “duty to collaborate” within the Police and Crime Act 2017. This has imposed a statutory duty for the Service to “consider whether entering into a collaboration will be in the interests of efficiency, effectiveness or public safety”, in particular with other emergency services.

The Area Manager Transformation and Collaboration will ensure that Partnerships are scrutinised for Fire Alliance compatibility. This will ensure opportunities are not missed and best practice shared, especially across SFRS and Hereford and Worcester Fire and Rescue Service (HWFRS).

This report primarily focusses on the partnerships that help the Service to meet its community fire safety aims and objectives

## **4 Prevention Partnerships**

Supporting the health and wellbeing agenda to drive down demand is a significant topic of discussion in the public sector. Many emerging partnerships are based on the common ground that community fire safety and health occupy. Running parallel with health and wellbeing is the SFRS quest for better access to vulnerability and risk intelligence.

### **Telford & Wrekin Council**

In 2014 the Service embarked on a new partnership project by embedding a supervisory officer within Telford & Wrekin Council. The purpose of the partnership was to produce a data-sharing protocol to enable the passing of data sets held by the Council to the Service. Much work has since been undertaken by both organisations to ensure that previous and future protocols meets the requirements of the new General Data Protection Regulation (GDPR).

This agreement has been further developed with Adult Social Care and now means that when a care package is reviewed (annual) the client is given the option of a receiving a Safe and Well visit. Well over 100 of such referrals have been received this year.

This Council protocol has also been used as a template to create and service other partnerships with organisations, such as Bluebird Care Ltd, with the assurance that the agreements comply with legislation and essentially provide a robust number of referrals to the Service.

### **Make Every Contact Count**

The adoption of the NHS principle; “Make Every Contact Count” (MECC), which is a scheme aimed at maximising the opportunity to improve a person’s health and wellbeing whenever they engage with any Public Service, has been a hugely positive step.

Public Health carried out and funded MECC training for over 140 firefighters across Shrewsbury, Telford, Wellington, Newport and Tweedale. This has been an essential step in the migration from Home Fire Risk Visits to “Safe and Well” checks.

A new hoarding E-Learning package has been developed via MECC and is due to be implemented in June 2018. This work will be shared with HWFRS.

## **Family Nurse Partnership**

The Family Nurse Partnership (FNP) is an American concept, adopted by the NHS, aimed at young teenage mothers to provide support and education in the early years. This partnership provides access to vulnerability in younger age groups. This is especially relevant for Telford and is identified in the Accidental Dwelling Fire Strategy. This partnership will be progressed in 2018.

## **NHS General Practitioners**

“Exeter” \* data consists of the names, gender, date of birth and address of those individuals who are over the age of 65 within the community. The Service has been working with partners in the Health Service to use this data to identify the most vulnerable adults in the over 65s group. As of July 2018 all Retained Duty System (RDS) Safe and Well visits will be carried out exclusively by Lone Workers.

\* The Exeter system is a database of all patients registered with an NHS General Practitioner in England and Wales. It is used by all health authorities in the two countries and is one of the largest population databases in operation in the UK.

## **Children’s Services**

The Service supports young volunteers during the busy Crucial Crew weeks in the summer months. The project has resulted in a number of young people receiving valuable opportunities to re-engage and participate in team activities. Following engagement in previous years, individuals have gone on to secure employment or back into education. Young people are currently being recruited to support the 2018 Crucial Crew.

## **British Red Cross, Home from Hospital Service, Telford and Shrewsbury**

The Red Cross will complete a fire risk assessment on each client within Shropshire/Telford & Wrekin that use the 'Home from Hospital' service. Referrals are then made to SFRS. The Red Cross co-ordinators also complete a SFRS checklist for new service users.

## **Oswestry Care and Supreme Homecare Partnerships**

Oswestry Care are a private care agency which SFRS have agreed to train, and deliver refresher training to, the carers that work in to the community. This gives them the knowledge of identifiable fire risk within their client's homes and an avenue of referral. Oswestry Care also fill in the SFRS fire safety checklist and return it to the Prevention Team. Supreme Homecare replicate this service.

