



Appendix A



**Norfolk Fire and Rescue Service**

# **Community Safety Strategy**

**2018/2020**



## Introduction

The Strategic Vision for the Norfolk Fire and Rescue Service is set out in our Integrated Risk Management Plan 2016-2020. This vision puts prevention at the heart of everything we do to save life, reduce harm and make Norfolk safer for everyone. This Community Safety Strategy is intended to complement the provision in the IRMP by setting out clear overarching priorities for prevention and protection activity to address the community risks defined in the IRMP.

The vision for this Community Safety Strategy 2018/20 is:-

**“To work together effectively to save life, reduce harm and make Norfolk a safer place for everyone”**

To deliver this vision, our Community Safety Strategy 2018/20 establishes 5 key overarching priority areas, which are focussed on reducing community risk. These priority areas, take into account the direction and expectations set by the communities we serve through Norfolk County Council and the Home Office, will guide the development of delivery plans and activities over the Strategy period.

The Fire and Rescue National Framework recognises the importance of prevention and protection activity in terms of addressing the wide range of risks and challenges faced by local communities. This strategy sets out our priority areas for prevention and protection activities.

In recent years we have been successful in reducing the number of fire related incidents we have responded to. However, more still needs to be done to help better protect and serve our communities. Notably we are still attending fires in homes where no smoke alarm was fitted or working and the number of individuals killed and seriously injured on our roads is not reducing.

Fire protection measures are key components in offering a greater level of safety to both buildings and people, particularly in some of our higher risk buildings, such as ‘sleeping risks’ (Care Homes, Hospitals, Houses of multiple occupants, High Rise residential buildings etc). This combined assessment of both building and people risk will ensure that we get the right level of protection, control, compliance and education to those who are responsible for managing and maintaining safety requirements.

We work within a context of changing demand where the public expects joined up, efficient and effective services. It is essential that we continue to work collaboratively and in partnership to strengthen our service delivery and the impact of activities, and we remain committed to doing this. Aligning activities with other public services – including local authorities and other emergency services – will enable a clear community focus to reduce risk and demand on public services.

This will be supported by close engagement with our communities, building on existing opportunities, enabling early intervention and more resilient and self-sustaining activities.

We are proud of the services that we provide to Norfolk communities and work hard to make the best use of our resources.



## Overarching Priority 1

# Reduce the volume, impact and harm from all emergency incidents

### What this means

We will invest in preventative engagement to drive down both the volume and consequences of all incidents. We will deliver educational safety campaigns across all incident types to include water, road, home and businesses.

### Examples of activities in practice:

- Post-fire building inspections and fire investigations to determine any cause or contributory factor from fire related incidents. Where deliberate activity is involved, working with the Police to help detect those responsible, working with local communities to mitigate further damage, impact and repeat incidents by arson.
- Reviewing building inspection priorities, particularly regarding high rise incidents and considering recommendations from the Grenfell inquiry.
- Targeted road safety education delivery to our most vulnerable road users (young drivers, cyclists, older drivers and powered two wheeled vehicles).
- Working with the business sector to drive down the number of unwanted calls from fire alarm actuations, through inspections and monitoring systems.
- Increasing post incident activity following any serious incident or volume of repeat incident types. 'Quick strike' partnership actions to engage with the local community and heighten awareness of both risk and preventative action. Arson audits, investigations, Home Fire Risk Checks, water safety education and press and media messaging.
- Reviewing and debriefing all incidents and investigations. Sharing learning, intelligence and recommendations from both the national picture and also in a local context to ensure our preventative engagement targets both current and emerging risk.



## Overarching Priority 2

### Help those most at risk through early intervention

#### What this means

Identify vulnerable people in our community by reviewing call trends through our Prevention and Protection teams, Control staff, Operational staff, Information Analyst Team and partnership intelligence sharing. Enabling resources to be targeted at those most at risk

#### Examples of activities in practice:

Using Public Health data to help deliver targeted Home Fire Risk Checks to elderly people living alone in remote locations.

- Exchanging timely risk information through partnership arrangements and referrals systems (District Early Help Hubs, Homeshield partnership referrals and collaboration within Police / Fire Community Safety Teams).
- Expanding Home Fire Risk Check information and staff skills to incorporate additional safety and wellbeing checks, (Stop Smoking, Falls Prevention, Wellbeing, Crime/Scamming Prevention and Security) to deliver a more inclusive home educational awareness experience.
- Improving visibility and accessibility within our local communities to promote both interaction and engagement, through community events, projects and station open days; additionally enabling us to recruit more locally based Community Volunteers from our existing district and early help structures.
- Supporting the strategic Safeguarding Board, sharing information across our partners, with a multi-agency pathway to ensure that risk is identified and managed sensitively and that lessons are learnt from referral trends, case reviews and recommendations.
- Using Press, Social Media, Partners and local Community Groups and Leaders to deliver timely and relevant Safety Guidance (Winter Warm & Well, Summer Water Safety, Firework Safety, Scam Alerts, Road Safety).
- Working in partnership to promote educational awareness of our Preventative Duties, particularly through youth engagement.



