

The Highland Council

**Community Safety, Public Engagement and Equalities
Committee – 30 September 2015**

Community Engagement Update

**Report by Local Senior Officer for Highland – Area Manager
Scott Hay**

Agenda Item	6(c)
Report No	CPE/ 16/15

Summary

This paper provides Committee Members with an overview of Scottish Fire & Rescue Service activities aligned with legislative responsibilities and partnership agreed outcomes contained in the Highland SOA 2013 – 2019. These activities include the delivery of free home fire safety visits (HFSV) aimed at reducing dwelling house fires, local partnership activities targeting the most vulnerable within our communities, supporting road safety intervention and the reduction of fire related antisocial behaviour through delivery of targeted youth engagement activities.

1. Legislative Responsibility

- 1.1 The Police and Fire Reform (Scotland) Act 2012 builds upon the Fire (Scotland) Act 2005 providing the statutory basis for the creation of SFRS. The Statutory functions of SFRS remain the same however the 2012 Act amended fire safety responsibility to take account of reform, in particular to require the production of a strategic plan and annual report, make new arrangements for strengthening local engagement and partnership working and ensure that the fire and rescue functions set out in the 2005 Act apply to the SFRS including the promotion of fire safety.

2. The Children and Young People (Scotland) Act 2014

- 2.1 *The Children and Young People (Scotland) Act 2014 (CYPA), places specific duties on the Scottish Fire and Rescue Service (SFRS) and a range of other Public Bodies. The Act takes forward the Getting it Right For Every Child (GIRFEC) approach to children and young people from birth to 18 years old, with access to a Named Person, this person being the key central point of contact. The Act also includes the provision of a single 'Child's Plan' to ensure services are co-ordinated to support those children who require it. This includes a duty to share information, which is likely to be relevant to a child's wellbeing, with a child's Named Person and provide appropriate assistance when a Child's Plan is in place.*

- 2.2 Duties placed on SFRS and other public bodies include the co-ordination, planning, design and delivery of services for children and young people with a focus on improving wellbeing outcomes and report collectively on how they are improving these outcomes.

3. Corporate Parenting

- 3.1 Corporate Parenting is defined in the Children and Young People (Scotland) Act 2014 as: 'the formal and local partnerships between all services responsible for working together to meet the needs of looked after children, young people and care leavers'.
- 3.2 The Act puts Corporate Parenting on a statutory footing and introduces a new framework of duties and responsibilities for SFRS and other public bodies listed in Schedule 4 as corporate parents to collaborate with each other to promote the wellbeing of looked after children and care leavers in their care helping them to achieve the best outcomes.

4. Local and National Outcomes – Single Outcome Agreement

- 4.1 The Scottish Governments sixteen National Outcomes support five strategic objectives: to make Scotland wealthier & fairer, smarter, healthier, safer & stronger, and greener. The activities delivered in partnership by SFRS makes a contribution across all five strategic objectives and contribute toward National Outcomes although four in particular reflect our priorities:
- We live our lives safe from crime, disorder and danger (National Outcome 9)
 - We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others (National Outcome 11)
 - Our public services are high quality, continually improving, efficient and responsive to local people's needs (National Outcome 16)
 - We live longer, healthier lives (National Outcome 6)
- 4.2 The Single Outcome Agreement (SOA) for highland 2013/2014 to 2018/2019 focuses on six national priorities set out by the Scottish Government and sets out what partners need to do to address them.