## **TNS New Saints Football Club**

SFRS partially funded the acquisition of an inflatable football pitch to help engage, via football, with youngsters across west Shropshire. The TNS coaches and youth engagement team convey SFRS safety messages and education at all identified events.

## **Safeguarding Adults and Children's Boards**

Membership of the Boards and/or associated working sub-groups gives the Service access to other agency members. This allows the Service to identify and address any individuals or groups and explore the best way in which to intervene and protect them from fire or other emergencies.

Taking part in significant event reviews or serious case reviews allows lessons to be learned and communicated across the multi-disciplinary teams. Additionally, officers can ensure that services, including the "I learn" fire setting intervention programme, are widely known and freely available according to identified risk. Other benefits to the Service include access to the free training modules for Prevention Team members to increase their skillsets to recognise and address all areas of vulnerability.

SFRS have been key in developing both Council's Hoarding Policies directly via this partnership.

## **Housing Association Support**

The Service offers and delivers Safe and Well advice to Housing Association residents (Sevenside / Wrekin Housing Trust) and has delivered numerous visits as part of the programme. Both major housing groups offer vulnerability referrals to SFRS. This now includes hoarding case management.

## **Sure Start**

The Service carries out visits to Sure Start centres, which enable people to have a basic 'Safe and Well' visit carried out in an independent environment instead of their home. This is currently on hold whilst a replacement for the recently departed Outreach Officer is sought.

The partnership provides access to vulnerable parents. This was identified in the ADF Strategy.

## **Rural Partnerships**

The Service's Fire Crime Officer writes regular articles for the National Farmers Union (Midlands), Shropshire Rural Hub and Neighbourhood Watch, raising awareness of rural fires, especially those involving farms and barns.

The Outreach vehicle and members of the Prevention Team also support Police and Crime Commissioner rural crime events in Shrewsbury and at Harper Adams University, Edgmond.

## **The Carers Trust 4 All.**

This is the rebranded former British Red Cross scheme which supports a number of young carers across Shropshire. These young people look after adults in the family home, often parents, with a variety of issues. An agreement has been reached to provide a referral pathway that has been built into the Carers Trust annual review form. The Trust will refer clients who have consented to such a visit on a monthly basis.

## **Domestic Abuse Forum, Sanctuary Scheme and MARAC**

The purpose of this Forum is to encourage agencies and organisations to work in partnership in order to create an environment where domestic violence and abuse is not tolerated and to reduce the impact on victims in Shropshire. This comes under the Safer Stronger Community Partnership. The partnership is supported by Multi-Agency Risk Assessment Conference (MARAC) and referrals to SFRS are triaged by West Mercia Police. The Service's Fire Crime Officer liaises with partners to address areas and individuals of specific concern and measures, such as lockable letterboxes, are employed to target harden premises against the risk of attack.

## **The Burns Extrication Partnership**

The Burns Extrication Partnership is working well since its introduction and crews are utilising the forms and reporting injuries as they occur. The Prevention Station Manager is also closely connected to the Clinical Commissioning Group and is able to check on the status of any reported casualties to ensure that the Service's performance measure for serious fire injuries is reported accurately.

## **West Mercia Youth Offending Service (YOS)**

The Service works in partnership with the YOS to educate clients in the judicial system, charged with arson and vehicle crime, with the aims of reducing the number of people killed or injured on the roads; the number of arson incidents; and the re-offending rate by young people through education. The Service delivers fire crime courses and the vehicle crime course to young people as part of their court order.

## **The Honest Truth Partnership**

This project involves the Safer Roads Partnership, local authority road safety officers and the Fire and Rescue Service forming a partnership with driving instructors. This is a Devon and Somerset initiative. This partnership is still live but currently on hold due to low interest from Driving Instructors. New initiatives are being sought with West Mercia Police and the Safer Roads Partnership.