## Overarching Priority 3

# Work in partnership to deliver inclusive educational and development engagement with young adults and children

### What this means

Our Youth Development team will work with young people and children to deliver development programmes, education and community projects promoting life skills, work experience and future employment and training aspirations. This work covers various safety themes in addition to smoke alarm awareness and fire safety, such as first aid, water and road safety, personal, hazard awareness and recognition of actions to be taken in a wide range of emergency situations during work experience on Fire Stations.

### Examples of activities in practice:

- Working in partnership with the Prince's Trust and College of West Anglia to deliver 12 week team programmes to young people (16 – 25yrs) in our 4 Districts across Norfolk throughout the year.
- Providing Fire Cadet Units for (12 – 18yrs) at 5 Fire Stations across Norfolk.
- Leading, managing and delivering multi-agency Crucial Crew safety educational experiences, accessible to year six school children across all seven districts of Norfolk (6,000 pupils).
- Developing opportunities for young people to reach their full potential, including work experience as our Community Volunteers, undertaking prevention projects, events and community engagement for NFRS.
- Providing tailored intervention and education programmes for young people and children addressing 'Fire Setting' behaviours, habits and tendencies.



## Overarching Priority 4

# Work with our communities and other regulators to inspect and protect our businesses and buildings

### What this means

Working in partnership with inspection regulators and our Business Community, we will identify and inspect those premises of highest risk through joint intelligence and risk profiling, particularly where premises have been identified by multiple agencies. Our joint activity will also include, post fire recovery, investigations, active monitoring, enforcement and improvement guidance.

### Examples of activities in practice:

- Exchanging timely risk information through our partnership arrangements and referrals systems (District Early Help Hubs, Homeshield partnership referrals and co-location working arrangements across Police and Fire).
- Delivering proportionate risk based inspections, targeting our highest life risk.
- Utilising watch based resources to visit lower level risk providing early, informal intervention and prompt compliance with Fire Safety requirements.
- Targeting premises and those responsible for unwanted false alarm calls from Automatic Fire Alarms (AFAs).
- Delivering collaborative joint inspections covering multiple themes (Trading Standards, Environmental Health, Housing, Licensing, Primary Authority Partnerships and Planning) to improve efficiency and intelligence sharing.
- Following up enforcement notices to validate that deficiencies have been rectified to the required standards increasing the number of satisfactory compliant inspections.
- For serious Fire Safety deficiencies, taking suitable enforcement action, including proportionate informal sanctions or formal court proceedings, to best address the severity of each individual situation.



## Overarching Priority 5

# Work collaboratively to strengthen our local partnerships and the impact of our activities

### What this means

This is about working with others to strengthen our partnerships, policies, resources and outcomes, to ensure that we deliver both collective and inclusive benefits to our communities. We will identify those people most vulnerable across our partnership landscape to better deliver Prevention and Protection functions and values beyond fire safety.

### Examples of activities in practice:

- Utilise relevant data and resources, including Public Health data, to target delivery of Home Fire Risk Checks, evaluating outcomes and benefits.
- Exchanging timely risk information and Community intelligence through our partnership arrangements and referrals systems (District Early Help Hubs, Homeshield partnership referrals, Road Casualty Reduction Partnership RCRP, Adult Social Care etc).
- Utilising co-location opportunities across our key partnership, to strengthen shared prevention priorities and collaboration, including a joint Police/Fire Community Safety Team.
- Partnership and collaborative working across the public and voluntary sector to deliver shared and complementary outcomes and priorities. Includes working with other blue light services, the Road Safety partnership, Prince's Trust, College of West Anglia, Care Providers, Rotary Associations, NCC RCRP, Police, Ambulance and Water Safety partners, along with district and county council colleagues.
- Delivering partnership events which promote joint Community Safety messages across a number of themes (for example Norfolk Show – single Blue light emergency service village, Crucial Crew School Safety Days).
- Providing local, national and themed safety campaigns, maximising the capability of Press and Social Media to promote our shared Community Safety activities and key prevention messages across Norfolk.



## Measuring success and the impact of our work

### Target outcomes

Reductions (or no increase) in:-

- The number of fire deaths
- The number of fire injuries
- The number of deaths from drowning
- The number of accidental dwelling fires
- The number of accidental non-domestic premises fires
- The % of fires attended where there is no smoke detector fitted
- The number of arson incidents
- The number of KSI on Norfolk's roads
- The number of unwanted false alarm calls

Increases in:-

- The number of young people engaged in our youth development programmes who move on to employment, education, training or volunteering
- The number of fire and rescue volunteers supporting our activities
- The % of satisfactory inspections of businesses and premises
- Level of enforcement compliance
- Detection of deliberate incidents
- The % of HFRC's to those most vulnerable

# Further evaluation and feedback indicators will supplement the formal outcomes above. These will include information from our community activity, including post incident activity, themed locally planned prevention and education engagement, customer and partnership feedback, to best capture the ongoing value and impact of our work (We did – You said).