National Policy Priorities:

- Economic Recovery & Growth
- Employment
- Early years
- Safer & Stronger and Reducing Offending
- Health Inequalities
- Physical Activity
- Outcomes for Older People

5. *Fire & Rescue Framework for Scotland*

- 5.1 The Fire & Rescue Framework for Scotland 2013 takes into account changes in the legislative landscape and provides priorities and objectives for SFRS with guidance and support on the carrying out of its functions set in the context of the overarching purpose that SFRS should adhere to post-reform. The document recognises the crucial role SFRS has to play in working towards the Scottish Governments five strategic objectives with its core contribution being making our communities ‘safer and stronger’.
- 5.2 The Framework demonstrates three aims that SFRS should deliver: partnership working, equality & diversity and environmental responsibility and sets out strategic priorities in four chapters covering the new governance and accountability landscape which the SFRS operates.
- Chapter 1 – the new governance and accountability landscape including planning, reporting and performance management.
 - Chapter 2 – protecting and improving local services and reducing duplication
 - Chapter 3 – more equal access to specialist support services and national capacity
 - Chapter 4 – strengthening the connection with communities
- 5.3 Benefits which span all business areas must be taken into account at all levels of delivery from frontline operations to business support functions. Scottish Ministers are committed to reviewing terms of the Framework and updating the document ensuring it is tailored to meet the evolving needs of Scotland’s diverse communities and setting out new priorities for SFRS as it evolves to meet new challenges.

6. *The Prevention & Protection (P&P) Community Safety Engagement (CSE) Framework 2013 – 2016*

- 6.1 The Prevention & Protection (P&P) Community Safety Engagement (CSE) Framework 2013 – 2016 defines the measures through which the SFRS will deliver its statutory duties in respect of the Fire (Scotland) Act 2005, the Police and Fire Reform (Scotland) Act 2012 and the priorities and objectives outlined in the Fire & Rescue Framework for Scotland 2013.

The Framework directs the delivery of duties of the Local Government Act 2003 to participate in the Community Planning process working towards national outcomes, ensures activities are evidence, evaluated and targeted at individuals and communities most at risk and are conducted having ‘due regard’ for the duties in the Equality Act 2010 and Climate Change (Scotland) Act 2009.

- 6.2 The CSE Framework focuses on the following priorities:
- Reducing accidental fires in the home and consequential casualties and loss

- Reducing deliberate fire setting and fire related anti-social behaviour
- Participating in local Community Planning Partnership and Single Outcome Agreement objectives
- Targeting interventions at individuals and communities most at risk from fire
- Establishing youth engagement opportunities and initiatives
- Establishing and embedding effective training and development for existing and emerging CSE activities.
- Commit to ensuring SFRS plans at National and Local levels are aligned with those of key partners
- Demonstrate a commitment to the sharing of information and ensuring agreements are established to facilitate joint working with partners
- Ensure CSE considerations are fully embedded in the development and design of performance management, recording and reporting arrangements
- Be shaped by robust and transparent evaluation to drive continuous improvement whilst ensuring interventions meet the needs of diverse communities.

6.3 The Framework also requires the development of local fire and rescue plans linked to Community Planning in addition to supporting the broader Prevention & Protection objectives to secure continuous improvement, enhanced performance and better service delivery. The Framework will ensure that we continue to engage with communities in order to educate through a series of partnership activities regularly evaluated to allow effective services which contribute towards the elimination of risk and add genuine public value.

7. Local Level Delivery

7.1 Highland Prevention & Protection Plan

7.1.1 The Highland LSO Area Prevention & Protection Plan 2014/15 confirms the strategic direction for the P&P function in Highland whilst providing a framework to which local P&P Managers and teams will work in order to deliver the strategic objectives of the SFRS and those of the Scottish Government. To support the P&P Strategy, a suite of 6 P&P objectives have been developed which will be delivered over the 3 year life of the P&P strategy:

- Educate and empower our diverse communities by providing simple but effective messages
- Enable compliance with Fire Safety legislation and investigate the causes of fires and other emergencies
- Engage with communities to deliver services that are evidence based and outcome focused. In so doing, we will work together in order to identify and agree shared objectives

- Embed a culture of Prevention, Protection & Partnership by including these as crucial elements of frontline service delivery
- Evaluate partnerships, initiatives and activities to ensure that communities benefit from effective services which add genuine public value
- Reduce risk and seek innovative ways to lower unnecessary demands and operational deployments

7.1.2 The P&P function within Highland will use these objectives as guiding principles reflected in day to day services delivered by Community Action Teams making our community 'safer and stronger' through the reduction of risk from fire or other emergencies.