## **The Institute of Advanced Motoring (IAM)**

This partnership supports up to 10 private drivers per annum through the IAM Advanced Motoring Scheme. There is the potential for a positive impact on the personal safety of the driver, wider public safety and the economic impact of reduced road traffic collision risk to private and public finances. The budget for referrals has been handed to IAM for implementation, this is to improve efficiency. The Chief Fire Officer is President of the IAM.

## **Safer Roads Partnership**

The Service is also a member of the Safer Roads Partnership in West Mercia, which directs road safety education across the County. This is a wide ranging partnership encompassing all road safety initiatives.

Moving forwards, SFRS engagement will be greater as areas such as 'Biker Down', 'Dying to Drive', 'Pathfinder' and other partnership activity increases. As a 'safety' partnership there will be enhanced effectiveness across a range of relationships, an improvement in public safety and a resulting saving to private and public finances.

### **Local Strategic Partnerships and Local Joint Committees**

The Service continues to maintain strong links with the statutory partnerships, such as the Safer and Stronger Communities Board (Shropshire) and the Safer Cohesive Communities Partnership (Telford & Wrekin) and a number of sub-groups focussing on specific areas. The Deputy Chief Fire Officer attends the Telford & Wrekin Local Strategic Partnership and the Shropshire Chief Officers meetings.

### **Bronze Level Tasking Groups**

These Groups operate across both Authority areas and are well attended by multi-agency partners, co-operating in joint initiatives. The "Day of Action" programme provides a joined-up approach from partners for a specific 24-hour timeframe. This benefits both the community and targeted groups with services collaborating with a shared vision and resources. The statistics demonstrate that the rubbish removed by the Councils, the visits to schools by the Fire Service and the increased Police presence all contribute to a reduction in calls and a general improvement in people's lives in the targeted areas.

### **Team Shrewsbury**

Team Shrewsbury is a Memorandum of Understanding (MoU), which forms the basis of an Integrated Community Management Partnership between various public sector partners, and the business, community and voluntary sectors.

It was established to demonstrate the parties' commitment to collaboration and innovation in the delivery, management and use of the public realm. The MoU defines and formalises the relationship between the parties and sets out their roles and responsibilities within the Team Shrewsbury partnership.

### **Night Time and Day Time Economy Group**

SFRS is one of the responsible authorities under the Crime and Disorder Reduction Partnership and known as the Safer Telford and Wrekin Partnership is made up of a wide range of public, private and voluntary agencies and is responsible for reducing crime, anti-social behaviour (ASB), substance misuse and domestic abuse in Telford and Wrekin. The Neighbourhood Delivery Group Meetings have now been replaced by Night Time and Daytime Economy meetings. Reviewing individual cases and emerging crime and ASB issues in the areas in Telford and Wrekin. The vision is "A community that feels safe and protected". Safer Telford and Wrekin Partnership works towards improving your feeling of safety and reducing the fear of crime.

## **Multi-Agency Public Protection Arrangements (MAPPA)**

This multi-agency agreement provides the most effective means to share critical information about those who are vulnerable or those who may provide potential threat to the community.

## **Telford College of Arts and Technology (TCAT)**

This partnership enables the Service and TCAT to benefit from an exchange of services. The Service will support the BTEC Public Uniformed Services course at TCAT by providing lectures and allowing students to attend the Service's Training Centre. In return TCAT will provide the Service with two places on their Preparing to Teach in the Lifelong Learning Sector courses. This promotes greater understanding of the Fire Service and help in training and development within the Service.

## **5 Operational Response Partnerships**

### **Baywater Healthcare Ltd**

An agreement with Baywater Care has resulted in operational crews being aware of the location of medical oxygen cylinders throughout the County, providing improved safety for firefighters. At the same time, the Prevention Team is able to direct resources to carry out home safety visits with oxygen users, who tend to be suffering long-term or chronic illness.

### **Environment Agency (EA)**

By working as one of the EA's partners, using their equipment, the Service mitigates and reduces the impact of fires and other incidents. The partnership aims to protect and enhance the environmental conditions for the communities and stakeholders of Shropshire.

It enables an immediate response to environmental issues with little or no cost to the Service by way of providing equipment required to deal with environmental issues. The Service is also in partnership to reduce fires at waste and recycling centres through joint site visits and consultation.

