

**28<sup>th</sup> January 2014****Agenda Item: 9****REPORT OF THE SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE  
AND PUBLIC PROTECTION****JOINT AGENCY VULNERABLE PERSONS IDENTIFICATION PROJECT –  
(NOTTINGHAMSHIRE FIRE AND RESCUE AND NOTTINGHAMSHIRE  
COUNTY COUNCIL)****Purpose of the Report**

1. To update Members of the progress made by a partnership approach to reduce the vulnerability of individuals in their local communities in respect of fire prevention.

**Information and Advice**

2. Nottinghamshire Fire and Rescue Service (NFRS) have changed the way that they deliver their Fire Prevention activity over the last three years and now focus their activity on those that they consider most at risk from fire.
3. Through extensive data sharing with other organisations they have been able to build a picture of the demographic groups that are most at risk in certain situations and prioritise these groups.
4. Those over 65 and living alone were found to be particularly at risk of fire with the risk increasing as people get older. If these individuals are already in receipt of home care due to incapacity or disability that risk increases.
5. In order to engage with these people the County Council agreed to identify those people receiving social care.
6. The County Customer Service Centre (CSC) was commissioned to make calls and send out letters to those at risk, to promote a Home Fire Safety Check from the Fire Service. This also ensured that there was no physical data exchange between parties and Data Protection was not compromised.
7. Over the last 12 months those residents who expressed an interest were referred to NFRS and appointments were made for a free Home Fire Safety Check, along with a check to smoke alarms already installed. During conversations it was

established that many residents having smoke alarms were not checking these regularly.

8. In all, over 1000 people have been contacted resulting in NFRS receiving referrals for over 110 Home Fire Safety Checks.
9. Two districts have now been completed these are Ashfield and Mansfield and a third (Bassetlaw) is underway.
10. Each resident who has undergone a Fire Safety Check has been re-contacted to gather feedback on the end to end process. This has resulted in further improvements being made to communication, letters, call-out scripts and in turn delivery timescales. Feedback from residents has been very positive.
11. Further roll-out is being considered across the County. This is considered a major step forward for NFRS and Nottinghamshire County Council, which is enabling both partners to quickly and efficiently identify people most at risk of fire and, in turn, reduce the number of fires within this vulnerable age group.
12. Customer feedback from the initial pilot is listed below.

Question	Positive responses
1. Were you pleased to receive a call from the Council to offer this service?	100%
2. Did the advisor explain fully what would happen, giving you a clear understanding of the process?	88%
3. Were you happy with the timescale from the initial call to the actual visit from the fire service?	100%
4. Were you happy with the advice given to you from the fire service?	96%
5. Do you feel more knowledgeable about fire hazards and fire safety as a result of the Fire Safety Check?	75%
6. Are you now checking your smoke alarm on a regular basis?	67%
7. Would you recommend this service to others?	100%

### Other Options Considered

13. Not applicable.

### Reason/s for Recommendation/s

14. An evaluation of the pilot has been carried out, and, as mentioned above, this is now being rolled out across the County on a district basis.

## **Statutory and Policy Implications**

15. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

16. Chanel Shift work and ever increasing demands on both partners means that this exercise can only be completed when resources and demand allow. Should this be rolled out to further districts or incorporated into business as usual, additional resources would be required.

## **Equalities Implications**

17. The initiative is focused on older members of society, who are more at risk from domestic fires, a risk which increases with age.

## **Crime and Disorder Implications**

18. There are no crime and disorder implications linked to this initiative.

## **RECOMMENDATION/S**

- 1) It is recommended that the Community Safety Committee notes the ongoing development of the project.

**PAUL MCKAY**

**Service Director for Promoting Independence and Public Protection**

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## **Constitutional Comments**

19. As this report is for noting only no constitutional comments are required.

## **Financial Comments (KAS 15/01/2014)**

20. The financial implications are contained within paragraph 16 of the report.

## **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- [Previous report to Community Safety Committee – 18 June 2013](#)

## **Electoral Division(s) and Member(s) Affected**

All

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