7.2 Structure of Community Action Teams (CATs)

7.2.1 The Community Action team is an LSO area based resource with the composition and specific skills of CAT staff determined by the priorities of the local fire plan, socio-demographics, statistical information and predictive trends. Whilst the LSO has overall responsibility for the delivery of all P&P functions within their respective areas, the day to day responsibility is delegated to the P&P Group Manager, supported by the P&P Station Manager (SM) who manages the Community Action Team (CAT) currently consisting of 5 Community Safety Advocates (CSA) covering Highland area.

7.2.2 The CAT is supported by the Regional Community Action Team Co-ordinator who is responsible for co-ordinating, supporting and monitoring performance, supporting the development of CSE initiatives, facilitating joint working and supporting the implementation of new policy, procedures and guidance. In addition the CAT Co-ordinator works closely with the Partnership Unit and other Regional CAT Co-ordinators to share good practice, identifying and evaluating best practice from local to regional to national level to support continuous improvement.

7.2.3 The focus of the CAT is determined by the LSO and local P&P managers allowing for flexibility to address local issues. Targeted activity by the CAT is supported by the P&P Directorate and Service Delivery Areas through the P&P Strategy, national campaigns and initiatives, SFRS media strategy, CSE Campaign Calendar and seasonal campaigns via Thematic Action Plans (TAPs).

7.3 Thematic Action Plans (TAPs)

7.3.1 4 yearly Thematic Action Plans (TAPs) support P&P to reduce the level of seasonal risk and fire related antisocial behaviour. TAPs detail SFRS key messages, objectives and target audiences within a given timescale directing where resources could be directed to ensure the effective delivery of the key SFRS messages across a range of platforms.

7.3.2 Seasonal TAPs offer guidance to ensure the delivery of appropriate local-specific messages based on and supporting the national key safety messages and assist P&P in its objective of educating the public and reducing fires and fire related antisocial behaviour. The TAP calendar is attached to the rear of the QPR

7.4 What does CAT deliver locally

7.4.1 Community Safety Advocates support the day to day delivery of Community Safety Engagement in order to meet the objectives of the Local Fire Plan for Highland and priorities for the LSO area as determined by the LSO. This is achieved by working alongside other area based staff and partner agencies through a targeted approach to identify and access individuals and households in order to deliver safety advice and information.

7.5 Inverness Response Team

7.5.1 Inverness Response team is designed to address local public space amenity issues on a daily basis through partner agencies sharing information and resources to ensure early intervention in preventing and tackling community concerns. Daily Tasking and Co-ordination meetings involve a review of antisocial behaviour, community safety incidents and other relevant information from the previous 24 hours to identify relevant partnership actions allowing needs based service delivery within a responsive timescale preventing the escalation of antisocial behaviour.

7.5.2 The freeing of resources, previously invested in dealing with acute problems, allows the delivery of increasingly efficient, sustainable and cost effective solutions to address public space amenity/community safety problems contributing to improved community safety outcomes specifically antisocial behaviour, community fire safety and violence priority business areas.

7.5.3 Core partners involved on a daily basis include:

- Highland Council
- SFRS
- Police Scotland

7.5.4 Additional partners invited to participate on a case by case basis include:

- Housing Associations
- Street Pastors
- Inverness BID and local retailers
- APEX
- Victim Support Scotland
- NHS Highland
- Care and Learning Service
- Alcohol and Drugs Partnership