### **The British Red Cross – Fire Emergency Support Service**

In May 2013 the Service, in partnership with the British Red Cross, took ownership of a new Fire Emergency Support Service vehicle. This is operated by a cadre of British Red Cross volunteers, who provide support to victims of fire and other emergencies, either whilst fire crews are still on scene or when they have left.

### **Local Resilience Forum**

This Forum is required under the Civil Contingencies Act. The purpose of the Forum is to ensure effective delivery of those duties under the Act, which need to be developed in a multi-agency environment. A shared approach is taken to dealing with risk and responding to incidents.

## **Burns Care Network**

The Burns Care Network was set up to share casualty information on casualties with burns-related injuries at incidents attended by various stakeholders. There are seven specialist burns units throughout the Midlands Burns Care Network. The lead hospital for this network is University Hospital Birmingham. This Service and a number of other regional and national stakeholders within the Midlands region have signed up to this protocol.

## **Command Solutions - Development Steering Group**

Actively working with a number of Fire & Rescue Services to develop a working software solution for Incident Command. This collaboration has been started by Cleveland Fire Service. Organisations wishing to work within the collaboration and be a member of the Development Steering Group have signed a document of Strategic Intent to be involved.

## **Critical Incident Debriefing**

A joint venture with West Mercia Police, which will involve staff from both organisations being jointly trained in Trauma Risk Management (TRiM) operating processes, so that support can be provided to our staff following traumatic events. This will also explore the possibility of the trained staff from either organisation being able to go in and support staff from the other partner, when the TRiM process is required.

This should benefit both organisations, not only in terms of reducing the costs to each organisation for the required training, but also in terms of improving the resilience of the TRiM process through increased numbers of staff available to both organisations when an event occurs. There is also the additional cultural benefit that will come from staff from both organisations working together and becoming more aware of each other's challenges.

## **ESMCP (Emergency Services Mobile Communication Programme)**

This is the partnership for the replacement for the current Airwave radio system. The Emergency Services Network is built on the current EE commercial network and coverage is anticipated to be much better due to the number of masts. Public safety should be enhanced due to the way in which critical bearers will allow the emergency services use of the system during major incidents. A regional team have now been established to support local User Organisations (FRSs). There is a meeting structure in place to support local Project teams in achieving objectives and tasks set by the Home Office.

## **6 Equality and Diversity Groups and Partnerships**

The Service's Equality and Diversity Team works with a range of partnerships and groups, including Shropshire Disability Network, Safe Ageing No Discrimination (SAND), Older People's Forums in Shropshire and Telford, the Shropshire Hate Crime Reporting Group, Gender Matters, the Rainbow Film Festival, and Fairness, Respect, Equality Shropshire (FRESH).

SFRS are members of AFSA (Asian Fire Service Association). In 2018 SFRS were awarded a certificate for being a founder member of this group.



The Service was among the first corporate members of FRESH, which was established in 2013 as a Community Benefit Society (community co-operative) to support improved equality and anti-discrimination policy and practice within and beyond Shropshire. The Service is committed to FRESH and its work, and hosts many of FRESH's meetings at Service Headquarters.

## **7 Financial Implications**

Information on income and expenditure within partnerships is collected and updated in line with the frequency of monitoring, which takes place on each partnership and is recorded on the Partnership Register. The Service Management Team reviews the Register every six months.

## **8 Legal Comment**

The functions exercised within the partnership working arrangements fall within the Fire and Rescue Services Act 2004 and the aims and objectives of the Fire Authority.

## **9 Initial Impact Assessment**

This report sets out factual details of partnerships, in which the Service is involved. An impact assessment is not, therefore, required.

## **10 Appendix**

Link to Partnership Register for more detail including review dates.

<https://sfrs.sharepoint.com/teams/Service%20Development/Lists/Partnerships/AllItems.aspx#InplviewHashd5a15ccf-f687-48f1-9cba-edd90792e77a=>

## **11 Background Papers**

There are no background papers associated with this report.