7.6 HFSV

- 7.6.1 Home fire safety visit (HFSV) is a comprehensive assessment carried out by Community Safety Advocates or Fire Fighters which examines the level of risk within the home and provides a means to mitigate the risk through the provision of guidance, advice and if required the installation of long life battery operated smoke alarms and the provision of other equipment. A HFSV consists of utilising a risk assessment methodology to assess the risk of fire occurring, taking into account the health of the occupants, lifestyle, fire hazards, home environment and layout of the dwellings and the provision of practical advice. Smoke detectors are tested and/or replaced as required with other specialist equipment available following the appropriate risk assessment. Onward referral to partner agencies are generated to inform them of any notable risk or emerging trend.
- 7.6.2 Referrals for HFSV can be made via partner agencies, SFRS website, freephone telephone number or through local fire stations. In order for visits to effectively reduce risk they are targeted towards the most vulnerable through the application of a risk based approach with a risk rating being carried out at the point of referral allowing the risk of fire to particular households to be rated as High, Medium or Low Risk from fire and prioritised as such. A points rating is applied to each level of risk which must be considered in tandem with the volume of visits ensuring that the delivery of HFSV takes cognisance of qualitative outcomes rather than focusing solely on quantitative figure and supporting two of the CSE priorities of reducing accidental fires in the home and targeting interventions at individuals and communities most at risk from fire.

7.7 Stay Safe

- 7.7.1 Stay Safe involves peer volunteer speakers delivering safety messages to older people in the Highland area on home security, scams, falls prevention and available support services i.e. Home Fire Safety Visits. SFRS work in partnership with Highland Council, Police Scotland, NHS Highland, Age Scotland, Highland Senior Citizens Network and community care forums to provide information on services for volunteers and to develop and implement the project.
- 7.7.2 Stay Safe has led to a reduction in demand on partner agency workers as peer speakers are now able to deliver inputs at increased volume also resulting in an increased take up of support services. This project was runner up in the Prevention and Problem Solving category for the Safer Communities Awards 2013.

7.8 MARAC

- 7.8.1 MARAC (Multi Agency Risk Assessment) are regular meetings where information is shared about high risk domestic abuse victims between local agencies. By bringing relevant agencies together via MARAC and ensuring the victim is represented by an Independent Domestic Abuse Advocate

(IDAA), a co-ordinated, risk focused plan can be drawn up to support the victim.

7.8.2 The primary aim of MARAC is to safeguard the victim however links are also made with other multi-agency meetings and processes to safeguard children and/or other vulnerable adults.

7.8.4 MARAC partner agencies in Highland include:- Women's Aid, Housing Associations, Crown Office & Procurator Fiscal Service, Highland Council, NHS Highland, Police Scotland, SFRS, Scottish Prison Service and Victim Support Scotland.

7.9 Healthy Homes for Highland

7.9.1 Healthy Homes for Highland (HHH) is a multi-agency referral process that links together and provides a range of free services helping vulnerable and hard to reach householders access and advice and assistance. By working with partner agencies to access vulnerable people who have been historically difficult to engage with we are able to generate referrals, processed through a central call centre, allowing clients to access services which improve the quality of their lives and allows opportunity to provide fire safety information to otherwise hard to reach individuals.

7.9.2 Customer facing staff within partner agencies refer clients via a freephone number or by using a freepost referral card. Clients are then contact by HHH staff will arrange a visit and/or provide the service requested.

7.9.3 Core partners including SFRS, Highland Council, Energy Saving Scotland and NHS Highland offer the following free services:

- Home Fire Safety Visits
- Money advice including debt management and benefits and tax credits advice
- Energy saving advice including free and grant funded insulation and heating systems

7.10 Falls Prevention

7.10.1 Working in Partnership, SFRS and NHS Highland have developed a cross referral process whereby inward referrals are received for vulnerable individuals who would benefit from a HFSV and Fire Service staff identify individuals at risk of falls who would benefit from the NHS Multifactorial Falls Risk Screening (MFS) process.

7.10.2 Through an established referral process information is shared between partners allowing SFRS access to individuals who may have become more vulnerable and who would benefit from fire safety advice in their home and tailored to their individual circumstances and taking into account health, mobility and lifestyle issues.

7.11 Telecare

- 7.11.1 Telecare Fire Protection System is an automatic means of summoning assistance to help vulnerable people i.e. living alone or in an isolated location, facing increased risk due to restricted mobility of illness, live safely in their own home. Telecare heat or smoke detectors, when activated, send a call through to a call monitoring centre (CMC) who contact Fire Control who in turn direct a fire appliance to investigate the alarm activation.
- 7.11.2 SFRS and Telecare have signed up to a partnership agreement whereby a cross referral process was developed to allow inevitably high risk referrals to be both received from Telecare and generated by SFRS staff should they identify a need during the course of a HFSV. Referrals can also be made to other partner agencies as appropriate i.e. Deaf Services, Social Work or Housing.

7.12 Alcohol Brief Interventions

- 7.12.1 SFRS has commenced a partnership pilot with NHS Highland to deliver Alcohol Brief Interventions (ABI). An ABI can be described as 'a short, evidence based, structured conversation about alcohol consumption with a patient/client that seeks in a non-confrontational way to motivate and support the individual to think about and/or plan a change in their drinking behaviour in order to reduce their consumption and/or their risk of harm'
- 7.12.2 Two SFRS Community Safety Advocates have been trained by NHS Highland so that in the course of their working day delivering fire safety advice and guidance they also have the necessary skills to identify potential ABI situations and to deliver the necessary interventions. In addition, the staff have the capability to further refer cases should that be necessary.

7.13 Deaf Services

- 7.13.1 SFRS and Deaf Services work in partnership to carry out joint visits to enhance fire safety for Deaf Services clients. A HFSV is carried out with the assistance of a Deaf Services staff member with smoke detectors or other specialist equipment fitted as required. As with Telecare appropriate referral pathways can be initiated during a HFSV i.e. Falls Prevention, Social Work, Housing.

7.14 Firesetter Intervention and Re-education Scheme

- 7.14.1 The Firesetter Intervention and Re-education Scheme (FIReS) is a programme of interventions targeted to young people who have displayed an unhealthy fascination for fire. FIReS aims to provide education and advice to young people, their parents or carers and where appropriate other agencies working with the young person or their family.

7.14.2 FIREs offers a flexible approach with interventions delivered by trained personnel in the family home or other appropriate location. Interventions are designed to have an impact on the behaviours of firesetters through dialogue and to address the incidence of firesetting explaining the effects of an individual's action on themselves and others in addition to promoting fire safety awareness to families and carers of young people.

7.15 Go Safe

7.15.1 Go Safe is an online educational resource that has been developed to provide children and young people throughout Scotland with a variety of key safety messages. This interactive resource is designed to be teacher led and has a variety of activities and lesson plans including topics such as Fire, Water, Home, Outdoor, Road, Rail, Cyber and Personal Safety.

The resource forms part of the SFRS education programme and supports the commitment to providing fire safety education to all of Scotland's children and young people. Go Safe embraces the values, purpose and principles set out by the Curriculum for Excellence and the emphasis on coherent education from ages 3 – 18. Key partners include:- SFRS, Scottish Water, British Transport Police, Scottish Power, HM Coast Guard, NHS, Police Scotland, RoSPA, Network Rail and Scottish Gas Network.

7.15.2 The Go Safe interactive resource has been designed so that lesson plans, associated activities and home learning can be delivered by teachers or youth workers allowing fire safety to be taught over a longer duration and to fit with school timetables with the Fire topic including:

- People who help us
- Smoke alarms
- Dangers of fire
- Phoning 999/emergency services
- Fire escape plans
- Deliberate firesetting
- Hoax calls

7.15.3 By providing children and young people with key community safety messages Go Safe creates a positive image of SFRS and other key partners and allows opportunities to develop skills for learning and skills for life in order to keep themselves safe from fire related incidents.

7.16 Driving Ambition

7.16.1 Driving Ambition is a multi-agency Young Driver Road Safety Education Intervention aimed at pre and young drivers delivered in partnership with Police Scotland, Highland Council Road Safety, Ambulance Service and the Driving Standards Agency. The aim of the event is to address the imbalance relating to the number of young drivers involved in road traffic collisions by engaging with potential young drivers to improve their knowledge of the issues relating to becoming a driver.

7.16.2 Driving Ambition is run in Secondary Schools throughout Highland being delivered to S5 and S6 pupils. The event takes the form of 6 different sets delivered sequentially to pupils over a half-day session. Each agency deliver a carefully structured 25 minute set relevant to young drivers.

7.17 Safe Highlander

7.17.1 Safe Highlander is an annual event for Primary 7 pupils across Highland promoting community safety, health and crime prevention. Events have been held in Inverness, Caithness, Fort William and Portree with pupils partaking in interactive educational sessions over a half day, experiencing a number of potentially hazardous situations and participating in a range of simulated exercises.

7.17.2 Pupils acquire lifesaving skills including first aid, fire and water safety, road safety and internet safety. Pupils are also presented with the dangers of electricity, building sites and substance misuse. After the event pupils become more aware of personal safety, potentially avoiding becoming the victims of crime, understand how to react to emergency situations and increasing their chances of becoming good citizens.

7.17.3 Partner agencies include High Life Highland, The Highland Council, Police Scotland, The Scottish Fire & Rescue Service, maritime and Coastguard Agency, British Red Cross, Youth Action Service, Institution of Safety and Health, Scottish and Southern Energy and Fujitsu.

7.18 Hi-Fires

7.18.1 Hi-Fires is a 10 week activity based diversionary activity for young people at risk of offending, dealing with behavioural issues or undergoing particular challenges in their lives which may affect their future development.

7.18.2 The aim of Hi-Fires is to provide development opportunities to young people principally through Fire & Rescue related activities encouraging them to make the most of their physical and mental capabilities and to become a safer individual and more responsible member of their community. The course also raises young people's awareness of the role of the Fire and Rescue Service and other linked agencies and provides education on the effects of antisocial behaviour on themselves as an individual and the wider community.

7.18.3 Following the course, young people will have:

- Developed their physical and mental capabilities
- Improved their teamwork and had the opportunity to lead a team
- Improved self-discipline
- Improved confidence and communication skills
- Developed a knowledge and awareness of their community
- Gained knowledge of how to promote community fire safety
- Gained basic First Aid skills

- Increased awareness of health and safety concerning the workplace and home
- Developed an understanding about the contribution of the Scottish Fire and Rescue Service and other agencies.

7.18.4 Hi-Fires takes place one evening a week in local fire stations. Over a period of 10 weeks young people attend one 2 -3 hour session per week. Practical sessions include issue and care of fire kit, manual handling, drill ground activities, pumps and ladder drills, use of breathing apparatus (BA), Home Fire Safety Check procedures. Educational inputs include the dangers of deliberate or malicious behaviour towards Fire Fighters, First Aid and responding to the needs of casualties, discussion of community issues enabling students to gain understanding of the impact of antisocial behaviour within their communities, Road Safety and the importance of risk reduction to themselves and the wider community.

7.18.5 The course culminates in a presentation day/evening during which students are able to demonstrate to friends and family the skills they have acquired over the 10 week course and are presented with certificates of achievement.

7.18.6 In addition to mastering new practical skills, following Hi-Fires, young people will display an increasingly positive self-image, enhanced self-esteem and improved communication skills. They will have improved their ability to set and achieve goals, problem solve and work effectively as part of a team contributing to their development as individuals and enhancing future prospects.

7.18.7 Hi-Fires is an externally funded course, young people who would benefit from interventions are identified and referred by partner agencies with funding being secured externally to support delivery in high risk areas.

Recommendation

Committee Members are asked to **note** and **discuss** the contents contained within the Report.

Regional Community Action Team Co-ordinator Donna Abdy

18 September 2015
